**VPFA Customer Service Assessment – Results for Budget & Resource Planning Unit**

n=68

Problem solving: 75% = very + somewhat satisfied; 13% = neutral; 12% = somewhat + very dissatisfied

Timeliness: 81% = very + somewhat satisfied; 19% = neutral; 10% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 85% = very + somewhat satisfied; 9% = neutral; 6 % = somewhat and very dissatsfied

Technical knowledge: 74% = very and somewhat satisfied; 12% = neutral; 15% = somewhat and very dissatisfied

Overall customer satisfaction: 82% = very + somewhat satisfied; 7% = neutral; 10% = somewhat and very dissatisfied 

n = 67

More than five years: 48%
3 years to 5 years: 27%
6 months to 2 years: 19%
Less than 6 months: 6%

n = 67

More than once a week: 3%
About once a week: 3%
A few times during each month: 18%
About once a month: 24%
A few times during the year: 45%
Once a year or less frequenty: 7%
