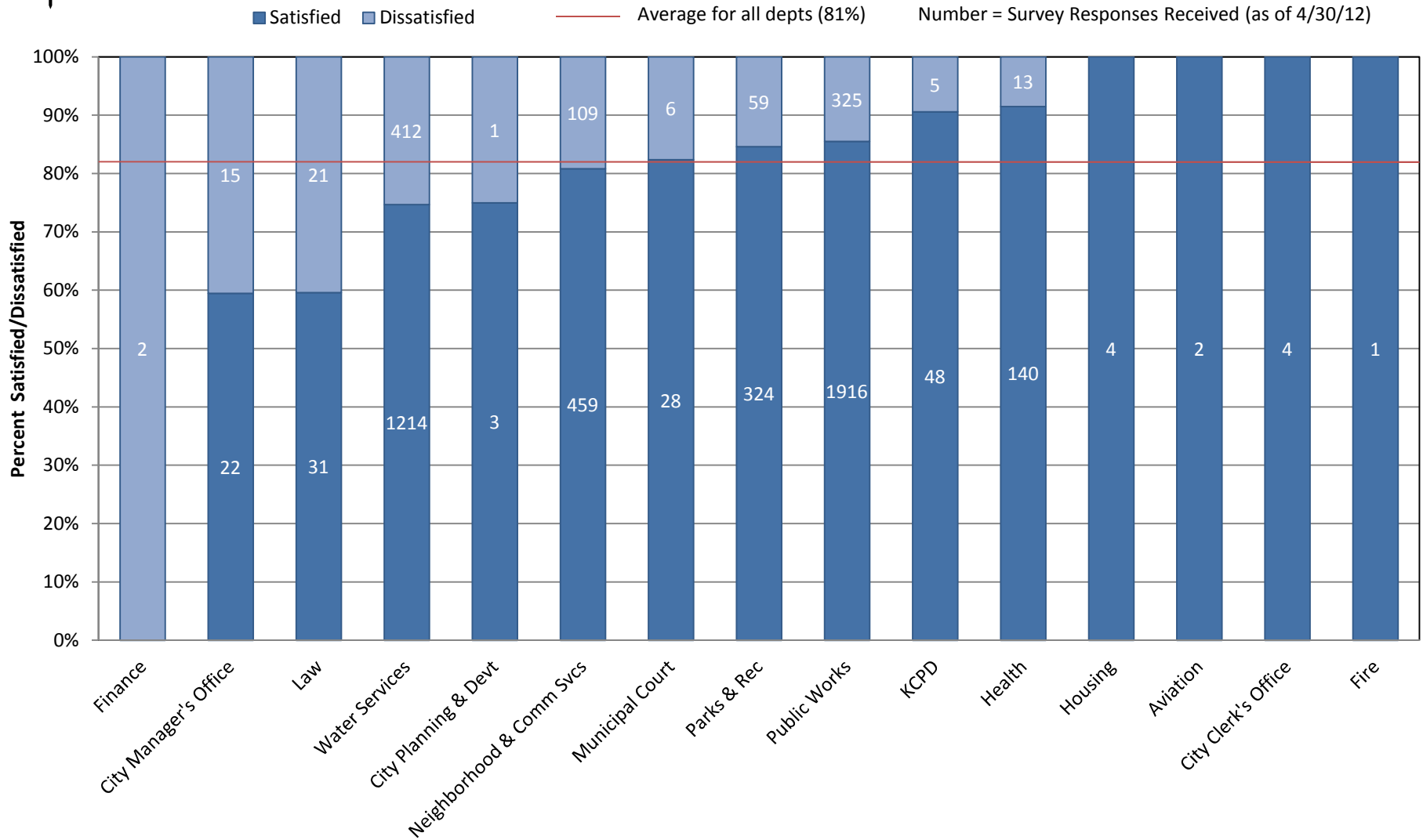




Customer Satisfaction with Quality of Service for KCMO 311 Service Requests (SRs closed May 2011 - April 2012)



When service requests are closed, requesters are sent a survey via mail or email that asks them to rate the quality of department service as Excellent, Good, Acceptable, Poor, or Unacceptable. Results are shown here as Satisfied (Excellent+Good+Acceptable) and Dissatisfied (Poor+Unacceptable).