

## OCS CUSTOMER SURVEY 1.1

	2004	2005	2006	2007
1. I was seen within 15 minutes of the time scheduled.				
Strongly Agree	960/63.5	1299/63.1	555/63.2	907/64.0
Agree	404/26.7	551/26.7	220/25.1	362/25.5
Neutral	88/5.8	127/6.0	53/6.0	95/6.7
Disagree	32/2.1	45/2.2	21/2.4	27/1.9
Strongly Disagree	29/1.9	41/2.0	29/3.3	26/1.8
2. The office hours are convenient.				
Strongly Agree	1003/61.4	1347/59.9	599/62.4	983/63.5
Agree	505/30.9	742/33.0	276/28.8	463/29.9
Neutral	84/5.1	124/5.5	54/5.6	77/5.0
Disagree	25/1.5	17/0.8	18/1.9	14/0.9
Strongly Disagree	16/1.0	19/0.8	13/1.4	12/0.8
3. The building and offices are clean.				
Strongly Agree	1120/67.1	1518/66.0	649/67.3	1053/66.9
Agree	492/29.5	683/29.7	265/27.5	453/28.8
Neutral	33/2.0	73/3.2	36/3.7	40/2.5
Disagree	14/0.8	12/0.5	3/0.3	12/0.8
Strongly Disagree	10/0.6	13/0.6	11/1.1	16/1.0
4. The building and offices are safe.				
Strongly Agree	1091/65.5	1489/65.4	637/66.2	1039/66.1
Agree	499/30.0	688/30.2	276/28.7	468/29.8
Neutral	53/3.2	77/3.4	43/4.5	41/2.6
Disagree	13/0.8	9/0.4	5/0.5	7/0.4
Strongly Disagree	9/0.5	15/0.7	1/0.1	17/1.1
5. The office is easy for me to reach.				
Strongly Agree	1014/61.3	1402/61.9	593/61.8	1006/64.5
Agree	485/29.3	655/28.9	261/27.2	434/27.8
Neutral	97/5.9	131/5.8	64/6.7	75/4.8
Disagree	35/2.1	46/2.0	23/2.4	29/1.9
Strongly Disagree	24/1.5	32/1.4	19/2.0	16/1.0
6. I know what steps to take if I have a problem with a staff person or services of the agency.				
Strongly Agree	824/51.8	1118/51.2	465/50.7	757/50.3
Agree	446/28.0	635/29.1	251/27.3	380/25.5
Neutral	192/12.1	216/9.9	113/12.3	219/14.6
Disagree	78/4.9	141/6.5	49/5.3	87/5.8
Strongly Disagree	52/3.3	72/3.3	40/4.4	62/4.1

	2004	2005	2006	2007
7. The staff are professional and polite.				
Strongly Agree	1071/64.6	1513/66.7	614/67.1	1060/68.2
Agree	479/28.9	610/26.9	228/23.8	403/25.9
Neutral	68/4.1	88/3.9	60/6.3	61/3.9
Disagree	23/1.4	27/1.2	19/2.0	9/0.6
Strongly Disagree	18/1.1	31/1.4	8/0.8	21/1.4
8. The Agency has provided me with assistance for my family's needs.				
Strongly Agree	771/53.2	1094/54.2	506/56.0	788/55.0
Agree	387/26.7	565/28.0	234/25.9	367/25.6
Neutral	221/15.2	257/12.7	109/12.1	212/14.8
Disagree	33/2.3	52/2.6	29/3.2	35/2.4
Strongly Disagree	38/2.6	52/2.6	26/2.9	32/2.2
9. The people who work at the Agency treat me with respect.				
Strongly Agree	1017/62.4	1438/64.6	622/64.7	1010/65.1
Agree	481/29.5	620/27.9	236/24.6	423/27.3
Neutral	85/5.2	109/4.9	66/6.9	79/5.1
Disagree	24/1.5	29/1.3	20/2.1	17/1.1
Strongly Disagree	23/1.4	30/1.3	17/1.8	22/1.4
10. My calls are returned within 24 hours.				
Strongly Agree	800/53.7	1139/55.1	502/55.7	761/52.8
Agree	420/28.2	538/26.0	233/25.9	374/26.0
Neutral	176/11.8	253/12.2	107/11.9	232/16.1
Disagree	53/3.6	75/3.6	31/3.4	40/2.8
Strongly Disagree	41/2.8	63/3.0	28/3.1	34/2.4
11. Overall, I had a good experience with this office.				
Strongly Agree	1000/61.8	1372/62.2	598/63.3	995/64.7
Agree	447/27.6	612/27.7	240/25.4	394/25.6
Neutral	99/6.1	138/6.3	69/7.3	94/6.1
Disagree	27/1.7	33/1.5	14/1.5	23/1.5
Strongly Disagree	44/2.7	52/2.4	24/2.5	31/2.0
Number of Complaints	62/100.0	67/100.0	37/100.0	50/100.0