



Durham County Department of Public Health (DCoDPH) 2014-15 Customer Survey Results

11/12/15 / Rochelle Talley MS

DCoDPH Customer Survey



Public Health

HOW ARE WE DOING

Your comments help us improve our services...
 You can take this survey online at: <http://tiny.cc/8o43fx>



	Excellent 😊😊😊	Very Good 😊😊	Good 😊	Fair 😐😐	Poor 😞😞😞	Does Not Apply
1. Rate the service(s) you received. Please tell us why:						
2. The health department's hours of operation are Monday-Friday, 8:30 AM-5:00 PM. Are these hours of operation convenient for your needs? If not, what hours and days would be better?						
		Yes 😊	Not Sure 😐	No 😞		
3. Would you recommend this service or event to someone else? Please tell us why:						
Please share any further comments:						

Would you like to recognize a staff member? If so, who? _____

May we contact you? If so, please provide your name and phone number. _____

"Working with our community to prevent disease, promote health and protect the environment."



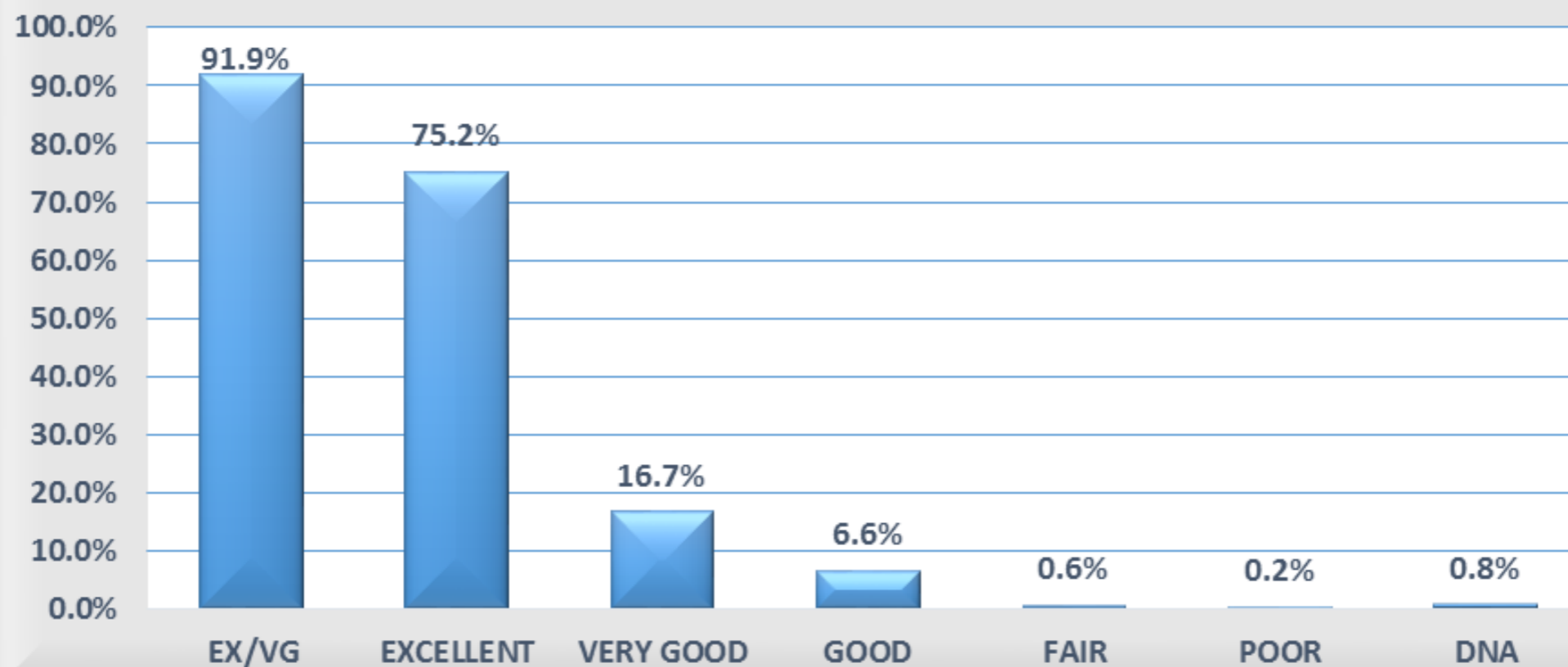
Survey Protocol

- Programs are surveyed two quarters each year.
- Surveys run for 30 days.
- Surveys are provided in Spanish and English and can be completed online.



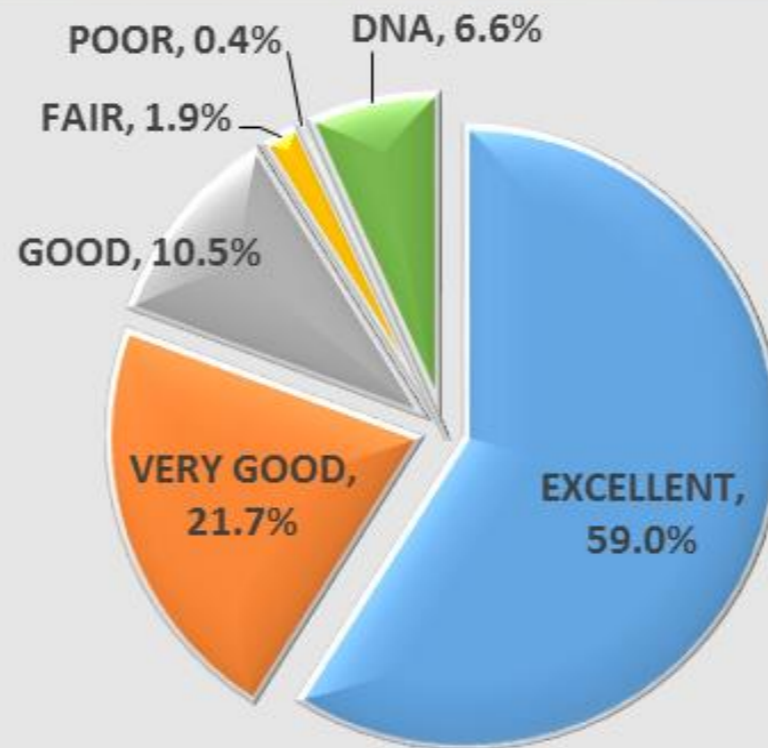
2014-15 Overall Results

**DCoDPH 2014-15 Overall Customer Survey Results
(3477 Surveys)
"Rate Services Received"**



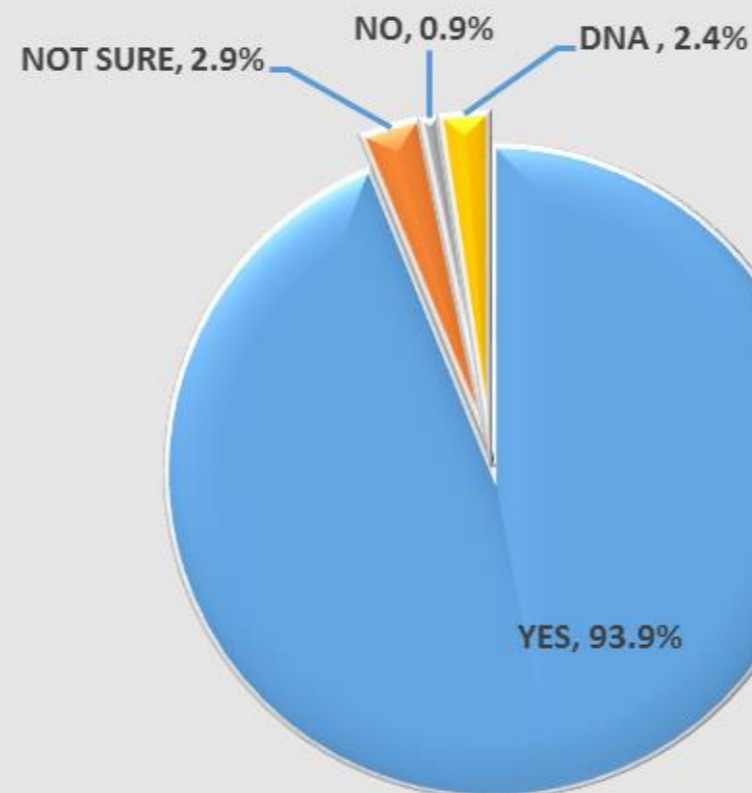
2014-15 Overall Results

DCoDPH 2014-15 Overall Customer Survey Results (3477 Surveys) *"Hours/Days Opened"*



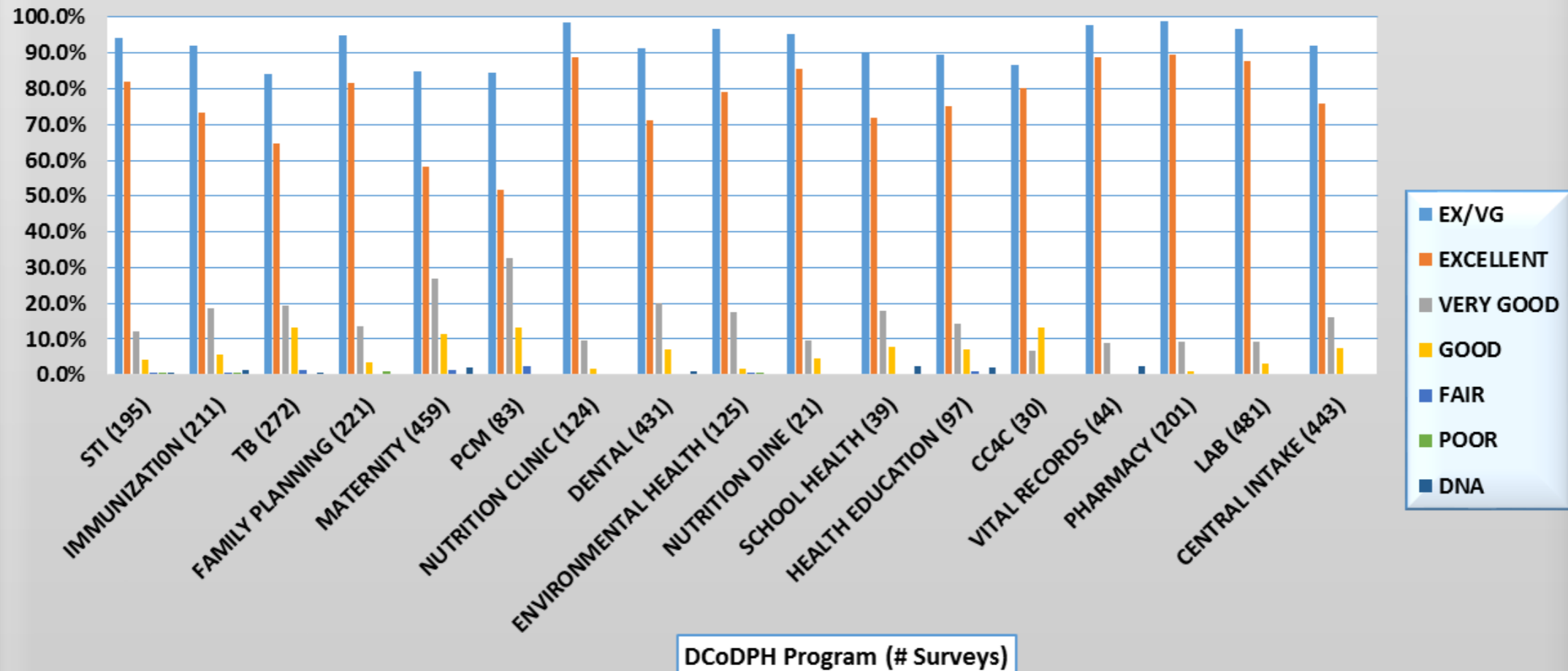
2014-15 Overall Results

**DCoDPH 2014-15 Overall Customer Survey Results
(3477 Surveys)
"Recommend Service/Event"**



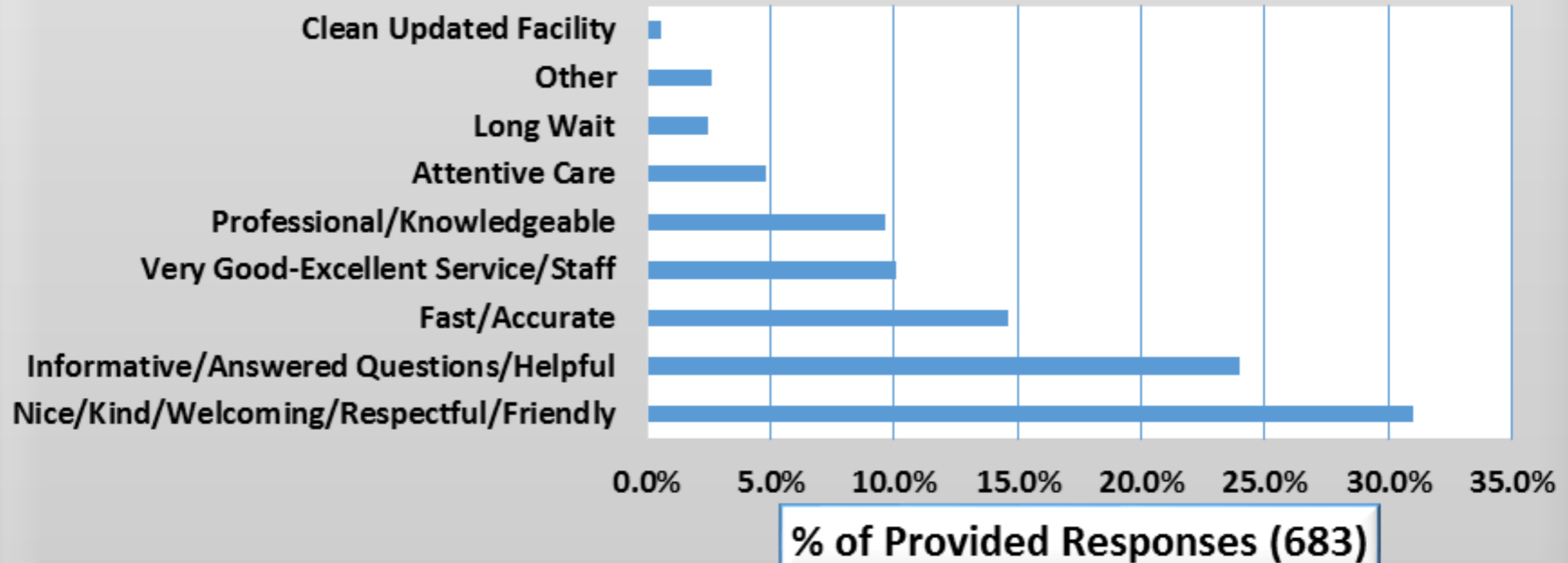
2014-15 Overall Service Rating by Program

DCoDPH 2014-15 Overall Customer Survey Results
"Rate Service Received"



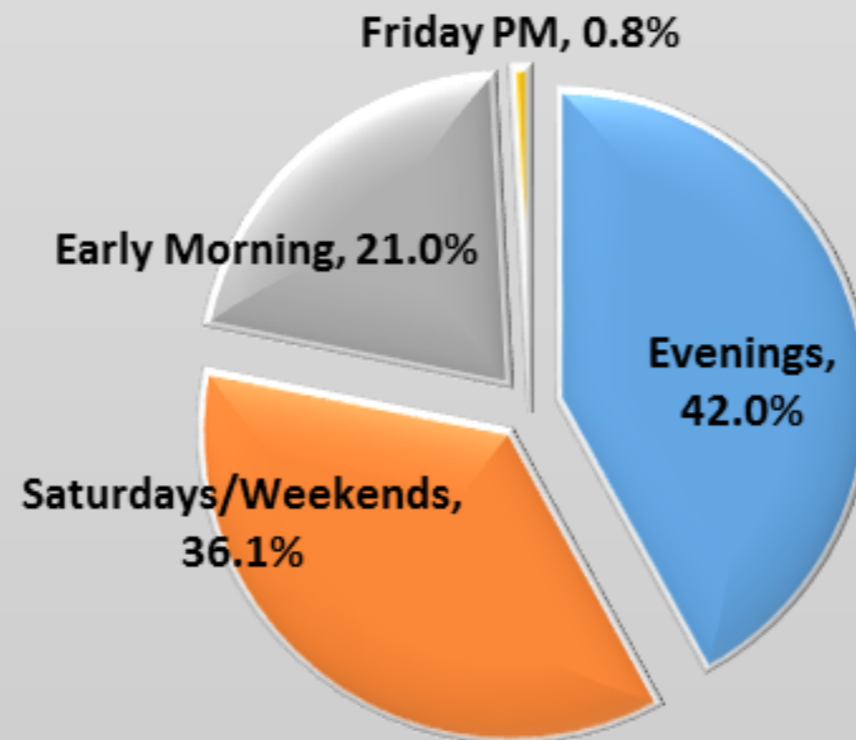
Customer Comments

DCoDPH 2014-15 Overall Customer Survey Results "Reasons Given for Service Received Rating"



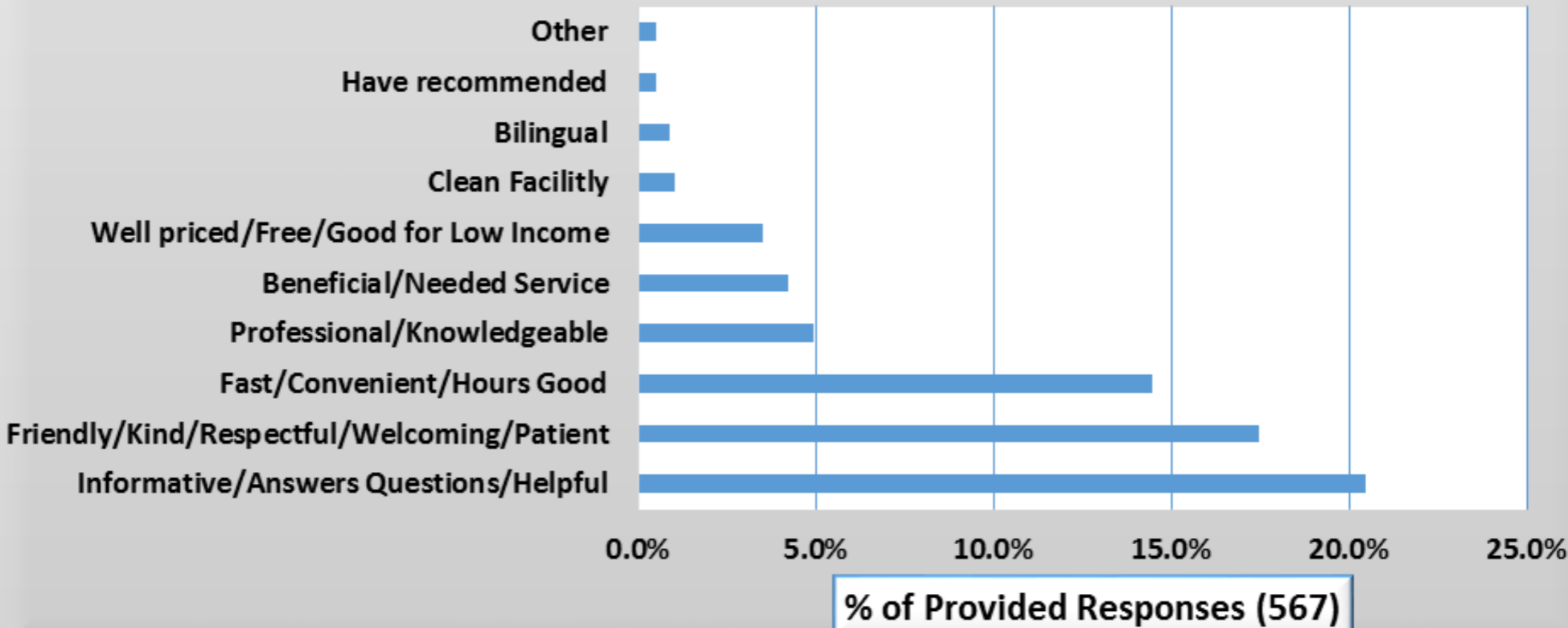
Customer Comments

DCoDPH 2014-15 Overall Customer Survey Results "Comments (119) for Hours/Days Opened"



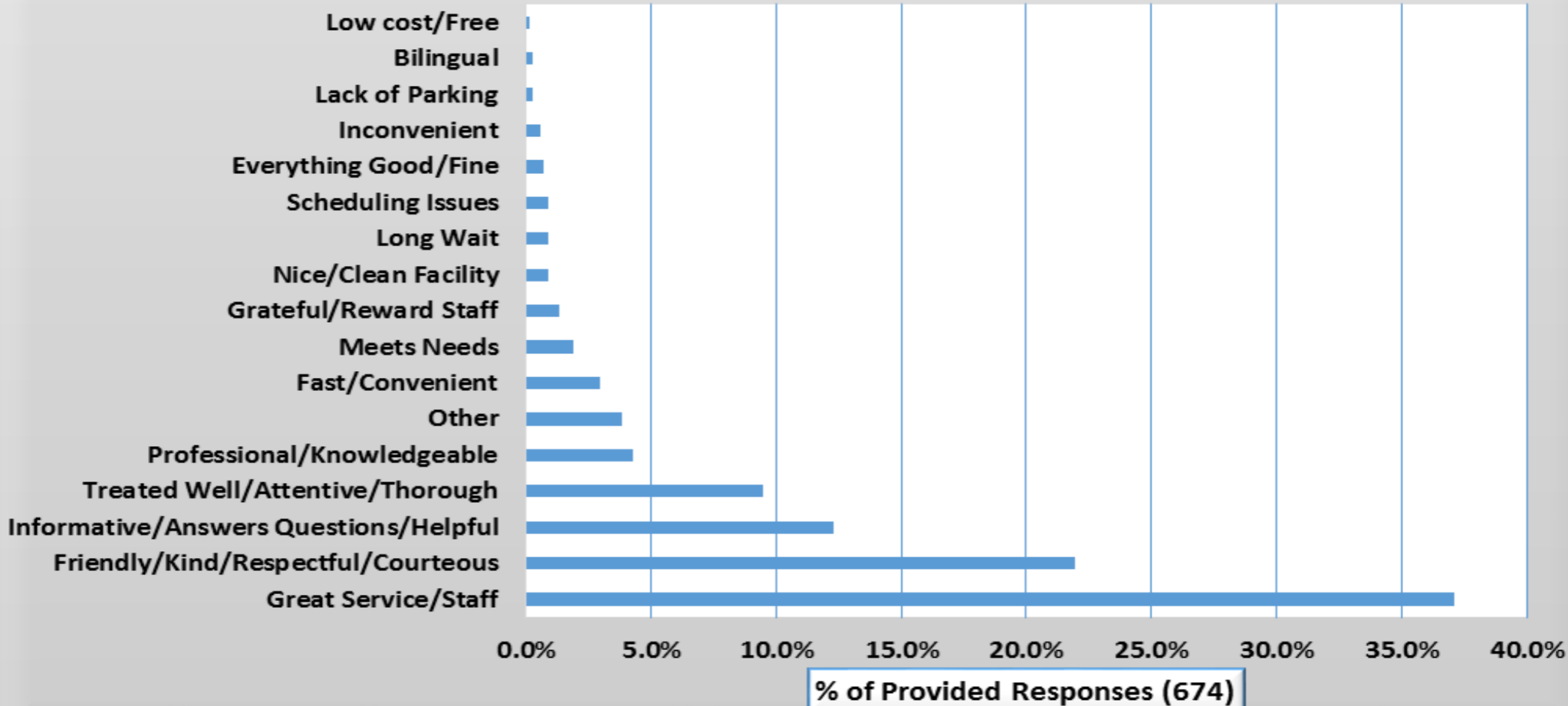
Customer Comments

DCoDPH 2014-15 Overall Customer Survey Results "Comments for Recommend Service/Event"



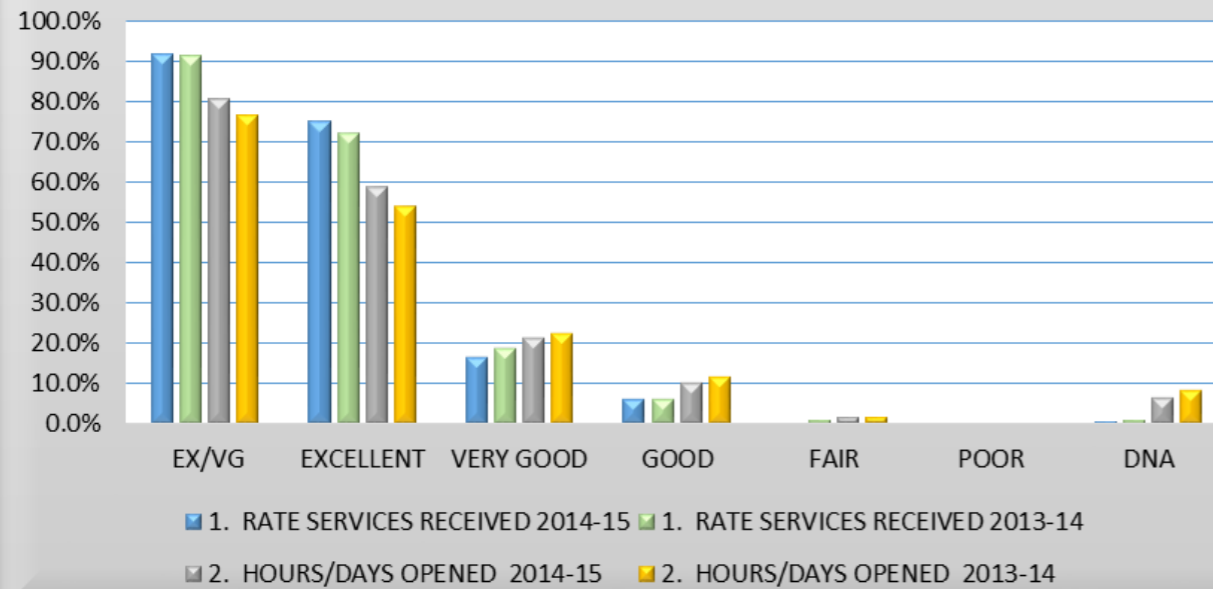
Customer Comments

DCoDPH 2014-15 Overall Customer Survey Results "Other Comments"

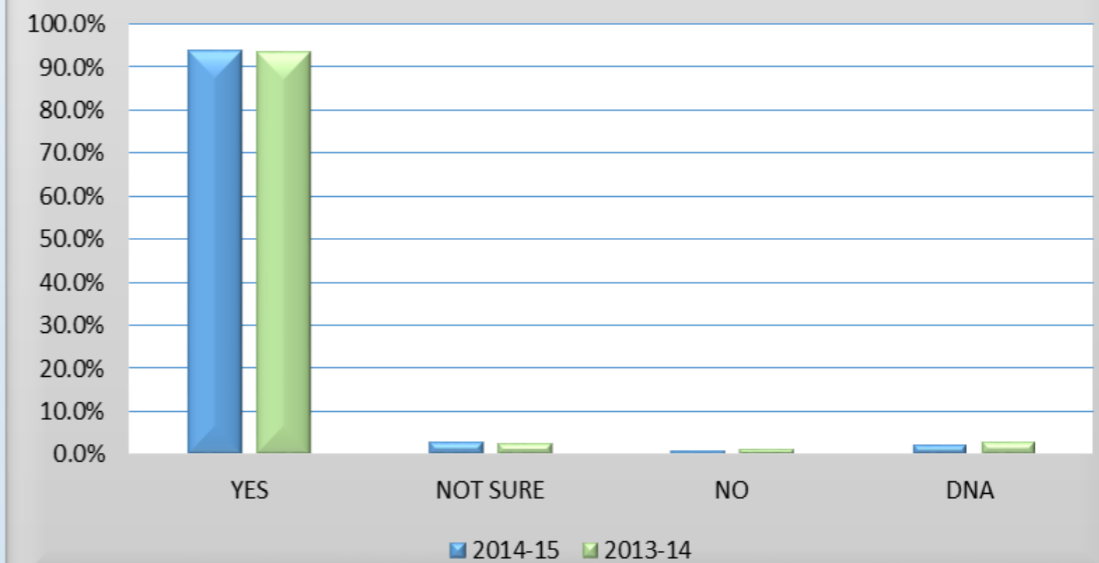


Overall Customer Survey Results FY 2014 vs FY 2015

**DCoDPH Overall Customer Survey Results
FY 2014 vs FY 2015**



**DCoDPH Overall Customer Survey Results
"Recommend Service/Event" FY 2014 vs FY 2015**



Keypoints

1. Our overall service rating is above 90%. 75% of our programs rank 90% or above with the remaining above 84%.
2. 80% of our customers are satisfied with our hours of operation. Evening hours were mentioned most often as an additional recommendation.
3. Nearly 94% of our customers would recommend our services/programs.
4. A significant number of comments referred to our overall great staff and service, friendly and respectful customer interaction and ability to be informative, helpful, attentive and thorough with our services.

