

**Industrial Pretreatment Program
Customer Satisfaction Survey Results
June 2007**



*“Protecting Water Quality by Ensuring
Compliance With Environmental Laws.”*

City of Phoenix
Water Services Department
Pollution Control Division
2474 South 22nd Avenue
Phoenix, Arizona 85009
602-262-1859



City of Phoenix

Date: October 12, 2007

From: John E. Watson
Superintendent

Subject: Industrial Pretreatment Program Customer Satisfaction Survey

In June of this year, in order to assist us in maintaining and improving the quality of our services, the Pollution Control Division sent out a Customer Satisfaction Survey to our permitted class A and class B industries. The results of the survey are attached.

We would like to thank all of those who took the time provide this valuable feedback. If you have any questions or would like additional information, please feel free to contact us 602-262-1859.

| | | <i>Strongly Disagree</i> | <i>Disagree</i> | <i>Average</i> | <i>Agree</i> | <i>Strongly Agree</i> | <i>NA</i> |
|----|--|------------------------------|-----------------|----------------|--------------|---------------------------|-----------|
| A1 | We were courteous and helpful. | 1 | | 1 | 23 | 58 | |
| A2 | We listened attentively to your request or question. | | | | 25 | 56 | 2 |
| A3 | We quickly referred you to the right person to handle your request. | | | 4 | 25 | 41 | 13 |
| A4 | Service/information was provided in a timely manner. | 1 | | 2 | 31 | 46 | 3 |
| A5 | We offered other suggestions or alternatives to assist you. | 1 | | 7 | 26 | 42 | 7 |
| A6 | We gave our undivided attention in assisting you. | 1 | | 2 | 28 | 51 | 1 |
| A7 | We delivered what was promised in terms of information, service, and timing. | 1 | | 1 | 28 | 49 | 4 |
| A8 | Your questions were answered to your satisfaction and service provided to your satisfaction. | 1 | | 2 | 30 | 46 | 4 |
| A9 | We notify staff when we enter the property. | 2 | | 4 | 20 | 55 | 2 |
| B1 | People answering the phone are polite, courteous and helpful. | 1 | | 1 | 22 | 48 | 11 |
| B2 | It is easy to get requested information on the phone. | 1 | | 9 | 29 | 31 | 13 |
| B3 | Phone calls are returned quickly | 2 | | 10 | 30 | 30 | 11 |
| B4 | It takes a long time to reach the right person on the phone. | 13 | 21 | 13 | 7 | 15 | 14 |
| C1 | We provide complete and accurate information in our written correspondence. | 1 | | 1 | 35 | 43 | 3 |
| C2 | We volunteered information on related questions you didn't know to ask. | | | 10 | 27 | 31 | 15 |
| C3 | We offered other suggestions or alternatives to assist you. | 1 | | 11 | 27 | 32 | 12 |
| C4 | We delivered what was promised in terms of information, service and timing. | 1 | | 5 | 30 | 40 | 7 |
| C5 | Our response was timely. | 2 | | 6 | 29 | 41 | 5 |
| D1 | We were honest. | 1 | | 1 | 21 | 59 | 1 |
| D2 | We acted with integrity. | 1 | | 2 | 22 | 57 | 1 |
| D3 | We were accountable. | 1 | | 2 | 24 | 54 | 2 |
| D4 | We were respectful. | 1 | 1 | 2 | 20 | 58 | 1 |
| D5 | Your overall experience was positive. | 1 | | | 29 | 52 | 1 |



Pollution Control Division
Customer Satisfaction Survey
Average Scores

| | | <i>*Average</i> |
|----|--|-----------------|
| A1 | We were courteous and helpful. | 4.7 |
| A2 | We listened attentively to your request or question. | 4.7 |
| A3 | We quickly referred you to the right person to handle your request. | 4.5 |
| A4 | Service/information was provided in a timely manner. | 4.5 |
| A5 | We offered other suggestions or alternatives to assist you. | 4.4 |
| A6 | We gave our undivided attention in assisting you. | 4.6 |
| A7 | We delivered what was promised in terms of information, service, and timing. | 4.6 |
| A8 | Your questions were answered to your satisfaction and service provided to your satisfaction. | 4.5 |
| A9 | We notify staff when we enter the property. | 4.6 |
| B1 | People answering the phone are polite, courteous and helpful. | 4.6 |
| B2 | It is easy to get requested information on the phone. | 4.3 |
| B3 | Phone calls are returned quickly | 4.2 |
| B4 | It takes a long time to reach the right person on the phone. | 2.9 |
| C1 | We provide complete and accurate information in our written correspondence. | 4.5 |
| C2 | We volunteered information on related questions you didn't know to ask. | 4.3 |
| C3 | We offered other suggestions or alternatives to assist you. | 4.3 |
| C4 | We delivered what was promised in terms of information, service and timing. | 4.4 |
| C5 | Our response was timely. | 4.4 |
| D1 | We were honest. | 4.7 |
| D2 | We acted with integrity. | 4.6 |
| D3 | We were accountable. | 4.6 |
| D4 | We were respectful. | 4.6 |
| D5 | Your overall experience was positive. | 4.6 |

** The survey statements were assigned point values that represent the respondents level of agreement with the customer service received when interacting with the Pollution Control division's staff. The point values ranged from 1 to 5, where a 1 represents strong disagreement and 5 represents strong agreement with the statement.*