



**DURHAM COUNTY NC**  
Live. Grow. Thrive.

Visit us [www.dconnc.gov](http://www.dconnc.gov) | 200 E Main St | Durham, NC | Follow Us:  



*Durham County Department of Public  
Health (DCoDPH)  
2017 Customer Service Survey Results  
April 2018*



# Current Customer Service 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."*





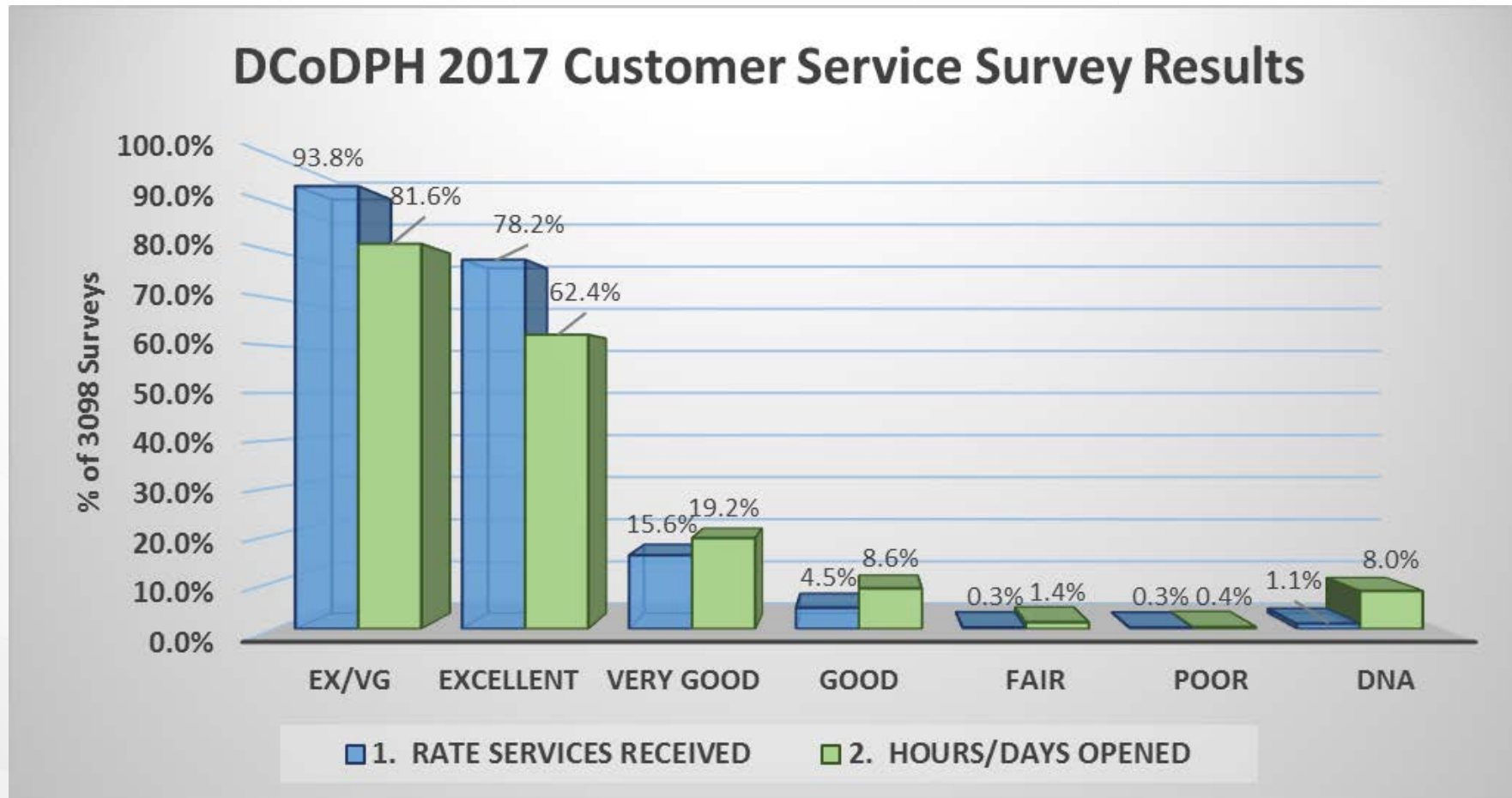
# Survey Protocol

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



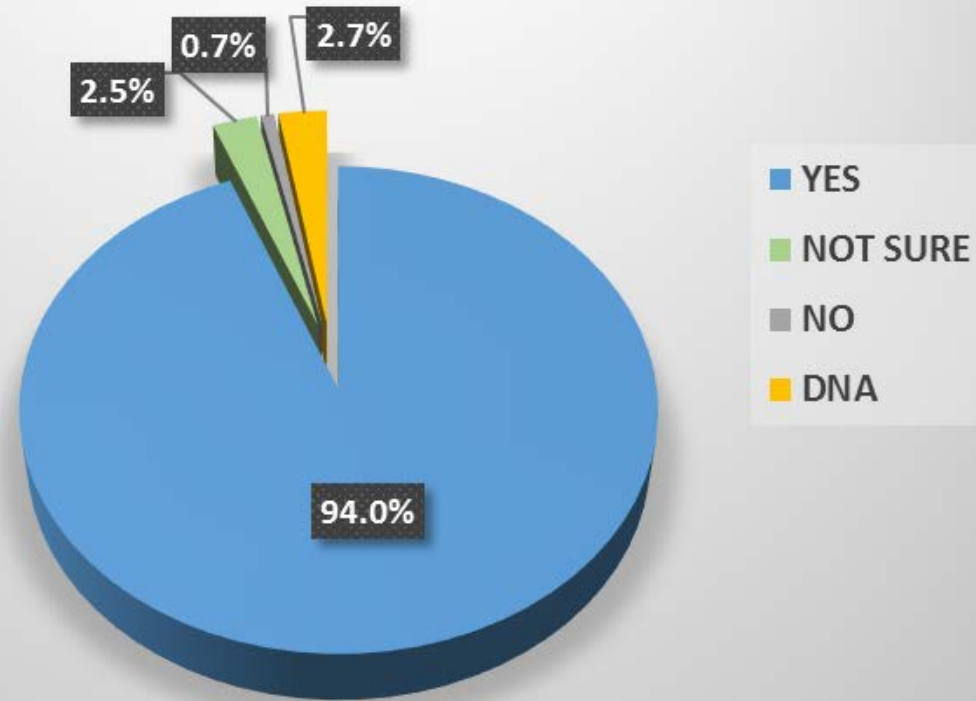


# 2017 Overall Results

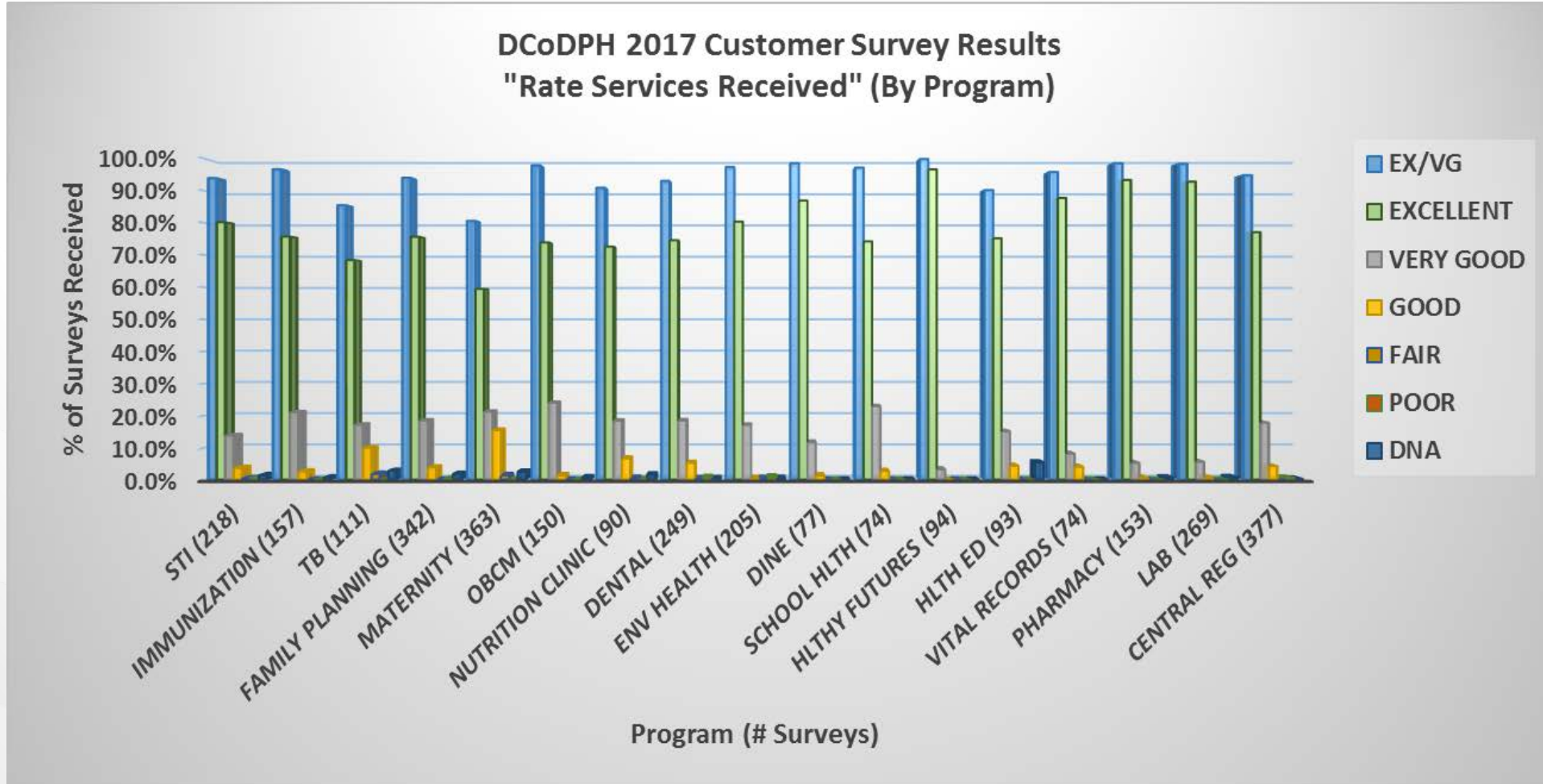


# 2017 Overall Results

DCoDPH 2017 Customer Service Survey Results  
"Recommend Service/Event" (3098 Surveys)

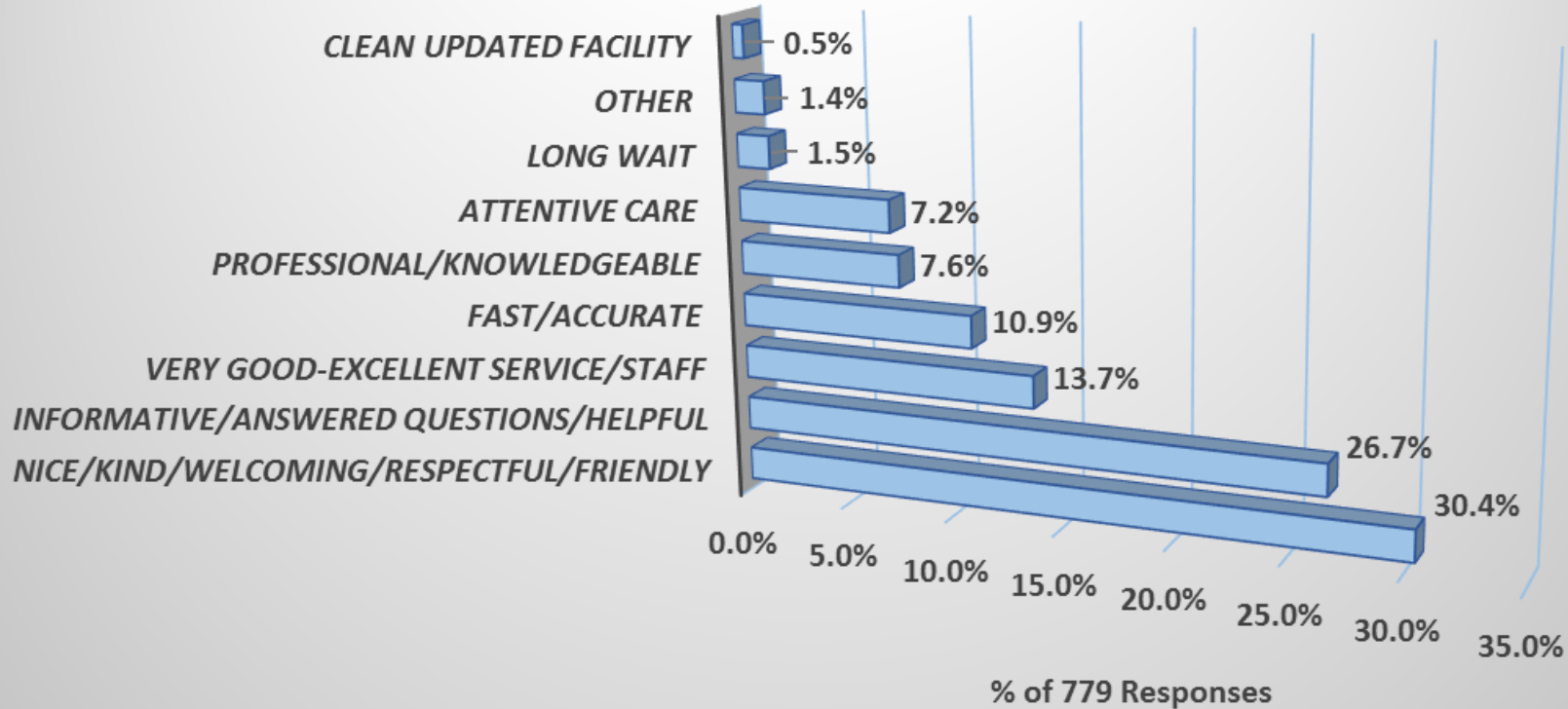


# 2017 Service Ratings by Program



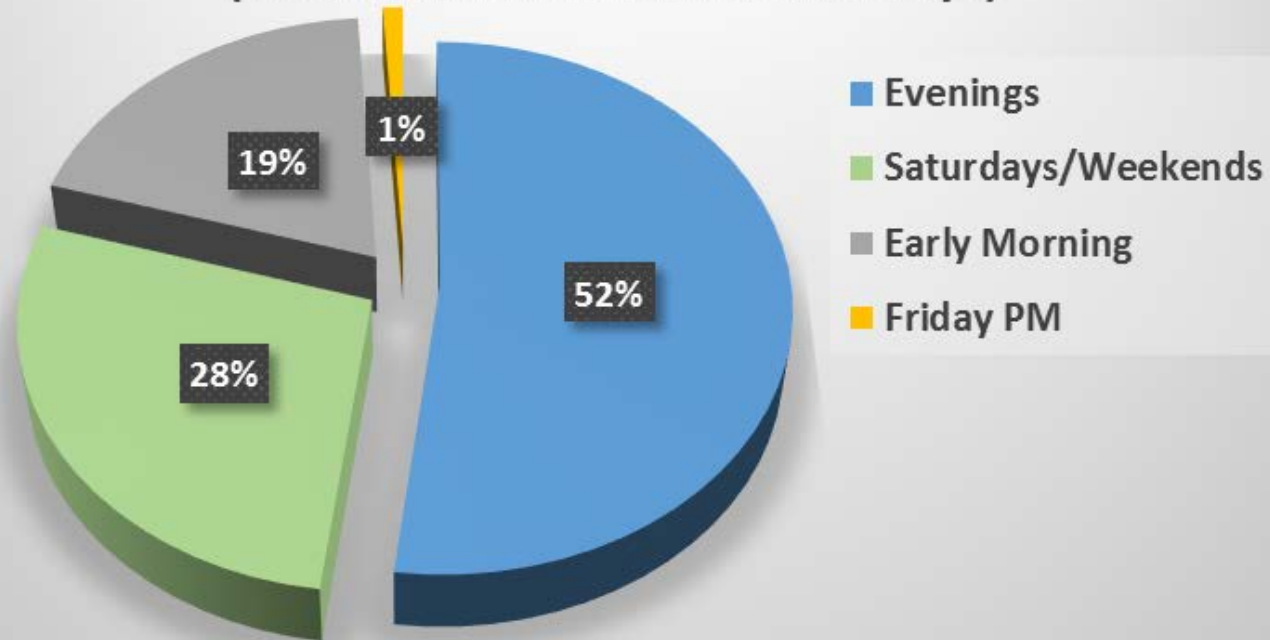
# Customer Comments

## DCoDPH 2017 Customer Service Survey Results "Reason for Service Rating" Comments



# Customer Comments

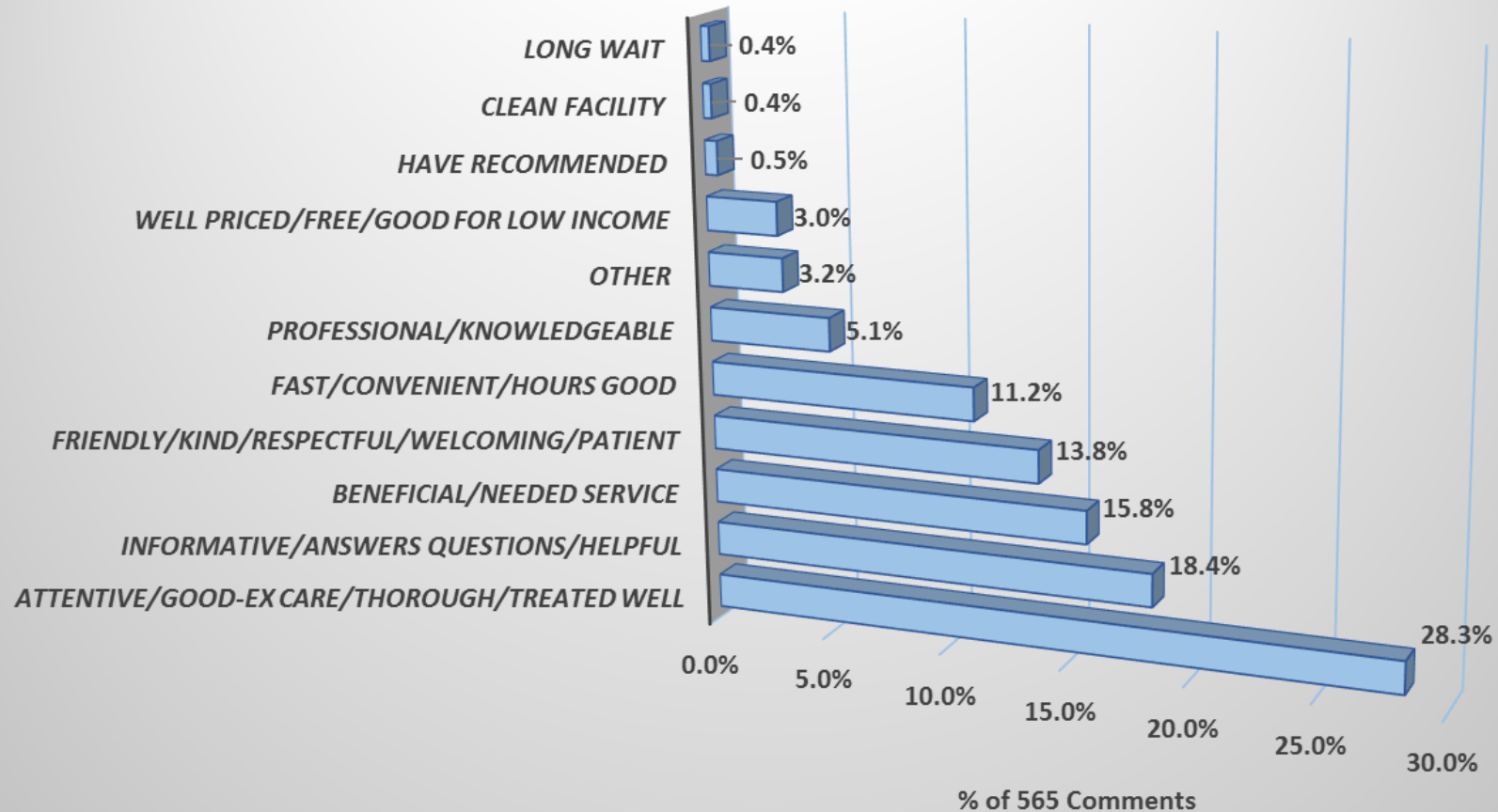
DCoDPH 2017 Customer Service Survey Results  
"Hours/Days Opened"  
(98 Comments from 3098 Surveys)



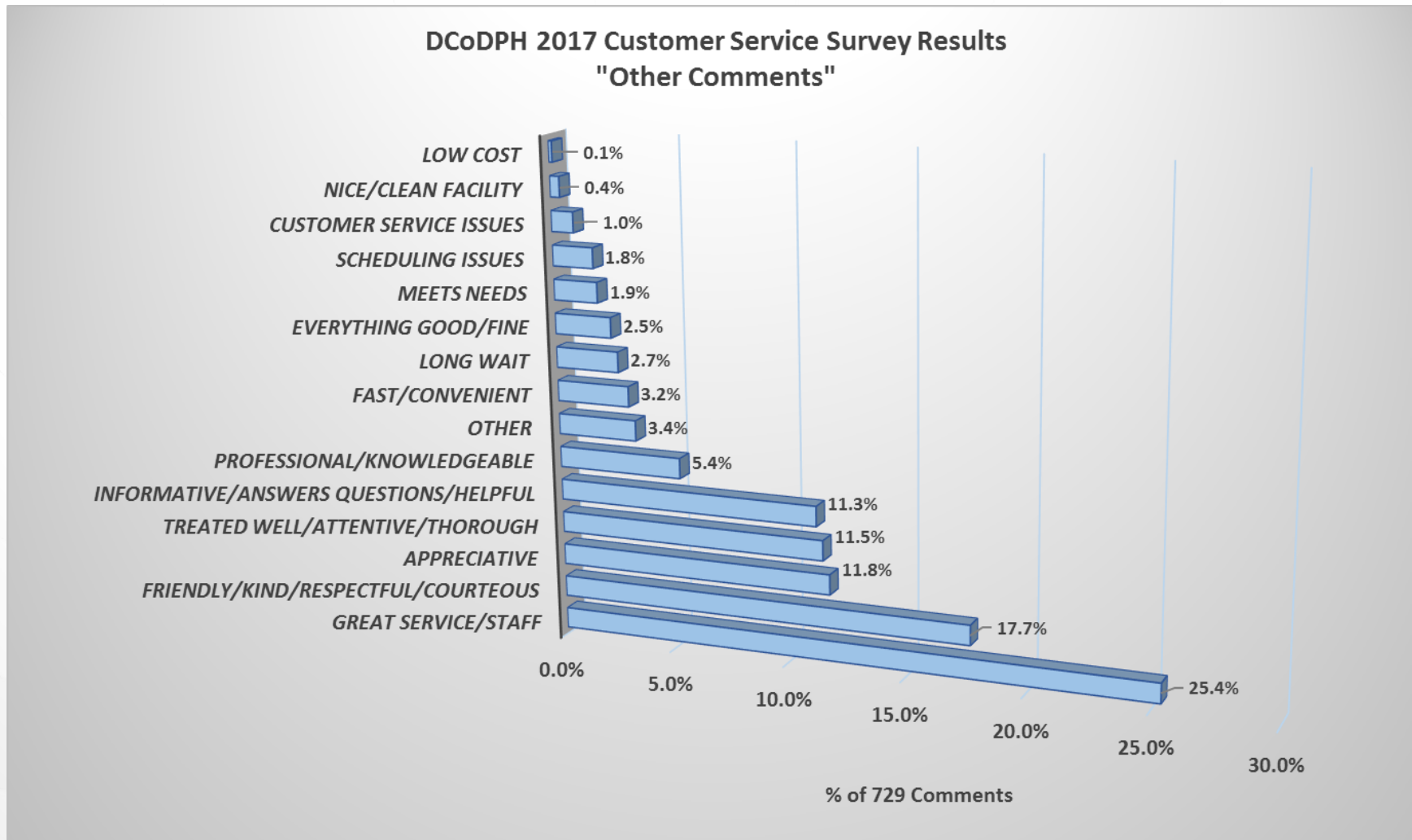


# Customer Comments

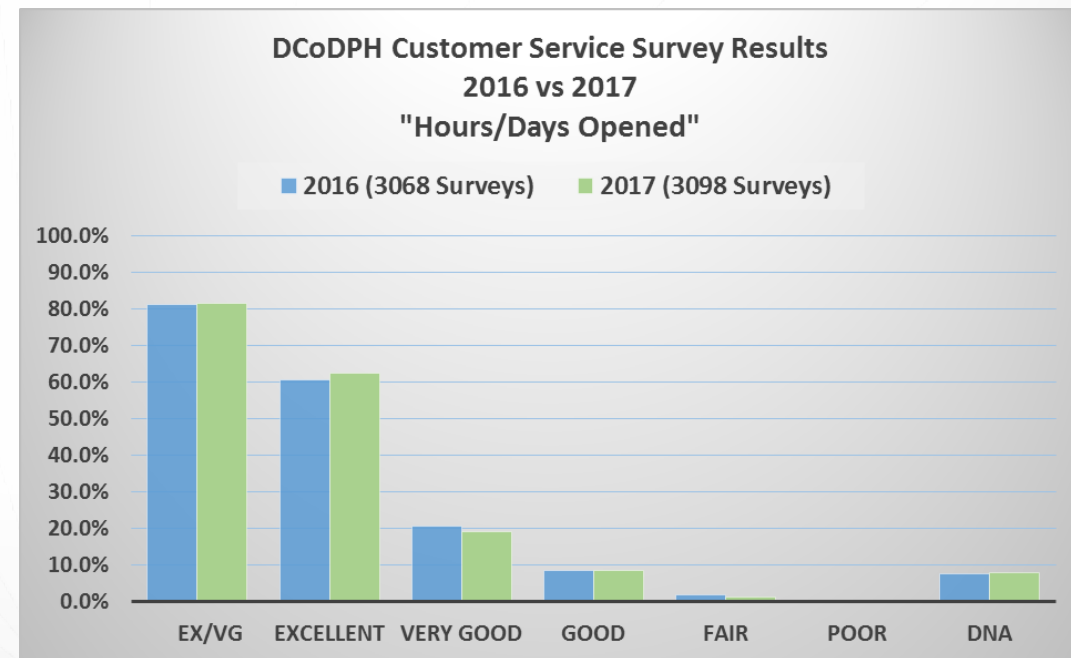
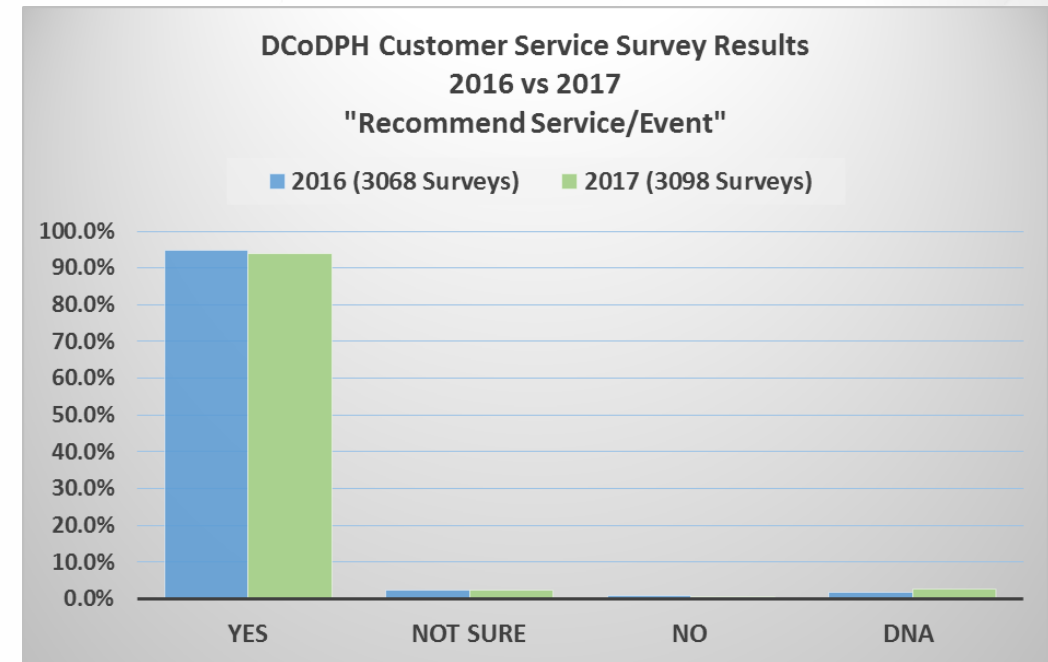
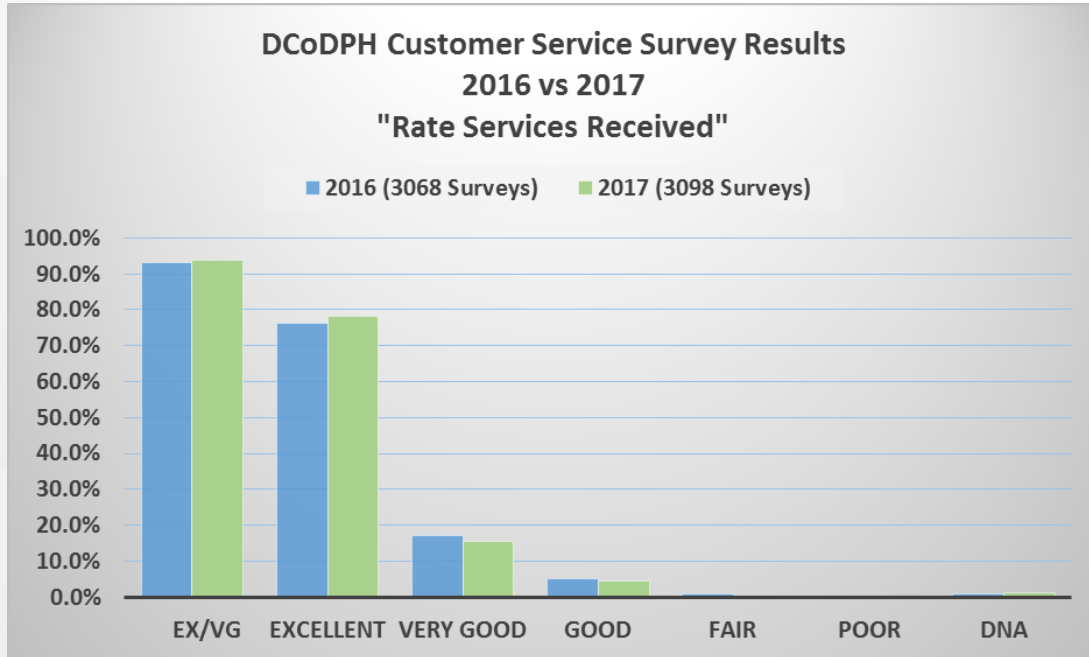
DCoDPH 2017 Customer Service Survey Results  
"Recommend Service/Event" Comments



# Customer Comments



# Overall Customer Service Survey Results 2016 vs 2017





# Key points

1. More than 90% of our services continue to be rated excellent/very good.
2. 82% of our customers are satisfied with our hours of operation. Only 3% of those surveyed recommended alternate hours most frequently mentioning evenings.
3. Approximately 94% of our customers would recommend our services/programs. This has remained steady for both 2016 & 2017.
4. Most frequently comments referred to our great staff, friendly and respectful service with interactions being informative, attentive and thorough. Customers often expressed appreciation and recognized staff with words including “awesome” and “amazing”.



DURHAM  
COUNTY

DCO  
NC

★ ★ ★ 1881 ★ ★ ★

Thank You!



Live. Grow. *Thrive.*