

# Zoomerang Survey Results

Customer Satisfaction Survey - Walk-In Center

Response Status: Completes

Filter: No filter applied

Feb 19, 2009 12:30 PM PST

The City of Portland Revenue Bureau would like your help in improving our services. We are asking you to complete a brief survey regarding the services you received.

Please choose the one answer that best fits your opinion:

1. Did Walk-In Center staff acknowledge you when you approached the counter?

Don't Know	3	1%
Poor	2	1%
Fair	5	2%
Good	37	13%
Excellent	228	83%
<b>Total</b>	<b>275</b>	<b>100%</b>

2. Did Walk-In Center staff greet you in a helpful manner?

Don't Know	2	1%
Poor	0	0%
Fair	4	1%
Good	26	9%
Excellent	242	88%
<b>Total</b>	<b>274</b>	<b>100%</b>

3. Did Walk-In Center staff assist you in a reasonable amount of time?

Don't Know	2	1%
Poor	4	1%
Fair	2	1%
Good	22	8%
Excellent	244	89%
<b>Total</b>	<b>274</b>	<b>100%</b>

**4. Did Walk-In Center staff evaluate your needs correctly?**

Don't Know	2	1%
Poor	2	1%
Fair	3	1%
Good	22	8%
Excellent	243	89%
<b>Total</b>	<b>272</b>	<b>100%</b>

**5. Did Walk-In Center Staff provide good service?**

Don't Know	2	1%
Poor	4	1%
Fair	0	0%
Good	18	7%
Excellent	248	91%
<b>Total</b>	<b>272</b>	<b>100%</b>

**6. Did Walk-In Center staff display knowledge about your issue?**

Don't Know	2	1%
Poor	4	1%
Fair	4	1%
Good	28	10%
Excellent	236	86%
<b>Total</b>	<b>274</b>	<b>100%</b>

**7. How would you rate your overall experience?**

Don't Know	2	1%
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Poor	1	0%
Fair	4	1%
Good	26	10%
Excellent	239	88%
<b>Total</b>	<b>272</b>	<b>100%</b>

8. What was the date of your visit?

276 Responses

9. Who assisted you?

161 Responses

10. Additional suggestions or comments:

166 Responses