

Customer Satisfaction Survey Results

MAINTAIN excellent in-person customer interactions

IMPROVE phone and email interactions, websites, social media sites, office/location signage, and customer feedback tools

CONSIDER a Countywide Customer Service Policy

Face-To-Face Interactions

Customers Reported That ...

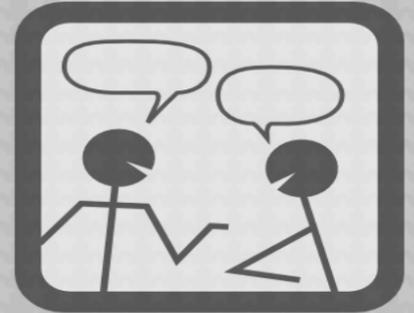
99% Were Assisted In a Timely Manner

98% Were Treated With Respect and Courtesy

97% Were Assisted by a Competent Employee

98% Were Satisfied With Their Visit/Had Need Resolved

(Out of 159 Customer Interactions at County Locations)



Opportunities For Improvement

Phone Calls 

53% of Voicemail Messages Did Not Receive a Response

11% of Calls Were Not Answered by an Employee or Voicemail Message

Websites 

69% of Websites Had at Least One Broken Link

56% of Websites Lacked Sufficient Contact Information

Emails 

23% of Emails Did Not Receive a Prompt Response

16% of Emails Did Not Receive a Response



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