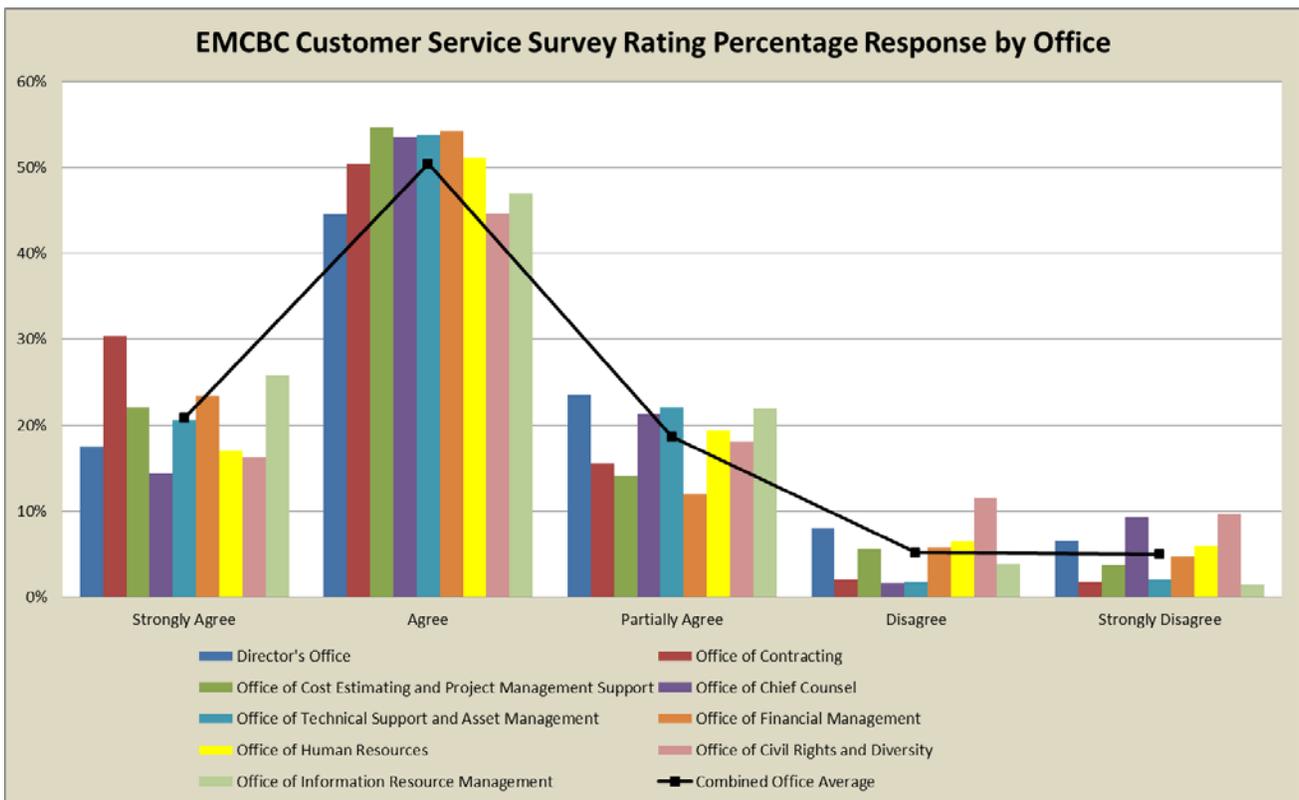


2014 EMCBC Customer Service Survey Results

Thanks to everyone who participated in the 2014 EMCBC Customer Service Survey. More than 300 EMCBC customers, both internal and external, were solicited for participation in this survey, of which, 89 replied. The actual number of calculated responses (those that responded either “Strongly Agree, Agree, Partially Agree, Disagree, or Strongly Disagree”) very widely from office to office and from question to question due in part to the specificity of the questions. Additionally, “Not Applicable or N/A” responses are not calculated as part of the response percentages.

The chart below contains an office by office breakdown of the responses. This information combined with the provided comments will be used to help identify those things that are being well-received, as well as those opportunities to improve services.



This chart depicts the percentage of responses for each response category for each office as compared to the EMCBC average response for the same category.

Again, thank you to everyone who participated.