



CommunityAction

Customer Service Survey
2018, 2017, 2016

***“Dedicated to helping people achieve
and maintain independence.”***



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Each year Community Action conducts a customer service survey as part of our ongoing effort to provide quality services in an efficient and welcoming manner. The survey is distributed to program clients during the months of May and June through paper surveys, which are then entered into the Survey Monkey system in order to collate and analyze the data. The customer service questions are included in the Head Start end of year survey so that HS, EHS and GSRP families are not asked to fill out 2 surveys.



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This presentation will show a comparison of 3 years data.

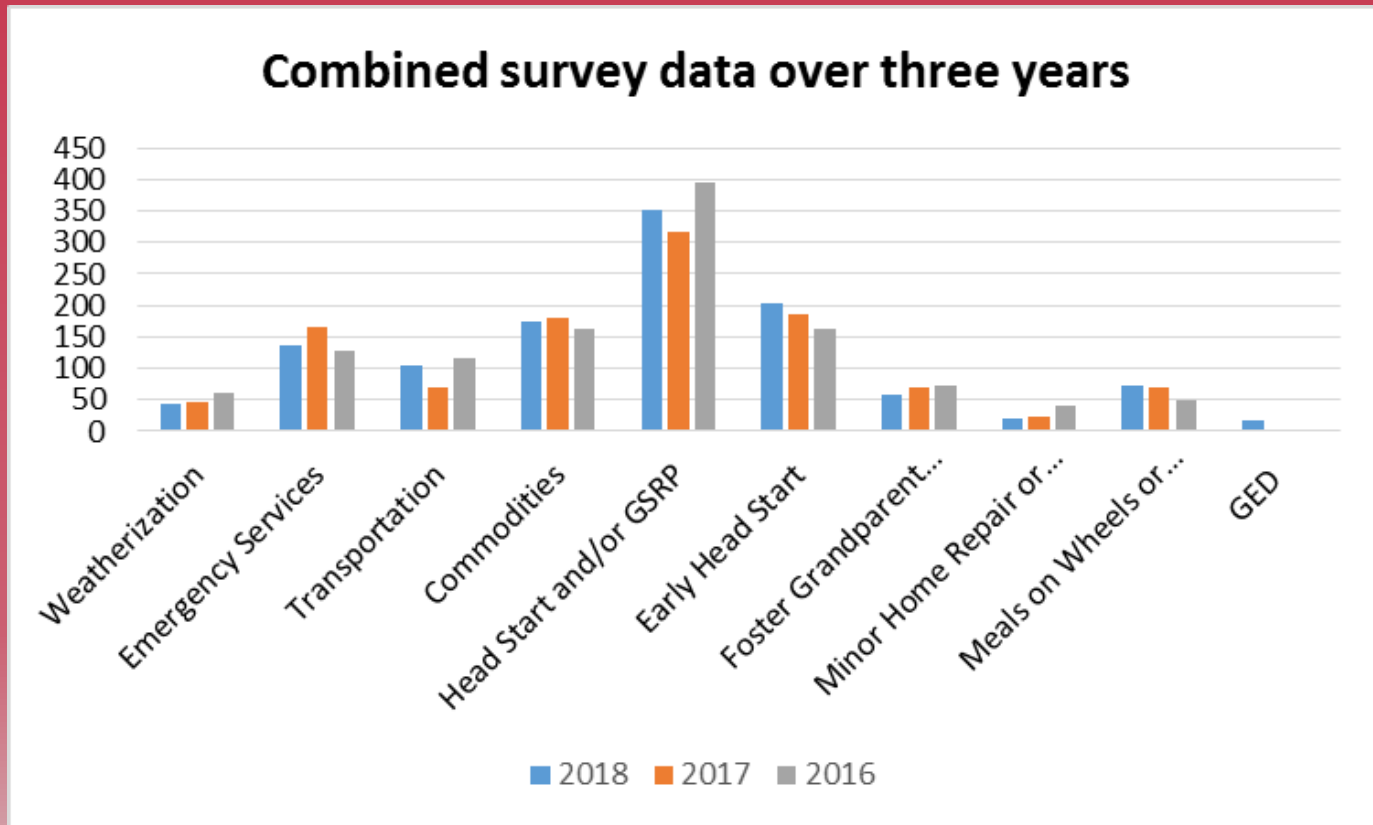
Total respondents for each year:

2018	2017	2016
1182	861	925



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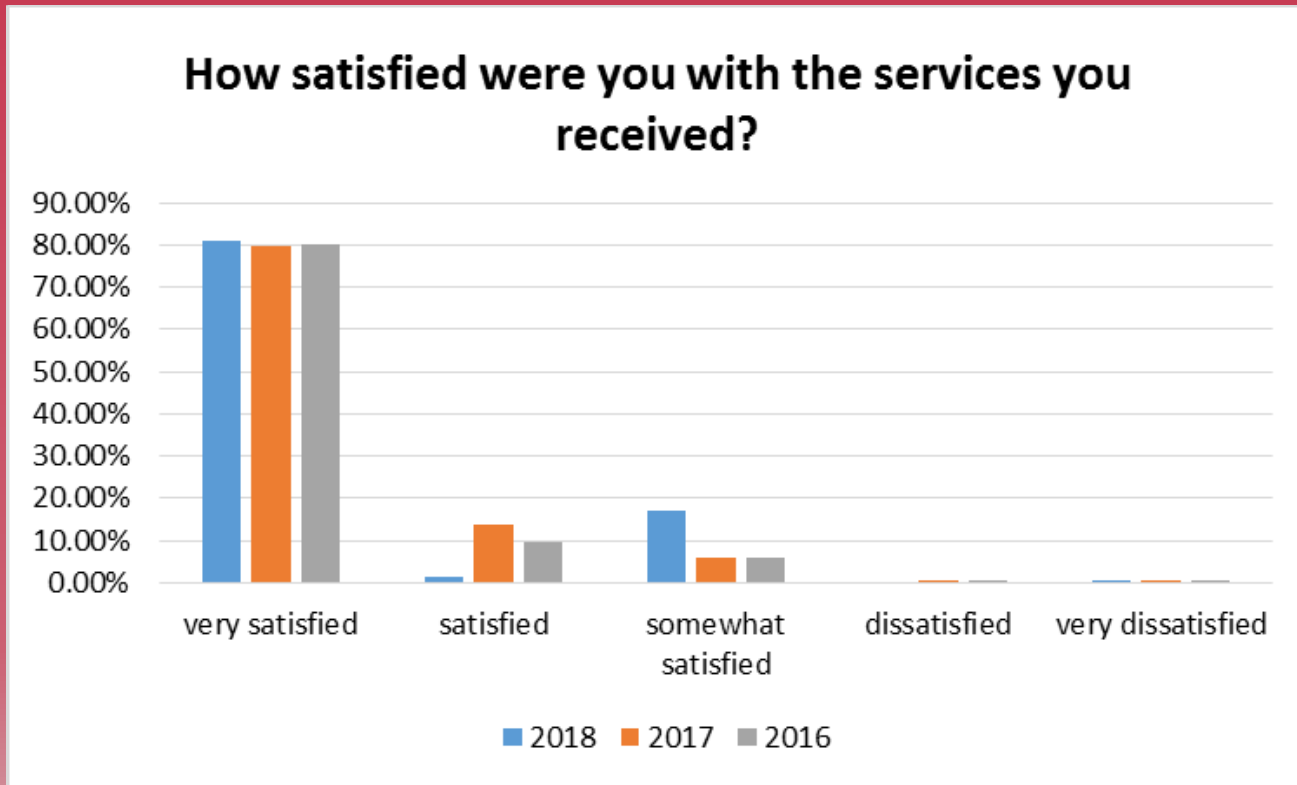
Which Community Action Services have you received?





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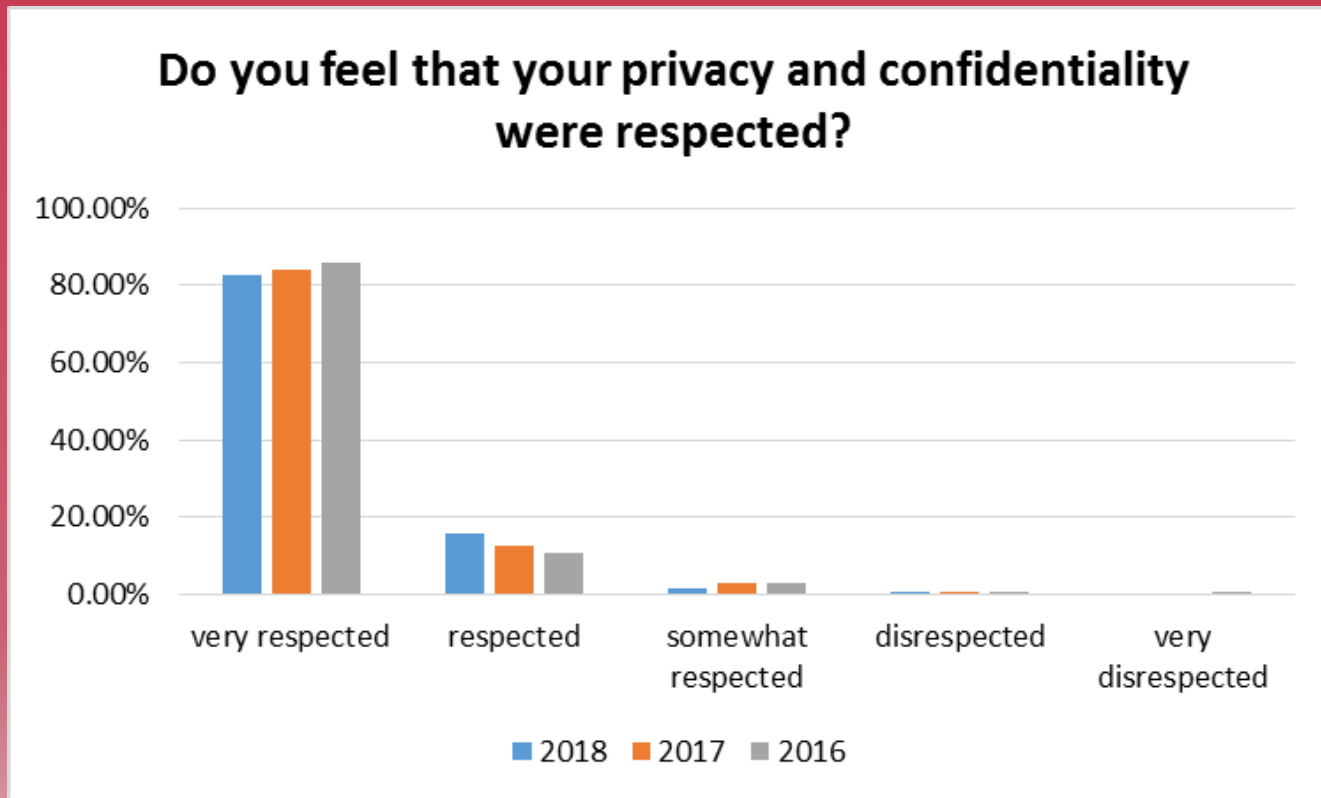
How satisfied were you with the services you received?





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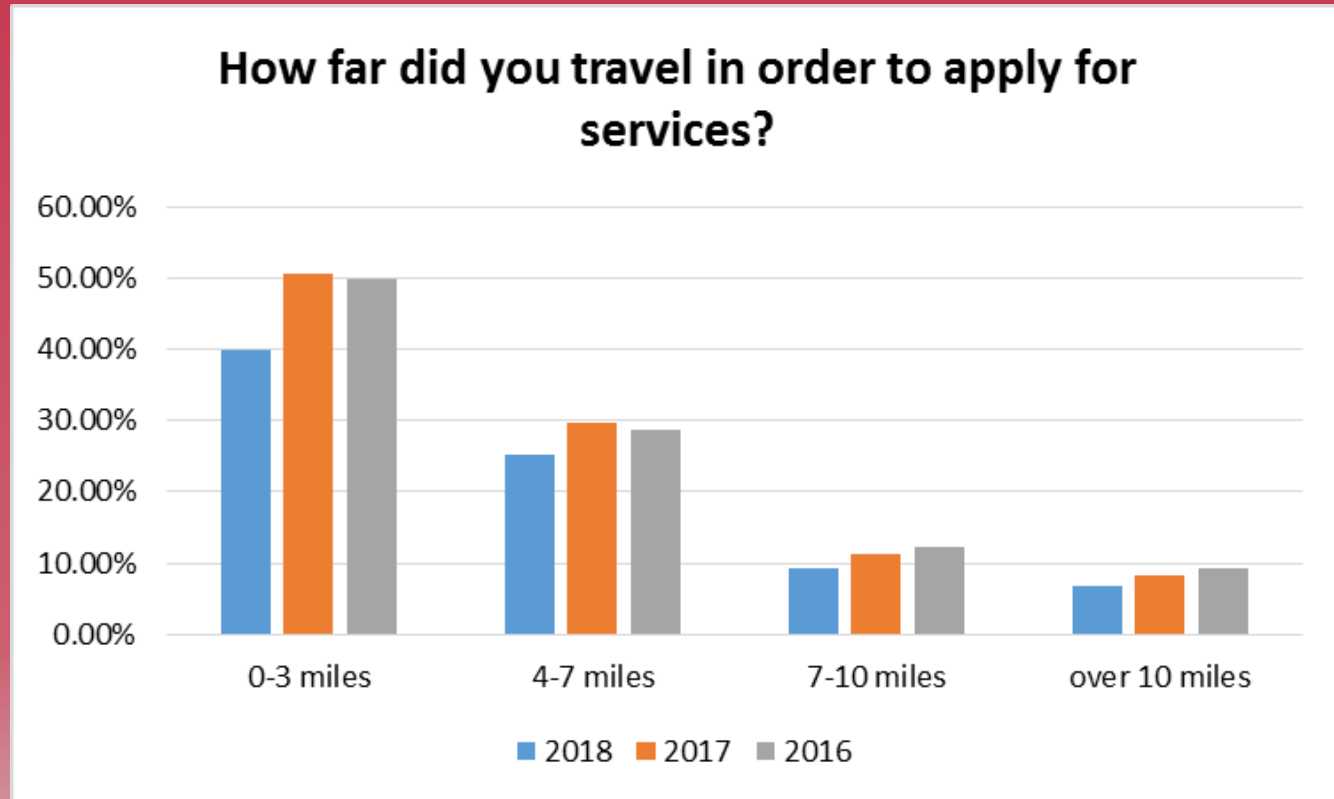
Do you feel that your privacy and confidentiality were respected?





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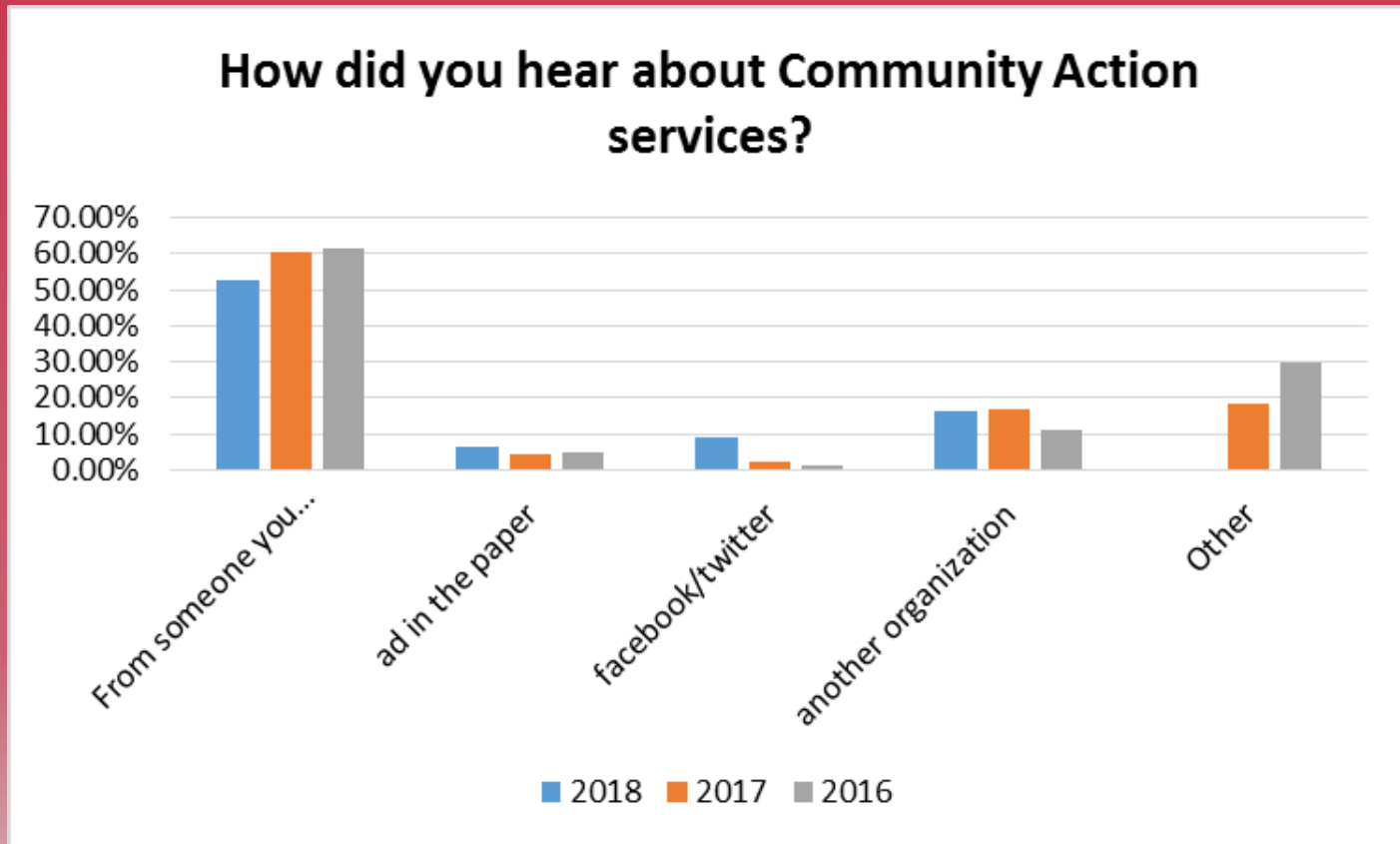
How far did you travel in order to apply for services?





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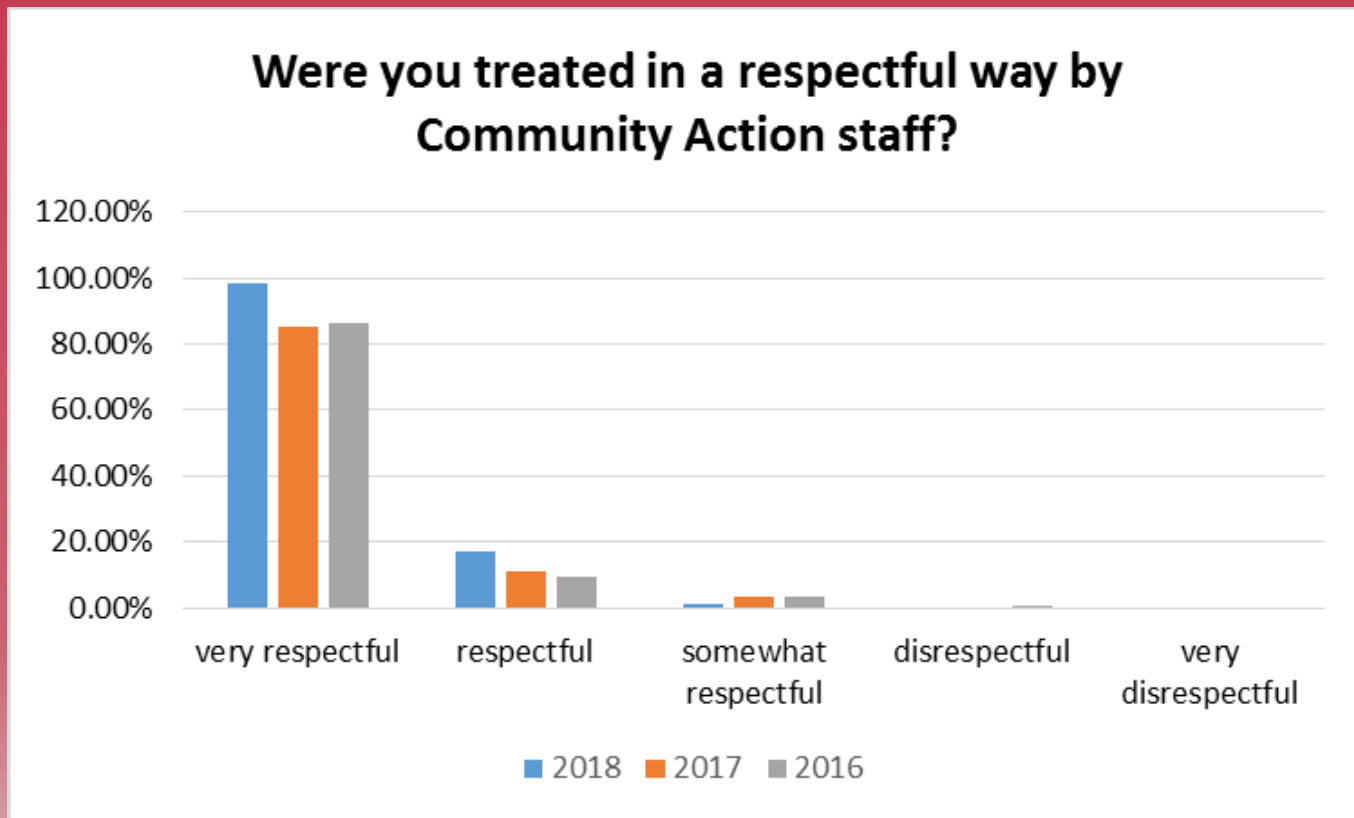
How did you hear about Community Action services?





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Were you treated in a respectful way by Community Action staff?





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Do you have a suggestion that would improve our service or your experience?

- “Waiting in line should be inside. Too cold and wet sometimes. Not comfortable.”
- “211 is hard to use.”
- “Lines should be covered or at least have seats while waiting.”
- “Quicker.”
- “Yard work for seniors.”
- “Go back to drive through, be able to renew card on the last pick up date.”
- “Enjoy the meals, very helpful.”
- “Phone service is difficult.”
- “Get more money for home repairs.”
- “In winter have a system that will let you be a server if you can.”
- “Gas vouchers to pick up food.”
- “Information on going to the casino.”
- “Insist on transportation drivers being respectful to passengers.”
- “to receive.”



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Do you have a suggestion that would improve our service or your experience?

- “Have a Foster Grandparent Day. Like a lunch at Turkeyville...”
- “Do it faster. Waiting in line- elderly and sick. Food is less and less.”
- “Waiting in line should be inside. Too cold and wet sometimes. Not comfortable.”
- “211 is hard to use.”
- “Lines should be covered or at least have seats while waiting.”
- “Quicker.”
- “Yard work for seniors.”
- “Go back to drive through, be able to renew card on the last pick up date.”
- “Enjoy the meals, very helpful.”
- “Phone service is difficult.”
- “Get more money for home repairs.”
- “In winter have a system that will let you be a server if you can.”
- “Make it so handicap don’t have to wait in line to receive.”
- “Gas vouchers to pick up food.”
- “When doing new people paperwork, or renewing people’s paperwork, you need to have it where you take a number. No one coming in after the people already there are taken care of. Thank you.”
- “Information on going to the casino.”
- “Insist on transportation drivers being respectful to passengers.”