**VPFA Customer Service Assessment – Results for the Risk Management Unit**

**(Safety & Risk Services)**

n=70

Problem solving: 83% = very + somewhat satisfied; 13% = neutral; 4% = somewhat + very dissatisfied

Timeliness: 84% = very + somewhat satisfied; 13% = neutral; 3% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 93% = very + somewhat satisfied; 6% = neutral; 1% = somewhat and very dissatsfied

Technical knowledge: 86% = very and somewhat satisfied; 11% = neutral; 3% = somewhat and very dissatisfied

Overall customer satisfaction: 86% = very + somewhat satisfied; 11% = neutral; 3% = somewhat and very dissatisfied 

n = 70

More than five years: 39%
3 years to 5 years: 27%
6 months to 2 years: 27%
Less than 6 months: 7%

n = 71

More than once a week: 3%
About once a week: 4%
A few times during each month: 6%
About once a month: 15%
A few times during the year: 52%
Once a year or less frequenty: 20%
