

CUSTOMER SATISFACTION SURVEY		OVERALL SCORE - SUMMARY
<p><b>Questions 2, 5, 8, 14, 20, 23, 26, 32, 39, 42, 45, 50, 53, 71, 74, 79, 87, 88, 89, 90, 91 are answered on a scale from 1 to 5: 1 - Strongly Disagree; 2 - Disagree; 3 - Undecided; 4 - Agree; 5 - Strongly Agree</b></p> <p><b>Questions 1, 3, 4, 6, 7, 9, 10, 15, 16, 21, 22, 24, 25, 27, 28, 33, 34, 40, 41, 43, 44, 46, 47, 48, 49, 51, 52, 54, 55, 56, 72, 73, 75, 76, 77, 78, 80 and 81 are Yes or No answers</b></p>		
1	Have you received a service from us yet? ¿Ya has recibido un servicio de nosotros?	91.63% yes. Those indicating no were asked to come back after receiving services.
2	Rate your satisfaction with this program/service (Food Service/Restaurant Inspection).Evalúa tu satisfacción con este programa / servicio (Inspección de Servicios de Alimentos/Restaurant).	4.0
3	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
4	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
5	Rate your satisfaction with this program/service (Food Service/Restaurant Permit).Evalúa tu satisfacción con este programa / servicio (Permiso de Servicio de Comida/Restaurant).	4.5
6	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
7	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
8	Rate your satisfaction with this program/service (Potable Water).Evalúa tu satisfacción con este programa / servicio (Agua Potable).	4.88
9	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
10	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
11	Rate your satisfaction with this program/service (Well Inspection).Evalúa tu satisfacción con este programa/servicio (Inspección de Pozo).	No responses
12	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	No responses
13	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No responses
14	Rate your satisfaction with this program/service (Private Sewage/Septic).Evalúa tu satisfacción con este programa/servicio (Aguas Residuales Privadas/Séptica).	5.0
15	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
16	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
17	Rate your satisfaction with this program/service (Soil Bore Application).Evalúa tu satisfacción con este programa / servicio (Solicitud de Perforación de Tierra).	No responses
18	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	No responses

19	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No responses
20	Rate your satisfaction with this program/service (Real Estate well and /or septic evaluation).Evalúa tu satisfacción con este programa/servicio (Evaluacion de Pozo y/o Séptica de la Propiedad Inmueble).	5.0
21	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
22	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
23	Rate your satisfaction with this program/service (Health Code Complaints/Nuisance).Evalúa tu satisfacción con este programa / servicio (Quejas Sobre El Código De Salud/Molestias Comunitarias).	4.5
24	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
25	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
26	Rate your satisfaction with this program/service (Demolition).Evalúa tu satisfacción con este programa / servicio (Demolición).	5.0
27	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100% - yes
28	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
29	Rate your satisfaction with this program/service (West Nile Virus).Evalúa tu satisfacción con este programa / servicio (Virus de Nilo Occidental).	No responses
30	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No responses
31	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No responses
32	Rate your satisfaction with this program/service (Lead Inspection).Evalúa tu satisfacción con este programa / servicio (Inspección para la Existencia de Plomo).	4.5
33	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa/servicio?	100 % - yes
34	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
35	Please describe what emergency preparedness activity you participated in.Por favor describe la actividad de preparación para emergencias en la que participaste.	No response
36	Rate your satisfaction with this program/service (Emergency Preparedness Activities).Evalúa tu satisfacción con este programa / servicio (Actividades De Preparación Para Emergencias).	No response
37	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
38	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
39	Rate your satisfaction with this program/service (Smoke Free Illinois Tobacco Compliance).Evalúa tu satisfacción con este programa /	5.0

	servicio (Programa De Tabaco (para Illinois Libre de Humo).	
40	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
41	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	50% - yes 50% - no
42	Rate your satisfaction with this program/service (Body Art (tattoos and piercings).Evalúa tu satisfacción con este programa / servicio (Tatuajes / piercings).	No response
43	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
44	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
45	Rate your satisfaction with this program/service (Nutrition: WIC/Family Case Management).Evalúa tu satisfacción con este programa / servicio (Nutrición: WIC/Manejo De Casos Familiares).	4.39
46	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
47	Have you learned anything about nutrition from WIC/Family Case Management?¿Ha aprendido algo sobre la nutrición de WIC/Manejo de Casos Familiares?	85% - yes 15% - no
48	Have you developed any healthy habits because of WIC/Family Case Management?¿Has desarrollado hábitos saludables debido a WIC/Manejo de Casos Familiares?	66% - yes 34% - no
49	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	99% - yes 1% - no
50	Rate your satisfaction with this program/service (Vaccines/Immunizations).Evalúa tu satisfacción con este programa / servicio (Vacunas/Inmunizaciones).	4.3
51	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
52	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
53	Rate your satisfaction with this program/service (Breast Feeding Peer Counselor Program).Evalúa tu satisfacción con este programa / servicio (Consejeras De Lactancia Materna).	4.3
54	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
55	Have you developed any healthy habits because of your Breast Feeding Peer Counselor?¿Has desarrollado hábitos saludables debido a tu consejera de Lactancia Materna?	67% - yes 33% - no
56	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% yes
57	Rate your satisfaction with this program/service (Communicable Disease Program).Evalúa tu satisfacción con este programa / servicio (Enfermedades Contagiosas).	No response
58	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
59	Do you understand the disease we talked to you about, how to treat it, and how to prevent spreading it to other people?¿Entendiste la enfermedad de la que te hablamos, cómo tratarla y cómo prevenir su	No response

	propagación a otras personas?	
60	Was the education we gave you useful?¿Fue útil la educación que te dimos?	No response
61	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
62	Rate your satisfaction with this program/service (Chronic Disease Program).Evalúa tu satisfacción con este programa / servicio (Programa Para Enfermedades Crónicas).	No response
63	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
64	Was the education we gave you useful?¿Fue útil la educación que le dimos?	No response
65	Do you understand the disease we talked to you about and how to treat it?¿Entendiste la enfermedad de la que te hablamos y cómo tratarla?	No response
66	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
67	Rate your satisfaction with this program/service (Tuberculosis Screening).Evalúa tu satisfacción con este programa / servicio (Detección De La Tuberculosis).	No response
68	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
69	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
70	How did you find out about our flu clinic?¿Cómo se enteró de nuestra clínica de gripe?	1 response
71	Rate your satisfaction with this program/service (Flu Clinic).Evalúa tu satisfacción con este programa / servicio (Clínica De Gripe).	5.0
72	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
73	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% yes
74	Rate your satisfaction with this program/service (Sexual Health).Evalúa tu satisfacción con este programa / servicio (Salud Sexual).	5.0
75	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
76	Do you understand the disease we talked to you about, how to treat it, and how to prevent spreading it to other people?¿Entendiste la enfermedad de la que te hablamos, cómo tratarla y cómo prevenir su propagación a otras personas?	100% - yes
77	Was the education we gave you useful?¿Fue útil la educación que te dimos?	100% - yes
78	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	100% - yes
79	Rate your satisfaction with this program/service (Educational Presentations).Evalúa tu satisfacción con este programa / servicio (Presentaciones Educativas).	5.0
80	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	100% - yes
81	Did you receive enough information to answer all of your	100% - yes

	questions?¿Recibistes suficiente información para contestar todas tus preguntas?	
82	Rate your satisfaction with this program/service (Lead Exposure Evaluation).Evalúa tu satisfacción con este programa / servicio (Evaluación de la Presencia de Plomo en el Cuerpo).	No response
83	Do you think it's important we offer this program/service?¿Piensas que es importante que ofrezcamos este programa / servicio?	No response
84	Did you receive enough information to answer all of your questions?¿Recibistes suficiente información para contestar todas tus preguntas?	No response
85	For the following questions, please select which of our services you have used most recently. Para las siguientes preguntas, seleccione cual de nuestros servicios has usado mas recientemente.	All but 3 were chosen in Environmental services with 17 participants leaving comments
86	For the following questions, please select which of our services you have used most recently. Para las siguientes preguntas, seleccione cual de nuestros servicios has usado mas recientemente.	All but 3 were chosen in Personal Health services with 14 participants leaving comments
87	Price of our services Precio de nuestros servicios	4.5
88	Wait timeTiempo de espera	4.5
89	Our phone manners Nuestra etiqueta del teléfono	4.5
90	The customer service you received El servicio al cliente que recibiste	4.6
91	The knowledge of our staff El conocimiento de nuestro personal	4.6
92	What other services/programs would you like us to provide?¿Qué otros servicios / programas te gustaría que ofreciéramos?	34 responses that included LINK, diabetes classes, speakers for Lunch and Learn, housing assistance, evening and weekend classes, STI speakers for the schools.
93	What are we doing right?¿Que estamos haciendo bien?	64 responses that included compliments to staff, often by name, and gratitude for services and service delivery
94	What can we do to improve your experience?¿Qué podemos hacer para mejorar tu experiencia?	36 responses generally telling us we could do nothing better though some felt that wait times could be shorter and the health department could do a better job of communicating to the public at large. One commented on lack of privacy at checkin which was promptly corrected with a glass wall that offered some sound reduction.
95	Other comments?¿Otros comentarios?	These were generally compliments to staff by name.
96	Do you prefer to communicate in English or Spanish? ¿Cual es tu lenguaje preferido?	68% English, 32% Spanish which is very close to the population of Boone County as a whole.