

Survey questions:

Did Walk-In Center Staff:

- Acknowledge you when you approached the counter?
- Greet you in a helpful manner?
- Assist you in a reasonable amount of time?
- Evaluate your needs correctly?
- Provide good service?
- Display knowledge about your issue?
- How would you rate your overall experience?

**Average 2008 through 2012
(Scale of 1-5 with 5 being highest)**

Average of Acknowledge	4.8
Average of Greet	4.9
Average of Assist	4.8
Average of Evaluate	4.9
Average of Provide	4.9
Average of Display	4.8
Average of Overall	4.9

Overall score by year

2008	4.78
2009	4.85
2010	4.77
2011	4.93
2012	4.97