**VPFA Customer Service Assessment – Results for the UO Police Department**

**(Safety & Risk Services)**

n=54

Problem solving: 80% = very + somewhat satisfied; 13% = neutral; 7% = somewhat + very dissatisfied

Timeliness: 83% = very + somewhat satisfied; 13% = neutral; 4% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 91% = very + somewhat satisfied; 4% = neutral; 6% = somewhat and very dissatsfied

Technical knowledge: 85% = very and somewhat satisfied;  11% = neutral; 4% = somewhat and very dissatisfied

Overall customer satisfaction: 94% = very + somewhat satisfied; 2% = neutral; 4% = somewhat and very dissatisfied 

n = 53

More than five years: 55%
3 years to 5 years: 19%
6 months to 2 years: 17%
Less than 6 months: 9%

n = 55

More than once a week: 9%
About once a week: 4%
A few times during each month: 16%
About once a month: 22%
A few times during the year: 33%
Once a year or less frequenty: 16%
