



Feedback from Consumers **TARGET ≥ 85%**

Feedback	Jul-17		Oct-17		Jan-18		Apr-18		YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	0.0%		100.0%		98.0%		98.0%		
FY 18	0.0%		100.0%		98.0%		98.0%		98.7%
Feedback	Jul-18		Oct-18		Jan-19		Apr-19		YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	98.0%		98.0%		98.0%		97.0%		
FY 19	98.0%		98.0%		98.0%		97.0%		98.0%
Feedback	Jul-19		Oct-19		Jan-20		Apr-20		YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	97.0%		100.0%		99.0%		98.0%		
FY 20	97.0%		100.0%		99.0%		98.0%		99.5%

Reviewed 10/31/17
Reviewed 4/25/19

FY18 Q1 - New Supervisor to follow-up to see why zero surveys submitted, and to assure these are completed/processed
The year to date average exceeds target. No opportunities identified.