



Feedback from Consumers **TARGET ≥ 85%**

Feedback	Jul-15			Oct-15			Jan-16			Apr-16			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	97.0%			99.0%			99.0%			97.0%			
FY 16	97.0%			99.0%			99.0%			97.0%			98.0%
Feedback	Jul-16			Oct-16			Jan-17			Apr-17			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	98.0%			93.0%			98.0%			94.0%			
FY 17	98.0%			93.0%			98.0%			94.0%			95.8%
Feedback	Jul-17			Oct-17			Jan-18			Apr-18			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	0.0%			100.0%			98.0%			98.0%			
FY 18	0.0%			100.0%			98.0%			98.0%			98.7%

Qualitative Analysis:

Performance meets target

- Reviewed 7/10/14 No opportunities identified
- Reviewed 6/24/15 No opportunities identified
- Reviewed 7/9/16 Received feedback from Jamie P. regarding county requirements about questions. Surveys were modified to remain in compliance.
- Reviewed 2/9/17 Mecklenburg County requested demographics be added to customer surveys, and the survey was adjusted to include this information, effective 7/1/17.

Reviewed 3/13/17 - Discussed process for surveys getting to the data input team, to assure these are entered more timely.

Reviewed 10/31/17 FY18 Q1 - New Supervisor to follow-up to see why zero surveys submitted, and to assure these are completed/processed