**VPFA Customer Service Assessment – Results for Emergency Management Unit**

**(Safety & Risk Services)**

n=31

Problem solving: 84% = very + somewhat satisfied; 10% = neutral; 6% = somewhat + very dissatisfied

Timeliness: 90% = very + somewhat satisfied; 10% = neutral; 0% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 90% = very + somewhat satisfied; 6% = neutral; 3% = somewhat and very dissatsfied

Technical knowledge: 94% = very and somewhat satisfied; 3% = neutral; 3% = somewhat and very dissatisfied

Overall customer satisfaction: 90% = very + somewhat satisfied; 6% = neutral; 3% = somewhat and very dissatisfied 

n = 30

More than five years: 47%
3 years to 5 years: 33%
6 months to 2 years: 17%
Less than 6 months: 3%

n = 31

More than once a week: 0%
About once a week: 10%
A few times during each month: 23%
About once a month: 13%
A few times during the year: 35%
Once a year or less frequenty: 19%
