**VPFA Customer Service Assessment – Results for Environmental Health & Safety Unit**

**(Safety & Risk Services)**

n=45

Problem solving: 77% = very + somewhat satisfied; 11% = neutral; 11% = somewhat + very dissatisfied

Timeliness: 75% = very + somewhat satisfied; 16% = neutral; 9% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 80% = very + somewhat satisfied; 9% = neutral; 11% = somewhat and very dissatsfied

Technical knowledge: 82% = very and somewhat satisfied; 16% = neutral; 2% = somewhat and very dissatisfied

Overall customer satisfaction: 80% = very + somewhat satisfied; 11% = neutral; 9% = somewhat and very dissatisfied 

n = 44

More than five years: 45%
3 years to 5 years: 27%
6 months to 2 years: 23%
Less than 6 months: 5%

n = 44

More than once a week: 4%
About once a week: 7%
A few times during each month: 11%
About once a month: 20%
A few times during the year: 44%
Once a year or less frequenty: 13%
