

Helpdesk Survey Results for November 2012

<u>Work Order #</u>	<u>Date Received</u>	<u>Requester</u>	<u>Technician</u>
WRQ-07781	11/9/2012	Marie Lovett	Robert Tharney

Response Time Excellent

Quality of Work Excellent

Proper Clean Up Excellent

Professionalism Excellent

Courtesy Excellent

Additional Comments Everyone we have ever worked with in the Facilities Maintenance Department has been professional and courteous. They have always responded in a timely manner.

Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
11/21/2012	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		I am so thankful to Housing Services. I wasn't sure how I was going to get my roof fixed and Housing Services made it happen! Denna Lafferty is the greatest!

Total Surveys 1

Average Question 1	5
Average Question 2	5
Average Question 3	5
Average Question 4	5
Average Question 5	5
Average Question 6	5
Average Question 7	5
Average Question 8	5
Average Question 9	5

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

Was Housing staff able to help you?
(Check indicates Yes)

Total Yes 1
% Yes Staff Help You 100%

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 0

Date Entered Into System	What was your reason(s) for visiting the library today?	Location visited:	Selection of materials:	Friendliness/attentiveness of staff:	Quality of program:	Physical facility of library:	Ease of use of website or online catalog:	Computers:	Quality/amount of study/work space:	Library Hours:	Additional comments:	If you would like a response, please leave a phone number/e-mail address where you can be reached.
11/29/2012 10:46:47	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Excellent	Excellent	Good	Not applicable	Good	Excellent	It would be helpful to be notified by either e-mail or phonecall when a reserved book become available. Also, the staff at the Belvedere Library are excellent people.	dabissou@embarq
12/4/2012 9:11:25	Use a computer	E.C. Rowell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
12/4/2012 9:12:02	Materials	E.C. Rowell Public Library	Good	Excellent	Good	Excellent	Not applicable	Not applicable	Good	Good	I am glad that the E.C. Rowell Library is so close and convenient. Very excellent staff.	
12/4/2012 9:13:29	books/dvds	E.C. Rowell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Barbara Mitchell	
12/4/2012 9:14:18	Materials	E.C. Rowell Public Library	Good	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Staff is excellent.	
12/4/2012 9:15:15	return books	E.C. Rowell Public Library	Excellent	Excellent	Excellent	Excellent	Good	Excellent	Excellent	Excellent		
12/4/2012 9:16:12	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Good	Excellent	Excellent	Excellent	Excellent	Excellent	Please let us check out materials for 3 weeks. 2 weeks is not long enough. Thanks	
12/4/2012 9:18:10	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	Out of all the activities one can do at The Villages, for me, the library is THE BEST. I was so impressed that I insisted my house guests see it first before they settled on an activity "dejour". I've been at The Villages 3 weeks and I've been to PP 5 times! Kudos to all who work there.	

12/4/2012 10:32:51	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	This was a file management class for my computer. I was pleased with the amount of information and guidance I received. The instructor was very knowledgeable and helpful.	
12/4/2012 10:34:11	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Excellent	Teaching of course was very thorough. This is a fabulous facility and everyone should be proud of their work.	
12/4/2012 10:35:53	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		edrita02@embarq
12/4/2012 10:37:51	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent		Excellent	Excellent	Good		I love this library. Ginny is an excellent instructor.	
12/4/2012 10:39:23	Attend a program	Villages Public Library at Pinellas Plaza	Excellent		Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Eileen Schucht	
12/4/2012 10:40:34	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Many thanks for the patience and kindness of the instructor.	
12/4/2012 10:41:26	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Good			
12/4/2012 10:42:35	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Good	Excellent	Good			
12/4/2012 10:43:25	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
12/4/2012 10:44:35	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Ginny was great "made my day"	
12/4/2012 10:45:21	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Good	Good	Good	Excellent	Excellent			
12/4/2012 10:47:52	Use a computer	Villages Public Library at Pinellas Plaza	Good	Excellent	Good	Excellent		Excellent	Excellent	Excellent		Just felt going from basic computing 101 (which was great) to Windows-very confusing.	
12/4/2012 10:49:18	Attend a program	Villages Public Library at Pinellas Plaza	Good	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		A delightful place to come, everyone is so helpful and pleasant.	
12/4/2012 10:51:00	Attend a program	Villages Public Library at Pinellas Plaza	Good	Excellent	Good	Excellent	Good	Excellent	Excellent	Good		Thank you so much for doing these classes.	
12/4/2012 10:52:16	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Satisfactory	Excellent	Good		The keyboards need to be cleaned.	
12/4/2012 10:53:38	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Good		Excellent computer class: internet search tools	
12/4/2012 10:54:54	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent			
12/4/2012 10:56:11	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		Great class - wonderful instructor	
12/4/2012 10:57:05	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent			
12/4/2012 10:58:20	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Good	Good	Excellent	Good	Good			

12/4/2012 11:06:16	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Good	Not applicable	Fair	Excellent	Excellent	<p>Teen computers down for maintenance. No computer available so with help from reference librarian, I was able to check (not on internet) but from books I checked out!</p> <p>Would you consider having an I-Pad basic course? The Apple I-Pad does not come with written instructions re: what the symbols mean and (for example - 1) how to delete a podcast once I've listened to it; 2) how to "send" a draft email, 3) How to download a dictionary app - if possible also, would you schedule this class in January or February?? Thank you. I realize that you must obtain videos for patrons of all ages and we so appreciate your choices of classics and "Hallmark Channel" types. Thank you. P.S. Just saw the ad for "Winning" with Paul Newman and Jolanne Woodward, in our newspaper. Would you please consider purchasing that 1969 movie DVD? Maybe in honor of "Newman's Own" Boggy Creek Camp. Thanks again for all your time and help with us. P.S.S. one last thought, have you considered the tv series "Promised Land" with Gerald McRaney for your DVD collection?</p>	evwilliams4717@sb
12/4/2012 11:07:59	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Good		Excellent	Satisfactory	Good	Satisfactory	Satisfactory	<p>Would love some Sunday hours (maybe 4 hours). Would like more audio books - new releases.</p>	

12/4/2012 11:10:	25 Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Good	<ol style="list-style-type: none"> 1. Would like to have 3 weeks for checkout. 2. Be able to register favorite authors and be able to get "alerts" when books become known. 3. Send email reminders saying books are due. 	Carol Moseman	952-237-8067 moose0507@gmail
------------------	--------------	---	-----------	-----------	-----------	-----------	-----------	----------------	----------------	------	--	---------------	---------------------------------

Mosquito Control by Date Range

<i>Date Rcvd</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Response Time</i>	<i>Effectiveness of Service</i>	<i>MC Comments:</i>
11/28/2012	2515 SW 77th Rd. Bushnell	5	5	5	5	Dan is so accomodating. He far exceeds the job description. My personal thanks to you, Dan. Donna Frigia

Total Surveys 1

Average Initial Contact	5	5=Excellent
Average Customer Service	5	4=Good
Average Response Time	5	3=Expected
Average Effectiveness of Service	5	2=Fair
		1=Poor

Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
11/7/2012	Lake Miona	5			5	Wonderfully clean anytime I'm there and smells great!

Total Surveys 1

Average Initial Contact	5	5=Excellent
Average Customer Service		4=Good
Average Scheduling		3=Expected
Average Setup/Cleanliness	5	2=Fair
		1=Poor

Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	I would like to thank Probation Officer, Mrs. Smith for her help to make the process go fine. Thanks again. Marcos Muniz, Sr.
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	Very accomodating and helpful in every way.
11/28/2012	5	5	5	5	5	5	5		5	5	5	5	I didn't answer question #8 because I feel I had learned those skills before I was arrested.
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	Everything was great, great, great
11/28/2012	5	5	5	4	5	5	5	5	5	5	5	5	
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	A very great lady. Joshua Gleason
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	
11/28/2012	5	5	5	5	5	5	5	5	5	5	5	5	none
11/28/2012	5	5	5	5	5	5	5	5	5	5	5		Nice people.
11/28/2012	5	5	5	5	5	5	5	5	5	5			
11/28/2012	5	5	5	5	5	5	5	5	5	5	5		Treated me like a human, not a criminal. I liked that.

Total Surveys 11

Rating

5=Outstanding
 4=Good
 3=Satisfactory
 2=Improvement Needed
 1=Unsatisfactory

Average Question 1 5
 Average Question 2 5
 Average Question 3 5
 Average Question 4 4.9
 Average Question 5 5
 Average Question 6 5
 Average Question 7 5
 Average Question 8 5
 Average Question 9 5
 Average Question 10 5
 Average Question 11 5
 Average Question 12 5

Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

Road and Bridge by Date Range

Date Rcvd	Request Date	Location	Initial Contact	Service	Response	QualityWork	R/B Comments:
11/11/2012		10800 CR475, Oxford, FL	5	5	4	5	Nice and courteous. Took time to look at my complaints and promptly dealt with the issue. Did an excellent job too. 09-8129
11/27/2012		8532 CR 127	4	4	3	4	SR 10-8264
11/19/2012		8560 CR 638	5	5	5	5	The men did a great job, but I wish you would come in and check mailboxes, our neighbor fell by hers. The dents are so big from the mailman coming in it all the time. Thank you so much. SR 10-8255
11/19/2012	9/1/2012	CR 622/Drop off mulch	5	5	5	5	The men were very nice and put mulch where it was easy to get to. Thanks, Stephen McKenney SR 10-8290
11/19/2012		8539 CR 640, Bushnell	3	5	5	5	I left a voicemail. It took a few days to get a call back, but then the fill was delivered quicker than expected and man was very cordial. Thanks, Billie Richley SR 10-8288
11/19/2012		9299 CR 641	5	5	5	5	The workers came 2 times in past. Were very nice, but product they used did not work. 3rd time, perfect. You should be very proud. SR 10-8275
11/19/2012	10/23/2012	385 Simpson St., The Villages	5	5	4		No work done, I will continue to measure hole depth every month. SR 10-8339
11/19/2012		9239 CR 647A		5	5		Didn't clear out ditch at 9239 CR 647A. Hollenbeck needs work done. Thank you. Can't mow ditch, too deep. SR 10-8287
11/19/2012			5	5	5	5	SR 10-8354

Total Surveys 9

Average Initial Contact 4.6
 Average Customer Service 4.9
 Average Response Times 4.6
 Average Quality of Work 4.9

5=Excellent
 4=Good
 3=Expected
 2=Fair
 1=Poor

Solid Waste by Date Range

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
11/8/2012	11/5/2012	5	5	5	5	Jimmy and John are pleasant gentlemen. CDA 9-8-12
11/9/2012	11/6/2012	5	5	5	5	CDA 9-7-12
11/28/2012	8/1/2012	5	5	5	5	I go there every week. The people there are very kind and friendly. CDA 8-1-12
11/28/2012	11/24/2012	5	5	5	5	Sumter County needs this facility at Sumterville and we need a drop off site like Marion County has in Oxford and at south end of county. CDA 9-13-12

Total Surveys 4

Average Initial Contact	5	5=Excellent 4=Good 3=Expected 2=Fair 1=Poor
Average Customer Service	5	
Average Site Appearance	5	
Average Recycling Options	5	

Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass	Times/m	Trav	Dr	How often	On time?	Why not?	Transit Comments
11/15/2012	3	4	4	4	4	4	4	4	4		✓	12						
11/15/2012	3	3	3	3	3	3	3	3	3		✓	0						Have not had to go to doctor out of county.
11/15/2012	3	5	5	5	5	5	3	3	5		✓	0		✓			✓	
11/15/2012	5	5	4	5	5	5	5	5	5		✓	5						
11/15/2012	4	5	5	5	5	5	5	4	4		✓	20						Yes, you should extend your transportation to those who work until at least 6:00 p.m. Some of them don't drive, and I saw one of your riders walking one evening from her job, also if you cater to one group, on Saturdays, why not others who really, really need the transporting.
11/26/2012	1		3	3	3	3	3	3	1		✓	0					✓	
11/26/2012	5	5	4	5	5	5		4	5			0						I have no problems. Everything is fine, keep up the good work all you guys be bless love you Jeff Gould Mercedes Williams
11/13/2012	4	4	4	3		5	2	5	3		✓	15					Because some drivers smoke	By taking people anywhere on weekends.
11/13/2012	4	4	4	3		5	2	5	3		✓	15					Because some drivers smoke.	By taking people anywhere on weekends.
11/13/2012	4	4	3	3	4	4	3	3	4		✓	0						
11/13/2012	5	5	5	5	5	5	2	5	4		✓	18						I don't travel outside Sumter County.
11/13/2012	5	5	5	5	5	5	5	5	5		✓	0						
11/13/2012	3	3	3	3	3	3	4	4	3		✓	0		✓				
11/13/2012	4	4	5	4	5	5	2	5	4		✓	0						
11/13/2012	4	5	5	5	5	5	3	5	5			0						✓
11/13/2012	5	5	5	5	5	5	5	5	5		✓	0		✓				✓
11/13/2012	5	5	5	5	5	5	5	5	4		✓	4		✓	monthly		but not picked up timely	Sonja - I enjoy riding with her and love her personality! Try to pick up passengers in a timely fashion whenin Leesburg.
11/13/2012	5	5	4	5	5	5	4	4	5			0						none
11/13/2012	3	3	3	3	3	3	3	3	3		✓	0		✓				✓
11/13/2012	1	4	4	4	4	4	4	4	4		✓	0		✓				unable to travel for such a long time (5 hours round trip - too much)
11/13/2012	5	5	5	5	5	5	5	5	5		✓	15		✓	every few months		✓	Very satisfied with the service. Would be lost without it.
11/13/2012	5	5	5	5	5	5	5	5	5		✓	4		✓	2 times per week		✓	

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>Freq</i>	<i>Pass Times/m</i>	<i>Trav Dr</i>	<i>How often</i>	<i>On time?</i>	<i>Why not?</i>	<i>Transit Comments</i>
11/13/2012	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	6	<input checked="" type="checkbox"/>	4 times per month	<input checked="" type="checkbox"/>	Too many people to take on trips Only happened a couple of times.	Reinstate Orange Home on circulator route. Can't get to the grocery store anymore. I NEED this service. I am willing to pay more.
11/13/2012	4	4	4	5	4	4	5	5	4	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
11/15/2012	3	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	16	<input checked="" type="checkbox"/>	once a month	<input checked="" type="checkbox"/>		up north, stop at Belks.
11/15/2012	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	12	<input checked="" type="checkbox"/>	three times per week	<input checked="" type="checkbox"/>		The service I get is great
11/15/2012	5	5	4	4	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
11/15/2012	4	4	4	4	5	5	4	4	5	<input checked="" type="checkbox"/>	8	<input type="checkbox"/>		<input type="checkbox"/>		It would be helpful if you could run more often timewise
11/15/2012		5	5	5	5	5	5			<input checked="" type="checkbox"/>	9	<input checked="" type="checkbox"/>	3 times per year	<input checked="" type="checkbox"/>		
11/15/2012	5	5	4	4	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		no
11/15/2012	4	5	5	5	5	5	3	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Pick up time could be better after my appointment

Total Surveys	31
Average Question 1	4
Average Question 2	4.5
Average Question 3	4.3
Average Question 4	4.4
Average Question 5	4.6
Average Question 6	4.6
Average Question 7	4
Average Question 8	4.5
Average Question 9	4.3

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	28
% of passengers frequent	90%
Total Times Per Month	159
Average Times per Month	5.7

<i>I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)</i>	
Total who travel to Dr. outside county	14
% of passengers to Dr. outside county	45%

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

<i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i>	
Total who travel to Dr. outside County, on time	16
% of passengers to Dr., on time	114%

Questions

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

Veterans Benefits by Date Range

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 *VSO Comments:*

11/6/2012 5 5 5 5 5 5 5 5 5 Good job!

Total Surveys 1

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 5

Average Question 5 5

Average Question 6 5

Average Question 7 5

Average Question 8 5

Average Question 9 5

Questions

1. Veterans Service Office (VSO) was responsive to my needs.
2. VSO staff treated me with respect and courtesy.
3. The VS Officer provided individual attention to my issues.
4. I was asked appropriate questions to aid in obtaining my earned benefits.
5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
7. My VS Officer answered my questions both clearly and professionally.
8. The VS Office spent sufficient time with me to fully understand my needs.
9. Rate your overall satisfaction with your experience.