

Department of Licenses & Inspections
Customer Survey Results

	Have a Positive Attitude	Willingness to Help You	Demonstrating Respect for You	Ability to Communicate Requirements	Overall Customer Service
Poor	27	26	23	35	39
Fair	44	44	32	34	36
Good	237	200	211	228	205
Very Good	518	502	487	483	478
Excellent	1891	1926	1946	1920	1946

Ease of accomplishing task with the City	Poor	Fair	Good	Very Good	Excellent
	44	91	211	506	1794
% of customers surveyed	2%	3%	8%	19%	68%

