

Borough of Franklin Lakes

Resident Satisfaction Survey Results

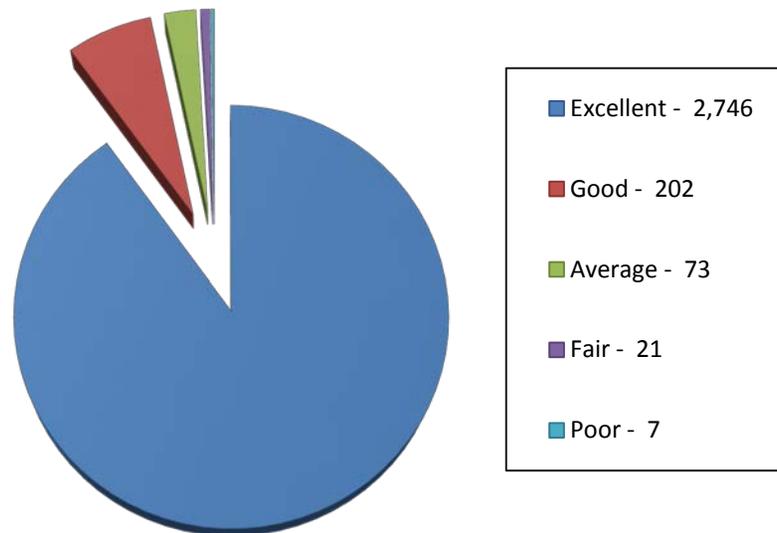
February 2018

For the month of February 2018, the following Borough departments distributed anonymous Resident Satisfaction Surveys (see survey on 2nd page) to counter customers - Tax Collector, Borough Clerk, Recreation Department, Board of Health/Registrar, Code Enforcement, Tax Assessor and Municipal Court. Surveys were distributed by hand and customers were asked to deposit completed surveys in a sealed box.

The results, across all departments and all categories, show an exemplary customer service focus, from the quality of service to service time to the qualities of the Borough employees (courteous, knowledge, patient, friendly and responsive).

In all, over 90% of the responses were in the highest category. Only 0.2% of the responses were in the lowest category.

Survey Totals - All Departments



The Survey

**BOROUGH OF FRANKLIN LAKES
RESIDENT SATISFACTION SURVEY**

Dept: _____
Process: _____

Please rate the quality of your customer service experience:

- Very positive
- Somewhat positive
- Neutral
- Somewhat negative
- Very negative

How much time did it take to address your issues:

- Much shorter than expected
- Shorter than expected
- About what I expected
- Longer than expected
- Much longer than expected

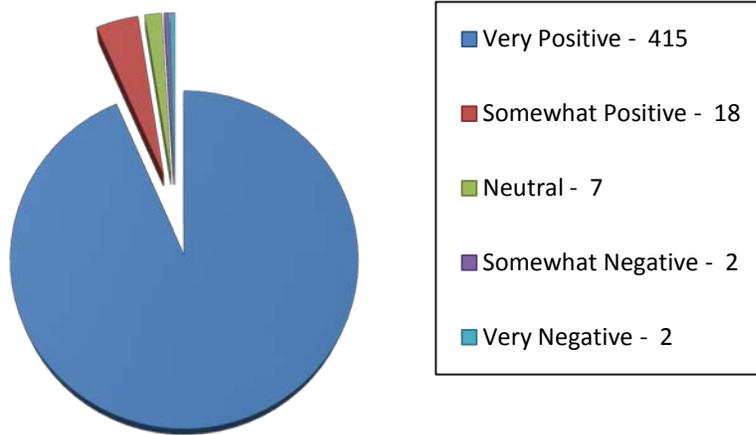
Please rate the following qualities of the Borough employee(s):

	Excellent	Good	Average	Fair	Poor
Courteous					
Knowledge					
Patient					
Friendly					
Responsive					

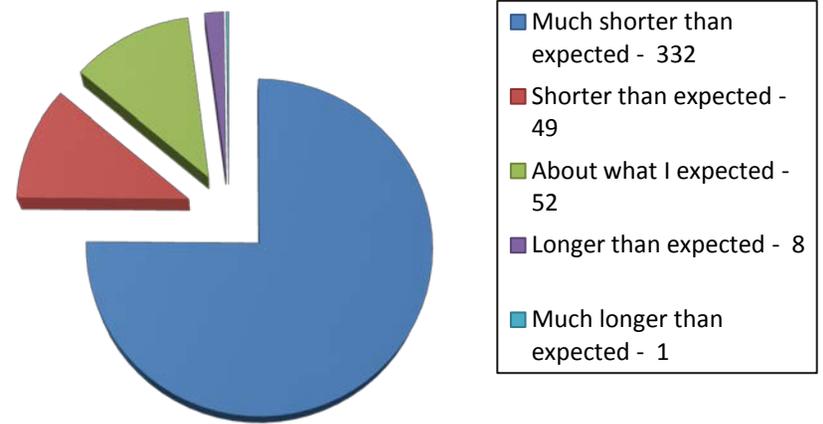
***Do you have any suggestions as to how we
might improve our customer service?
If so, please provide your suggestions on the reverse side of this card.***

Survey Results - By Question - Total All Departments

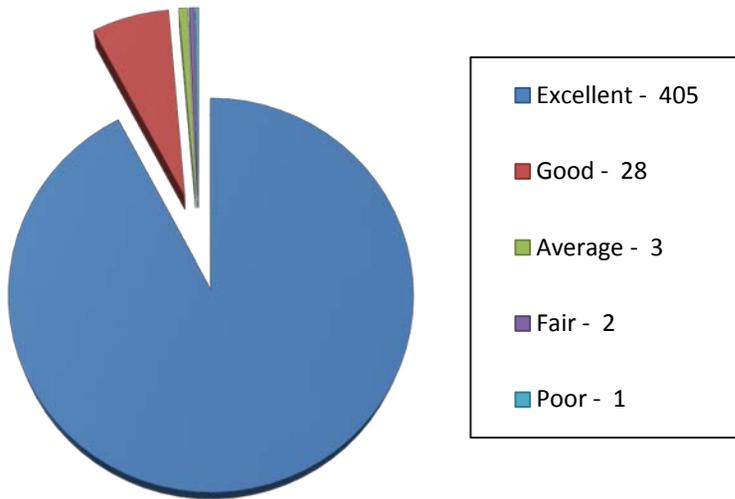
Quality of Customer Service Experience



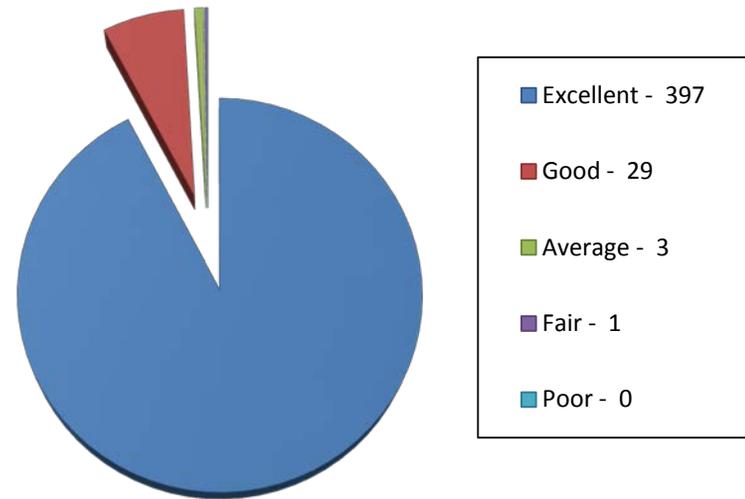
How Much Time it Took to Address Issue



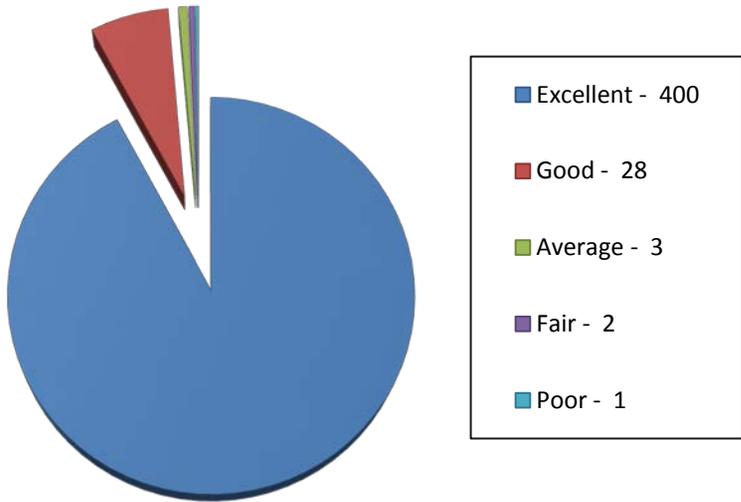
Borough Employee - Courteous



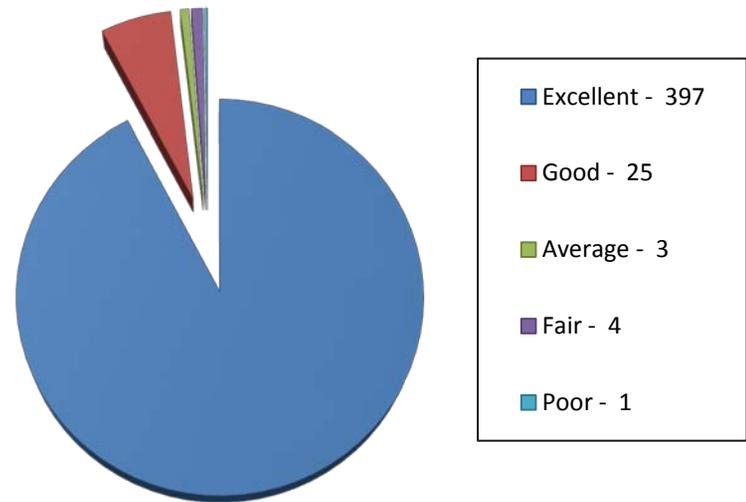
Borough Employee - Knowledge



Borough Employee - Patient



Borough Employee - Friendly



Borough Employee - Responsive

