

FAA
CUSTOMER SATISFACTION SURVEY

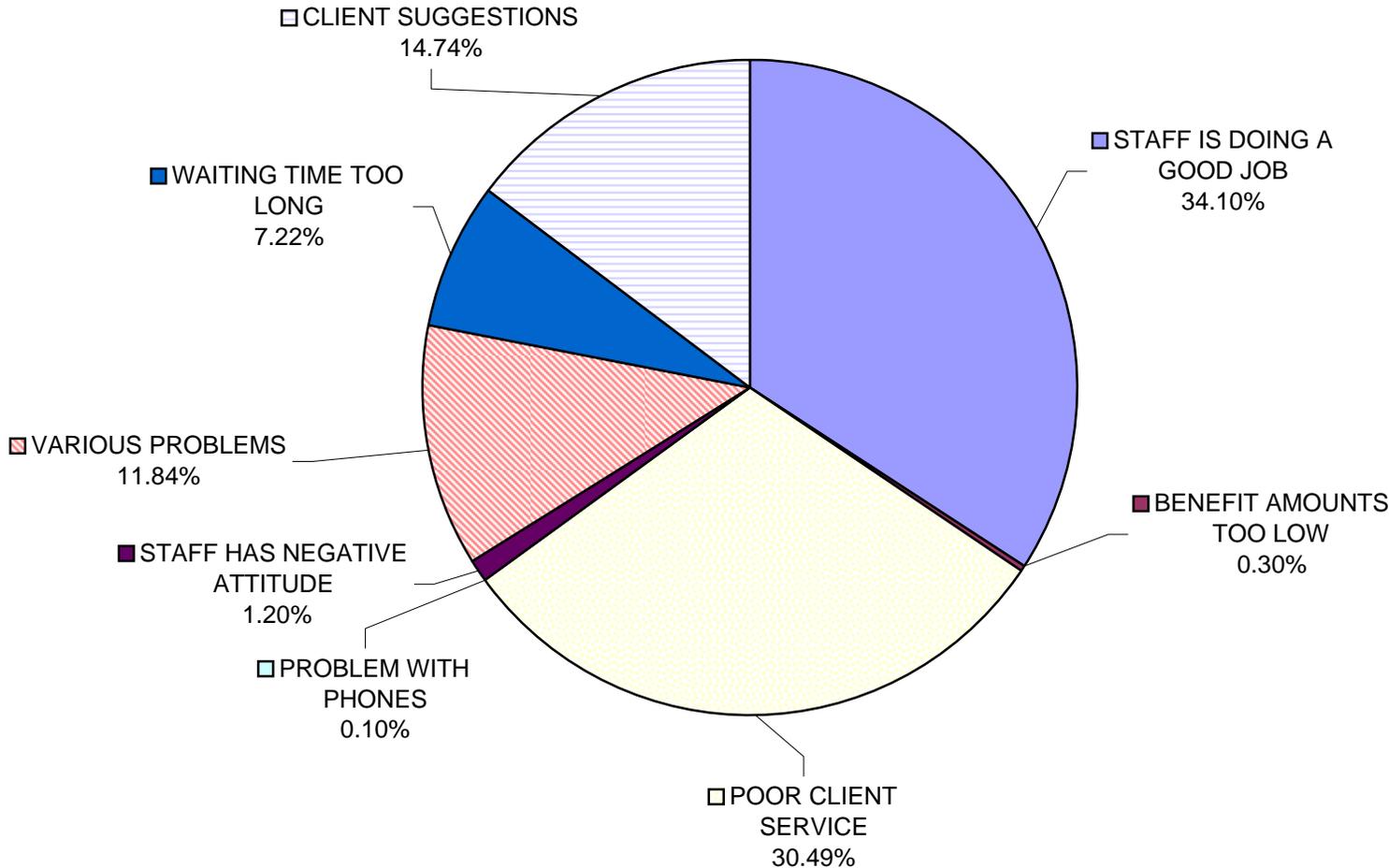
SFY 08

BY
STATE, DISTRICT AND

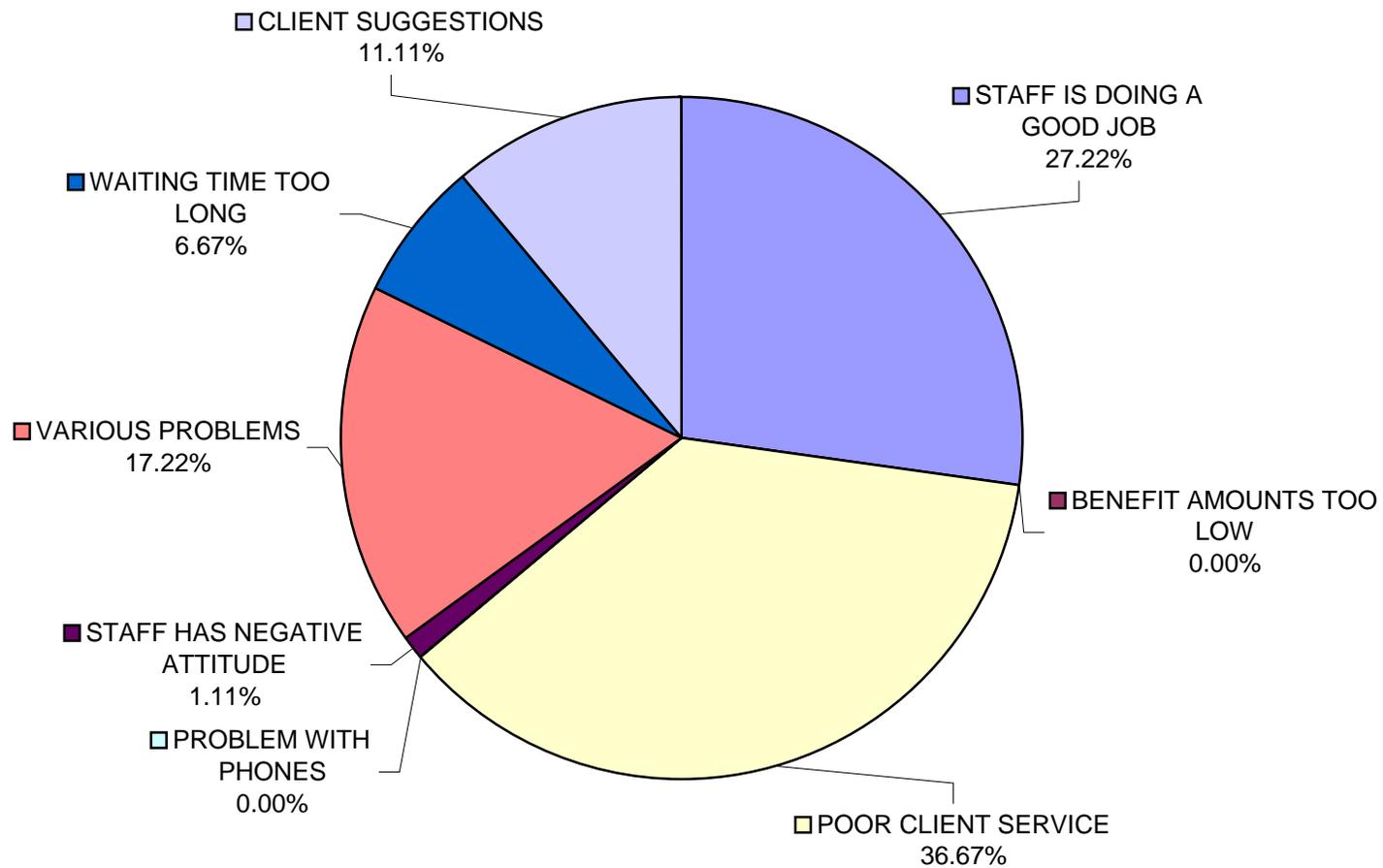
LOCAL OFFICE

**DEPARTMENT OF ECONOMIC SECURITY
OFFICE OF STRATEGIC PLANNING,
BUDGET AND MANAGEMENT INFORMATION
DIVISION OF BENEFITS & MEDICAL ELIGIBILITY**

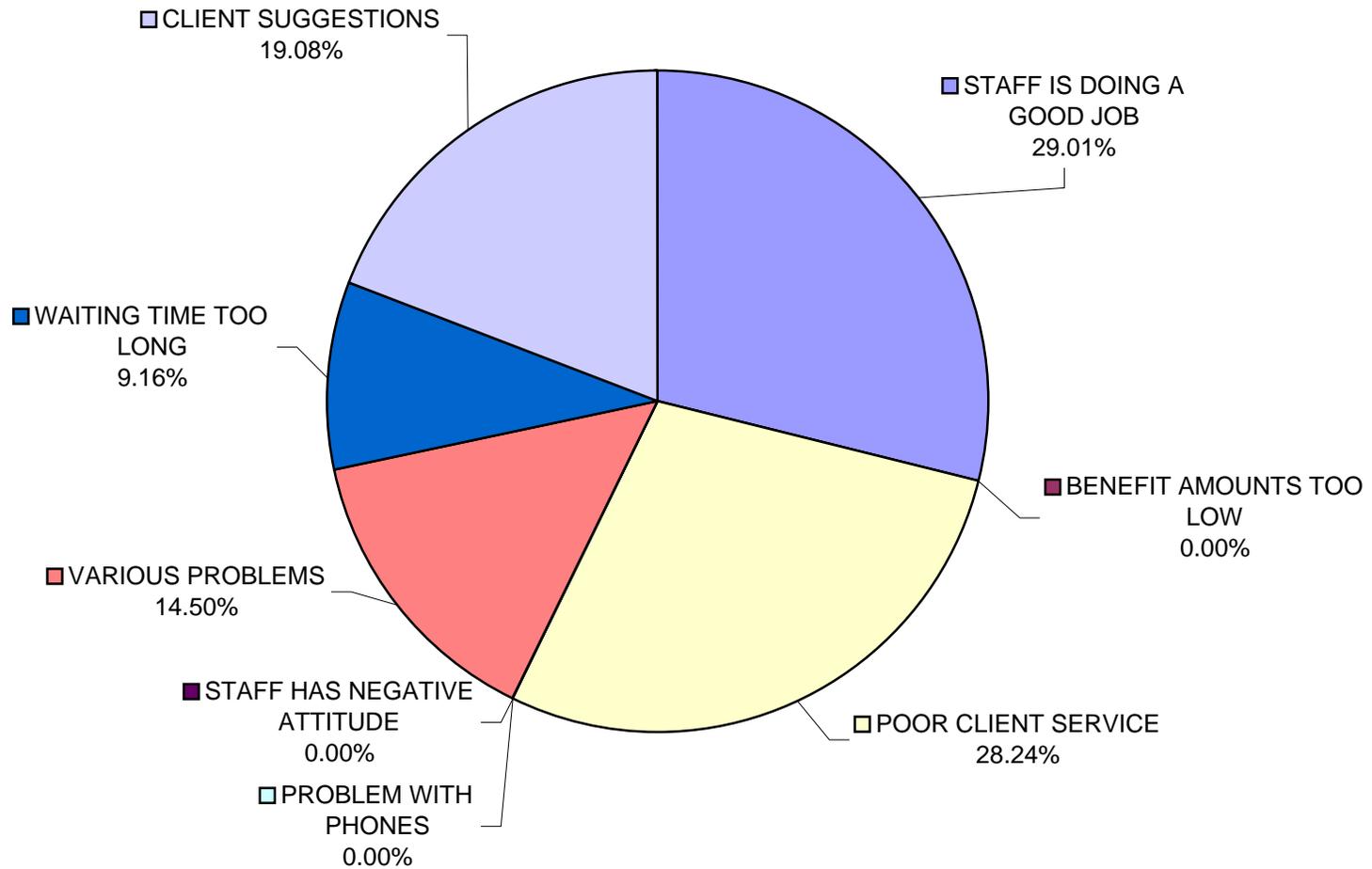
CLASSIFICATION OF CUSTOMER COMMENTS STATE FISCAL YEAR 2008



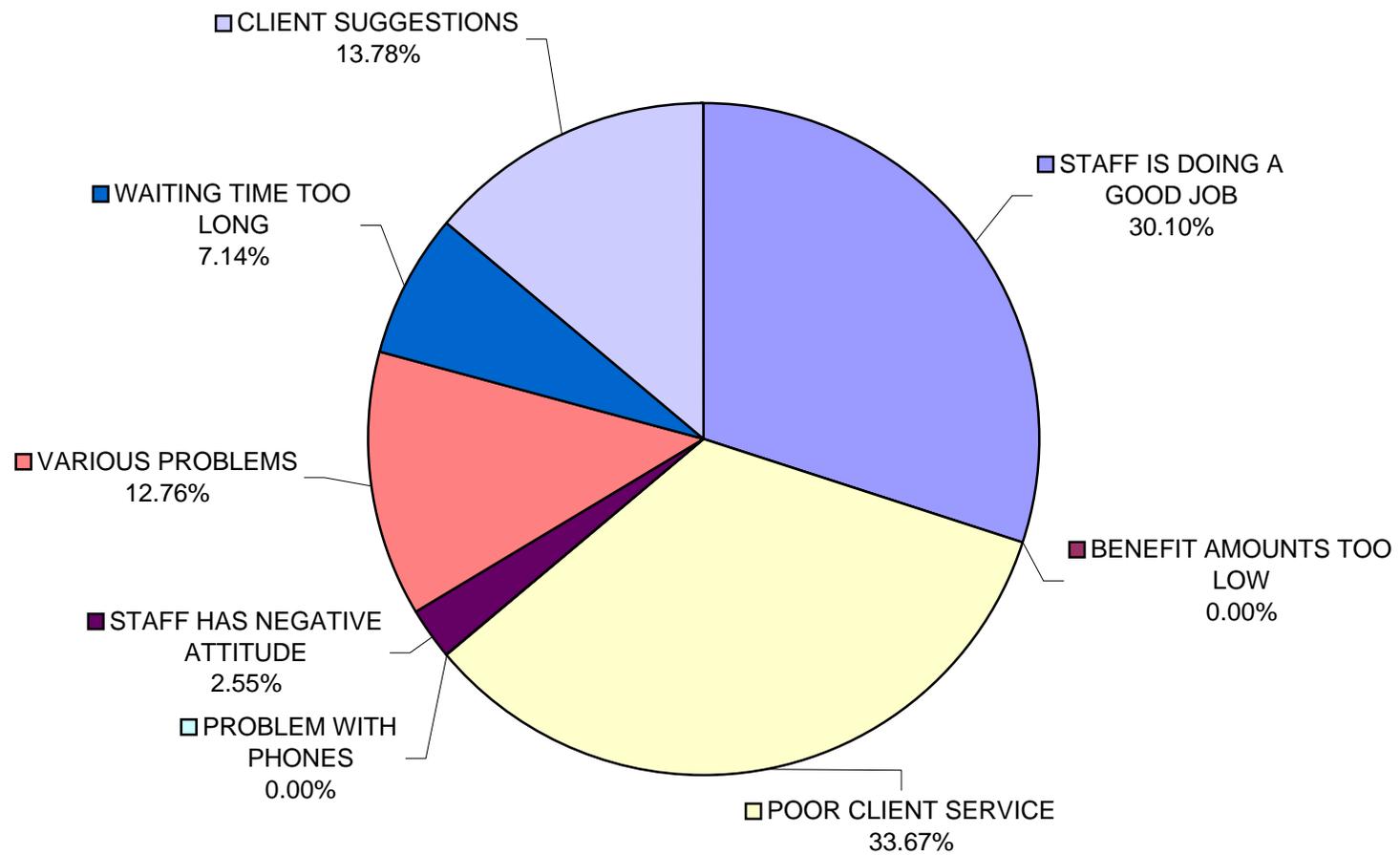
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 1W STATE FISCAL YEAR 2008



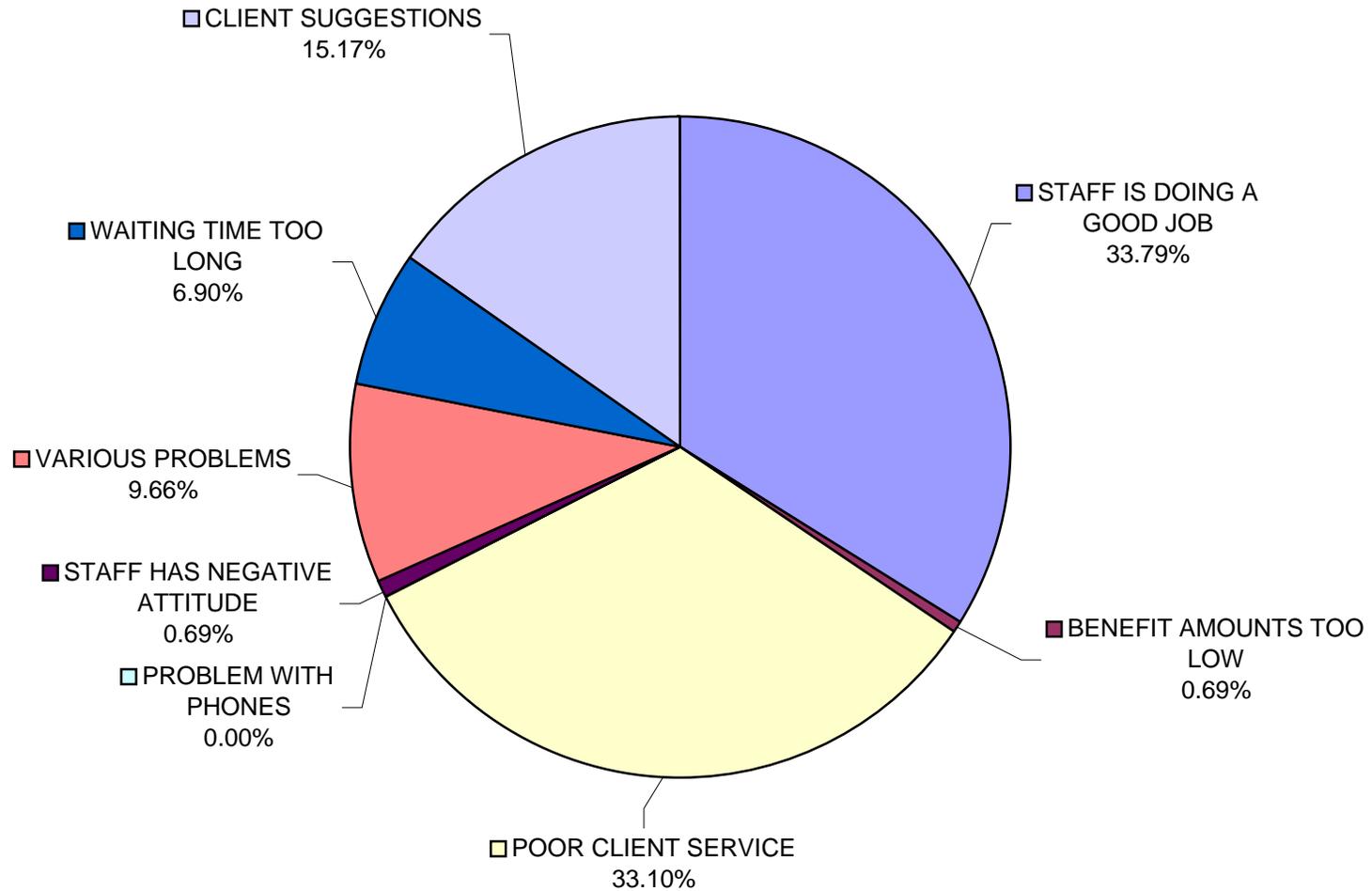
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 1C STATE FISCAL YEAR 2008



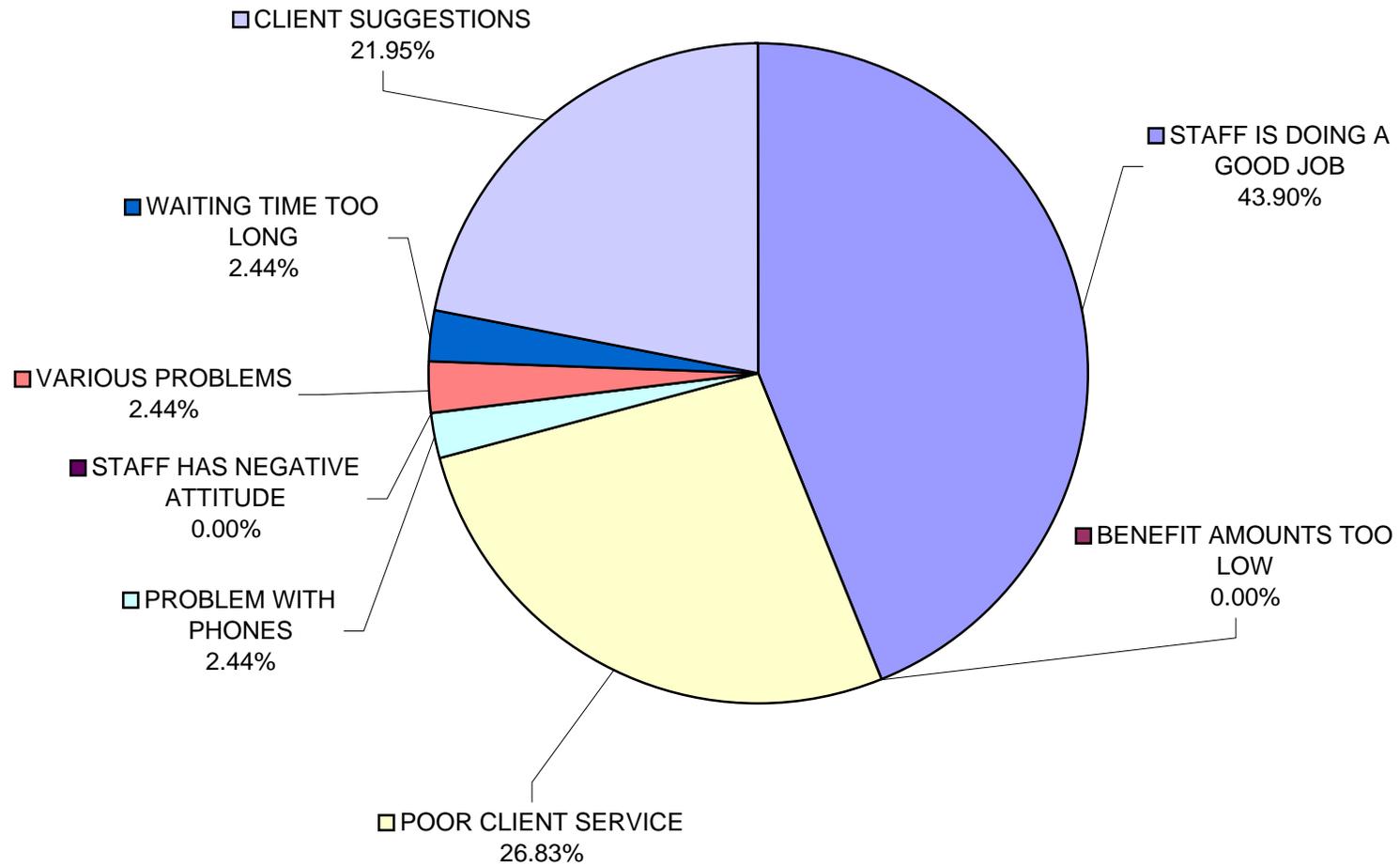
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 1E STATE FISCAL YEAR 2008



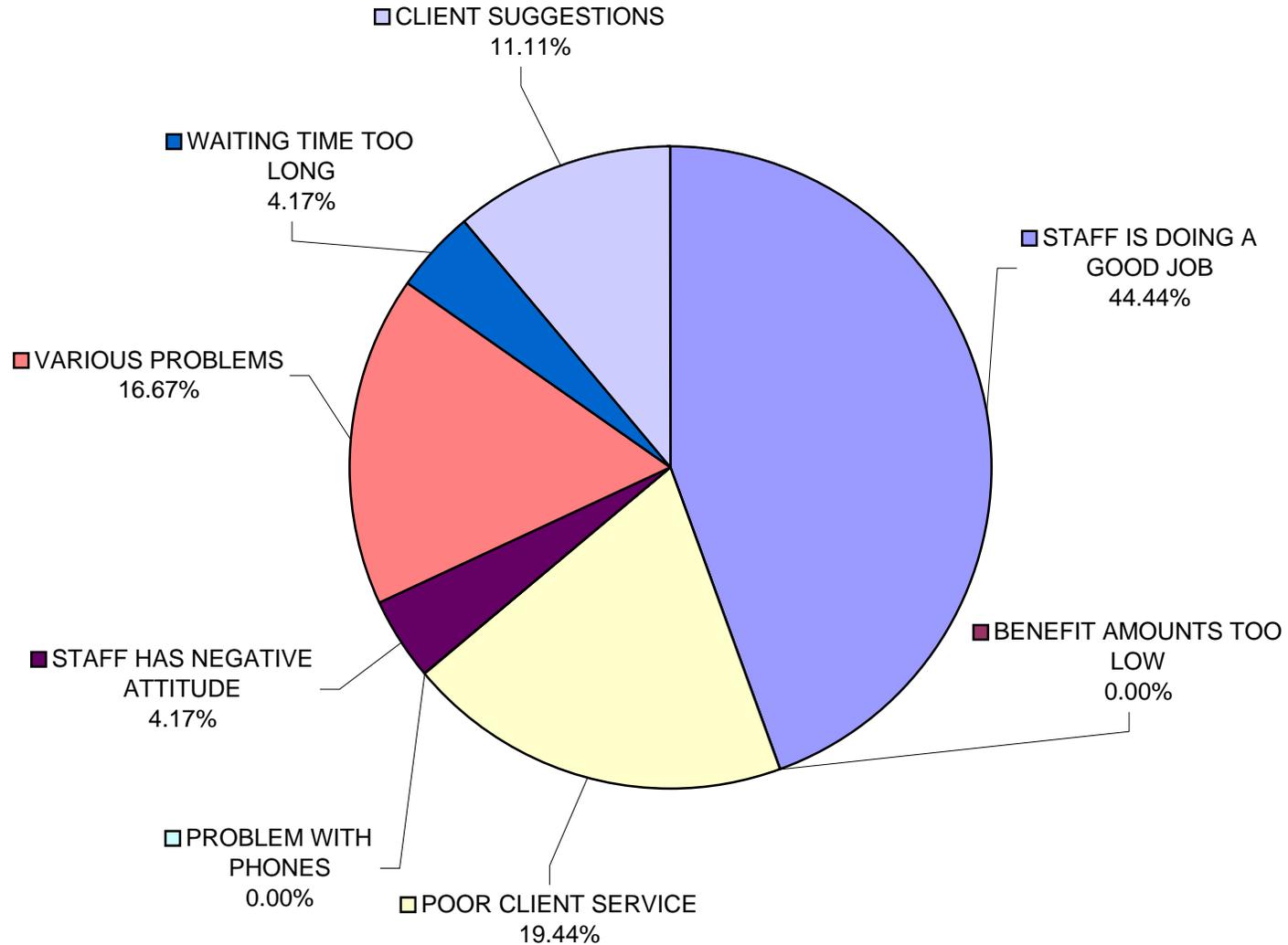
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT II STATE FISCAL YEAR 2008



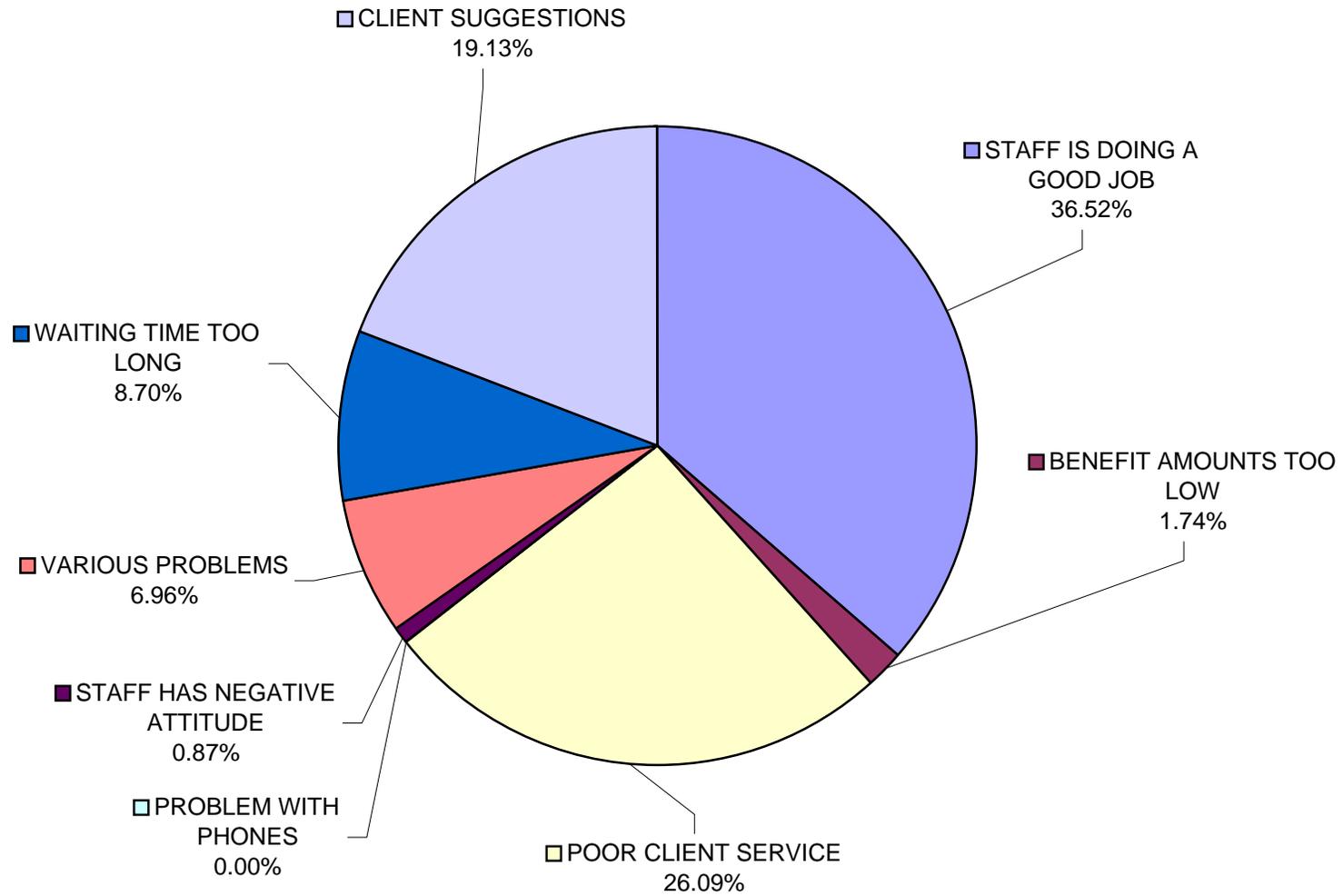
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 3N STATE FISCAL YEAR 2008



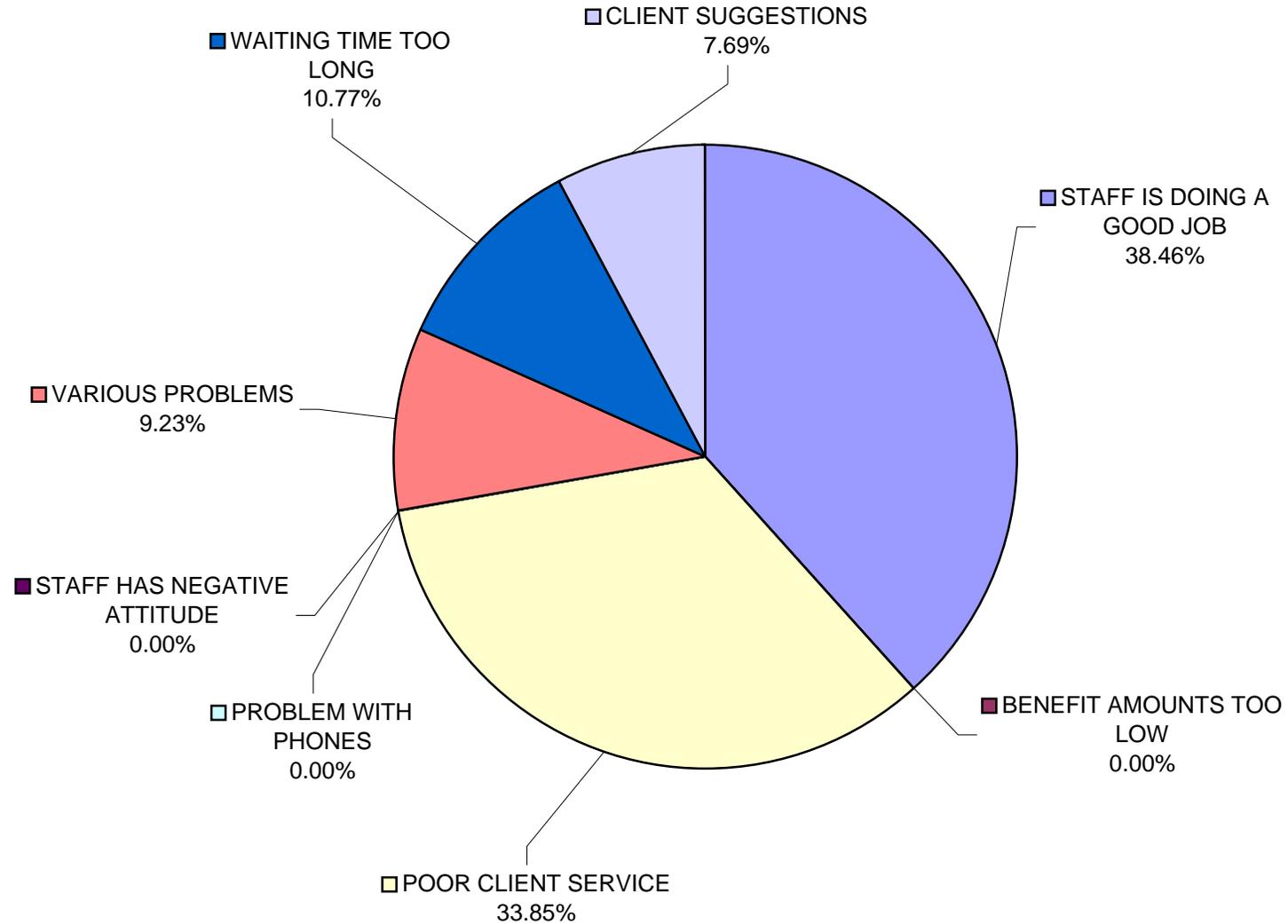
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 3S STATE FISCAL YEAR 2008



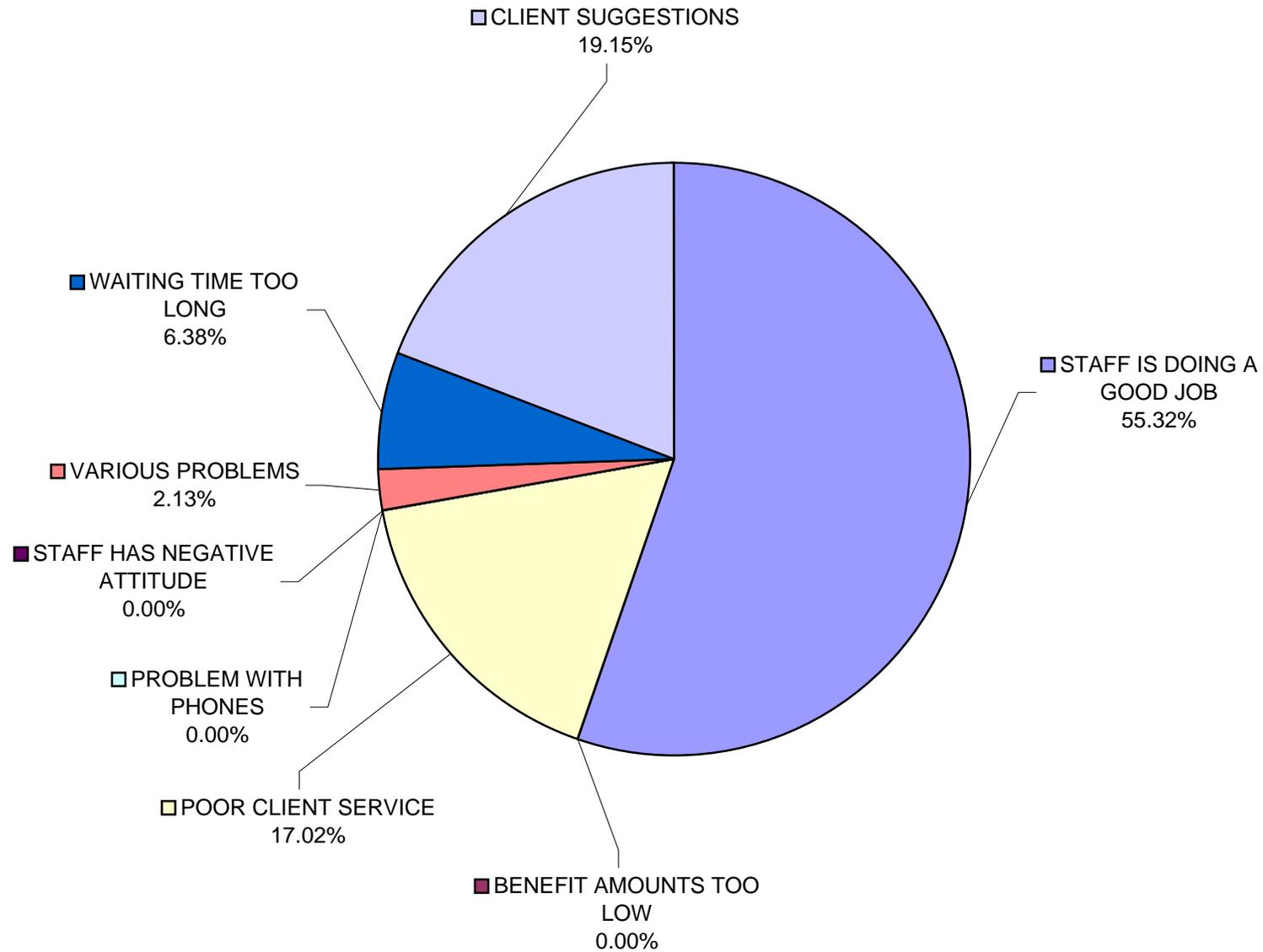
CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT IV STATE FISCAL YEAR 2008



CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT V STATE FISCAL YEAR 2008



CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT VI STATE FISCAL YEAR 2008



**CUSTOMER SATISFACTION SURVEY
COMMENT CODING
SFY 2008**

- 1. Doing a good job**
- 2. Staff has negative attitude**
- 3. Poor client service**
- 4. Wait time too long**
- 5. Various problems**
- 6. Phone problems**
- 7. Low benefit amount**
- 8. Client suggestions for
improvements**

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

EXECUTIVE SUMMARY

| | | |
|------------------------------|---------------|---------------|
| Total Surveys Mailed | 12,815 | |
| Surveys Returned | 1,624 | 12.67% |
| Surveys with Comments | 997 | 61.39% |
| English | 777 | |
| Spanish | 220 | |

The highest rating was for Q3
 “The FAA staff clearly told me what to bring to the office to get benefits.”

95.1% of the clients gave an approval rating of 1 to 3
Strongly Agree = 1
Somewhat Agree = 2
Neutral = 3

The lowest rating was for Q6
 “When I called the FAA office and left a message, someone returned my call?”

74.2% of the clients gave an approval rating of 1 to 3
Strongly Agree = 1
Somewhat Agree = 2
Neutral = 3

The overall approval rating in FY 08

88.1% of the clients gave an approval rating of 1 to 3
Very Good = 1
Somewhat Good = 2
Neutral = 3

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

34.10% STAFF IS DOING A GOOD JOB

EXAMPLES:

-Very fast, easy, friendly

-

I am pleased with how they have taken care of me with a telephone interview; I want another telephone appointment. Thank you.

- For me you couldn't do a better job. Most respectful.

- I am very grateful for the help. Everyone I spoke to was extremely helpful and courteous.

- The FAA staff at the office were very good in help me, it was very busy on that day but everything was taken care of. God bless you and thank you very much.

- I fell FAA does not need to improve anything, they are doing great & they help you understand everything you are unsure of.

- You're doing great! Thank you for all you do and your assistance in making my life a little easier.

- I never thought I would be taken care of so fast and thoroughly. Everyone was so nice to me they seemed to know what kind of bind I was in. Kudos to them. Thank you all so very much.

- I have no reason to tell you that with all the people you take care it looks to me like you all are on top of it even if a fellow work is the in or busy. Thank you for helping me when I desperately needed it.

- I think your doing the best job that can be done with the wide range of people that come in to the office. Than you

- As assistance for husband & I, I can't ask for a better job. Thank you very much, for all the help.

- Well, the only thing I can tell you is to thank you for taking such good care of us. Thank you again.

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

1.20% STAFF HAS A NEGATIVE ATTITUDE

EXAMPLES:

- Employees at the front gate must always have a friendly, al smiles to dealing with the public a few times they were working up front with a bad attitude which makes us feel very uncomfortable.

- Front office workers are very rude with a lot of attitude when a new person walks in & doesn't know what to do they can explain to them without being rude!!!!

- The woman at the front at the window are very rude & disrespectful! They talked to me like I'm trash because I need assistance I do not appreciate the attitude they give me or anyone else.
Thank you

- Need to better staff in the front to be polite. They're very bad have attitudes.

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

30.49% POOR CLIENT SERVICE

EXAMPLES:

- Answer phone a lot faster, not put on hold. Sometimes there's nobody at the front so I had to wait 20 to a30 minutes – give appointments right away instead wait 2 weeks sometimes interviewer people gets mad at us.
- Return the calls when a message is made, try to finish the case faster so we all aren't in the dark about our benefits!!!!
- Be friendlier and more courteous. Less waiting for your appt.
- The staff could be a little nicer. Sometimes they are somewhat discourteous and they don't treat people very nice.
- The most disagreeable is when you ask for information at the office window there is a very discourteous person there and they always make me feel bad. It seems that they always have a bad mood.
- The first problem I endured would be someone putting you on hold for 30 min before you get transferred to another line and another 30 minutes hold but even worse than that is you never get to talk to a living person (your EI) you only get their voice mail which tells you leave a message and a # and they will return your call within 24 Hrs. it has never happened!!
- Have some answers phone! I've call over and over again no one answers. Also be nice and respectful.
- Front window person has always been rude & disrespectful.
- I've had an appt. in March to continue my benefits over the phone. My case worker didn't call me at all. When I called I just got problems trying to get a hold of her. Still I never have the supervisors couldn't be reached & no one would call me. I then was cancelled & they said I had to start all over in order to receive benefits. I requested for an application to be sent to me (4) times & have not ever received one!! If someone can still call me please do!! Thank you.

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

7.22% WAITING TIME TOO LONG

EXAMPLES:

- We have to wait a long time to get an appointment for interview even fit is by number. You need more front desk personnel.

- Less Waiting

- If they could try to be faster so as to not have to wait so much and that they would speak to you because time is precious and we can't get other important things done.

- Take care of us at the time we have the appointment. Thank you

- Shorter waiting time!

- Do not make us wait so long to be able to make an appointment and don't leave the people waiting so long before going in for the interview. Thank you

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

11.84% VARIOUS PROBLEMS

EXAMPLES:

- We have no idea
- Please send me a letter showing my benefits if you can, I think I might have received on but I am not sure. Thank you
- The interviewer didn't speak English that well and found it difficult to understand what she was telling me. Everyone was sitting around in cramped quarters, babies, little ones, adults, seniors coughing on you are contended in little space for long periods of time, very unpleasant for everyone.
- I had a phone interview & asked for it to be scheduled any day best Friday, it was on Friday however.
- Each job requires an effort, and I feel that the staff has to give the maximum so that they can also receive back I feel that they can be better.
- Before they say something they need to see my or the case

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

0.10% PROBLEM WITH PHONES

EXAMPLES:

- Please answer the phone right, cause when I called its say leave a message.

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

0.30% BENEFIT AMOUNTS TOO LOW

EXAMPLES:

- I am a single parent, because of the income guide, I cannot survive for the past four (4) months I have had not gas, and for the past three weeks no electricity because I need to feed my children, someone needs to improve the income guide.

- Every working is very nice, I only have one concern. A family of two if making more than \$275 doesn't get help. I bring \$500 and sure can use \$275 more per month, I am applying for disability at this time.

- Get better benefits & stop lowering food stamps every year you should raise them every year.

FAA CUSTOMER SATISFACTION SURVEY

SFY 2008

14.74% CLIENT SUGGESTIONS FOR IMPROVEMENTS

EXAMPLES:

- **Better communication between staff members at FAA.**
- **Keep hiring kind caring courteous people that will really enjoy their job and the work that they do!**
- **Allow people to register online at the office even when 15 minutes left to close.**
- **To get more people to work in the Nogales office for better faster service. We some people have to work and don't have much time to be waiting a lot. Thanks! Or do more interviews by phone.**
- **Do not accept walk ins and delay response to those with appointments. Walk ins delay schedule by continually detaining window workers. Need to sign no appt: sheet take a seat and wait.**

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

STATEWIDE

FAA Customer Satisfaction Survey - SFY 2008

State Summary

| Number of Survey by Quarter | | | |
|-----------------------------|-------------|--------------|----|
| Mailed | Returned | Percent | |
| 3049 | 384 | 12.59 | Q1 |
| 3159 | 398 | 12.60 | Q2 |
| 3265 | 430 | 13.17 | Q3 |
| 3338 | 409 | 12.25 | Q4 |
| 12811 | 1621 | 12.65 | |

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|--------------|--|--------------|---|--------------|-------------------------------|--------------|---|-------------|--|-------------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 135 | 35.16 | 131 | 34.11 | 62 | 16.15 | 24 | 6.25 | 32 | 8.33 | 85.42 |
| | 2 | 145 | 36.43 | 130 | 32.66 | 65 | 16.33 | 20 | 5.03 | 38 | 9.55 | 85.43 |
| | 3 | 130 | 30.23 | 130 | 30.23 | 82 | 19.07 | 41 | 9.53 | 47 | 10.93 | 79.53 |
| | 4 | 119 | 29.10 | 145 | 35.45 | 68 | 16.63 | 34 | 8.31 | 43 | 10.51 | 81.17 |
| | Y-T-D | 529 | 32.63 | 536 | 33.07 | 277 | 17.09 | 119 | 7.34 | 160 | 9.87 | 82.79 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 214 | 55.73 | 85 | 22.14 | 51 | 13.28 | 22 | 5.73 | 12 | 3.13 | 91.15 |
| | 2 | 205 | 51.51 | 94 | 23.62 | 62 | 15.58 | 27 | 6.78 | 10 | 2.51 | 90.70 |
| | 3 | 216 | 50.23 | 117 | 27.21 | 56 | 13.02 | 30 | 6.98 | 11 | 2.56 | 90.47 |
| | 4 | 214 | 52.32 | 100 | 24.45 | 59 | 14.43 | 25 | 6.11 | 11 | 2.69 | 91.20 |
| | Y-T-D | 849 | 52.38 | 396 | 24.43 | 228 | 14.07 | 104 | 6.42 | 44 | 2.71 | 90.87 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 277 | 72.14 | 58 | 15.10 | 31 | 8.07 | 12 | 3.13 | 6 | 1.56 | 95.31 |
| | 2 | 277 | 69.60 | 70 | 17.59 | 34 | 8.54 | 12 | 3.02 | 5 | 1.26 | 95.73 |
| | 3 | 298 | 69.30 | 71 | 16.51 | 39 | 9.07 | 14 | 3.26 | 8 | 1.86 | 94.88 |
| | 4 | 286 | 69.93 | 72 | 17.60 | 28 | 6.85 | 16 | 3.91 | 7 | 1.71 | 94.38 |
| | Y-T-D | 1138 | 70.20 | 271 | 16.72 | 132 | 8.14 | 54 | 3.33 | 26 | 1.60 | 95.06 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 210 | 54.69 | 74 | 19.27 | 46 | 11.98 | 25 | 6.51 | 29 | 7.55 | 85.94 |
| | 2 | 196 | 49.25 | 89 | 22.36 | 56 | 14.07 | 31 | 7.79 | 26 | 6.53 | 85.68 |
| | 3 | 221 | 51.40 | 80 | 18.60 | 68 | 15.81 | 39 | 9.07 | 22 | 5.12 | 85.81 |
| | 4 | 203 | 49.63 | 86 | 21.03 | 48 | 11.74 | 35 | 8.56 | 37 | 9.05 | 82.40 |
| | Y-T-D | 830 | 51.20 | 329 | 20.30 | 218 | 13.45 | 130 | 8.02 | 114 | 7.03 | 84.95 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 247 | 64.32 | 72 | 18.75 | 41 | 10.68 | 13 | 3.39 | 11 | 2.86 | 93.75 |
| | 2 | 259 | 65.08 | 74 | 18.59 | 36 | 9.05 | 21 | 5.28 | 8 | 2.01 | 92.71 |
| | 3 | 274 | 63.72 | 82 | 19.07 | 48 | 11.16 | 16 | 3.72 | 10 | 2.33 | 93.95 |
| | 4 | 266 | 65.04 | 68 | 16.63 | 44 | 10.76 | 20 | 4.89 | 11 | 2.69 | 92.42 |
| | Y-T-D | 1046 | 64.53 | 296 | 18.26 | 169 | 10.43 | 70 | 4.32 | 40 | 2.47 | 93.21 |

FAA Customer Satisfaction Survey - SFY 2008

State Summary

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------------|---------------------------------|------------|--------------|------------|-----------------------------------|------------|-------------------------------|------------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 149 | 38.80 | 54 | 14.06 | 91 | 23.70 | 32 | 8.33 | 58 | 15.10 | 76.56 |
| | 2 | 125 | 31.41 | 63 | 15.83 | 102 | 25.63 | 37 | 9.30 | 71 | 17.84 | 72.86 |
| | 3 | 142 | 33.02 | 74 | 17.21 | 106 | 24.65 | 43 | 10.00 | 65 | 15.12 | 74.88 |
| | 4 | 134 | 32.76 | 70 | 17.11 | 92 | 22.49 | 42 | 10.27 | 71 | 17.36 | 72.37 |
| | Y-T-D | | 550 | 33.93 | 261 | 16.10 | 391 | 24.12 | 154 | 9.50 | 265 | 16.35 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 228 | 59.38 | 76 | 19.79 | 45 | 11.72 | 19 | 4.95 | 16 | 4.17 | 90.89 |
| | 2 | 220 | 55.28 | 78 | 19.60 | 60 | 15.08 | 20 | 5.03 | 20 | 5.03 | 89.95 |
| | 3 | 227 | 52.79 | 87 | 20.23 | 60 | 13.95 | 31 | 7.21 | 25 | 5.81 | 86.98 |
| | 4 | 213 | 52.08 | 94 | 22.98 | 50 | 12.22 | 27 | 6.60 | 25 | 6.11 | 87.29 |
| | Y-T-D | | 888 | 54.78 | 335 | 20.67 | 215 | 13.26 | 97 | 5.98 | 86 | 5.31 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 254 | 66.15 | 56 | 14.58 | 52 | 13.54 | 7 | 1.82 | 15 | 3.91 | 94.27 |
| | 2 | 248 | 62.31 | 54 | 13.57 | 60 | 15.08 | 18 | 4.52 | 18 | 4.52 | 90.95 |
| | 3 | 265 | 61.63 | 65 | 15.12 | 73 | 16.98 | 11 | 2.56 | 16 | 3.72 | 93.72 |
| | 4 | 251 | 61.37 | 75 | 18.34 | 50 | 12.22 | 25 | 6.11 | 8 | 1.96 | 91.93 |
| | Y-T-D | | 1018 | 62.80 | 250 | 15.42 | 235 | 14.50 | 61 | 3.76 | 57 | 3.52 |
| 9: The overall quality of service at the FAA office was: | 1 | 218 | 56.77 | 93 | 24.22 | 48 | 12.50 | 16 | 4.17 | 9 | 2.34 | 93.49 |
| | 2 | 211 | 53.02 | 94 | 23.62 | 55 | 13.82 | 27 | 6.78 | 11 | 2.76 | 90.45 |
| | 3 | 222 | 51.63 | 105 | 24.42 | 58 | 13.49 | 32 | 7.44 | 13 | 3.02 | 89.53 |
| | 4 | 214 | 52.32 | 90 | 22.00 | 57 | 13.94 | 31 | 7.58 | 17 | 4.16 | 88.26 |
| | Y-T-D | | 865 | 53.36 | 382 | 23.57 | 218 | 13.45 | 106 | 6.54 | 50 | 3.08 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.18 | 1.78 | 1.47 | 1.93 | 1.62 | 2.47 | 1.75 | 1.63 | 1.71 | 89.64 |
| Quarter 2: | 2.19 | 1.85 | 1.49 | 2.00 | 1.61 | 2.66 | 1.85 | 1.75 | 1.83 | 88.27 |
| Quarter 3: | 2.41 | 1.84 | 1.52 | 1.98 | 1.62 | 2.57 | 1.93 | 1.72 | 1.86 | 87.75 |
| Quarter 4: | 2.36 | 1.82 | 1.50 | 2.06 | 1.64 | 2.62 | 1.92 | 1.69 | 1.89 | 86.82 |
| Y-T-D | 2.29 | 1.83 | 1.49 | 1.99 | 1.62 | 2.58 | 1.86 | 1.70 | 1.82 | 88.09 |

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

BY

DISTRICT

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-C**

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 383 | 44 | 11.49 | Q1 |
| 405 | 57 | 14.07 | Q2 |
| 443 | 38 | 8.58 | Q3 |
| 411 | 53 | 12.90 | Q4 |
| 1642 | 192 | 11.69 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| | QTR | CASES | | CASES | | CASES | | CASES | | % |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 8 | 18.18 | 16 | 36.36 | 8 | 18.18 | 5 | 11.36 | 72.73 |
| | 2 | 15 | 26.32 | 21 | 36.84 | 12 | 21.05 | 2 | 3.51 | 84.21 |
| | 3 | 7 | 18.42 | 12 | 31.58 | 10 | 26.32 | 2 | 5.26 | 76.32 |
| | 4 | 17 | 32.08 | 20 | 37.74 | 4 | 7.55 | 5 | 9.43 | 77.36 |
| | Y-T-D | 47 | 24.48 | 69 | 35.94 | 34 | 17.71 | 14 | 7.29 | 78.13 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 19 | 43.18 | 13 | 29.55 | 7 | 15.91 | 4 | 9.09 | 88.64 |
| | 2 | 31 | 54.39 | 13 | 22.81 | 7 | 12.28 | 3 | 5.26 | 89.47 |
| | 3 | 14 | 36.84 | 14 | 36.84 | 5 | 13.16 | 3 | 7.89 | 86.84 |
| | 4 | 28 | 52.83 | 14 | 26.42 | 7 | 13.21 | 3 | 5.66 | 92.45 |
| | Y-T-D | 92 | 47.92 | 54 | 28.13 | 26 | 13.54 | 13 | 6.77 | 89.58 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 29 | 65.91 | 8 | 18.18 | 5 | 11.36 | 1 | 2.27 | 95.45 |
| | 2 | 37 | 64.91 | 11 | 19.30 | 7 | 12.28 | 1 | 1.75 | 96.49 |
| | 3 | 27 | 71.05 | 3 | 7.89 | 4 | 10.53 | 3 | 7.89 | 89.47 |
| | 4 | 40 | 75.47 | 5 | 9.43 | 5 | 9.43 | 3 | 5.66 | 94.34 |
| | Y-T-D | 133 | 69.27 | 27 | 14.06 | 21 | 10.94 | 8 | 4.17 | 94.27 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 22 | 50.00 | 8 | 18.18 | 7 | 15.91 | 2 | 4.55 | 84.09 |
| | 2 | 25 | 43.86 | 17 | 29.82 | 10 | 17.54 | 3 | 5.26 | 91.23 |
| | 3 | 17 | 44.74 | 7 | 18.42 | 7 | 18.42 | 6 | 15.79 | 81.58 |
| | 4 | 30 | 56.60 | 6 | 11.32 | 7 | 13.21 | 5 | 9.43 | 81.13 |
| | Y-T-D | 94 | 48.96 | 38 | 19.79 | 31 | 16.15 | 16 | 8.33 | 84.90 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 26 | 59.09 | 5 | 11.36 | 8 | 18.18 | 1 | 2.27 | 88.64 |
| | 2 | 35 | 61.40 | 12 | 21.05 | 6 | 10.53 | 4 | 7.02 | 92.98 |
| | 3 | 19 | 50.00 | 9 | 23.68 | 6 | 15.79 | 2 | 5.26 | 89.47 |
| | 4 | 35 | 66.04 | 8 | 15.09 | 6 | 11.32 | 2 | 3.77 | 92.45 |
| | Y-T-D | 115 | 59.90 | 34 | 17.71 | 26 | 13.54 | 9 | 4.69 | 91.15 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 13 | 29.55 | 4 | 9.09 | 14 | 31.82 | 2 | 4.55 | 11 | 25.00 | 70.45 |
| | 2 | 14 | 24.56 | 9 | 15.79 | 18 | 31.58 | 4 | 7.02 | 12 | 21.05 | 71.93 |
| | 3 | 10 | 26.32 | 5 | 13.16 | 7 | 18.42 | 7 | 18.42 | 9 | 23.68 | 57.89 |
| | 4 | 14 | 26.42 | 10 | 18.87 | 12 | 22.64 | 5 | 9.43 | 12 | 22.64 | 67.92 |
| | Y-T-D | 51 | 26.56 | 28 | 14.58 | 51 | 26.56 | 18 | 9.38 | 44 | 22.92 | 67.71 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 24 | 54.55 | 5 | 11.36 | 7 | 15.91 | 5 | 11.36 | 3 | 6.82 | 81.82 |
| | 2 | 28 | 49.12 | 13 | 22.81 | 11 | 19.30 | 2 | 3.51 | 3 | 5.26 | 91.23 |
| | 3 | 19 | 50.00 | 9 | 23.68 | 4 | 10.53 | 3 | 7.89 | 3 | 7.89 | 84.21 |
| | 4 | 32 | 60.38 | 8 | 15.09 | 6 | 11.32 | 3 | 5.66 | 4 | 7.55 | 86.79 |
| | Y-T-D | 103 | 53.65 | 35 | 18.23 | 28 | 14.58 | 13 | 6.77 | 13 | 6.77 | 86.46 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 24 | 54.55 | 6 | 13.64 | 9 | 20.45 | 2 | 4.55 | 3 | 6.82 | 88.64 |
| | 2 | 37 | 64.91 | 9 | 15.79 | 7 | 12.28 | 2 | 3.51 | 2 | 3.51 | 92.98 |
| | 3 | 17 | 44.74 | 7 | 18.42 | 8 | 21.05 | 2 | 5.26 | 4 | 10.53 | 84.21 |
| | 4 | 32 | 60.38 | 10 | 18.87 | 6 | 11.32 | 3 | 5.66 | 2 | 3.77 | 90.57 |
| | Y-T-D | 110 | 57.29 | 32 | 16.67 | 30 | 15.63 | 9 | 4.69 | 11 | 5.73 | 89.58 |
| 9: The overall quality of service at the FAA office was: | 1 | 21 | 47.73 | 13 | 29.55 | 6 | 13.64 | 3 | 6.82 | 1 | 2.27 | 90.91 |
| | 2 | 26 | 45.61 | 18 | 31.58 | 8 | 14.04 | 4 | 7.02 | 1 | 1.75 | 91.23 |
| | 3 | 16 | 42.11 | 10 | 26.32 | 6 | 15.79 | 3 | 7.89 | 3 | 7.89 | 84.21 |
| | 4 | 29 | 54.72 | 11 | 20.75 | 7 | 13.21 | 3 | 5.66 | 3 | 5.66 | 88.68 |
| | Y-T-D | 92 | 47.92 | 52 | 27.08 | 27 | 14.06 | 13 | 6.77 | 8 | 4.17 | 89.06 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.70 | 1.98 | 1.57 | 2.09 | 1.91 | 2.86 | 2.05 | 1.95 | 1.86 | 84.60 |
| Quarter 2: | 2.39 | 1.84 | 1.56 | 1.95 | 1.63 | 2.84 | 1.93 | 1.65 | 1.88 | 89.08 |
| Quarter 3: | 2.74 | 2.08 | 1.63 | 2.13 | 1.92 | 3.00 | 2.00 | 2.18 | 2.13 | 81.58 |
| Quarter 4: | 2.34 | 1.77 | 1.45 | 2.04 | 1.64 | 2.83 | 1.85 | 1.74 | 1.87 | 85.74 |
| Y-T-D | 2.52 | 1.90 | 1.55 | 2.04 | 1.76 | 2.88 | 1.95 | 1.85 | 1.92 | 85.65 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-E**

| Number of Survey by Quarter | | | |
|-----------------------------|------------|--------------|----|
| Mailed | Returned | Percent | |
| 603 | 66 | 10.95 | Q1 |
| 615 | 73 | 11.87 | Q2 |
| 629 | 90 | 14.31 | Q3 |
| 630 | 76 | 12.06 | Q4 |
| 2477 | 305 | 12.31 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| QTR | CASES | | CASES | | CASES | | CASES | | CASES | | | |
|---|--------------|-----|-------|----|-------|----|-------|----|-------|----|-------|-------|
| | | % | | % | | % | | % | | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 22 | 33.33 | 18 | 27.27 | 13 | 19.70 | 5 | 7.58 | 8 | 12.12 | 80.30 |
| | 2 | 22 | 30.14 | 21 | 28.77 | 15 | 20.55 | 3 | 4.11 | 12 | 16.44 | 79.45 |
| | 3 | 16 | 17.78 | 26 | 28.89 | 22 | 24.44 | 15 | 16.67 | 11 | 12.22 | 71.11 |
| | 4 | 21 | 27.63 | 23 | 30.26 | 16 | 21.05 | 6 | 7.89 | 10 | 13.16 | 78.95 |
| | Y-T-D | 81 | 26.56 | 88 | 28.85 | 66 | 21.64 | 29 | 9.51 | 41 | 13.44 | 77.05 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 39 | 59.09 | 12 | 18.18 | 10 | 15.15 | 3 | 4.55 | 2 | 3.03 | 92.42 |
| | 2 | 37 | 50.68 | 18 | 24.66 | 10 | 13.70 | 7 | 9.59 | 1 | 1.37 | 89.04 |
| | 3 | 32 | 35.56 | 23 | 25.56 | 16 | 17.78 | 13 | 14.44 | 6 | 6.67 | 78.89 |
| | 4 | 36 | 47.37 | 18 | 23.68 | 12 | 15.79 | 4 | 5.26 | 6 | 7.89 | 86.84 |
| | Y-T-D | 144 | 47.21 | 71 | 23.28 | 48 | 15.74 | 27 | 8.85 | 15 | 4.92 | 86.23 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 49 | 74.24 | 12 | 18.18 | 4 | 6.06 | 1 | 1.52 | 0 | 0.00 | 98.48 |
| | 2 | 48 | 65.75 | 18 | 24.66 | 5 | 6.85 | 2 | 2.74 | 0 | 0.00 | 97.26 |
| | 3 | 52 | 57.78 | 19 | 21.11 | 11 | 12.22 | 6 | 6.67 | 2 | 2.22 | 91.11 |
| | 4 | 51 | 67.11 | 16 | 21.05 | 3 | 3.95 | 5 | 6.58 | 1 | 1.32 | 92.11 |
| | Y-T-D | 200 | 65.57 | 65 | 21.31 | 23 | 7.54 | 14 | 4.59 | 3 | 0.98 | 94.43 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 34 | 51.52 | 12 | 18.18 | 12 | 18.18 | 3 | 4.55 | 5 | 7.58 | 87.88 |
| | 2 | 34 | 46.58 | 15 | 20.55 | 8 | 10.96 | 9 | 12.33 | 7 | 9.59 | 78.08 |
| | 3 | 30 | 33.33 | 17 | 18.89 | 19 | 21.11 | 13 | 14.44 | 11 | 12.22 | 73.33 |
| | 4 | 31 | 40.79 | 22 | 28.95 | 8 | 10.53 | 6 | 7.89 | 9 | 11.84 | 80.26 |
| | Y-T-D | 129 | 42.30 | 66 | 21.64 | 47 | 15.41 | 31 | 10.16 | 32 | 10.49 | 79.34 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 44 | 66.67 | 14 | 21.21 | 6 | 9.09 | 0 | 0.00 | 2 | 3.03 | 96.97 |
| | 2 | 46 | 63.01 | 17 | 23.29 | 7 | 9.59 | 1 | 1.37 | 2 | 2.74 | 95.89 |
| | 3 | 44 | 48.89 | 18 | 20.00 | 18 | 20.00 | 6 | 6.67 | 4 | 4.44 | 88.89 |
| | 4 | 48 | 63.16 | 13 | 17.11 | 11 | 14.47 | 2 | 2.63 | 2 | 2.63 | 94.74 |
| | Y-T-D | 182 | 59.67 | 62 | 20.33 | 42 | 13.77 | 9 | 2.95 | 10 | 3.28 | 93.77 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 24 | 36.36 | 10 | 15.15 | 10 | 15.15 | 10 | 15.15 | 12 | 18.18 | 66.67 |
| | 2 | 19 | 26.03 | 10 | 13.70 | 17 | 23.29 | 6 | 8.22 | 21 | 28.77 | 63.01 |
| | 3 | 23 | 25.56 | 14 | 15.56 | 21 | 23.33 | 14 | 15.56 | 18 | 20.00 | 64.44 |
| | 4 | 21 | 27.63 | 10 | 13.16 | 17 | 22.37 | 15 | 19.74 | 13 | 17.11 | 63.16 |
| | Y-T-D | 87 | 28.52 | 44 | 14.43 | 65 | 21.31 | 45 | 14.75 | 64 | 20.98 | 64.26 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 41 | 62.12 | 12 | 18.18 | 5 | 7.58 | 7 | 10.61 | 1 | 1.52 | 87.88 |
| | 2 | 36 | 49.32 | 14 | 19.18 | 13 | 17.81 | 7 | 9.59 | 3 | 4.11 | 86.30 |
| | 3 | 37 | 41.11 | 16 | 17.78 | 19 | 21.11 | 8 | 8.89 | 10 | 11.11 | 80.00 |
| | 4 | 34 | 44.74 | 16 | 21.05 | 14 | 18.42 | 6 | 7.89 | 6 | 7.89 | 84.21 |
| | Y-T-D | 148 | 48.52 | 58 | 19.02 | 51 | 16.72 | 28 | 9.18 | 20 | 6.56 | 84.26 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 43 | 65.15 | 16 | 24.24 | 4 | 6.06 | 1 | 1.52 | 2 | 3.03 | 95.45 |
| | 2 | 37 | 50.68 | 11 | 15.07 | 15 | 20.55 | 6 | 8.22 | 4 | 5.48 | 86.30 |
| | 3 | 54 | 60.00 | 14 | 15.56 | 19 | 21.11 | 1 | 1.11 | 2 | 2.22 | 96.67 |
| | 4 | 42 | 55.26 | 19 | 25.00 | 7 | 9.21 | 6 | 7.89 | 2 | 2.63 | 89.47 |
| | Y-T-D | 176 | 57.70 | 60 | 19.67 | 45 | 14.75 | 14 | 4.59 | 10 | 3.28 | 92.13 |
| 9: The overall quality of service at the FAA office was: | 1 | 37 | 56.06 | 16 | 24.24 | 9 | 13.64 | 3 | 4.55 | 1 | 1.52 | 93.94 |
| | 2 | 32 | 43.84 | 19 | 26.03 | 16 | 21.92 | 4 | 5.48 | 2 | 2.74 | 91.78 |
| | 3 | 31 | 34.44 | 22 | 24.44 | 18 | 20.00 | 13 | 14.44 | 6 | 6.67 | 78.89 |
| | 4 | 32 | 42.11 | 18 | 23.68 | 13 | 17.11 | 8 | 10.53 | 5 | 6.58 | 82.89 |
| | Y-T-D | 132 | 43.28 | 75 | 24.59 | 56 | 18.36 | 28 | 9.18 | 14 | 4.59 | 86.23 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.38 | 1.74 | 1.35 | 1.98 | 1.52 | 2.64 | 1.71 | 1.53 | 1.71 | 88.89 |
| Quarter 2: | 2.48 | 1.86 | 1.47 | 2.18 | 1.58 | 3.00 | 2.00 | 2.03 | 1.97 | 85.24 |
| Quarter 3: | 2.77 | 2.31 | 1.74 | 2.53 | 1.98 | 2.89 | 2.31 | 1.70 | 2.34 | 80.37 |
| Quarter 4: | 2.49 | 2.03 | 1.54 | 2.21 | 1.64 | 2.86 | 2.13 | 1.78 | 2.16 | 83.63 |
| Y-T-D | 2.54 | 2.01 | 1.54 | 2.25 | 1.70 | 2.85 | 2.06 | 1.76 | 2.07 | 84.19 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-W**

| Number of Survey by Quarter | | | |
|-----------------------------|------------|--------------|----|
| Mailed | Returned | Percent | |
| 580 | 62 | 10.69 | Q1 |
| 644 | 74 | 11.49 | Q2 |
| 627 | 76 | 12.12 | Q3 |
| 690 | 69 | 10.00 | Q4 |
| 2541 | 281 | 11.06 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| QTR | CASES | | CASES | | CASES | | CASES | | CASES | | | |
|---|--------------|-----|-------|----|-------|----|-------|----|-------|----|-------|-------|
| | | % | | % | | % | | % | | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 14 | 22.58 | 25 | 40.32 | 13 | 20.97 | 6 | 9.68 | 4 | 6.45 | 83.87 |
| | 2 | 22 | 29.73 | 22 | 29.73 | 14 | 18.92 | 7 | 9.46 | 9 | 12.16 | 78.38 |
| | 3 | 21 | 27.63 | 25 | 32.89 | 8 | 10.53 | 7 | 9.21 | 15 | 19.74 | 71.05 |
| | 4 | 12 | 17.39 | 23 | 33.33 | 9 | 13.04 | 9 | 13.04 | 16 | 23.19 | 63.77 |
| | Y-T-D | 69 | 24.56 | 95 | 33.81 | 44 | 15.66 | 29 | 10.32 | 44 | 15.66 | 74.02 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 34 | 54.84 | 15 | 24.19 | 7 | 11.29 | 5 | 8.06 | 1 | 1.61 | 90.32 |
| | 2 | 34 | 45.95 | 21 | 28.38 | 13 | 17.57 | 5 | 6.76 | 1 | 1.35 | 91.89 |
| | 3 | 37 | 48.68 | 23 | 30.26 | 9 | 11.84 | 5 | 6.58 | 2 | 2.63 | 90.79 |
| | 4 | 34 | 49.28 | 14 | 20.29 | 14 | 20.29 | 5 | 7.25 | 2 | 2.90 | 89.86 |
| | Y-T-D | 139 | 49.47 | 73 | 25.98 | 43 | 15.30 | 20 | 7.12 | 6 | 2.14 | 90.75 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 40 | 64.52 | 10 | 16.13 | 7 | 11.29 | 3 | 4.84 | 2 | 3.23 | 91.94 |
| | 2 | 49 | 66.22 | 14 | 18.92 | 7 | 9.46 | 3 | 4.05 | 1 | 1.35 | 94.59 |
| | 3 | 50 | 65.79 | 18 | 23.68 | 4 | 5.26 | 3 | 3.95 | 1 | 1.32 | 94.74 |
| | 4 | 43 | 62.32 | 14 | 20.29 | 7 | 10.14 | 1 | 1.45 | 4 | 5.80 | 92.75 |
| | Y-T-D | 182 | 64.77 | 56 | 19.93 | 25 | 8.90 | 10 | 3.56 | 8 | 2.85 | 93.59 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 32 | 51.61 | 11 | 17.74 | 8 | 12.90 | 4 | 6.45 | 7 | 11.29 | 82.26 |
| | 2 | 33 | 44.59 | 15 | 20.27 | 13 | 17.57 | 6 | 8.11 | 7 | 9.46 | 82.43 |
| | 3 | 36 | 47.37 | 19 | 25.00 | 10 | 13.16 | 8 | 10.53 | 3 | 3.95 | 85.53 |
| | 4 | 30 | 43.48 | 14 | 20.29 | 11 | 15.94 | 5 | 7.25 | 9 | 13.04 | 79.71 |
| | Y-T-D | 131 | 46.62 | 59 | 21.00 | 42 | 14.95 | 23 | 8.19 | 26 | 9.25 | 82.56 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 40 | 64.52 | 10 | 16.13 | 6 | 9.68 | 4 | 6.45 | 2 | 3.23 | 90.32 |
| | 2 | 49 | 66.22 | 12 | 16.22 | 6 | 8.11 | 6 | 8.11 | 1 | 1.35 | 90.54 |
| | 3 | 50 | 65.79 | 14 | 18.42 | 6 | 7.89 | 3 | 3.95 | 3 | 3.95 | 92.11 |
| | 4 | 42 | 60.87 | 8 | 11.59 | 13 | 18.84 | 4 | 5.80 | 2 | 2.90 | 91.30 |
| | Y-T-D | 181 | 64.41 | 44 | 15.66 | 31 | 11.03 | 17 | 6.05 | 8 | 2.85 | 91.10 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------------|---------------------------------|--------------|-----------|--------------|-----------------------------------|-------------|-------------------------------|--------------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 15 | 24.19 | 10 | 16.13 | 18 | 29.03 | 5 | 8.06 | 14 | 22.58 | 69.35 |
| | 2 | 22 | 29.73 | 9 | 12.16 | 19 | 25.68 | 5 | 6.76 | 19 | 25.68 | 67.57 |
| | 3 | 20 | 26.32 | 12 | 15.79 | 21 | 27.63 | 7 | 9.21 | 16 | 21.05 | 69.74 |
| | 4 | 24 | 34.78 | 7 | 10.14 | 18 | 26.09 | 5 | 7.25 | 15 | 21.74 | 71.01 |
| | Y-T-D | 81 | 28.83 | 38 | 13.52 | 76 | 27.05 | 22 | 7.83 | 64 | 22.78 | 69.40 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 31 | 50.00 | 18 | 29.03 | 6 | 9.68 | 3 | 4.84 | 4 | 6.45 | 88.71 |
| | 2 | 39 | 52.70 | 12 | 16.22 | 13 | 17.57 | 5 | 6.76 | 5 | 6.76 | 86.49 |
| | 3 | 38 | 50.00 | 15 | 19.74 | 6 | 7.89 | 10 | 13.16 | 7 | 9.21 | 77.63 |
| | 4 | 31 | 44.93 | 17 | 24.64 | 11 | 15.94 | 3 | 4.35 | 7 | 10.14 | 85.51 |
| | Y-T-D | 139 | 49.47 | 62 | 22.06 | 36 | 12.81 | 21 | 7.47 | 23 | 8.19 | 84.34 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 41 | 66.13 | 8 | 12.90 | 10 | 16.13 | 1 | 1.61 | 2 | 3.23 | 95.16 |
| | 2 | 40 | 54.05 | 7 | 9.46 | 18 | 24.32 | 6 | 8.11 | 3 | 4.05 | 87.84 |
| | 3 | 45 | 59.21 | 10 | 13.16 | 14 | 18.42 | 3 | 3.95 | 4 | 5.26 | 90.79 |
| | 4 | 40 | 57.97 | 9 | 13.04 | 14 | 20.29 | 3 | 4.35 | 3 | 4.35 | 91.30 |
| | Y-T-D | 166 | 59.07 | 34 | 12.10 | 56 | 19.93 | 13 | 4.63 | 12 | 4.27 | 91.10 |
| 9: The overall quality of service at the FAA office was: | 1 | 31 | 50.00 | 16 | 25.81 | 9 | 14.52 | 4 | 6.45 | 2 | 3.23 | 90.32 |
| | 2 | 34 | 45.95 | 16 | 21.62 | 11 | 14.86 | 10 | 13.51 | 3 | 4.05 | 82.43 |
| | 3 | 38 | 50.00 | 16 | 21.05 | 13 | 17.11 | 7 | 9.21 | 2 | 2.63 | 88.16 |
| | 4 | 32 | 46.38 | 12 | 17.39 | 15 | 21.74 | 7 | 10.14 | 3 | 4.35 | 85.51 |
| | Y-T-D | 135 | 48.04 | 60 | 21.35 | 48 | 17.08 | 28 | 9.96 | 10 | 3.56 | 86.48 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------------------------|
| Quarter 1: | 2.37 | 1.77 | 1.66 | 2.08 | 1.68 | 2.89 | 1.89 | 1.63 | 1.87 | 86.92 |
| Quarter 2: | 2.45 | 1.89 | 1.55 | 2.18 | 1.62 | 2.86 | 1.99 | 1.99 | 2.08 | 84.68 |
| Quarter 3: | 2.61 | 1.84 | 1.51 | 1.99 | 1.62 | 2.83 | 2.12 | 1.83 | 1.93 | 84.50 |
| Quarter 4: | 2.91 | 1.94 | 1.68 | 2.26 | 1.78 | 2.71 | 2.10 | 1.84 | 2.09 | 83.41 |
| Y-T-D | 2.59 | 1.86 | 1.60 | 2.12 | 1.67 | 2.82 | 2.03 | 1.83 | 2.00 | 84.82 |

FAA Customer Satisfaction Survey - SFY 2008

for District: 2

| Number of Survey by Quarter | | | |
|-----------------------------|------------|--------------|----|
| Mailed | Returned | Percent | |
| 502 | 59 | 11.75 | Q1 |
| 540 | 70 | 12.96 | Q2 |
| 541 | 75 | 13.86 | Q3 |
| 552 | 53 | 9.60 | Q4 |
| 2135 | 257 | 12.04 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| | QTR | CASES | | CASES | | CASES | | CASES | | % | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|----|-------|-------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 22 | 37.29 | 24 | 40.68 | 9 | 15.25 | 1 | 1.69 | 3 | 5.08 | 93.22 |
| | 2 | 23 | 32.86 | 24 | 34.29 | 14 | 20.00 | 4 | 5.71 | 5 | 7.14 | 87.14 |
| | 3 | 24 | 32.00 | 24 | 32.00 | 14 | 18.67 | 5 | 6.67 | 8 | 10.67 | 82.67 |
| | 4 | 13 | 24.53 | 20 | 37.74 | 13 | 24.53 | 1 | 1.89 | 6 | 11.32 | 86.79 |
| | Y-T-D | 82 | 31.91 | 92 | 35.80 | 50 | 19.46 | 11 | 4.28 | 22 | 8.56 | 87.16 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 35 | 59.32 | 14 | 23.73 | 2 | 3.39 | 6 | 10.17 | 2 | 3.39 | 86.44 |
| | 2 | 34 | 48.57 | 15 | 21.43 | 14 | 20.00 | 5 | 7.14 | 2 | 2.86 | 90.00 |
| | 3 | 44 | 58.67 | 17 | 22.67 | 10 | 13.33 | 4 | 5.33 | 0 | 0.00 | 94.67 |
| | 4 | 23 | 43.40 | 18 | 33.96 | 5 | 9.43 | 7 | 13.21 | 0 | 0.00 | 86.79 |
| | Y-T-D | 136 | 52.92 | 64 | 24.90 | 31 | 12.06 | 22 | 8.56 | 4 | 1.56 | 89.88 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 42 | 71.19 | 8 | 13.56 | 4 | 6.78 | 4 | 6.78 | 1 | 1.69 | 91.53 |
| | 2 | 52 | 74.29 | 9 | 12.86 | 6 | 8.57 | 2 | 2.86 | 1 | 1.43 | 95.71 |
| | 3 | 58 | 77.33 | 9 | 12.00 | 6 | 8.00 | 0 | 0.00 | 2 | 2.67 | 97.33 |
| | 4 | 33 | 62.26 | 12 | 22.64 | 3 | 5.66 | 3 | 5.66 | 2 | 3.77 | 90.57 |
| | Y-T-D | 185 | 71.98 | 38 | 14.79 | 19 | 7.39 | 9 | 3.50 | 6 | 2.33 | 94.16 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 33 | 55.93 | 12 | 20.34 | 6 | 10.17 | 6 | 10.17 | 2 | 3.39 | 86.44 |
| | 2 | 30 | 42.86 | 19 | 27.14 | 13 | 18.57 | 5 | 7.14 | 3 | 4.29 | 88.57 |
| | 3 | 47 | 62.67 | 9 | 12.00 | 13 | 17.33 | 4 | 5.33 | 2 | 2.67 | 92.00 |
| | 4 | 22 | 41.51 | 15 | 28.30 | 7 | 13.21 | 4 | 7.55 | 5 | 9.43 | 83.02 |
| | Y-T-D | 132 | 51.36 | 55 | 21.40 | 39 | 15.18 | 19 | 7.39 | 12 | 4.67 | 87.94 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 38 | 64.41 | 10 | 16.95 | 7 | 11.86 | 3 | 5.08 | 1 | 1.69 | 93.22 |
| | 2 | 43 | 61.43 | 15 | 21.43 | 8 | 11.43 | 2 | 2.86 | 2 | 2.86 | 94.29 |
| | 3 | 54 | 72.00 | 16 | 21.33 | 4 | 5.33 | 1 | 1.33 | 0 | 0.00 | 98.67 |
| | 4 | 29 | 54.72 | 17 | 32.08 | 3 | 5.66 | 3 | 5.66 | 1 | 1.89 | 92.45 |
| | Y-T-D | 164 | 63.81 | 58 | 22.57 | 22 | 8.56 | 9 | 3.50 | 4 | 1.56 | 94.94 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 25 | 42.37 | 8 | 13.56 | 11 | 18.64 | 7 | 11.86 | 8 | 13.56 | 74.58 |
| | 2 | 17 | 24.29 | 10 | 14.29 | 21 | 30.00 | 13 | 18.57 | 9 | 12.86 | 68.57 |
| | 3 | 26 | 34.67 | 15 | 20.00 | 16 | 21.33 | 6 | 8.00 | 12 | 16.00 | 76.00 |
| | 4 | 15 | 28.30 | 11 | 20.75 | 9 | 16.98 | 6 | 11.32 | 12 | 22.64 | 66.04 |
| | Y-T-D | 83 | 32.30 | 44 | 17.12 | 57 | 22.18 | 32 | 12.45 | 41 | 15.95 | 71.60 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 38 | 64.41 | 10 | 16.95 | 7 | 11.86 | 1 | 1.69 | 3 | 5.08 | 93.22 |
| | 2 | 36 | 51.43 | 17 | 24.29 | 9 | 12.86 | 2 | 2.86 | 6 | 8.57 | 88.57 |
| | 3 | 48 | 64.00 | 11 | 14.67 | 8 | 10.67 | 6 | 8.00 | 2 | 2.67 | 89.33 |
| | 4 | 23 | 43.40 | 18 | 33.96 | 7 | 13.21 | 3 | 5.66 | 2 | 3.77 | 90.57 |
| | Y-T-D | 145 | 56.42 | 56 | 21.79 | 31 | 12.06 | 12 | 4.67 | 13 | 5.06 | 90.27 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 43 | 72.88 | 7 | 11.86 | 5 | 8.47 | 1 | 1.69 | 3 | 5.08 | 93.22 |
| | 2 | 44 | 62.86 | 14 | 20.00 | 7 | 10.00 | 1 | 1.43 | 4 | 5.71 | 92.86 |
| | 3 | 51 | 68.00 | 7 | 9.33 | 10 | 13.33 | 4 | 5.33 | 3 | 4.00 | 90.67 |
| | 4 | 34 | 64.15 | 7 | 13.21 | 7 | 13.21 | 5 | 9.43 | 0 | 0.00 | 90.57 |
| | Y-T-D | 172 | 66.93 | 35 | 13.62 | 29 | 11.28 | 11 | 4.28 | 10 | 3.89 | 91.83 |
| 9: The overall quality of service at the FAA office was: | 1 | 37 | 62.71 | 11 | 18.64 | 6 | 10.17 | 3 | 5.08 | 2 | 3.39 | 91.53 |
| | 2 | 38 | 54.29 | 16 | 22.86 | 9 | 12.86 | 4 | 5.71 | 3 | 4.29 | 90.00 |
| | 3 | 44 | 58.67 | 18 | 24.00 | 7 | 9.33 | 6 | 8.00 | 0 | 0.00 | 92.00 |
| | 4 | 24 | 45.28 | 15 | 28.30 | 7 | 13.21 | 5 | 9.43 | 2 | 3.77 | 86.79 |
| | Y-T-D | 143 | 55.64 | 60 | 23.35 | 29 | 11.28 | 18 | 7.00 | 7 | 2.72 | 90.27 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.97 | 1.75 | 1.54 | 1.85 | 1.63 | 2.41 | 1.66 | 1.54 | 1.68 | 89.27 |
| Quarter 2: | 2.20 | 1.94 | 1.44 | 2.03 | 1.64 | 2.81 | 1.93 | 1.67 | 1.83 | 88.41 |
| Quarter 3: | 2.32 | 1.65 | 1.39 | 1.73 | 1.36 | 2.51 | 1.71 | 1.68 | 1.67 | 90.37 |
| Quarter 4: | 2.38 | 1.92 | 1.66 | 2.15 | 1.68 | 2.79 | 1.92 | 1.68 | 1.98 | 85.95 |
| Y-T-D | 2.22 | 1.81 | 1.49 | 1.93 | 1.56 | 2.63 | 1.80 | 1.65 | 1.78 | 88.67 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **3-N**

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 142 | 18 | 12.68 | Q1 |
| 141 | 19 | 13.48 | Q2 |
| 142 | 21 | 14.79 | Q3 |
| 142 | 16 | 11.27 | Q4 |
| 567 | 74 | 13.05 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| QTR | CASES | | CASES | | CASES | | CASES | | CASES | | | |
|---|--------------|----|-------|----|-------|----|-------|---|-------|---|-------|--------|
| | | % | | % | | % | | % | | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 7 | 38.89 | 5 | 27.78 | 2 | 11.11 | 2 | 11.11 | 2 | 11.11 | 77.78 |
| | 2 | 12 | 63.16 | 4 | 21.05 | 1 | 5.26 | 0 | 0.00 | 2 | 10.53 | 89.47 |
| | 3 | 6 | 28.57 | 10 | 47.62 | 3 | 14.29 | 2 | 9.52 | 0 | 0.00 | 90.48 |
| | 4 | 4 | 25.00 | 7 | 43.75 | 2 | 12.50 | 3 | 18.75 | 0 | 0.00 | 81.25 |
| | Y-T-D | 29 | 39.19 | 26 | 35.14 | 8 | 10.81 | 7 | 9.46 | 4 | 5.41 | 85.14 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 27.78 | 8 | 44.44 | 4 | 22.22 | 1 | 5.56 | 0 | 0.00 | 94.44 |
| | 2 | 11 | 57.89 | 2 | 10.53 | 4 | 21.05 | 1 | 5.26 | 1 | 5.26 | 89.47 |
| | 3 | 12 | 57.14 | 6 | 28.57 | 2 | 9.52 | 1 | 4.76 | 0 | 0.00 | 95.24 |
| | 4 | 7 | 43.75 | 5 | 31.25 | 4 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 35 | 47.30 | 21 | 28.38 | 14 | 18.92 | 3 | 4.05 | 1 | 1.35 | 94.59 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 10 | 55.56 | 3 | 16.67 | 5 | 27.78 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 13 | 68.42 | 3 | 15.79 | 2 | 10.53 | 1 | 5.26 | 0 | 0.00 | 94.74 |
| | 3 | 14 | 66.67 | 5 | 23.81 | 2 | 9.52 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 50.00 | 3 | 18.75 | 3 | 18.75 | 2 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 45 | 60.81 | 14 | 18.92 | 12 | 16.22 | 3 | 4.05 | 0 | 0.00 | 95.95 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 9 | 50.00 | 5 | 27.78 | 2 | 11.11 | 1 | 5.56 | 1 | 5.56 | 88.89 |
| | 2 | 10 | 52.63 | 2 | 10.53 | 3 | 15.79 | 3 | 15.79 | 1 | 5.26 | 78.95 |
| | 3 | 10 | 47.62 | 7 | 33.33 | 2 | 9.52 | 2 | 9.52 | 0 | 0.00 | 90.48 |
| | 4 | 6 | 37.50 | 3 | 18.75 | 1 | 6.25 | 3 | 18.75 | 3 | 18.75 | 62.50 |
| | Y-T-D | 35 | 47.30 | 17 | 22.97 | 8 | 10.81 | 9 | 12.16 | 5 | 6.76 | 81.08 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 33.33 | 7 | 38.89 | 5 | 27.78 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 11 | 57.89 | 3 | 15.79 | 4 | 21.05 | 1 | 5.26 | 0 | 0.00 | 94.74 |
| | 3 | 12 | 57.14 | 6 | 28.57 | 2 | 9.52 | 1 | 4.76 | 0 | 0.00 | 95.24 |
| | 4 | 7 | 43.75 | 2 | 12.50 | 3 | 18.75 | 3 | 18.75 | 1 | 6.25 | 75.00 |
| | Y-T-D | 36 | 48.65 | 18 | 24.32 | 14 | 18.92 | 5 | 6.76 | 1 | 1.35 | 91.89 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------------|---------------------------------|--------------|-----------|--------------|-----------------------------------|-------------|-------------------------------|--------------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 27.78 | 5 | 27.78 | 6 | 33.33 | 1 | 5.56 | 1 | 5.56 | 88.89 |
| | 2 | 8 | 42.11 | 3 | 15.79 | 5 | 26.32 | 1 | 5.26 | 2 | 10.53 | 84.21 |
| | 3 | 6 | 28.57 | 4 | 19.05 | 8 | 38.10 | 1 | 4.76 | 2 | 9.52 | 85.71 |
| | 4 | 3 | 18.75 | 5 | 31.25 | 3 | 18.75 | 2 | 12.50 | 3 | 18.75 | 68.75 |
| | Y-T-D | 22 | 29.73 | 17 | 22.97 | 22 | 29.73 | 5 | 6.76 | 8 | 10.81 | 82.43 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 10 | 55.56 | 4 | 22.22 | 4 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 14 | 73.68 | 0 | 0.00 | 3 | 15.79 | 1 | 5.26 | 1 | 5.26 | 89.47 |
| | 3 | 10 | 47.62 | 6 | 28.57 | 4 | 19.05 | 1 | 4.76 | 0 | 0.00 | 95.24 |
| | 4 | 5 | 31.25 | 4 | 25.00 | 3 | 18.75 | 3 | 18.75 | 1 | 6.25 | 75.00 |
| | Y-T-D | 39 | 52.70 | 14 | 18.92 | 14 | 18.92 | 5 | 6.76 | 2 | 2.70 | 90.54 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 11 | 61.11 | 4 | 22.22 | 2 | 11.11 | 0 | 0.00 | 1 | 5.56 | 94.44 |
| | 2 | 11 | 57.89 | 2 | 10.53 | 4 | 21.05 | 1 | 5.26 | 1 | 5.26 | 89.47 |
| | 3 | 8 | 38.10 | 10 | 47.62 | 3 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 50.00 | 5 | 31.25 | 1 | 6.25 | 2 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 38 | 51.35 | 21 | 28.38 | 10 | 13.51 | 3 | 4.05 | 2 | 2.70 | 93.24 |
| 9: The overall quality of service at the FAA office was: | 1 | 10 | 55.56 | 4 | 22.22 | 4 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 12 | 63.16 | 2 | 10.53 | 3 | 15.79 | 1 | 5.26 | 1 | 5.26 | 89.47 |
| | 3 | 12 | 57.14 | 7 | 33.33 | 2 | 9.52 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 37.50 | 3 | 18.75 | 3 | 18.75 | 3 | 18.75 | 1 | 6.25 | 75.00 |
| | Y-T-D | 40 | 54.05 | 16 | 21.62 | 12 | 16.22 | 4 | 5.41 | 2 | 2.70 | 91.89 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------------------------|
| Quarter 1: | 2.28 | 2.06 | 1.72 | 1.89 | 1.94 | 2.33 | 1.67 | 1.67 | 1.67 | 93.83 |
| Quarter 2: | 1.74 | 1.89 | 1.53 | 2.11 | 1.74 | 2.26 | 1.68 | 1.89 | 1.79 | 88.89 |
| Quarter 3: | 2.05 | 1.62 | 1.43 | 1.81 | 1.62 | 2.48 | 1.81 | 1.76 | 1.52 | 94.71 |
| Quarter 4: | 2.25 | 1.81 | 1.94 | 2.63 | 2.31 | 2.81 | 2.44 | 1.81 | 2.38 | 79.17 |
| Y-T-D | 2.07 | 1.84 | 1.64 | 2.08 | 1.88 | 2.46 | 1.88 | 1.78 | 1.81 | 89.64 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **3-S**

| Number of Survey by Quarter | | | |
|-----------------------------|------------|--------------|----|
| Mailed | Returned | Percent | |
| 182 | 29 | 15.93 | Q1 |
| 193 | 27 | 13.99 | Q2 |
| 209 | 31 | 14.83 | Q3 |
| 225 | 31 | 13.78 | Q4 |
| 809 | 118 | 14.59 | |

| | | | | | |
|--|---|------------------------------|---|---|---|
| 1 | 2 | 3 | 4 | 5 | % That Reported a Rating of 1 to 3 |
| Five Minutes or Less Strongly Agree Very Good | 6 to 15 Minutes Somewhat Agree Somewhat Good | 16-30 Minutes Neutral | 31 - 45 Minutes Somewhat Disagree Somewhat Bad | > 45 Minutes Strongly Disagree Very Bad | |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 16 | 55.17 | 9 | 31.03 | 3 | 10.34 | 1 | 3.45 | 0 | 0.00 | 96.55 |
| | 2 | 16 | 59.26 | 10 | 37.04 | 0 | 0.00 | 1 | 3.70 | 0 | 0.00 | 96.30 |
| | 3 | 15 | 48.39 | 8 | 25.81 | 6 | 19.35 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| | 4 | 11 | 35.48 | 13 | 41.94 | 5 | 16.13 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| | Y-T-D | 58 | 49.15 | 40 | 33.90 | 14 | 11.86 | 6 | 5.08 | 0 | 0.00 | 94.92 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 16 | 55.17 | 9 | 31.03 | 0 | 0.00 | 1 | 3.45 | 3 | 10.34 | 86.21 |
| | 2 | 14 | 51.85 | 7 | 25.93 | 4 | 14.81 | 2 | 7.41 | 0 | 0.00 | 92.59 |
| | 3 | 19 | 61.29 | 9 | 29.03 | 2 | 6.45 | 1 | 3.23 | 0 | 0.00 | 96.77 |
| | 4 | 17 | 54.84 | 7 | 22.58 | 3 | 9.68 | 3 | 9.68 | 1 | 3.23 | 87.10 |
| | Y-T-D | 66 | 55.93 | 32 | 27.12 | 9 | 7.63 | 7 | 5.93 | 4 | 3.39 | 90.68 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 20 | 68.97 | 6 | 20.69 | 1 | 3.45 | 2 | 6.90 | 0 | 0.00 | 93.10 |
| | 2 | 23 | 85.19 | 2 | 7.41 | 1 | 3.70 | 1 | 3.70 | 0 | 0.00 | 96.30 |
| | 3 | 24 | 77.42 | 3 | 9.68 | 2 | 6.45 | 1 | 3.23 | 1 | 3.23 | 93.55 |
| | 4 | 25 | 80.65 | 4 | 12.90 | 1 | 3.23 | 1 | 3.23 | 0 | 0.00 | 96.77 |
| | Y-T-D | 92 | 77.97 | 15 | 12.71 | 5 | 4.24 | 5 | 4.24 | 1 | 0.85 | 94.92 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 17 | 58.62 | 7 | 24.14 | 3 | 10.34 | 1 | 3.45 | 1 | 3.45 | 93.10 |
| | 2 | 17 | 62.96 | 4 | 14.81 | 1 | 3.70 | 3 | 11.11 | 2 | 7.41 | 81.48 |
| | 3 | 16 | 51.61 | 7 | 22.58 | 5 | 16.13 | 3 | 9.68 | 0 | 0.00 | 90.32 |
| | 4 | 23 | 74.19 | 1 | 3.23 | 4 | 12.90 | 1 | 3.23 | 2 | 6.45 | 90.32 |
| | Y-T-D | 73 | 61.86 | 19 | 16.10 | 13 | 11.02 | 8 | 6.78 | 5 | 4.24 | 88.98 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 19 | 65.52 | 7 | 24.14 | 0 | 0.00 | 2 | 6.90 | 1 | 3.45 | 89.66 |
| | 2 | 22 | 81.48 | 3 | 11.11 | 0 | 0.00 | 1 | 3.70 | 1 | 3.70 | 92.59 |
| | 3 | 19 | 61.29 | 7 | 22.58 | 4 | 12.90 | 1 | 3.23 | 0 | 0.00 | 96.77 |
| | 4 | 26 | 83.87 | 2 | 6.45 | 0 | 0.00 | 1 | 3.23 | 2 | 6.45 | 90.32 |
| | Y-T-D | 86 | 72.88 | 19 | 16.10 | 4 | 3.39 | 5 | 4.24 | 4 | 3.39 | 92.37 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 13 | 44.83 | 3 | 10.34 | 9 | 31.03 | 2 | 6.90 | 2 | 6.90 | 86.21 |
| | 2 | 11 | 40.74 | 7 | 25.93 | 6 | 22.22 | 1 | 3.70 | 2 | 7.41 | 88.89 |
| | 3 | 15 | 48.39 | 6 | 19.35 | 8 | 25.81 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| | 4 | 14 | 45.16 | 7 | 22.58 | 7 | 22.58 | 0 | 0.00 | 3 | 9.68 | 90.32 |
| | Y-T-D | 53 | 44.92 | 23 | 19.49 | 30 | 25.42 | 5 | 4.24 | 7 | 5.93 | 89.83 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 18 | 62.07 | 4 | 13.79 | 2 | 6.90 | 2 | 6.90 | 3 | 10.34 | 82.76 |
| | 2 | 16 | 59.26 | 7 | 25.93 | 3 | 11.11 | 1 | 3.70 | 0 | 0.00 | 96.30 |
| | 3 | 18 | 58.06 | 9 | 29.03 | 4 | 12.90 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 18 | 58.06 | 7 | 22.58 | 3 | 9.68 | 3 | 9.68 | 0 | 0.00 | 90.32 |
| | Y-T-D | 70 | 59.32 | 27 | 22.88 | 12 | 10.17 | 6 | 5.08 | 3 | 2.54 | 92.37 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 19 | 65.52 | 5 | 17.24 | 4 | 13.79 | 0 | 0.00 | 1 | 3.45 | 96.55 |
| | 2 | 22 | 81.48 | 2 | 7.41 | 1 | 3.70 | 1 | 3.70 | 1 | 3.70 | 92.59 |
| | 3 | 19 | 61.29 | 7 | 22.58 | 4 | 12.90 | 0 | 0.00 | 1 | 3.23 | 96.77 |
| | 4 | 19 | 61.29 | 5 | 16.13 | 4 | 12.90 | 3 | 9.68 | 0 | 0.00 | 90.32 |
| | Y-T-D | 79 | 66.95 | 19 | 16.10 | 13 | 11.02 | 4 | 3.39 | 3 | 2.54 | 94.07 |
| 9: The overall quality of service at the FAA office was: | 1 | 21 | 72.41 | 3 | 10.34 | 2 | 6.90 | 2 | 6.90 | 1 | 3.45 | 89.66 |
| | 2 | 18 | 66.67 | 6 | 22.22 | 2 | 7.41 | 1 | 3.70 | 0 | 0.00 | 96.30 |
| | 3 | 20 | 64.52 | 7 | 22.58 | 3 | 9.68 | 1 | 3.23 | 0 | 0.00 | 96.77 |
| | 4 | 22 | 70.97 | 3 | 9.68 | 4 | 12.90 | 1 | 3.23 | 1 | 3.23 | 93.55 |
| | Y-T-D | 81 | 68.64 | 19 | 16.10 | 11 | 9.32 | 5 | 4.24 | 2 | 1.69 | 94.07 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.62 | 1.83 | 1.48 | 1.69 | 1.59 | 2.21 | 1.90 | 1.59 | 1.59 | 90.42 |
| Quarter 2: | 1.48 | 1.78 | 1.26 | 1.85 | 1.37 | 2.11 | 1.59 | 1.41 | 1.48 | 92.59 |
| Quarter 3: | 1.84 | 1.52 | 1.45 | 1.84 | 1.58 | 1.90 | 1.55 | 1.61 | 1.52 | 95.34 |
| Quarter 4: | 1.94 | 1.84 | 1.29 | 1.65 | 1.42 | 2.06 | 1.71 | 1.71 | 1.58 | 91.40 |
| Y-T-D | 1.73 | 1.74 | 1.37 | 1.75 | 1.49 | 2.07 | 1.69 | 1.58 | 1.54 | 92.47 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **4**

| Number of Survey by Quarter | | | |
|-----------------------------|------------|--------------|-----------|
| Mailed | Returned | Percent | |
| 288 | 47 | 16.32 | Q1 |
| 270 | 43 | 15.93 | Q2 |
| 301 | 46 | 15.28 | Q3 |
| 300 | 50 | 16.67 | Q4 |
| 1159 | 186 | 16.05 | |

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| | QTR | CASES | | CASES | | CASES | | CASES | | % | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|----|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 14 | 29.79 | 14 | 29.79 | 8 | 17.02 | 4 | 8.51 | 7 | 14.89 | 76.60 |
| | 2 | 17 | 39.53 | 15 | 34.88 | 5 | 11.63 | 3 | 6.98 | 3 | 6.98 | 86.05 |
| | 3 | 19 | 41.30 | 9 | 19.57 | 11 | 23.91 | 5 | 10.87 | 2 | 4.35 | 84.78 |
| | 4 | 18 | 36.00 | 20 | 40.00 | 6 | 12.00 | 4 | 8.00 | 2 | 4.00 | 88.00 |
| | Y-T-D | 68 | 36.56 | 58 | 31.18 | 30 | 16.13 | 16 | 8.60 | 14 | 7.53 | 83.87 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 27 | 57.45 | 7 | 14.89 | 10 | 21.28 | 2 | 4.26 | 1 | 2.13 | 93.62 |
| | 2 | 25 | 58.14 | 10 | 23.26 | 4 | 9.30 | 3 | 6.98 | 1 | 2.33 | 90.70 |
| | 3 | 32 | 69.57 | 10 | 21.74 | 3 | 6.52 | 1 | 2.17 | 0 | 0.00 | 97.83 |
| | 4 | 31 | 62.00 | 12 | 24.00 | 7 | 14.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 115 | 61.83 | 39 | 20.97 | 24 | 12.90 | 6 | 3.23 | 2 | 1.08 | 95.70 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 40 | 85.11 | 5 | 10.64 | 1 | 2.13 | 0 | 0.00 | 1 | 2.13 | 97.87 |
| | 2 | 34 | 79.07 | 7 | 16.28 | 1 | 2.33 | 1 | 2.33 | 0 | 0.00 | 97.67 |
| | 3 | 34 | 73.91 | 7 | 15.22 | 5 | 10.87 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 40 | 80.00 | 8 | 16.00 | 2 | 4.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 148 | 79.57 | 27 | 14.52 | 9 | 4.84 | 1 | 0.54 | 1 | 0.54 | 98.92 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 27 | 57.45 | 8 | 17.02 | 2 | 4.26 | 6 | 12.77 | 4 | 8.51 | 78.72 |
| | 2 | 28 | 65.12 | 11 | 25.58 | 2 | 4.65 | 0 | 0.00 | 2 | 4.65 | 95.35 |
| | 3 | 30 | 65.22 | 10 | 21.74 | 3 | 6.52 | 1 | 2.17 | 2 | 4.35 | 93.48 |
| | 4 | 32 | 64.00 | 10 | 20.00 | 4 | 8.00 | 3 | 6.00 | 1 | 2.00 | 92.00 |
| | Y-T-D | 117 | 62.90 | 39 | 20.97 | 11 | 5.91 | 10 | 5.38 | 9 | 4.84 | 89.78 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 35 | 74.47 | 7 | 14.89 | 2 | 4.26 | 2 | 4.26 | 1 | 2.13 | 93.62 |
| | 2 | 32 | 74.42 | 6 | 13.95 | 2 | 4.65 | 3 | 6.98 | 0 | 0.00 | 93.02 |
| | 3 | 35 | 76.09 | 7 | 15.22 | 4 | 8.70 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 40 | 80.00 | 6 | 12.00 | 2 | 4.00 | 1 | 2.00 | 1 | 2.00 | 96.00 |
| | Y-T-D | 142 | 76.34 | 26 | 13.98 | 10 | 5.38 | 6 | 3.23 | 2 | 1.08 | 95.70 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------------|---------------------------------|--------------|-----------|--------------|-----------------------------------|-------------|-------------------------------|--------------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 19 | 40.43 | 9 | 19.15 | 9 | 19.15 | 2 | 4.26 | 8 | 17.02 | 78.72 |
| | 2 | 19 | 44.19 | 9 | 20.93 | 6 | 13.95 | 4 | 9.30 | 5 | 11.63 | 79.07 |
| | 3 | 16 | 34.78 | 11 | 23.91 | 11 | 23.91 | 2 | 4.35 | 6 | 13.04 | 82.61 |
| | 4 | 18 | 36.00 | 13 | 26.00 | 10 | 20.00 | 2 | 4.00 | 7 | 14.00 | 82.00 |
| | Y-T-D | 72 | 38.71 | 42 | 22.58 | 36 | 19.35 | 10 | 5.38 | 26 | 13.98 | 80.65 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 26 | 55.32 | 10 | 21.28 | 8 | 17.02 | 1 | 2.13 | 2 | 4.26 | 93.62 |
| | 2 | 27 | 62.79 | 10 | 23.26 | 3 | 6.98 | 1 | 2.33 | 2 | 4.65 | 93.02 |
| | 3 | 25 | 54.35 | 14 | 30.43 | 6 | 13.04 | 0 | 0.00 | 1 | 2.17 | 97.83 |
| | 4 | 32 | 64.00 | 10 | 20.00 | 3 | 6.00 | 3 | 6.00 | 2 | 4.00 | 90.00 |
| | Y-T-D | 110 | 59.14 | 44 | 23.66 | 20 | 10.75 | 5 | 2.69 | 7 | 3.76 | 93.55 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 32 | 68.09 | 4 | 8.51 | 7 | 14.89 | 1 | 2.13 | 3 | 6.38 | 91.49 |
| | 2 | 33 | 76.74 | 5 | 11.63 | 2 | 4.65 | 1 | 2.33 | 2 | 4.65 | 93.02 |
| | 3 | 36 | 78.26 | 5 | 10.87 | 4 | 8.70 | 1 | 2.17 | 0 | 0.00 | 97.83 |
| | 4 | 39 | 78.00 | 7 | 14.00 | 3 | 6.00 | 0 | 0.00 | 1 | 2.00 | 98.00 |
| | Y-T-D | 140 | 75.27 | 21 | 11.29 | 16 | 8.60 | 3 | 1.61 | 6 | 3.23 | 95.16 |
| 9: The overall quality of service at the FAA office was: | 1 | 25 | 53.19 | 15 | 31.91 | 4 | 8.51 | 1 | 2.13 | 2 | 4.26 | 93.62 |
| | 2 | 27 | 62.79 | 13 | 30.23 | 1 | 2.33 | 1 | 2.33 | 1 | 2.33 | 95.35 |
| | 3 | 26 | 56.52 | 14 | 30.43 | 4 | 8.70 | 2 | 4.35 | 0 | 0.00 | 95.65 |
| | 4 | 33 | 66.00 | 13 | 26.00 | 3 | 6.00 | 0 | 0.00 | 1 | 2.00 | 98.00 |
| | Y-T-D | 111 | 59.68 | 55 | 29.57 | 12 | 6.45 | 4 | 2.15 | 4 | 2.15 | 95.70 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.49 | 1.79 | 1.23 | 1.98 | 1.45 | 2.38 | 1.79 | 1.70 | 1.72 | 88.65 |
| Quarter 2: | 2.07 | 1.72 | 1.28 | 1.53 | 1.44 | 2.23 | 1.63 | 1.47 | 1.51 | 91.47 |
| Quarter 3: | 2.17 | 1.41 | 1.37 | 1.59 | 1.33 | 2.37 | 1.65 | 1.35 | 1.61 | 94.44 |
| Quarter 4: | 2.04 | 1.52 | 1.24 | 1.62 | 1.34 | 2.34 | 1.66 | 1.34 | 1.46 | 93.78 |
| Y-T-D | 2.19 | 1.61 | 1.28 | 1.68 | 1.39 | 2.33 | 1.68 | 1.46 | 1.58 | 92.11 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 223 | 30 | 13.45 | Q1 |
| 218 | 22 | 10.09 | Q2 |
| 216 | 28 | 12.96 | Q3 |
| 219 | 30 | 13.70 | Q4 |
| 876 | 110 | 12.56 | |

FAA Customer Satisfaction Survey - SFY 2008

for District: **5**

| | | | | | |
|-----------------------------|------------------------|----------------------|--------------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 16 | 53.33 | 10 | 33.33 | 3 | 10.00 | 0 | 0.00 | 1 | 3.33 | 96.67 |
| | 2 | 12 | 54.55 | 7 | 31.82 | 3 | 13.64 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 32.14 | 8 | 28.57 | 5 | 17.86 | 2 | 7.14 | 4 | 14.29 | 78.57 |
| | 4 | 10 | 33.33 | 9 | 30.00 | 7 | 23.33 | 2 | 6.67 | 2 | 6.67 | 86.67 |
| | Y-T-D | 47 | 42.73 | 34 | 30.91 | 18 | 16.36 | 4 | 3.64 | 7 | 6.36 | 90.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 15 | 50.00 | 6 | 20.00 | 8 | 26.67 | 0 | 0.00 | 1 | 3.33 | 96.67 |
| | 2 | 11 | 50.00 | 7 | 31.82 | 4 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 10 | 35.71 | 10 | 35.71 | 6 | 21.43 | 1 | 3.57 | 1 | 3.57 | 92.86 |
| | 4 | 19 | 63.33 | 6 | 20.00 | 4 | 13.33 | 1 | 3.33 | 0 | 0.00 | 96.67 |
| | Y-T-D | 55 | 50.00 | 29 | 26.36 | 22 | 20.00 | 2 | 1.82 | 2 | 1.82 | 96.36 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 20 | 66.67 | 6 | 20.00 | 3 | 10.00 | 1 | 3.33 | 0 | 0.00 | 96.67 |
| | 2 | 12 | 54.55 | 5 | 22.73 | 3 | 13.64 | 1 | 4.55 | 1 | 4.55 | 90.91 |
| | 3 | 19 | 67.86 | 5 | 17.86 | 2 | 7.14 | 1 | 3.57 | 1 | 3.57 | 92.86 |
| | 4 | 24 | 80.00 | 3 | 10.00 | 2 | 6.67 | 1 | 3.33 | 0 | 0.00 | 96.67 |
| | Y-T-D | 75 | 68.18 | 19 | 17.27 | 10 | 9.09 | 4 | 3.64 | 2 | 1.82 | 94.55 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 14 | 46.67 | 7 | 23.33 | 5 | 16.67 | 1 | 3.33 | 3 | 10.00 | 86.67 |
| | 2 | 11 | 50.00 | 4 | 18.18 | 4 | 18.18 | 2 | 9.09 | 1 | 4.55 | 86.36 |
| | 3 | 17 | 60.71 | 2 | 7.14 | 4 | 14.29 | 2 | 7.14 | 3 | 10.71 | 82.14 |
| | 4 | 13 | 43.33 | 9 | 30.00 | 3 | 10.00 | 4 | 13.33 | 1 | 3.33 | 83.33 |
| | Y-T-D | 55 | 50.00 | 22 | 20.00 | 16 | 14.55 | 9 | 8.18 | 8 | 7.27 | 84.55 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 16 | 53.33 | 10 | 33.33 | 4 | 13.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 13 | 59.09 | 3 | 13.64 | 2 | 9.09 | 3 | 13.64 | 1 | 4.55 | 81.82 |
| | 3 | 21 | 75.00 | 3 | 10.71 | 2 | 7.14 | 2 | 7.14 | 0 | 0.00 | 92.86 |
| | 4 | 20 | 66.67 | 7 | 23.33 | 1 | 3.33 | 2 | 6.67 | 0 | 0.00 | 93.33 |
| | Y-T-D | 70 | 63.64 | 23 | 20.91 | 9 | 8.18 | 7 | 6.36 | 1 | 0.91 | 92.73 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 16 | 53.33 | 3 | 10.00 | 7 | 23.33 | 2 | 6.67 | 2 | 6.67 | 86.67 |
| | 2 | 8 | 36.36 | 4 | 18.18 | 8 | 36.36 | 1 | 4.55 | 1 | 4.55 | 90.91 |
| | 3 | 11 | 39.29 | 3 | 10.71 | 9 | 32.14 | 3 | 10.71 | 2 | 7.14 | 82.14 |
| | 4 | 11 | 36.67 | 5 | 16.67 | 8 | 26.67 | 4 | 13.33 | 2 | 6.67 | 80.00 |
| | Y-T-D | 46 | 41.82 | 15 | 13.64 | 32 | 29.09 | 10 | 9.09 | 7 | 6.36 | 84.55 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 20 | 66.67 | 6 | 20.00 | 4 | 13.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 14 | 63.64 | 3 | 13.64 | 4 | 18.18 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| | 3 | 13 | 46.43 | 6 | 21.43 | 5 | 17.86 | 3 | 10.71 | 1 | 3.57 | 85.71 |
| | 4 | 18 | 60.00 | 9 | 30.00 | 1 | 3.33 | 1 | 3.33 | 1 | 3.33 | 93.33 |
| | Y-T-D | 65 | 59.09 | 24 | 21.82 | 14 | 12.73 | 5 | 4.55 | 2 | 1.82 | 93.64 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 20 | 66.67 | 5 | 16.67 | 5 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 12 | 54.55 | 4 | 18.18 | 5 | 22.73 | 0 | 0.00 | 1 | 4.55 | 95.45 |
| | 3 | 15 | 53.57 | 5 | 17.86 | 7 | 25.00 | 0 | 0.00 | 1 | 3.57 | 96.43 |
| | 4 | 17 | 56.67 | 8 | 26.67 | 2 | 6.67 | 3 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 64 | 58.18 | 22 | 20.00 | 19 | 17.27 | 3 | 2.73 | 2 | 1.82 | 95.45 |
| 9: The overall quality of service at the FAA office was: | 1 | 14 | 46.67 | 11 | 36.67 | 5 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 13 | 59.09 | 4 | 18.18 | 3 | 13.64 | 2 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 17 | 60.71 | 8 | 28.57 | 2 | 7.14 | 0 | 0.00 | 1 | 3.57 | 96.43 |
| | 4 | 21 | 70.00 | 4 | 13.33 | 3 | 10.00 | 1 | 3.33 | 1 | 3.33 | 93.33 |
| | Y-T-D | 65 | 59.09 | 27 | 24.55 | 13 | 11.82 | 3 | 2.73 | 2 | 1.82 | 95.45 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.67 | 1.87 | 1.50 | 2.07 | 1.60 | 2.03 | 1.47 | 1.50 | 1.70 | 95.93 |
| Quarter 2: | 1.59 | 1.68 | 1.82 | 2.00 | 1.91 | 2.23 | 1.64 | 1.82 | 1.73 | 92.42 |
| Quarter 3: | 2.43 | 2.04 | 1.57 | 2.00 | 1.46 | 2.36 | 2.04 | 1.82 | 1.57 | 88.89 |
| Quarter 4: | 2.23 | 1.57 | 1.33 | 2.03 | 1.50 | 2.37 | 1.60 | 1.70 | 1.57 | 90.37 |
| Y-T-D | 2.00 | 1.79 | 1.54 | 2.03 | 1.60 | 2.25 | 1.68 | 1.70 | 1.64 | 91.92 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **6**

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 146 | 29 | 19.86 | Q1 |
| 133 | 13 | 9.77 | Q2 |
| 157 | 25 | 15.92 | Q3 |
| 169 | 31 | 18.34 | Q4 |
| 605 | 98 | 16.20 | |

| | | | | | |
|---|--|--------------------------|--|---|---|
| 1 | 2 | 3 | 4 | 5 | % That Reported a Rating of 1 to 3 |
| Five Minutes or Less Strongly Agree Very Good | 6 to 15 Minutes Somewhat Agree Somewhat Good | 16-30 Minutes Neutral | 31 - 45 Minutes Somewhat Disagree Somewhat Bad | > 45 Minutes Strongly Disagree Very Bad | |

| | QTR | CASES | | CASES | | CASES | | CASES | | % | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|---|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 16 | 55.17 | 10 | 34.48 | 3 | 10.34 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 46.15 | 6 | 46.15 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 13 | 52.00 | 8 | 32.00 | 3 | 12.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |
| | 4 | 13 | 41.94 | 10 | 32.26 | 6 | 19.35 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| | Y-T-D | 48 | 48.98 | 34 | 34.69 | 13 | 13.27 | 3 | 3.06 | 0 | 0.00 | 96.94 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 24 | 82.76 | 1 | 3.45 | 3 | 10.34 | 0 | 0.00 | 1 | 3.45 | 96.55 |
| | 2 | 8 | 61.54 | 1 | 7.69 | 2 | 15.38 | 1 | 7.69 | 1 | 7.69 | 84.62 |
| | 3 | 16 | 64.00 | 5 | 20.00 | 3 | 12.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |
| | 4 | 19 | 61.29 | 6 | 19.35 | 3 | 9.68 | 2 | 6.45 | 1 | 3.23 | 90.32 |
| | Y-T-D | 67 | 68.37 | 13 | 13.27 | 11 | 11.22 | 4 | 4.08 | 3 | 3.06 | 92.86 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 27 | 93.10 | 0 | 0.00 | 1 | 3.45 | 0 | 0.00 | 1 | 3.45 | 96.55 |
| | 2 | 9 | 69.23 | 1 | 7.69 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 3 | 20 | 80.00 | 2 | 8.00 | 3 | 12.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 22 | 70.97 | 7 | 22.58 | 2 | 6.45 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 78 | 79.59 | 10 | 10.20 | 8 | 8.16 | 0 | 0.00 | 2 | 2.04 | 97.96 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 22 | 75.86 | 4 | 13.79 | 1 | 3.45 | 1 | 3.45 | 1 | 3.45 | 93.10 |
| | 2 | 8 | 61.54 | 2 | 15.38 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 3 | 18 | 72.00 | 2 | 8.00 | 5 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 16 | 51.61 | 6 | 19.35 | 3 | 9.68 | 4 | 12.90 | 2 | 6.45 | 80.65 |
| | Y-T-D | 64 | 65.31 | 14 | 14.29 | 11 | 11.22 | 5 | 5.10 | 4 | 4.08 | 90.82 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 23 | 79.31 | 2 | 6.90 | 3 | 10.34 | 1 | 3.45 | 0 | 0.00 | 96.55 |
| | 2 | 8 | 61.54 | 3 | 23.08 | 1 | 7.69 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 3 | 20 | 80.00 | 2 | 8.00 | 2 | 8.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| | 4 | 19 | 61.29 | 5 | 16.13 | 5 | 16.13 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| | Y-T-D | 70 | 71.43 | 12 | 12.24 | 11 | 11.22 | 3 | 3.06 | 2 | 2.04 | 94.90 |

FAA Customer Satisfaction Survey - SFY 2008

for District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------------|---------------------------------|--------------|-----------|--------------|-----------------------------------|-------------|-------------------------------|-------------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 19 | 65.52 | 2 | 6.90 | 7 | 24.14 | 1 | 3.45 | 0 | 0.00 | 96.55 |
| | 2 | 7 | 53.85 | 2 | 15.38 | 2 | 15.38 | 2 | 15.38 | 0 | 0.00 | 84.62 |
| | 3 | 15 | 60.00 | 4 | 16.00 | 5 | 20.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |
| | 4 | 14 | 45.16 | 2 | 6.45 | 8 | 25.81 | 3 | 9.68 | 4 | 12.90 | 77.42 |
| | Y-T-D | 55 | 56.12 | 10 | 10.20 | 22 | 22.45 | 7 | 7.14 | 4 | 4.08 | 88.78 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 20 | 68.97 | 7 | 24.14 | 2 | 6.90 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 10 | 76.92 | 2 | 15.38 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 19 | 76.00 | 1 | 4.00 | 4 | 16.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| | 4 | 20 | 64.52 | 5 | 16.13 | 2 | 6.45 | 2 | 6.45 | 2 | 6.45 | 87.10 |
| | Y-T-D | 69 | 70.41 | 15 | 15.31 | 9 | 9.18 | 2 | 2.04 | 3 | 3.06 | 94.90 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 21 | 72.41 | 1 | 3.45 | 6 | 20.69 | 1 | 3.45 | 0 | 0.00 | 96.55 |
| | 2 | 12 | 92.31 | 0 | 0.00 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 20 | 80.00 | 0 | 0.00 | 4 | 16.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| | 4 | 20 | 64.52 | 5 | 16.13 | 6 | 19.35 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 73 | 74.49 | 6 | 6.12 | 17 | 17.35 | 1 | 1.02 | 1 | 1.02 | 97.96 |
| 9: The overall quality of service at the FAA office was: | 1 | 22 | 75.86 | 4 | 13.79 | 3 | 10.34 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 11 | 84.62 | 0 | 0.00 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 18 | 72.00 | 3 | 12.00 | 3 | 12.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| | 4 | 15 | 48.39 | 11 | 35.48 | 2 | 6.45 | 3 | 9.68 | 0 | 0.00 | 90.32 |
| | Y-T-D | 66 | 67.35 | 18 | 18.37 | 10 | 10.20 | 3 | 3.06 | 1 | 1.02 | 95.92 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.55 | 1.38 | 1.21 | 1.45 | 1.38 | 1.66 | 1.38 | 1.55 | 1.34 | 97.32 |
| Quarter 2: | 1.62 | 1.92 | 1.69 | 1.77 | 1.69 | 1.92 | 1.31 | 1.15 | 1.31 | 94.02 |
| Quarter 3: | 1.68 | 1.56 | 1.32 | 1.48 | 1.40 | 1.68 | 1.52 | 1.48 | 1.52 | 96.89 |
| Quarter 4: | 1.90 | 1.71 | 1.35 | 2.03 | 1.68 | 2.39 | 1.74 | 1.55 | 1.77 | 90.32 |
| Y-T-D | 1.70 | 1.60 | 1.35 | 1.68 | 1.52 | 1.93 | 1.52 | 1.48 | 1.52 | 94.56 |

DISTRICT I – CENTRAL

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 45 | 5 | 11.11 | Q1 |
| 58 | 11 | 18.97 | Q2 |
| 60 | 3 | 5.00 | Q3 |
| 60 | 11 | 18.33 | Q4 |
| 223 | 30 | 13.45 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **113** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 2 | 5 | 45.45 | 1 | 9.09 | 3 | 27.27 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 5 | 45.45 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 3 | 27.27 | 63.64 |
| | Y-T-D | 12 | 40.00 | 4 | 13.33 | 6 | 20.00 | 1 | 3.33 | 7 | 23.33 | 73.33 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 2 | 6 | 54.55 | 3 | 27.27 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 63.64 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 15 | 50.00 | 6 | 20.00 | 7 | 23.33 | 1 | 3.33 | 1 | 3.33 | 93.33 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 2 | 7 | 63.64 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 63.64 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | Y-T-D | 18 | 60.00 | 4 | 13.33 | 6 | 20.00 | 2 | 6.67 | 0 | 0.00 | 93.33 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 20.00 | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 36.36 | 3 | 27.27 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 7 | 63.64 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 13 | 43.33 | 6 | 20.00 | 8 | 26.67 | 2 | 6.67 | 1 | 3.33 | 90.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 40.00 | 0 | 0.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 36.36 | 4 | 36.36 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 63.64 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | Y-T-D | 15 | 50.00 | 6 | 20.00 | 6 | 20.00 | 2 | 6.67 | 1 | 3.33 | 90.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **113** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 20.00 | 0 | 0.00 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 9.09 | 2 | 18.18 | 5 | 45.45 | 1 | 9.09 | 2 | 18.18 | 72.73 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 36.36 | 2 | 18.18 | 1 | 9.09 | 2 | 18.18 | 2 | 18.18 | 63.64 |
| | Y-T-D | 8 | 26.67 | 4 | 13.33 | 11 | 36.67 | 3 | 10.00 | 4 | 13.33 | 76.67 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 40.00 | 0 | 0.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 27.27 | 2 | 18.18 | 5 | 45.45 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 63.64 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | Y-T-D | 14 | 46.67 | 3 | 10.00 | 10 | 33.33 | 1 | 3.33 | 2 | 6.67 | 90.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 40.00 | 0 | 0.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 36.36 | 2 | 18.18 | 4 | 36.36 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 6 | 54.55 | 4 | 36.36 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | Y-T-D | 12 | 40.00 | 7 | 23.33 | 8 | 26.67 | 1 | 3.33 | 2 | 6.67 | 90.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 27.27 | 4 | 36.36 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 54.55 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | Y-T-D | 12 | 40.00 | 9 | 30.00 | 7 | 23.33 | 0 | 0.00 | 2 | 6.67 | 93.33 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.80 | 2.40 | 2.40 | 2.40 | 2.20 | 2.60 | 2.20 | 2.20 | 1.60 | 93.33 |
| Quarter 2: | 2.36 | 1.64 | 1.55 | 2.09 | 2.00 | 3.09 | 2.36 | 2.27 | 2.09 | 90.91 |
| Quarter 3: | 3.00 | 2.67 | 1.67 | 2.67 | 1.67 | 1.67 | 1.67 | 3.33 | 2.33 | 88.89 |
| Quarter 4: | 2.55 | 1.73 | 1.64 | 1.73 | 1.82 | 2.64 | 2.00 | 1.64 | 2.09 | 81.82 |
| Y-T-D | 2.57 | 1.90 | 1.73 | 2.07 | 1.93 | 2.70 | 2.13 | 2.13 | 2.03 | 87.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 08

07/07 THROUGH 09/07

We have to wait a long time to get an appointment for interview even fit is by number. You need more front desk personnel.

Keep hiring kind caring courteous people that will really enjoy their job and the work that they do!

When people ask for when children area in school we like do when kids are in school 7a.m to 2:30 p.m. because the kids are on summer vacation. Son goes to pre but out for summer.

Treat every person as and equal & display the same amount of fairness to everyone no matter what race or color.

Some of the staff could be more courteous, everyone is not deserving but they should learn how to weed out the bad ones.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 08

10/07 THROUGH 12/07

Could dress and act more professional

I applied for food stamps, I were told I would be getting \$56 in FS within a week. I have not yet received them. I applied on Sept 21st, 2007 it is now Oct 6, 2007.

My FAA letter sent to me regarding birth certificate information needed for my case or my food stamps would be stopped stated DES should have the information by 10/09/07. My DES case manager sent for my birth certificate on 9/29/07. Will this stop the your office of FAA from closing my case.

Continue to help those whom need the help not those whom give or sell the help others that don't receive assistance due to some reason. Very little but other wise you've been doing a great job. Thanks

Nice people to answer phones. Shorter scheduling appointments for people.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 08

01/08 THROUGH 03/08

Muchas gracias por su servicio, me trataron bien

Thank you so much for your service, they treated me well.

Each time they send me an application for an interview there are 2 choices days & time never have they given me either days or time I ask for.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 08

04/08 THROUGH 06/08

No tardarse con otras entrevistas mas de 45 minutos.

Don't be later than 45 minutes with other interviewers.

Well I understand that each EI is very busy and has lots of cases, but its unnecessary for them to ignore clients and when I got ignored I asked to speak to a supv. And she acted as If I was bothering her. My EI didn't ask for my id, birth certificate, ss only 2 letters they sent me letter saying I didn't bring all my info. When she never asked for it so if they could just act professional that would be a great start of doing better job. I know these survey are confidential but the FAA office I had such a negative experience with this 215 E. Mc Dowell Rd. My EI was Lakita her supv is Christina

Very satisfied with your services.

You have done a good job.

When I call FAA office, the operator will say to punch some number to go through to ask questions so I don't know which to punch.

Excellent

Due to the overwhelming amount of cases, involving hundreds of people in need of assistance, I find the staff, at such a small office, are exceptional and are doing a great service.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 08

04/08 THROUGH 06/08

Contratando personal un poco mas amable y que trabajen un poco mas rapido por que no mas se la llevan platicando ay mujers que llevan los ninos y estan llore y llore y las de las venta nunca que se apuren yo miro que muchas senoras mejor se ban si es hora de que agan algo en otras oficinas

Hiring staff that are a little friendlier and that work a little faster because they do nothing more than chatting. There are women who bring children and they are crying and crying and those at the window never hurry I see many women say better to leave if they have something to do. Other offices treat you better.

My worker was very helpful and very courteous, explain everything to where I could understand! Thank you very much

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 9 | 4 | 44.44 | Q1 |
| 16 | 3 | 18.75 | Q2 |
| 14 | 3 | 21.43 | Q3 |
| 10 | 1 | 10.00 | Q4 |
| 49 | 11 | 22.45 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **121** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|-------|-------|--------|-------|--------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 9.09 | 5 | 45.45 | 1 | 9.09 | 3 | 27.27 | 1 | 9.09 | 63.64 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 3 | 27.27 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 54.55 | 3 | 27.27 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 3 | 27.27 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 9 | 81.82 | 0 | 0.00 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **121** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|--------|-----------------------------------|--------|-------------------------------|--------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 33.33 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | Y-T-D | 3 | 27.27 | 0 | 0.00 | 3 | 27.27 | 1 | 9.09 | 4 | 36.36 | 54.55 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 18.18 | 5 | 45.45 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 27.27 | 4 | 36.36 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 90.91 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.25 | 2.00 | 1.25 | 2.00 | 1.50 | 3.25 | 1.25 | 2.75 | 1.75 | 88.89 |
| Quarter 2: | 3.00 | 2.33 | 2.00 | 2.00 | 1.00 | 4.33 | 2.00 | 2.33 | 3.00 | 77.78 |
| Quarter 3: | 3.00 | 2.00 | 1.33 | 1.67 | 1.00 | 1.67 | 1.67 | 2.00 | 1.67 | 96.30 |
| Quarter 4: | 4.00 | 3.00 | 3.00 | 3.00 | 4.00 | 5.00 | 4.00 | 3.00 | 3.00 | 55.56 |
| Y-T-D | 2.82 | 2.18 | 1.64 | 2.00 | 1.45 | 3.27 | 1.82 | 2.45 | 2.18 | 84.85 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 121

SFY 08

07/07 THROUGH 09/07

It took a full 60 day from the date of my application turn-in to hear the decision on my case.

Establish a day care at your facility.

6. No one has returned my call yet

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 121

SFY 08

10/07 THROUGH 12/07

To return calls faster on calling appointments and to clean office better and to keep kids with parents.

Have some understanding people at the front desk. They are rude and very uncaring people.

You gave me FS on time. Did not gave many more I had no income the last month you sent me a little asking if I wanted to reapply . By then I got my

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 121

SFY 08

01/08 THROUGH 03/08

You guys for as busy as you guys are you do a great job.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 121

SFY 08

04/08 THROUGH 06/08

To please aid us in getting all the assistance we can get... without making us
fill worse than we already feel... having to beg for help... being disabled
and not being allowed to work, and already being treated like dirt by the
public... thank you very much..

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 61 | 8 | 13.11 | Q1 |
| 40 | 6 | 15.00 | Q2 |
| 74 | 6 | 8.11 | Q3 |
| 68 | 7 | 10.29 | Q4 |
| 243 | 27 | 11.11 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **123** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 25.00 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 0 | 0.00 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 2 | 28.57 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 9 | 33.33 | 8 | 29.63 | 6 | 22.22 | 2 | 7.41 | 2 | 7.41 | 85.19 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 50.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 50.00 |
| | 4 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 11 | 40.74 | 8 | 29.63 | 4 | 14.81 | 4 | 14.81 | 0 | 0.00 | 85.19 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 5 | 71.43 | 0 | 0.00 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | Y-T-D | 20 | 74.07 | 4 | 14.81 | 0 | 0.00 | 3 | 11.11 | 0 | 0.00 | 88.89 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 50.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 2 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | Y-T-D | 11 | 40.74 | 10 | 37.04 | 3 | 11.11 | 1 | 3.70 | 2 | 7.41 | 88.89 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 42.86 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 51.85 | 8 | 29.63 | 4 | 14.81 | 0 | 0.00 | 1 | 3.70 | 96.30 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **123** District: **1-C**

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|------------------------------------|----------|---|----------|----------------|----------|---|----------|---------------------------------------|----------|---|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 37.50 | 0 | 0.00 | 2 | 25.00 | 0 | 0.00 | 3 | 37.50 | 62.50 |
| | 2 | 1 | 16.67 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 3 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 50.00 |
| | 4 | 1 | 14.29 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 3 | 42.86 | 57.14 |
| | Y-T-D | 6 | 22.22 | 5 | 18.52 | 5 | 18.52 | 3 | 11.11 | 8 | 29.63 | 59.26 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 50.00 | 0 | 0.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 2 | 33.33 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 2 | 28.57 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 11 | 40.74 | 7 | 25.93 | 5 | 18.52 | 4 | 14.81 | 0 | 0.00 | 85.19 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 28.57 | 1 | 14.29 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 57.14 |
| | Y-T-D | 15 | 55.56 | 7 | 25.93 | 2 | 7.41 | 2 | 7.41 | 1 | 3.70 | 88.89 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 50.00 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 2 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 42.86 | 2 | 28.57 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | Y-T-D | 13 | 48.15 | 8 | 29.63 | 3 | 11.11 | 2 | 7.41 | 1 | 3.70 | 88.89 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|
| Quarter 1: | 2.50 | 1.75 | 1.25 | 1.88 | 1.88 | 3.00 | 2.25 | 1.38 | 2.13 | 86.11 |
| Quarter 2: | 1.67 | 1.83 | 1.33 | 1.83 | 1.33 | 3.00 | 2.00 | 1.50 | 1.50 | 96.30 |
| Quarter 3: | 2.50 | 2.83 | 1.50 | 1.83 | 1.83 | 3.17 | 1.83 | 1.33 | 1.67 | 83.33 |
| Quarter 4: | 2.29 | 1.86 | 1.86 | 2.43 | 1.86 | 3.14 | 2.14 | 2.86 | 2.14 | 76.19 |
| Y-T-D | 2.26 | 2.04 | 1.48 | 2.00 | 1.74 | 3.07 | 2.07 | 1.78 | 1.89 | 85.19 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 08

07/07 THROUGH 09/07

All of you are very wonderful people keep up your good job. Smiling is very important keep smiling like always. Thank you for everything.

When applying for assistance then why has to take 2 months when that makes it harder for those having to wait.

Muchas gracias por todo el servicio que medan dios los bendigan.

Many thanks for all the service you gave me. May God bless you.

Pues para empesar yo no me quejo de nada, porque todo el tiempo a mi han tratado y recibido muy bien yo estoy muy contento y conforme como todos ellos lo estan haciendo y pienso que todo esta bien seria injusto exigir mas de lo que ellos nos dan es mi opinion gracias por sus

Well, to begin, I don't complain about anything because all the time they have treated me and received me very well and I am very content and happy with what everybody is doing and I think that all is good, it would not be fair to demand what they give us is my opinion. Thank you for your good services.

Less Waiting

The Royal Palm office in Phoenix AZ really needs to learn how to file their work correctly they need to learn how to honor their word when they say they'll call back and be respectful. I went to turn in an application and took a number at 10 a. m. at 5 p.m. they asked everyone to turn their apps. In because they were leaving home now, so I waited 6 hours for nothing that was ridiculous.

Take more time

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 08

10/07 THROUGH 12/07

Everything seems alright so far that in concerned.

Que en la recepcion pongan personal mas amable que trate alas personas mas con cortesia y que contesten el telefono con amabilidad y no enojadas y que no nos cuelgen el telefono. Gracias

That you put friendlier staff in the reception area that treat people with more courtesy and answer the phone nicer and not be mad and not hang up on us. Thank you.

En los ultimos 2 anos es la primera ves que me tratan bien de aqui para tras me tratan como si fuera a robar el estado.

In the last 2 years this is the first time that they have treated me well from here. Because before they treated me as if I was robbing the state.

Que el personal que atiende en la ventanilla este al pendiente de las personas que ban llegando porque hay veses que no hay personal o se van para adentro y no atienden rapido. Gracias

That the staff that works in the window depending on the people who go arriving because sometimes there is no staff or they went in back and they don't serve very fast. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 08

01/08 THROUGH 03/08

I was for my first time asking for help I was very comfortable with the people working there.

Staff that is friendlier & smiles, shorter waiting time.

Returning phone calls when messages are left on invoice.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 08

04/08 THROUGH 06/08

By reporting accurate information that is being reported by a client. I have had several occasions when information I've reported has been miss handled by one of your employees. Also to give clients the same information or the correct information instead of getting different info from

Need more persons at the front desk, to make schedule interviews. I had to wait over a hour before.

Maybe send the staff through a psychology training class on how to treat people with respect regardless of the status; class. Moreover, if the staff would pay better attn to the renewal applications. Every time I have a renewal they send me in office appt. when I requested a phone appt. then my app is denied and I have to re-apply. The need order!

They can be more attentive to the clients & keep social conversation limited. I had to wait at the window for at least 7 minutes until they stopped talking about their hairdressers.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 111 | 8 | 7.21 | Q1 |
| 128 | 11 | 8.59 | Q2 |
| 129 | 9 | 6.98 | Q3 |
| 109 | 9 | 8.26 | Q4 |
| 477 | 37 | 7.76 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **134** District: **1-C**

| | | 1 | 2 | 3 | 4 | 5 | | | % That | | | |
|---|--------------|----------------------|-----------------|---------------|-------------------|-------------------|-------|-------|-----------|-------|-------|--------|
| | | Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | | | Reported | | | |
| | | Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | | | a Rating | | | |
| | | Very Good | Somewhat Good | | Somewhat Bad | Very Bad | | | of 1 to 3 | | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 3 | 37.50 | 2 | 25.00 | 3 | 37.50 | 37.50 |
| | 2 | 2 | 18.18 | 3 | 27.27 | 4 | 36.36 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 3 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 5 | 55.56 | 44.44 |
| | 4 | 3 | 33.33 | 6 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | | 5 | 13.51 | 12 | 32.43 | 8 | 21.62 | 2 | 5.41 | 10 | 27.03 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 25.00 | 4 | 50.00 | 0 | 0.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 2 | 8 | 72.73 | 1 | 9.09 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 33.33 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 2 | 22.22 | 77.78 |
| | 4 | 8 | 88.89 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | | 21 | 56.76 | 8 | 21.62 | 4 | 10.81 | 1 | 2.70 | 3 | 8.11 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 50.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 2 | 10 | 90.91 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 44.44 | 1 | 11.11 | 1 | 11.11 | 2 | 22.22 | 1 | 11.11 | 66.67 |
| | 4 | 9 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | | 27 | 72.97 | 3 | 8.11 | 3 | 8.11 | 2 | 5.41 | 2 | 5.41 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | 2 | 7 | 63.64 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 4 | 44.44 | 1 | 11.11 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 55.56 |
| | 4 | 6 | 66.67 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | Y-T-D | | 20 | 54.05 | 5 | 13.51 | 1 | 2.70 | 6 | 16.22 | 5 | 13.51 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | 2 | 9 | 81.82 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 4 | 44.44 | 1 | 11.11 | 0 | 0.00 | 2 | 22.22 | 2 | 22.22 | 55.56 |
| | 4 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | | 23 | 62.16 | 4 | 10.81 | 2 | 5.41 | 4 | 10.81 | 4 | 10.81 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **134** District: **1-C**

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|----------|-------|-----------------------------------|-------|-------------------------------|-------|---|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 25.00 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 3 | 37.50 | 50.00 |
| | 2 | 5 | 45.45 | 1 | 9.09 | 2 | 18.18 | 0 | 0.00 | 3 | 27.27 | 72.73 |
| | 3 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 2 | 22.22 | 5 | 55.56 | 22.22 |
| | 4 | 0 | 0.00 | 2 | 22.22 | 4 | 44.44 | 1 | 11.11 | 2 | 22.22 | 66.67 |
| | Y-T-D | 8 | 21.62 | 3 | 8.11 | 9 | 24.32 | 4 | 10.81 | 13 | 35.14 | 54.05 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 37.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | 2 | 8 | 72.73 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 3 | 33.33 | 2 | 22.22 | 1 | 11.11 | 1 | 11.11 | 2 | 22.22 | 66.67 |
| | 4 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 21 | 56.76 | 7 | 18.92 | 2 | 5.41 | 2 | 5.41 | 5 | 13.51 | 81.08 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 4 | 50.00 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 2 | 9 | 81.82 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 44.44 | 0 | 0.00 | 1 | 11.11 | 2 | 22.22 | 2 | 22.22 | 55.56 |
| | 4 | 7 | 77.78 | 0 | 0.00 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 24 | 64.86 | 1 | 2.70 | 6 | 16.22 | 3 | 8.11 | 3 | 8.11 | 83.78 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 12.50 | 3 | 37.50 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 8 | 72.73 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 3 | 33.33 | 1 | 11.11 | 1 | 11.11 | 2 | 22.22 | 2 | 22.22 | 55.56 |
| | 4 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 48.65 | 7 | 18.92 | 5 | 13.51 | 5 | 13.51 | 2 | 5.41 | 81.08 |

| Averages for: | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------------------------|
| Quarter 1: | 4.00 | 2.38 | 2.00 | 2.75 | 2.75 | 3.38 | 2.63 | 2.38 | 2.63 | 65.28 |
| Quarter 2: | 2.73 | 1.45 | 1.18 | 1.82 | 1.36 | 2.55 | 1.55 | 1.27 | 1.55 | 89.90 |
| Quarter 3: | 3.78 | 2.44 | 2.44 | 2.56 | 2.67 | 4.11 | 2.67 | 2.78 | 2.89 | 55.56 |
| Quarter 4: | 1.67 | 1.22 | 1.00 | 1.89 | 1.33 | 3.33 | 1.33 | 1.44 | 1.44 | 93.83 |
| Y-T-D | 3.00 | 1.84 | 1.62 | 2.22 | 1.97 | 3.30 | 2.00 | 1.92 | 2.08 | 77.18 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

07/07 THROUGH 09/07

I am a permanent resident. I was told to turning in my passport, SS card, driver license, and I did, I made 2 trips to FAA office, it wasn't until the last time I called that some one told me I could not be approved for full services because I have not been a permanent resident for more then 5 years I was very hard to make all those trips to the FAA office, I just feel I should have been notified before all those trips!!

Yo pienso que deverian resivir a las personas ma segido por que ahora que tuve la sita a las 9 de la manana y me resivieron ala 5 de la tarde. Gracias de todas manera uno esta nesesitado y tiene que esperar el tiempo que sea nesesario.

I think that you should receive the people faster because now when I had an appointment at 9 in the morning they took care of me at 5 in the afternoon. At any rate, thank you, [when] one is needy and has to wait the time that is necessary.

Thank you for your good faith too help people with low income & thank you for your good job & attention keep going too all the people who work in DES.

Tell me more about whats going on with my case they did not really tell me about my case I had to call I got my info letter after I already new about info I still don't know about my medical for me.

Atendiendola auno ala hora q'le ponen la sita pirq' uno llega temprano ala sita y no la atienden cuando es la hora de la sita ahora si llega uno un poco tarde lla no la atienden a uno porq llego tarde y como uno sipuede esperar los austedes a q' lo atiendan a uno cuando ustedes puden

Taking care of one at the time that they made the appointment, because one arrives early for the appointment and they don't take care of them when it is the time for the appointment, now if one arrives a little late, they will not take care of them because they arrived late and it is as if we wait to be taken care of at your convenience. There needs to be fairness.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

07/07 THROUGH 09/07

Need to provide means for single males without children to receive cash assistance or hygiene kits. Not able to buy health care products & toiletries with food stamps.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

10/07 THROUGH 12/07

Pues asta aora me an tratado muy vien.

Well, up to now they have treated me well.

They have been very nice to me, and respectful.

Cuando measen la entrebista no sean como que ubiera echo algo algunas como la que me toco tenia ya poca comida me duraron en aceptarme y todabia para llegar me la targeta

When they make the interview for me, don't act like I had done something, like the one who helped me. I had very little food that would last until I was approved and I'm still waiting for my card to arrive.

The person answering the phone in the front was rude and didn't listen to me at all.

Try to get interpreter sign language from me I'm deaf. Thank you

Get staff who want to help people through a difficult situation instead of just working for a paycheck. Get staff who know paperwork, appointments and schedules are important that we have schedules to keep also, so promptness and returning phone calls etc are important.

Sigan siendo amables como asta ahora, muy agradecida con ustedes.

Continue being nice as up to now. I am very grateful to you.

More food stamps

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

10/07 THROUGH 12/07

You are doing fine in my case. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

01/08 THROUGH 03/08

Las personas o trabajadoras deven tratar mejor al cliente.

The people or workers must treat the client better.

Can you help me get Child Support and FA that will help me out.

If every thing is the same no changes why a person can't go in once a year instead of every 6 months. I have been with them a long time already. The workers are very polite and very understanding.

Teniendo mas personal y mas oficinas mas bentanillas abiertas para el
Having more staff and more offices, more open windows for the public.

Listen more carefully be more compassionate, I'm a diabetic grandma take care of 2 special needs children my grand kids & can not work because of my illness & kids & can not receive benefits.

Lo unico que necesitan es ser mas atentos con el personal y dejar de platicar menos entre ellos.

The only thing is the staff needs to be more attentive and talk less amongst themselves.

Very dissatisfied don't know if the office I am assigned is the busiest but it's definitely the worst at customer service. I am very grateful for the assistance I receive but I always dread my appt days. For one, the waiting times can improve (waited almost 3 hrs for an appt) two, messages can be returned. (Left msg twice & never received a call back) three, don't know why they bother to ask when it's convenient to me to come in for appt when I never get scheduled on the days/times I request.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

01/08 THROUGH 03/08

Que los empleados sean mas amables con todos las personas, parece que de ellos sale la ayuda que cada persona esta pidiendo, y eso no es asi: por favor que tengan mas educacion.

That the employees were nicer with all people, It seems like the help that each person is asking for is coming out of the employee's pockets, and this is not so. Please have them be better mannered.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

04/08 THROUGH 06/08

Pues para mi visita ami me atendieron muy bien. Y fueron muy amable. Les e tratado de comunicarme pero no me contestan ni los mensajes es por eso que aprobando esta carta les comunico que ya agarre trabajo para que me suspendan las food stamps. Pienso regresar con mi esposo. Y pues el ya agarro trabajo. Y para que sepan porque ai me dijeron que tenia que reportares por eso que les digo que ya el mes que entra bamos a vivir juntos

Well, as for my visit, they took very good care of me and they were very nice. I have tried to call them, but they have not answered nor returned messages, it is because of this that approving this letter, I communicate to them that I already got work in order for them to suspend the food stamps I am thinking of returning to my spouse. And well he already got work. And so that they know because there they told me that I had to report this for this I tell them that already the coming month we will live together again. Thank you.

God Bless you for all your help. Thank you

I would not change anything, just keep up the good work. Thank you

I have been having phone interviews due to my disabilities and my income is SSA & SSI & SCF so things don't change much but, when I come into the office that I was transferred to last the front desk clerk was not very friendly & respectful. The waiting area was a mess and very dirty. With my phone interviews they have been on time and the total time spent on the phone was 15 - 30 minutes. I always mail in all paper work & copies.

I personally haven't had any problems with the FAA office

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 08

04/08 THROUGH 06/08

Now the customers have to stand on line in front of the #1 window to get the number the wait the #2 or #3 windows to call. why just not like before get the number first, then wait for the staff call the number because I saw some mothers had to hold the babies or children waiting on the long line.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 61 | 7 | 11.48 | Q1 |
| 52 | 5 | 9.62 | Q2 |
| 51 | 4 | 7.84 | Q3 |
| 52 | 15 | 28.85 | Q4 |
| 216 | 31 | 14.35 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **168** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 14.29 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 40.00 | 5 | 33.33 | 2 | 13.33 | 2 | 13.33 | 0 | 0.00 | 86.67 |
| | Y-T-D | 9 | 29.03 | 14 | 45.16 | 6 | 19.35 | 2 | 6.45 | 0 | 0.00 | 93.55 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 42.86 | 2 | 28.57 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 46.67 | 5 | 33.33 | 2 | 13.33 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | Y-T-D | 13 | 41.94 | 12 | 38.71 | 3 | 9.68 | 2 | 6.45 | 1 | 3.23 | 90.32 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 12 | 80.00 | 1 | 6.67 | 2 | 13.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 70.97 | 4 | 12.90 | 4 | 12.90 | 0 | 0.00 | 1 | 3.23 | 96.77 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 8 | 53.33 | 1 | 6.67 | 3 | 20.00 | 2 | 13.33 | 1 | 6.67 | 80.00 |
| | Y-T-D | 16 | 51.61 | 5 | 16.13 | 5 | 16.13 | 3 | 9.68 | 2 | 6.45 | 83.87 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 60.00 | 2 | 13.33 | 3 | 20.00 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | Y-T-D | 18 | 58.06 | 6 | 19.35 | 5 | 16.13 | 0 | 0.00 | 2 | 6.45 | 93.55 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **168** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 2 | 28.57 | 71.43 |
| | 2 | 0 | 0.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 4 | 4 | 26.67 | 1 | 6.67 | 5 | 33.33 | 1 | 6.67 | 4 | 26.67 | 66.67 |
| | Y-T-D | 7 | 22.58 | 5 | 16.13 | 9 | 29.03 | 2 | 6.45 | 8 | 25.81 | 67.74 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 8 | 53.33 | 2 | 13.33 | 3 | 20.00 | 1 | 6.67 | 1 | 6.67 | 86.67 |
| | Y-T-D | 16 | 51.61 | 5 | 16.13 | 5 | 16.13 | 3 | 9.68 | 2 | 6.45 | 83.87 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 2 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 10 | 66.67 | 3 | 20.00 | 1 | 6.67 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | Y-T-D | 20 | 64.52 | 6 | 19.35 | 2 | 6.45 | 1 | 3.23 | 2 | 6.45 | 90.32 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 53.33 | 2 | 13.33 | 3 | 20.00 | 1 | 6.67 | 1 | 6.67 | 86.67 |
| | Y-T-D | 16 | 51.61 | 6 | 19.35 | 5 | 16.13 | 3 | 9.68 | 1 | 3.23 | 87.10 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.14 | 2.00 | 1.43 | 1.71 | 1.86 | 2.57 | 1.57 | 2.00 | 1.57 | 85.71 |
| Quarter 2: | 2.20 | 2.20 | 2.40 | 1.80 | 1.40 | 3.00 | 2.60 | 1.20 | 2.00 | 88.89 |
| Quarter 3: | 1.75 | 1.75 | 1.25 | 2.50 | 2.00 | 3.50 | 2.25 | 2.00 | 2.25 | 88.89 |
| Quarter 4: | 2.00 | 1.80 | 1.33 | 2.13 | 1.80 | 3.00 | 2.00 | 1.60 | 2.00 | 87.41 |
| Y-T-D | 2.03 | 1.90 | 1.52 | 2.03 | 1.77 | 2.97 | 2.03 | 1.68 | 1.94 | 87.46 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 08

07/07 THROUGH 09/07

Todo esta muy bien. Gracias

Everything is very good. Thank you.

El unico comentario que tengo es que se me habia retrasado la respuesta ala elegibilidad de mi hija y por lo tanto estuvo un tiempo, sin los beneficios. La trabajadora social no reviso un ultimo documento que me requirio y por lo tanto se retraso el proceso, hasta que otra persona lo

The only comment that I have is that they took a long time to answer the eligibility for my daughter and because of this I was for a time without benefits. The social worker didn't review the last document that they required from me and because of this, the process was delayed until another person reviewed it. (the case)

6. I never left a message.

Return phone calls be more polite at front desk so it looks like you are there to help and not just making or big favor to people.

You're doing great!!!! Keep up the good work.

If your workers are under so much stress, as they put it, then hire more people to help or something and they wouldn't be so rude to people! Not all of us are abusing the system we all shouldn't be treated like we

Thank you for my family is a better job. Yahweh blessing, Arizona Department of Economic. Yahweh bless you, and keep you: Yahweh make his face shine upon you, and be gracious to you: Yahweh lifts his codntenance upon you, and give you shalom.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 08

10/07 THROUGH 12/07

Me gustaria que el personal que trabaja con ustedes hablara un poco mas de espanol y fueran mas amables, y todo fuera mas rapido, pero agradezco su esfuerzo y muchas gracias

I would like that the staff that works with you would speak a little more Spanish and if they were nicer. And everything would be faster. But I thank you for your effort and thank you very much.

Everything was good.

Que el personal siga de la misma manera. Gracias por su atencion

That the staff continues in the same manner Thank you for your attention.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 08

01/08 THROUGH 03/08

Treat people the way you want to be treated. But yourself on the other side of the counter try being more courteous. Act like you like you job.

Everything was good and prompt. I was only satisfied w/the service.

On Mon 1/14/08 I came in @ 12:00 PM to just drop off an application & get an interview date & time. After being told to take a number I sat for 2 ½ hours before being called up to the desk to do so. Productivity seems not to be a concern.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 08

04/08 THROUGH 06/08

I really believe half of the staff hates there job! They are rude to the clients that come in there many times they are unprofessional and don't care about what the client needs. I have always tried to be courteous to the staff but to be honest whom ever hires these people needs to be fired.

Keep up the great job!

Mi unico cometario es de que cuando hablo para hacer algun cambio de o con mi familia (para noficar algun cambio) tengo que esperar mucho tiempo en la linea, bueno y tambien la falta de personal bilingue.

My only comment is that when I call to make some change of or with my family (to notify of some change) I have to wait a long time on the phone, well, and the lack of bilingual staff.

Make it easier to contact case worker!

Thank you dear people keep up the same path to serve people with love and understanding! With love in God and gratitude.

Work with people's schedule if they cannot come into your office, like doing the phone interviews.

Serve Lobster? Perhaps a massage? Ha! No! Not a thing!! Thanks

The wait was very long, all I had to do was hand in an application and I waited almost an hour.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 1 | 0 | 0.00 | Q1 |
| 2 | 1 | 50.00 | Q2 |
| 1 | 0 | 0.00 | Q3 |
| 3 | 0 | 0.00 | Q4 |
| 7 | 1 | 14.29 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **171** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|---|--------|---|-------|---|--------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **171** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 3.00 | 3.00 | 3.00 | 1.00 | 3.00 | 2.00 | 100.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.00 | 1.00 | 1.00 | 3.00 | 3.00 | 3.00 | 1.00 | 3.00 | 2.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 171

SFY 08

10/07 THROUGH 12/07

I did not go to the office my case worker came to the facility I am staying at

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 44 | 7 | 15.91 | Q1 |
| 57 | 11 | 19.30 | Q2 |
| 48 | 4 | 8.33 | Q3 |
| 48 | 3 | 6.25 | Q4 |
| 197 | 25 | 12.69 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **712** District: **1-C**

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|--------------|--|--------|---|-------|-------------------------------|-------|---|-------|--|-------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 18.18 | 6 | 54.55 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 3 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 33.33 |
| | Y-T-D | 7 | 28.00 | 11 | 44.00 | 2 | 8.00 | 1 | 4.00 | 4 | 16.00 | 80.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 5 | 45.45 | 4 | 36.36 | 0 | 0.00 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 13 | 52.00 | 7 | 28.00 | 1 | 4.00 | 3 | 12.00 | 1 | 4.00 | 84.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 54.55 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 72.00 | 4 | 16.00 | 3 | 12.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 52.00 | 6 | 24.00 | 3 | 12.00 | 1 | 4.00 | 2 | 8.00 | 88.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 64.00 | 5 | 20.00 | 3 | 12.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **712** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 28.57 | 3 | 42.86 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 36.36 | 1 | 9.09 | 2 | 18.18 | 2 | 18.18 | 2 | 18.18 | 63.64 |
| | 3 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 44.00 | 4 | 16.00 | 5 | 20.00 | 2 | 8.00 | 3 | 12.00 | 80.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 6 | 54.55 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 60.00 | 4 | 16.00 | 2 | 8.00 | 1 | 4.00 | 3 | 12.00 | 84.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 81.82 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 76.00 | 3 | 12.00 | 2 | 8.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 45.45 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 56.00 | 6 | 24.00 | 2 | 8.00 | 1 | 4.00 | 2 | 8.00 | 88.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.86 | 1.71 | 1.29 | 2.14 | 1.29 | 2.00 | 2.14 | 1.43 | 1.57 | 93.65 |
| Quarter 2: | 2.45 | 2.00 | 1.55 | 2.18 | 1.82 | 2.73 | 1.91 | 1.45 | 2.09 | 83.84 |
| Quarter 3: | 2.00 | 1.50 | 1.50 | 1.25 | 1.50 | 2.50 | 2.00 | 1.50 | 2.00 | 91.67 |
| Quarter 4: | 3.67 | 2.33 | 1.00 | 1.33 | 1.33 | 1.00 | 1.33 | 1.33 | 1.33 | 88.89 |
| Y-T-D | 2.36 | 1.88 | 1.40 | 1.92 | 1.56 | 2.28 | 1.92 | 1.44 | 1.84 | 88.44 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 712

SFY 08

07/07 THROUGH 09/07

Once someone is denied their case, how about offering referrals to other places that may be able to assist. I was told no, nothing else. No referrals for assistance. Do I have to quit my job to get help? I pay taxes every year. I get very angry when I think about this system.

Not being interrupted by others during the interview.

Poniendo mas trabajadores vilingues en la oficina. Gracias

Putting more bilingual workers in the office. Thank you.

Nada mas que los personas que estan enfrente traten mejor a las personas hispanas ami me trataron bien pero me ha tocado ver que algunas personas las tratan algo mal por no hablar ingles. Si le alludan pero algo enojada la persona que traduce.

Nothing more than the people who are in front treat the Hispanic people better, they have treated me well, but I have seen that they treat some people rather bad by not speaking English. Yes they help but some what angrily, the person who translates.

Realize that people aren't there by choice, they need help and the staff (front desk) needs to be aware that they aren't better than anyone else who is there seeking help and treat them accordingly.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 712

SFY 08

10/07 THROUGH 12/07

Yo pienso que deberian tener mas personas que ablen espanol porque la mayoria ablan ingles gracias por sus cuestionario.

I think that they should have more people that speak Spanish because the majority speak English thank you for your questionnaire

Allowing us to have a direct number and extension to speak with our caseworker directly instead of a machine.

Front desk to be more courteous & understanding instead of treating people who need assistance like 2nd class citizens they may need help one day!
Also interviewers need more info to give out to people.

When I came for a review, I was on stand by I spent practically the entire day waiting to see my case worker and lost an entire day's pay which would have fed me for two weeks also, people at front desk are rude & hostile,

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 712

SFY 08

01/08 THROUGH 03/08

I received a letter requesting information and in response sent it the necessary information the information of course was not received and benefits for my children were cancelled. I tried several times calls were never returned. I finally spoke to someone who told me bring the necessary info to the office & benefits would be restored I am very disappointed especially

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 712

SFY 08

04/08 THROUGH 06/08

Longer than one year to renew Food Stamps.

Inform parents that they need to control their wild children! Yelling and screaming & running around into people is unacceptable!!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 1 | 0 | 0.00 | Q1 |
| 2 | 1 | 50.00 | Q2 |
| 1 | 0 | 0.00 | Q3 |
| 1 | 0 | 0.00 | Q4 |
| 5 | 1 | 20.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **72** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|---|--------|---|--------|---|-------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **72** District: **1-C**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 100.00 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 48 | 5 | 10.42 | Q1 |
| 49 | 8 | 16.33 | Q2 |
| 63 | 9 | 14.29 | Q3 |
| 60 | 7 | 11.67 | Q4 |
| 220 | 29 | 13.18 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **747** District: **1-C**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 | |
|---|--------------|----|--------|----|-------|---|-------|---|-------|---|------------------------------------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 2 | 2 | 25.00 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 1 | 11.11 | 4 | 44.44 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 0 | 0.00 | 4 | 57.14 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | Y-T-D | 3 | 10.34 | 14 | 48.28 | 5 | 17.24 | 3 | 10.34 | 4 | 13.79 | 75.86 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 37.50 | 2 | 25.00 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 3 | 5 | 55.56 | 4 | 44.44 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 28.57 | 3 | 42.86 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 44.83 | 10 | 34.48 | 4 | 13.79 | 2 | 6.90 | 0 | 0.00 | 93.10 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 8 | 88.89 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 20 | 68.97 | 5 | 17.24 | 3 | 10.34 | 1 | 3.45 | 0 | 0.00 | 96.55 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 2 | 4 | 50.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 44.44 | 1 | 11.11 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | Y-T-D | 16 | 55.17 | 3 | 10.34 | 6 | 20.69 | 3 | 10.34 | 1 | 3.45 | 86.21 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 4 | 44.44 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 65.52 | 5 | 17.24 | 4 | 13.79 | 1 | 3.45 | 0 | 0.00 | 96.55 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **747** District: **1-C**

| | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 | |
|---|------------------------------------|----------|---|----------|----------------|----------|---|----------|---------------------------------------|----------|---|--------|
| | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | | |
| QTR | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 2 | 3 | 37.50 | 1 | 12.50 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 2 | 22.22 | 3 | 33.33 | 1 | 11.11 | 2 | 22.22 | 1 | 11.11 | 66.67 |
| | 4 | 2 | 28.57 | 2 | 28.57 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 8 | 27.59 | 6 | 20.69 | 8 | 27.59 | 3 | 10.34 | 4 | 13.79 | 75.86 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 2 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 55.56 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 85.71 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 18 | 62.07 | 7 | 24.14 | 2 | 6.90 | 1 | 3.45 | 1 | 3.45 | 93.10 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 0 | 0.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 4 | 44.44 | 1 | 11.11 | 3 | 33.33 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 4 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 58.62 | 3 | 10.34 | 7 | 24.14 | 1 | 3.45 | 1 | 3.45 | 93.10 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 44.44 | 4 | 44.44 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 51.72 | 11 | 37.93 | 2 | 6.90 | 1 | 3.45 | 0 | 0.00 | 96.55 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|
| Quarter 1: | 3.20 | 1.60 | 1.40 | 1.60 | 1.60 | 3.40 | 1.80 | 2.00 | 1.40 | 86.67 |
| Quarter 2: | 2.50 | 2.25 | 1.75 | 1.75 | 1.75 | 2.38 | 1.63 | 1.63 | 1.63 | 88.89 |
| Quarter 3: | 2.44 | 1.44 | 1.22 | 2.11 | 1.78 | 2.67 | 1.56 | 2.22 | 1.78 | 91.36 |
| Quarter 4: | 2.86 | 2.00 | 1.57 | 2.29 | 1.00 | 2.29 | 1.57 | 1.43 | 1.57 | 90.48 |
| Y-T-D | 2.69 | 1.83 | 1.48 | 1.97 | 1.55 | 2.62 | 1.62 | 1.83 | 1.62 | 89.66 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 08

07/07 THROUGH 09/07

Que las muchachas en recepcion sean mas amables!

That the girls in reception were friendlier!

Teniendo mas personal y con gente que le guste su trabajo y tenga buena atencion con nosotros y respecto y tener en el telefono a unas personas encargadas de puras llamadas que se hagan par no interrumpir a las que estan trabajando entrevistas.

Having more staff and with people that like their job and have good attention and respect for us and have more people in charge of answering only the phone calls so that they don't have to interrupt the people working on interviews.

No opinion at this time

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 08

10/07 THROUGH 12/07

As far as I could tell every thing or things were handled very good.

Very good job.

To be with some punctuality.

Not enough chairs no PA system upon renewal twice I did not receive the paperwork stating the time and date for appointment. I ride a bike no place to secure it. thanks

I was warned that as a white person applying for benefits that I would be discriminated against. The two Hispanic ladies I worked with were very nice but when I went for re-approval for ACCHS this year the black man treated me very suspiciously and had me sitting there twice as long as when I first

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 08

01/08 THROUGH 03/08

When schedule an appointed appointment we shouldn't have to wait an hour. FAA staff members should have better courteous for others. We that receive ACCSS are in need cause of our children.

Be friendlier and more courteous. Less waiting for your appt.

Hire more people to help lighten the work load a little on the competent staff you have now.

Read applications a little better so you can schedule around times that are wrote on paper work.

Everyone was doing their job good. They were courteous and respectful. Keep up the good work.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 08

04/08 THROUGH 06/08

Clean the place it is discussing the bathrooms are sickening clearly define English! From Spanish it gets confusing trying to figure out whats what

You're doing a good job with clients and are very helpful, even when the client, like myself has been in the system for long time. Thanks for the great

4505 or 4550 W. Indian School needs new front desk people there very rude.

Get better front desk people that are respectful & nice and have time management no more on call if you miss your appt. Reschedule the offices

Pues para mi son muy atentos cuando llo a visitado la oficina me an tratado todo muy vien para mi son eselentes. Gracias por preocuparse por nosotros.

Well for me they were very attentive when I visited the office. They have treated me very well for me, they were excellent. Thank you for thinking of us.

a mi en lo personal me han ayudado adecuadamente.

In my personal experience, they have helped me adequately.

Ensenando a los recepcionistas a tratar mejor a la gente algunas no lo tratan bien a uno.

Teaching the receptionists to treat people better. Some of them don't treat you well.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT I - EAST

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 83 | 7 | 8.43 | Q1 |
| 78 | 11 | 14.10 | Q2 |
| 73 | 5 | 6.85 | Q3 |
| 70 | 9 | 12.86 | Q4 |
| 304 | 32 | 10.53 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **111** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 42.86 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 27.27 | 3 | 27.27 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | 4 | 4 | 44.44 | 0 | 0.00 | 2 | 22.22 | 1 | 11.11 | 2 | 22.22 | 66.67 |
| | Y-T-D | 12 | 37.50 | 5 | 15.63 | 9 | 28.13 | 4 | 12.50 | 2 | 6.25 | 81.25 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 57.14 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 2 | 3 | 27.27 | 4 | 36.36 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 81.82 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 5 | 55.56 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | Y-T-D | 15 | 46.88 | 7 | 21.88 | 4 | 12.50 | 4 | 12.50 | 2 | 6.25 | 81.25 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 7 | 63.64 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 77.78 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | Y-T-D | 23 | 71.88 | 5 | 15.63 | 2 | 6.25 | 2 | 6.25 | 0 | 0.00 | 93.75 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 27.27 | 3 | 27.27 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 72.73 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 2 | 22.22 | 5 | 55.56 | 0 | 0.00 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | Y-T-D | 13 | 40.63 | 9 | 28.13 | 4 | 12.50 | 3 | 9.38 | 3 | 9.38 | 81.25 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 4 | 36.36 | 5 | 45.45 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 6 | 66.67 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | Y-T-D | 17 | 53.13 | 9 | 28.13 | 3 | 9.38 | 0 | 0.00 | 3 | 9.38 | 90.63 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **111** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 4 | 57.14 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 2 | 1 | 9.09 | 1 | 9.09 | 3 | 27.27 | 1 | 9.09 | 5 | 45.45 | 45.45 |
| | 3 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 4 | 44.44 | 2 | 22.22 | 33.33 |
| | Y-T-D | 10 | 31.25 | 2 | 6.25 | 5 | 15.63 | 6 | 18.75 | 9 | 28.13 | 53.13 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 4 | 36.36 | 4 | 36.36 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 3 | 33.33 | 3 | 33.33 | 1 | 11.11 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | Y-T-D | 14 | 43.75 | 9 | 28.13 | 5 | 15.63 | 2 | 6.25 | 2 | 6.25 | 87.50 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 4 | 36.36 | 1 | 9.09 | 3 | 27.27 | 1 | 9.09 | 2 | 18.18 | 72.73 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 33.33 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | Y-T-D | 15 | 46.88 | 5 | 15.63 | 7 | 21.88 | 2 | 6.25 | 3 | 9.38 | 84.38 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 57.14 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 27.27 | 3 | 27.27 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 44.44 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | Y-T-D | 14 | 43.75 | 5 | 15.63 | 10 | 31.25 | 2 | 6.25 | 1 | 3.13 | 90.63 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.86 | 2.14 | 1.71 | 1.43 | 1.86 | 2.14 | 1.71 | 1.57 | 1.71 | 87.30 |
| Quarter 2: | 2.27 | 2.27 | 1.36 | 2.55 | 1.82 | 3.73 | 1.91 | 2.64 | 2.27 | 83.84 |
| Quarter 3: | 2.60 | 2.00 | 1.40 | 2.20 | 2.20 | 2.60 | 2.20 | 1.80 | 1.60 | 84.44 |
| Quarter 4: | 2.67 | 1.89 | 1.44 | 2.33 | 1.67 | 3.22 | 2.33 | 2.22 | 2.44 | 76.54 |
| Y-T-D | 2.34 | 2.09 | 1.47 | 2.19 | 1.84 | 3.06 | 2.03 | 2.16 | 2.09 | 82.64 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 08

07/07 THROUGH 09/07

Please refer to my file.

Increase pay grade & continuing client training. Good job!!! God Bless, have a good day. Philippians 4:13; Proverbs 3:5-6; Galatians 5:22-23

Better communication between staff members at FAA.

Explain how to get all the benefits that are available for us. Make it easier to speak to some one when you call, or get a call back ASAP. offer more Food Stamps.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 08

10/07 THROUGH 12/07

The people at the front desk treat those in the waiting room like we are disturbing their personal space. When I go I expect to be treated rudely because I have never seen anything else from the front desk staff. If they don't like their jobs leave!

It is impossible to get a call back when you are forced to leave a message because no one answers the phone & it goes straight to voicemail!! Please make interviewers/supervisors make time to address call backs!

I had a phone interview.

Keep up the good work.

Make the office or the people in the office work better and listening more better I am having some miss understanding with the staff at my DES place.

The Tempe office cannot be easily reached by phone unless you revolve around the message/press "o" a few times. When you do reach a person, the person your trying to reach is always "at lunch" or you "accidentally" get

When I call there make it possible to actually talk to a human instead of a voice recording and for a representative to actually return a call. most times I am unable to leave home to go to offices.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 08

01/08 THROUGH 03/08

I'm not qualified to tell you how to do your job better. Thanks for asking. Strongly agreeing with your service, I'd have to say "it aren't broken"

Me gustaria que el personal de reception tenga mas disponibilidad en contestar todas nuestras preguntas y que tengo mas cortesia y respecto en cuanto los entrevistadores me han tratado muy bien y con cortesia. Y doy gracias por mi parte al departamento porque gracias a sus prestaciones mi hija y yo hemos recibido servicios medicos.

I would like that the reception personnel would be more available to answer all our questions and have more respect for me, with regard to the interviewers, they have treated me well and with courtesy. And for my part I give thanks to the department because thanks to your grants to my daughter and me we have received medical services.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 08

04/08 THROUGH 06/08

When left a message call the person back I would not call if it was not important. Also the interviewer was very courteous, but front desk seem to be short and didn't have time to answer my question or just did not know the information I was requesting.

Why? We still going to be treated like a nobody to you.

The eligibility interviewers I've had have always been good (courteous and professional), but there always seems to be a lot of chaos and confusion in the front. Last visit, I waited for an EI for two hours! It seem the workers I had an appt with was absent that day and nobody followed up or told me anything. That's wrong! When and EI is absent they need a supervisor or another EI to step up and take care of these appts in timely manner.

Return phone calls.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|-------------|-----------|
| Mailed | Returned | Percent | |
| 57 | 3 | 5.26 | Q1 |
| 71 | 5 | 7.04 | Q2 |
| 69 | 8 | 11.59 | Q3 |
| 81 | 8 | 9.88 | Q4 |
| 278 | 24 | 8.63 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **116** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 2 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 3 | 60.00 | 20.00 |
| | 3 | 1 | 12.50 | 1 | 12.50 | 5 | 62.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | Y-T-D | 5 | 20.83 | 4 | 16.67 | 7 | 29.17 | 2 | 8.33 | 6 | 25.00 | 66.67 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 0 | 0.00 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 9 | 37.50 | 7 | 29.17 | 6 | 25.00 | 2 | 8.33 | 0 | 0.00 | 91.67 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 15 | 62.50 | 5 | 20.83 | 2 | 8.33 | 2 | 8.33 | 0 | 0.00 | 91.67 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 1 | 12.50 | 3 | 37.50 | 2 | 25.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 4 | 7 | 87.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 58.33 | 3 | 12.50 | 3 | 12.50 | 2 | 8.33 | 2 | 8.33 | 83.33 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 0 | 0.00 | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 41.67 | 9 | 37.50 | 3 | 12.50 | 1 | 4.17 | 1 | 4.17 | 91.67 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **116** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 3 | 37.50 | 3 | 37.50 | 2 | 25.00 | 37.50 |
| | 4 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 3 | 37.50 | 0 | 0.00 | 62.50 |
| | Y-T-D | 5 | 20.83 | 2 | 8.33 | 7 | 29.17 | 6 | 25.00 | 4 | 16.67 | 58.33 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 0 | 0.00 | 4 | 50.00 | 2 | 25.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | Y-T-D | 9 | 37.50 | 7 | 29.17 | 3 | 12.50 | 3 | 12.50 | 2 | 8.33 | 79.17 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 3 | 37.50 | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 12 | 50.00 | 5 | 20.83 | 4 | 16.67 | 2 | 8.33 | 1 | 4.17 | 87.50 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 1 | 12.50 | 4 | 50.00 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 4 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 11 | 45.83 | 6 | 25.00 | 3 | 12.50 | 2 | 8.33 | 2 | 8.33 | 83.33 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.33 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 96.30 |
| Quarter 2: | 4.20 | 2.60 | 2.20 | 2.40 | 2.40 | 3.40 | 2.40 | 3.20 | 2.80 | 68.89 |
| Quarter 3: | 2.88 | 2.38 | 1.63 | 2.75 | 2.50 | 3.88 | 2.88 | 1.75 | 2.63 | 80.56 |
| Quarter 4: | 2.63 | 1.75 | 1.50 | 1.25 | 1.38 | 2.50 | 2.00 | 1.75 | 1.50 | 84.72 |
| Y-T-D | 3.00 | 2.04 | 1.63 | 1.96 | 1.92 | 3.08 | 2.25 | 1.96 | 2.08 | 81.48 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 08

07/07 THROUGH 09/07

Keep nice workers not ones with attitudes.

Very fast, easy, friendly

Your doing it Thank you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 08

10/07 THROUGH 12/07

Better general practitioners (M.D.'S) that we choose from among the ACCESS insurance. Faster response time on processing applications for emergency funding, (i.e.) food stamps, medical etc, disability claims and so forth. Thank you

Retrain everybody in customer service. Customer service can be helping some of the employee to treat people with quality service when us citizens

Stop making me reapply for food stamps.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 08

01/08 THROUGH 03/08

When the numbers are pulled to be served next in line, they can be called faster I was #43 & 32 was up it took 1.15 hrs to be served next. Very long

Change policy- I am disabled & live on SS-disability this is counted against me as unearned income. That is not my fault & is discrimination in my opinion. The EI's should know more about other help from the state or commun. that may help others

Por favor tener mas trabajadoras sociales para las entrevistas en espanol porque en mis entrevistas siempre me ponen interprete y me gustaria mi trabajadora hablara Espanol Gracias

Please have more social workers for the interviews in Spanish I always get an interpreter and I would like that my worker spoke Spanish. Thank you

Se tardan demasiado en llamar los numeros las personas de la ventanillas
They take too long to call numbers at the front window.

I think the workers should return our calls especially if our appointment is very close to the date. And have a nice personality with everybody unless people after asking for help are rude I really appreciate the help I am getting. I know that if I don't need the help any more I should report as soon as possible. Thank you!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 08

04/08 THROUGH 06/08

More jobs from your service and not temp services.

Que los trabajadores o entrevistadores no se tomen el cargo como si la alluda que resibimos ellos nos la dan de bolsillo, ay muchos que nos tratan como cualquier cosa, notodos son iguales pero nos deben tratar con cortesia y no jusgarnos.

That the workers or interviewers wouldn't take charge as if the help we receive comes from their own pocket. There are many that treat us as like whatever thing, not all are equal, but they must treat us with courtesy and not judge us.

Keep up what you nothing it very good. Just keep helping people who need

By keeping appointments on time so some people won't have to wait for a long time and everybody should have the right to know when the laws have

All the FAA employees that I had contact with were always respectful and polite moreover, the system appears to me to be quite efficient.

Que sigan como asta ahora su trabajo esta muy bien pero si se puede mas mejor se les agradeceria mucho por su apoyo muchas gracias.

That you continue as up until now, your work is very good, but if they could improve more, I would be very ever so grateful for your support. Thank you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 112 | 11 | 9.82 | Q1 |
| 101 | 16 | 15.84 | Q2 |
| 108 | 18 | 16.67 | Q3 |
| 102 | 13 | 12.75 | Q4 |
| 423 | 58 | 13.71 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **126** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|----|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 18.18 | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 3 | 18.75 | 6 | 37.50 | 4 | 25.00 | 0 | 0.00 | 3 | 18.75 | 81.25 |
| | 3 | 2 | 11.11 | 7 | 38.89 | 2 | 11.11 | 2 | 11.11 | 5 | 27.78 | 61.11 |
| | 4 | 3 | 23.08 | 3 | 23.08 | 5 | 38.46 | 2 | 15.38 | 0 | 0.00 | 84.62 |
| | Y-T-D | 10 | 17.24 | 20 | 34.48 | 15 | 25.86 | 5 | 8.62 | 8 | 13.79 | 77.59 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 45.45 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 2 | 9 | 56.25 | 5 | 31.25 | 0 | 0.00 | 1 | 6.25 | 1 | 6.25 | 87.50 |
| | 3 | 3 | 16.67 | 7 | 38.89 | 4 | 22.22 | 3 | 16.67 | 1 | 5.56 | 77.78 |
| | 4 | 2 | 15.38 | 5 | 38.46 | 3 | 23.08 | 0 | 0.00 | 3 | 23.08 | 76.92 |
| | Y-T-D | 19 | 32.76 | 19 | 32.76 | 9 | 15.52 | 5 | 8.62 | 6 | 10.34 | 81.03 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 8 | 72.73 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 11 | 68.75 | 3 | 18.75 | 1 | 6.25 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| | 3 | 7 | 38.89 | 5 | 27.78 | 4 | 22.22 | 1 | 5.56 | 1 | 5.56 | 88.89 |
| | 4 | 6 | 46.15 | 5 | 38.46 | 1 | 7.69 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | Y-T-D | 32 | 55.17 | 15 | 25.86 | 7 | 12.07 | 2 | 3.45 | 2 | 3.45 | 93.10 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 45.45 | 1 | 9.09 | 3 | 27.27 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 2 | 7 | 43.75 | 3 | 18.75 | 3 | 18.75 | 1 | 6.25 | 2 | 12.50 | 81.25 |
| | 3 | 1 | 5.56 | 5 | 27.78 | 5 | 27.78 | 4 | 22.22 | 3 | 16.67 | 61.11 |
| | 4 | 4 | 30.77 | 3 | 23.08 | 4 | 30.77 | 0 | 0.00 | 2 | 15.38 | 84.62 |
| | Y-T-D | 17 | 29.31 | 12 | 20.69 | 15 | 25.86 | 5 | 8.62 | 9 | 15.52 | 75.86 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 2 | 12 | 75.00 | 2 | 12.50 | 1 | 6.25 | 0 | 0.00 | 1 | 6.25 | 93.75 |
| | 3 | 5 | 27.78 | 7 | 38.89 | 6 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 46.15 | 1 | 7.69 | 6 | 46.15 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 29 | 50.00 | 12 | 20.69 | 15 | 25.86 | 0 | 0.00 | 2 | 3.45 | 96.55 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **126** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 18.18 | 3 | 27.27 | 1 | 9.09 | 2 | 18.18 | 3 | 27.27 | 54.55 |
| | 2 | 3 | 18.75 | 5 | 31.25 | 4 | 25.00 | 0 | 0.00 | 4 | 25.00 | 75.00 |
| | 3 | 2 | 11.11 | 2 | 11.11 | 6 | 33.33 | 4 | 22.22 | 4 | 22.22 | 55.56 |
| | 4 | 2 | 15.38 | 0 | 0.00 | 5 | 38.46 | 2 | 15.38 | 4 | 30.77 | 53.85 |
| | Y-T-D | 9 | 15.52 | 10 | 17.24 | 16 | 27.59 | 8 | 13.79 | 15 | 25.86 | 60.34 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 6 | 54.55 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 8 | 50.00 | 3 | 18.75 | 1 | 6.25 | 3 | 18.75 | 1 | 6.25 | 75.00 |
| | 3 | 5 | 27.78 | 5 | 27.78 | 4 | 22.22 | 3 | 16.67 | 1 | 5.56 | 77.78 |
| | 4 | 3 | 23.08 | 3 | 23.08 | 4 | 30.77 | 0 | 0.00 | 3 | 23.08 | 76.92 |
| | Y-T-D | 22 | 37.93 | 14 | 24.14 | 10 | 17.24 | 7 | 12.07 | 5 | 8.62 | 79.31 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 4 | 36.36 | 3 | 27.27 | 2 | 18.18 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 2 | 10 | 62.50 | 2 | 12.50 | 1 | 6.25 | 2 | 12.50 | 1 | 6.25 | 81.25 |
| | 3 | 7 | 38.89 | 4 | 22.22 | 7 | 38.89 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 38.46 | 3 | 23.08 | 2 | 15.38 | 2 | 15.38 | 1 | 7.69 | 76.92 |
| | Y-T-D | 26 | 44.83 | 12 | 20.69 | 12 | 20.69 | 4 | 6.90 | 4 | 6.90 | 86.21 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 45.45 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 2 | 9 | 56.25 | 2 | 12.50 | 2 | 12.50 | 2 | 12.50 | 1 | 6.25 | 81.25 |
| | 3 | 2 | 11.11 | 6 | 33.33 | 6 | 33.33 | 4 | 22.22 | 0 | 0.00 | 77.78 |
| | 4 | 3 | 23.08 | 5 | 38.46 | 2 | 15.38 | 2 | 15.38 | 1 | 7.69 | 76.92 |
| | Y-T-D | 19 | 32.76 | 16 | 27.59 | 11 | 18.97 | 9 | 15.52 | 3 | 5.17 | 79.31 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.36 | 2.18 | 1.36 | 2.36 | 1.91 | 3.09 | 1.73 | 2.36 | 2.09 | 83.84 |
| Quarter 2: | 2.63 | 1.75 | 1.50 | 2.25 | 1.50 | 2.81 | 2.13 | 1.88 | 2.00 | 83.33 |
| Quarter 3: | 3.06 | 2.56 | 2.11 | 3.17 | 2.06 | 3.33 | 2.44 | 2.00 | 2.67 | 77.78 |
| Quarter 4: | 2.46 | 2.77 | 1.85 | 2.46 | 2.00 | 3.46 | 2.77 | 2.31 | 2.46 | 80.34 |
| Y-T-D | 2.67 | 2.31 | 1.74 | 2.60 | 1.86 | 3.17 | 2.29 | 2.10 | 2.33 | 81.03 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

07/07 THROUGH 09/07

Make sure that the case stays with one worker, so there is not so much confusion & the client can rely on one person to give them the correct information. Thank you

If say you are going to do a phone interview, someone should follow

First time in my 58 yrs. Have had to use the FAA program, actual elig, interviewer very pleasant counter staff was not, and 1 in particular was absolute rude another applicant observed the exchange between myself & person at counter, came to me when I sat down and explained the process, I was so upset being treated so disrespectfully.

I've had an appt. in March to continue my benefits over the phone. My case worker didn't call me at all. When I called I just got problems trying to get a hold of her. Still I never have the supervisors couldn't be reached & no one would call me. I then was cancelled & they said I had to start all over in order to receive benefits. I requested for an application to be sent to me (4) times & have not ever received one!! If someone can still call me please do!! Thank you.

Hire more people stress to workers that they are public servants and they should be more considerate of the people that they are helping- especially return calls and clearly explaining things to those that don't understand there are people like me that found myself I'll and had to be put in this situation I was working until my doctor said I had to stop my job knowledge me and my medical and DES staff treated me like crap

Yo estoy contenta con los servicios que me estan dando. Gracias
I am happy with the service s you have given me. Thank you.

Take shorter time to review the applications.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

07/07 THROUGH 09/07

Just to be clearer on what you need and from who you need it for, and the absolute deadline to have it in by.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

10/07 THROUGH 12/07

I believe all services are corrected adequately and in timely manner according to your office efforts to keep on top of good service.

Poner mas personal, para que todo sea mas rapido.

Putting more staff, in order for all to be faster.

Explain programs available and how to get into them

Excellent job done.

Cuando llame uno que le regresen la llamada.

When someone calls, return the call.

FAA can work on being respectful.

Very good

Have patience be mandatory. Courteous workers help us.

Do not accept walk ins and delay response to those with appointments.

Walk ins delay schedule by continually detaining window workers. Need to sign no appt: sheet take a seat and wait.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

10/07 THROUGH 12/07

Newly disabled people need more information. Actually "any" information would be good. They down trying to learn navigate & find the system. Referral to housing for the disabled. It took me 4 years to figure out the housing –where to go etc. That's wrong!

Be more courteous, friendly instead of sticking to rules and red tape, think of the individual as a person and not a number or name!!

Cuando legue ala oficina de DES me acerque ala ventanilla y la persona a cargo me dijo que apuntara mi nombre en la lista para ser llamada a la hora de mi cita pero paso mas de una hora y nadien me llamo, lugo le volvi a preguntar y la misma persona en ventanilla me dijo que la persona que lleva mi caso ya se habia ido. Tuve que ser atendida por otra trabajadora que fue

When I came to the DES office I went up to the window and the person in charge told me to put my name on the list to be called and the time of my appointment. But more than an hour passed and nobody called me. Later I went back to ask and the same person in the window told me that the person who handles my case already left. I had to be taken care of by another worker who was very nice.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

01/08 THROUGH 03/08

Reduciendo el tiempo de espera para los que quieren consultar algo con los de recepcion. Y tratandonos con mas respeto & amabilidad.

Reducing the wait time for those who want to ask something of those in reception. And treat us nicer and with more respect.

By letting people know if there appointment time is going to be later then expected.

The woman at the front desk was rude to an oriental woman they called her and she didn't hear over the noise in there. She went to the counter to say did you call me. She said she didn't speak English very well the woman said well I don't speak Chinese go have a seat, I couldn't believe it!

Please allow the drop box again I had to wait an hour and a half to turn one paper in. it was horrible, the ladies at the front were rude and unhelpful.

It is a very dirty office and usually I have to wait 60 min or more.

I think good everything.

My work didn't put my daughter on my case and her insurance got canceled and not sure if getting the right food stamps for my family size.

You are do the must you can do. Thank you for help us fell more better in my live.

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FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

01/08 THROUGH 03/08

The people in the front are extremely rude & not very helpful. It should be your goal to find people who have customer service skills. The interviewers should have the cases done when they say they're going to be done not at the last possible moment. Some people can't afford lapse of insurance or wait for (crunching numbers) time! Last but not least, interviewers, call back. I shouldn't have to call 10X to get a real person.

Return calls! I almost didn't get benefits because someone who claimed to call me never did I followed up and found out things were at a standstill because of this. I have voicemail.

I asked to have my last name changed 3 times and provided legal documents showing my legal last name. it was never done.

I would first like to state that I have never received a return phone call, with messages left, from FAA office. I have left voice mails, left messages with staff as well as gone into the office and left messages and have never received a call back from anyone. When I have a situation arise when I need to talk someone, it takes me leaving mess w/my case worker's vm my case worker supervisor vm calling at least once a day to leave more messages to my finally reaching my case worker via my phone call, and all of this taking sometimes a week or more. It's ridiculous what it takes to reach a case worker for any reason other than the interview.

I lived in Chandler AZ and now I live in Colorado I first went to your office in Peoria I was treated very well. When I move to Chandler and went to the Chandler office it was a whole different story. You need to fire the person who works on my case she was worthless I called several times and left message she never returned my calls. I also called and left messages for her supervisor she never called back either. - Worthless -

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

04/08 THROUGH 06/08

I would say good service very kind for me. Thank you

More workers needed. Should tell if worker is gone.

Your staff is not always rude, but they never seem happy.

It would be nice to have a nicer & more helpful greeter when you go to the office & to have someone direct you when you arrive because not everyone knows the process.

Have them send mail instead calling because I'm hearing impaired and don't have a phone.

Show more humility, respect, and goodwill I don't like to be snapped at, or talked down to.

Can never get thru on phone always busy at Chandler office, don't explain anything & get irritated if asked, interviewers sound like dictators chop chop attitudes like your bothering them. Return calls? They don't return calls! Ask questions? Not if you want to keep benefits, overall bad attitudes & act like they are doing you a favor.

Most of the front desk staff were rude and have a bad attitude and the manger too. You can not get a stand by appointment their.(chandler office). No one stands in a line in front of the doors before they open them in the morning. They all stand in a horse shoe around the door and they open them everyone rushes the doors. Seems like they double book most of there

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FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 08

04/08 THROUGH 06/08

Creo que estoy totalmente satisfecha de la atencion que he recibido en dicho departamento, por lo que no puedo opinar si no al contrario agradezco sus finas atenciones y la ayuda que aun me proporcionas.

I believe that I am totally satisfied with the attention I have received in said department, for this, I cannot complain, but to the contrary, I am grateful for your fine attention and the help you even give me.

You guys need to get people who work in the front to have better attitude with customers they are rude and be little you at the Chandler Office. Its always a long wait always crowed always kids running around every where I had a problem and I got the run around and no one seem to help me. they treat Hispanic better than other races.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 75 | 9 | 12.00 | Q1 |
| 82 | 13 | 15.85 | Q2 |
| 74 | 12 | 16.22 | Q3 |
| 80 | 10 | 12.50 | Q4 |
| 311 | 44 | 14.15 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **130** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 55.56 | 2 | 22.22 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 53.85 | 4 | 30.77 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 41.67 | 4 | 33.33 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 5 | 50.00 | 3 | 30.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 50.00 | 13 | 29.55 | 8 | 18.18 | 1 | 2.27 | 0 | 0.00 | 97.73 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 55.56 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 69.23 | 2 | 15.38 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 58.33 | 3 | 25.00 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 28 | 63.64 | 10 | 22.73 | 5 | 11.36 | 1 | 2.27 | 0 | 0.00 | 97.73 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 69.23 | 2 | 15.38 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 66.67 | 3 | 25.00 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 8 | 80.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 33 | 75.00 | 8 | 18.18 | 2 | 4.55 | 1 | 2.27 | 0 | 0.00 | 97.73 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 69.23 | 2 | 15.38 | 1 | 7.69 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 3 | 8 | 66.67 | 3 | 25.00 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 40.00 | 5 | 50.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 27 | 61.36 | 12 | 27.27 | 3 | 6.82 | 1 | 2.27 | 1 | 2.27 | 95.45 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 11 | 84.62 | 1 | 7.69 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 75.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 90.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 36 | 81.82 | 5 | 11.36 | 3 | 6.82 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **130** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 55.56 | 1 | 11.11 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 7 | 53.85 | 1 | 7.69 | 3 | 23.08 | 0 | 0.00 | 2 | 15.38 | 84.62 |
| | 3 | 8 | 66.67 | 2 | 16.67 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 30.00 | 4 | 40.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 23 | 52.27 | 8 | 18.18 | 9 | 20.45 | 2 | 4.55 | 2 | 4.55 | 90.91 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 77.78 | 0 | 0.00 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 10 | 76.92 | 0 | 0.00 | 1 | 7.69 | 1 | 7.69 | 1 | 7.69 | 84.62 |
| | 3 | 9 | 75.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 33 | 75.00 | 4 | 9.09 | 4 | 9.09 | 2 | 4.55 | 1 | 2.27 | 93.18 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 46.15 | 1 | 7.69 | 4 | 30.77 | 2 | 15.38 | 0 | 0.00 | 84.62 |
| | 3 | 10 | 83.33 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 70.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 31 | 70.45 | 6 | 13.64 | 5 | 11.36 | 2 | 4.55 | 0 | 0.00 | 95.45 |
| 9: The overall quality of service at the FAA office was: | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 69.23 | 0 | 0.00 | 4 | 30.77 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 75.00 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 60.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 31 | 70.45 | 8 | 18.18 | 5 | 11.36 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.67 | 1.56 | 1.11 | 1.44 | 1.22 | 1.89 | 1.56 | 1.11 | 1.22 | 97.53 |
| Quarter 2: | 1.62 | 1.46 | 1.46 | 1.62 | 1.23 | 2.15 | 1.69 | 2.15 | 1.62 | 94.02 |
| Quarter 3: | 1.92 | 1.67 | 1.50 | 1.42 | 1.33 | 1.50 | 1.33 | 1.25 | 1.25 | 97.22 |
| Quarter 4: | 1.70 | 1.40 | 1.20 | 1.80 | 1.20 | 2.10 | 1.40 | 1.30 | 1.50 | 97.78 |
| Y-T-D | 1.73 | 1.52 | 1.34 | 1.57 | 1.25 | 1.91 | 1.50 | 1.50 | 1.41 | 96.46 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 130

SFY 08

07/07 THROUGH 09/07

Supervisor extremely helpful, courteous and helped me quickly. I spent many years @ the office in Tempe near 101 and Southern. Nobody even answered phones or returned calls and waiting times w/o an appointment, to simply ask a question could take 4 or 5 hours. The office at 32 & Union Hills is great! Staff is much friendlier, office much cleaner and generally a much more pleasant environment - Tempe office should take a lesson from 32 & U.H. Thanks

The office is doing very well, congratulations.

I was treated with respect and kindness which is what I needed and I felt really good at all times.

I really can't tell because every employee was very nice, respectful & knew how to give good information very helpful that's the kind of people I've talked to very nice & respectful ones.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 130

SFY 08

10/07 THROUGH 12/07

Doing a great job already!

Its all good services I do like the service but is more easy for everyone when is more fast service. Thanks

Allow us to drop off application for renewal @ the office. Was told last time – can only fax in application, but could never get thru line consistently busy for days. Finally called DES and was told that I didn't have to fax in application could mail it in. wasted several hours of my time. Im only 5 mins from the office.

I had a phone interview & asked for it to be scheduled any day best Friday, it was on a Friday however.

I could only tell you, to just keep doing the good work and please keep being friendly with everyone and have smiles it make us fell good, it make us feel that you do care about the people. Thank you very much.

They have always been very helpful & nice.

Quality overall is excellent.. Until you move from phoenix to mesa. Never before have I lived in mesa, only N. Phoenix for 15 years. Therefore I know where nothing is located much less DES. I promptly reported my change via ph, mail & fax to my previous office @ 32nd & Union Hills because I could never get through to a human & when I did I was given the wrong fax & ph #'s for Mesa, by Mesa office plus very rude people.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 130

SFY 08

01/08 THROUGH 03/08

You are doing excellent job, keep it up.

When I got my exrays you didn't receive them or copy.

I never left a message, you did a good job.

I had a phone interview so I only makerd what applied to me.

Que cuando tenga uno una entrebista no tenga que esperar mas de 40 minutos de pues de la hora en la que te sitaron para que te atiendan.

When you have an interview, that you don't have to wait more than 40 minutes after the time of your scheduled appointment so they can take care of us.

I believe your doing a very good job.

Hacindo esperar menos por sita y poniendo a alguien enfrente para no esperar hasta que venga una para information.

Having to wait less for appointments, putting someone in front so we don't have to wait for someone to get information.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 130

SFY 08

04/08 THROUGH 06/08

Keep up the good job to help others.

The front desk was abandoned or several minutes when I came in, however I did received superior service from both Allie & Serena at the Union Hills

Lisen well and helpful with customer need.

The letter telling us to re-apply each year could be less confrontational and more informative as to what we need to do .

1. They told me they sent for my birth certificate month ago to upstate N.Y. and to this day nothing. 2. Some one at the desk should be able to answer phones instead of keeping me waiting & wasting mins on my phone.

Everything is good. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 66 | 6 | 9.09 | Q1 |
| 82 | 8 | 9.76 | Q2 |
| 91 | 17 | 18.68 | Q3 |
| 86 | 7 | 8.14 | Q4 |
| 325 | 38 | 11.69 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **138** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|----|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 2 | 0 | 0.00 | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 3 | 37.50 | 62.50 |
| | 3 | 2 | 11.76 | 5 | 29.41 | 2 | 11.76 | 4 | 23.53 | 4 | 23.53 | 52.94 |
| | 4 | 1 | 14.29 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 2 | 28.57 | 57.14 |
| | Y-T-D | 4 | 10.53 | 15 | 39.47 | 3 | 7.89 | 6 | 15.79 | 10 | 26.32 | 57.89 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 47.06 | 2 | 11.76 | 1 | 5.88 | 3 | 17.65 | 3 | 17.65 | 64.71 |
| | 4 | 3 | 42.86 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 20 | 52.63 | 7 | 18.42 | 4 | 10.53 | 3 | 7.89 | 4 | 10.53 | 81.58 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 87.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 11 | 64.71 | 3 | 17.65 | 1 | 5.88 | 2 | 11.76 | 0 | 0.00 | 88.24 |
| | 4 | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 26 | 68.42 | 8 | 21.05 | 1 | 2.63 | 3 | 7.89 | 0 | 0.00 | 92.11 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 2 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 52.94 | 1 | 5.88 | 1 | 5.88 | 4 | 23.53 | 2 | 11.76 | 64.71 |
| | 4 | 2 | 28.57 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 18 | 47.37 | 9 | 23.68 | 2 | 5.26 | 5 | 13.16 | 4 | 10.53 | 76.32 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 87.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 52.94 | 0 | 0.00 | 4 | 23.53 | 1 | 5.88 | 3 | 17.65 | 76.47 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 24 | 63.16 | 5 | 13.16 | 4 | 10.53 | 2 | 5.26 | 3 | 7.89 | 86.84 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: 138 District: 1-E

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|------------------------------------|----------|---|----------|----------------|----------|---|----------|---------------------------------------|----------|---|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 33.33 | 2 | 33.33 | 33.33 |
| | 2 | 4 | 50.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 3 | 37.50 | 62.50 |
| | 3 | 6 | 35.29 | 2 | 11.76 | 4 | 23.53 | 1 | 5.88 | 4 | 23.53 | 70.59 |
| | 4 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 2 | 28.57 | 2 | 28.57 | 42.86 |
| | Y-T-D | 13 | 34.21 | 4 | 10.53 | 5 | 13.16 | 5 | 13.16 | 11 | 28.95 | 57.89 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 33.33 | 4 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 8 | 47.06 | 1 | 5.88 | 3 | 17.65 | 3 | 17.65 | 2 | 11.76 | 70.59 |
| | 4 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | Y-T-D | 16 | 42.11 | 10 | 26.32 | 4 | 10.53 | 6 | 15.79 | 2 | 5.26 | 78.95 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 11 | 64.71 | 3 | 17.65 | 2 | 11.76 | 0 | 0.00 | 1 | 5.88 | 94.12 |
| | 4 | 2 | 28.57 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 22 | 57.89 | 10 | 26.32 | 4 | 10.53 | 1 | 2.63 | 1 | 2.63 | 94.74 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 41.18 | 2 | 11.76 | 3 | 17.65 | 4 | 23.53 | 1 | 5.88 | 70.59 |
| | 4 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | Y-T-D | 15 | 39.47 | 10 | 26.32 | 6 | 15.79 | 5 | 13.16 | 2 | 5.26 | 81.58 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|
| Quarter 1: | 2.67 | 1.67 | 1.33 | 2.67 | 1.33 | 3.33 | 1.67 | 1.67 | 1.67 | 85.19 |
| Quarter 2: | 3.25 | 1.38 | 1.38 | 1.38 | 1.13 | 2.75 | 1.63 | 1.38 | 1.63 | 88.89 |
| Quarter 3: | 3.18 | 2.47 | 1.65 | 2.35 | 2.35 | 2.71 | 2.41 | 1.65 | 2.41 | 72.55 |
| Quarter 4: | 3.00 | 2.14 | 1.43 | 2.14 | 1.71 | 3.29 | 2.57 | 2.00 | 2.71 | 76.19 |
| Y-T-D | 3.08 | 2.05 | 1.50 | 2.16 | 1.82 | 2.92 | 2.16 | 1.66 | 2.18 | 78.65 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

07/07 THROUGH 09/07

Have caseworkers retrun phone calls. Other than that all was okay.

Que tuvieran enfrente mas gente bilingue que por que se tardan mucho para esperar el numero que le dan y lugo andan buscando qente que interprete y yo quisiera que nos tuvieran pasiencia ala gente ispana.

If you had more bilingual people in front because it takes a long time to wait for the number they give you and then they go looking for people to interpret and I would like it if they would have more patience with Hispanic people.

Everyone that I came in contract with that day was very good indeed with me.

Todo me parecio muy bien excepto las personas de la recepcion. Muchas gracias por su ayuda.

Every thing seems to me good except the reception people. Thank you for your help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

10/07 THROUGH 12/07

I don't have to tell how you can do your job.

Nothing, everything went well for my interview. Thank you!

The FAA staff at the office were very good in help me, it was very busy on that day but everything was taken care of. God bless you and thank you

You are doing a good job. Thank you

Todo ha estado muy bien hasta ahora. Muchas gracias por su atencion
All has been very good up until now. Thank you very much for your attention.

Communication needs to be established with entire staff. Versus one person knowing a certain area (fingerprinting) for example. Delegate task better as not to overwhelm individuals. Share all information.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

01/08 THROUGH 03/08

Correctly enter information into system, every other day I have no medical insurance because of a mistake made by my caseworker months ago.

Get a more respectful staff!

Siempre que dan cita eh tardado 2 horas o mas para ver a la persona que me asignaron, cundo no me asignan a una en especial no tardo tanto. Mucha gracias por la alluda que resivo.

Every time they give an appointment, I have waited about 2 hours or longer to see the person they assigned to me, when they don't assign one specially, it doesn't take so long. Thank you for the help I receive.

Educando a los empleados para saber como tratar a los clientes ya que lamentablemente el personal de la oficina de la 18 calle y Mckinley la mayoría son muy prepotentes y no tratan bien auno. Espero que pronto cambien la situacion en esa oficina.

Educating the employees to know how to treat the clients. Since unfortunately the office staff at 18th St & McKinley, the majority are conceited and don't treat people well. I hope soon they will change the situation at that office.

Right now it does not need improvement.

Asi como trabajon y tratan el personal es muy buena Gracias por servicios
Just how you work and treat the people is very good. Thank you for your service.

Par mi todo esta muy bien y estoy muy de acuerdo en todo.

For me, all is very good and I am very content with everything.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

01/08 THROUGH 03/08

Keep up what you are doing. Today when I was there was the best service I have had.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

01/08 THROUGH 03/08

Make the answer that we are seeking for clear & be helpful. And if I don't get the right answer, that just leaves a big question over my head.

Simplemente tratar de escojer mejor a los empleados por que cuando le pregunto algo me contestan gritando y de mala gana si lo hicieran amablemente pues a uno no le daria miedo preguntar algo o aclarar alguna

Simply try to better choose employees because when I ask them something, they answer me shouting and nasty. If they were nicer perhaps they wouldn't make me afraid to ask something or clear up a concern I have.

Dando citas con una hor fija.

Giving appointments at the scheduled hour.

En decirles alas emtribistadoras que pueden hablar mejor alas personas que hacen alguna preguntas con ellas por que algunas veces le gritan a uno y no atienden bin. Gracias

In telling the interviewers that they can speak better to the people who have some questions with them because sometimes they shout at you and don't take good care of you. Thank you.

Cada trabajo requiere un esfuerzo y siento que como personal tienen que dar el maximo para que a ellos tambien se lo den x que siento que pueden ser mas mejor.

Each job requires an effort, and I feel that the staff has to give the maximum so that they can also receive back I feel that they can be better.

Before they say something they need to see my or the case

Amabilidad para atender a las personas.

Niceness when taking care of people.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 08

04/08 THROUGH 06/08

Some FAA staff try to get way behind all info you give them. What is on the application is what is true to the person's knowledge. I would like more respect there. THX

Seria mejor poner una hora exacta de cita, en vez de poner ata en espera.

It would be better to make an appointment at the exact time, instead of making us wait.

Ami siempre me an tratado muy bien ayi en la oficina.

To me, always they have treated me very good there in the office.

Never dealt w/them this year I'm sure they are doing a fine job.

Case worker do not return phone calls left several messages, she doesn't call back. Denise doesn't return my calls.

Give more info about other programs such as jobs, child support ect. Listen to the person asking questions and only answer after they are done talking all questions aren't text book questions.

Que los empleados sonrian y que se porten vien con nosotros y cuando pidamos infomacion que los contesten vien no con una cara muy fea y que los traten vien como los mereemos.

That the employees would smile and behave well with us and when we ask for information that they answer us well, not with an ugly face and that they treat us well like we deserve [to be treated].

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 4 | 0 | 0.00 | Q1 |
| 4 | 1 | 25.00 | Q2 |
| 9 | 0 | 0.00 | Q3 |
| 2 | 0 | 0.00 | Q4 |
| 19 | 1 | 5.26 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **166** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|------|-------|------|-------|------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 5 | 0 | 0.00 | Q1 |
| 2 | 0 | 0.00 | Q2 |
| 5 | 1 | 20.00 | Q3 |
| 3 | 0 | 0.00 | Q4 |
| 15 | 1 | 6.67 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **196** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|--------|-------|------|-------|------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **196** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|--------|---------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 100.00 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 76 | 11 | 14.47 | Q1 |
| 78 | 8 | 10.26 | Q2 |
| 77 | 8 | 10.39 | Q3 |
| 83 | 12 | 14.46 | Q4 |
| 314 | 39 | 12.42 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **755** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 18.18 | 3 | 27.27 | 2 | 18.18 | 1 | 9.09 | 3 | 27.27 | 63.64 |
| | 2 | 2 | 25.00 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 1 | 12.50 | 3 | 37.50 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 5 | 41.67 | 5 | 41.67 | 0 | 0.00 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| | Y-T-D | 10 | 25.64 | 14 | 35.90 | 6 | 15.38 | 2 | 5.13 | 7 | 17.95 | 76.92 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 45.45 | 3 | 27.27 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 25.00 | 4 | 50.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 25.00 | 2 | 25.00 | 1 | 12.50 | 3 | 37.50 | 0 | 0.00 | 62.50 |
| | 4 | 8 | 66.67 | 2 | 16.67 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 43.59 | 11 | 28.21 | 8 | 20.51 | 3 | 7.69 | 0 | 0.00 | 92.31 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 54.55 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 4 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 11 | 91.67 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 26 | 66.67 | 9 | 23.08 | 3 | 7.69 | 0 | 0.00 | 1 | 2.56 | 97.44 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 36.36 | 3 | 27.27 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 2 | 25.00 | 2 | 25.00 | 1 | 12.50 | 2 | 25.00 | 1 | 12.50 | 62.50 |
| | 3 | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 5 | 41.67 | 1 | 8.33 | 2 | 16.67 | 2 | 16.67 | 2 | 16.67 | 66.67 |
| | Y-T-D | 13 | 33.33 | 8 | 20.51 | 8 | 20.51 | 7 | 17.95 | 3 | 7.69 | 74.36 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 63.64 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 1 | 12.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 6 | 50.00 | 4 | 33.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 56.41 | 11 | 28.21 | 4 | 10.26 | 2 | 5.13 | 0 | 0.00 | 94.87 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **755** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 27.27 | 1 | 9.09 | 4 | 36.36 | 1 | 9.09 | 2 | 18.18 | 72.73 |
| | 2 | 0 | 0.00 | 1 | 12.50 | 1 | 12.50 | 4 | 50.00 | 2 | 25.00 | 25.00 |
| | 3 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 4 | 50.00 | 37.50 |
| | 4 | 5 | 41.67 | 1 | 8.33 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 75.00 |
| | Y-T-D | 10 | 25.64 | 4 | 10.26 | 8 | 20.51 | 8 | 20.51 | 9 | 23.08 | 56.41 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 63.64 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 25.00 | 1 | 12.50 | 4 | 50.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 2 | 25.00 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 3 | 37.50 | 62.50 |
| | 4 | 6 | 50.00 | 1 | 8.33 | 4 | 33.33 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | Y-T-D | 17 | 43.59 | 5 | 12.82 | 12 | 30.77 | 0 | 0.00 | 5 | 12.82 | 87.18 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 7 | 63.64 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 25.00 | 3 | 37.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 0 | 0.00 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 9 | 75.00 | 1 | 8.33 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 22 | 56.41 | 8 | 20.51 | 7 | 17.95 | 1 | 2.56 | 1 | 2.56 | 94.87 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 45.45 | 3 | 27.27 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 12.50 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 2 | 25.00 | 1 | 12.50 | 2 | 25.00 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | 4 | 5 | 41.67 | 2 | 16.67 | 3 | 25.00 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 13 | 33.33 | 11 | 28.21 | 9 | 23.08 | 4 | 10.26 | 2 | 5.13 | 84.62 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 3.00 | 1.82 | 1.55 | 2.09 | 1.45 | 2.82 | 1.55 | 1.36 | 1.82 | 91.92 |
| Quarter 2: | 2.50 | 2.00 | 1.50 | 2.75 | 1.38 | 3.88 | 2.63 | 2.13 | 2.25 | 81.94 |
| Quarter 3: | 2.63 | 2.63 | 1.88 | 2.50 | 2.13 | 3.50 | 3.13 | 2.25 | 3.00 | 70.83 |
| Quarter 4: | 2.08 | 1.50 | 1.17 | 2.58 | 1.67 | 2.42 | 2.08 | 1.50 | 2.17 | 87.96 |
| Y-T-D | 2.54 | 1.92 | 1.49 | 2.46 | 1.64 | 3.05 | 2.26 | 1.74 | 2.26 | 84.33 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

07/07 THROUGH 09/07

Atendernos a la hora que tenemos la cita. Gracias

Take care of us at the time we have the appointment. Thank you

Con un poco mas de orden en las oficinas y en los turnos de ofencion al publico. Gracias

With a little more order in the offices and in the tone of insults to the public.

Somehow, make sure no one waits for over 20 minutes & have the front desk workers be polite & no so rude & mean. Treat every race equally.

You are ok.

atendiendo mas mejor cuando uno v a dejar eplicaciones recogerlas mas rapido y cuando tenemos la entrevista ser al entrevistador mas puntual porque la gente que llegamos antes de la entrevisata no atienden muy tarde y cuando llegamos tarde ala entrevista hay si ya no quieren atender porque ya paso su tiempo en eso podian ayudar en mucho (Gracias).

Taking much better care when someone goes to leave applications, pick them up faster and when we have the interview, that the interviewer would be more punctual because the people that arrive before the interview they don't take care of them until very late and when we arrive late to the interview, it is as they no longer want to take care of us because the time is already past. In this you could help a lot. Thank you.

Ser amables, para que las personas sean amables con ustedes - y no ser razistas con personas.

Be friendly, so that the people would be friendly with you – and don't be racist with people.

Please use English first on forms as that is our main language, it is insulting to see things in Spanish before the English translation example

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

07/07 THROUGH 09/07

ustedes pueden seguir igual que siempre estamos muy contentos con el respecto y la misma amabilidad gracias

You can continue the same as always, we are very content with the respect and same friendliness thank you

Yes I just would like to go to my interview and not sit for almost an hour most of the interview I have had to wait because the worker decided to go home. Other than that everything is ok. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

10/07 THROUGH 12/07

Treat us as their equals and not act like anything we receive comes out of their own pockets. At one time or another, they might need help like us. Do into others as you would have them do unto you.

I'm not sure what else can be done. We do wait a while, which I don't mind, but the other people who get impatient make it hard for everyone else waiting. Maybe post signs better for " who needs to go where".

Front office workers are very rude with a lot of attitude when a new person walks in & doesn't know what to do they can explain to them without being rude!!!!

Need more staff and lack of respect we are all human, some just down on their luck.

I feel most frustrated checking in. Although there are signs to help direct, if I have any questions I am usually met with a front desk person who acts like I am wasting their time, if even I am acknowledged. At my previous office location they even lost my paper work on three on three occasions requiring me to repeat trips for paperwork

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

01/08 THROUGH 03/08

Return phone calls when I leave message! Be more informative during the interview process.

I am the great-grandmother of Nathan I never received an AHCCCS card for Nathan. I called several times to mercy care & was told, each time, I would receive a card.

Answer, calls, call back, shorter wait time.

Que el personal atienda las llamadas por telefono expliquen bien si uno califica y no y que no platiquen y coman tanto adentro de sus horas de

That the staff would take care of telephone calls explaining well if one qualifies or not, and they don't talk and eat so much during work hours.

Better communication skills for staff customer service skills be courteous and respectful we all are individuals and we all come from different situation different ways of living, life styles etc its hard to ask for help when your looked down upon. From the people asking help from. I've sat in the waiting room for 1 ½ hrs one time and I've observed how we all need to be a little more respectful. Peace

En lo que respecta a como me tratan no tengo ninguna queja y me atendieron muy bien ya que sus servicios fueron cordiales.

In respect to how they treat me, I have no complaint, they have taken very good care of me as your services were cordial.

No one in DES tells me anything helpful. As I understand now, in order to get help from DES means wasting a lot of time and not getting things done. Someone has to put a lot of time on waiting and the workers are not very experienced and skillful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

04/08 THROUGH 06/08

Staff could be a little more courteous to clients.

When I try calling I never get anyone to answer the phone.. it is very important since I try to give you all my important information please have someone there until 4:30 M-F. Thanks

Bueno lo unico que puedo decirles, es dandoles gracias por atendernos tan bien. Gracias denuvo.

Well, the only thing I can tell you is to thank you for taking such good care of us. Thank you again.

None, Thanks

El personal de reception es muy intolerante se tardan en atender te contestan de muy mal modo hasta ignoran para mi es lo unico lo demas esta

The reception staff is very intolerant. They take a long time to take care of you and they answer you in a bad way up to ignoring you. For me, that is the only [complaint] the rest is good.

Obviously the workers are under staffed and stressed out. Hiring more people would increase employee and client satisfaction.

Had to stand in two different lines. 1. To check paperwork and get a number. 2. To make appointment when number was called should just be able to take a number from machine and have one person take care of

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 08

04/08 THROUGH 06/08

Ami me gustaria que las personas que atienden en frente me trataran con respecto y amabilidad porque cuando you llamo pregunto con respeto pero no soy correspondida. Las entrevistadoras que me an atendido son amables. En mi persona e sido decriminada. (Gracias).

For me, I would like that the people who are in front would treat me with respect and friendliness because when I asked a question with respect, they don't respond in kind. The interviewers who attended me were nice. In my personal experience I have been discriminated against. Thank you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 31 | 4 | 12.90 | Q1 |
| 23 | 1 | 4.35 | Q2 |
| 32 | 2 | 6.25 | Q3 |
| 38 | 3 | 7.89 | Q4 |
| 124 | 10 | 8.06 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **756** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-----------------------------|--------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | Y-T-D | 3 | 30.00 | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 1 | 10.00 | 80.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 6 | 60.00 | 0 | 0.00 | 2 | 20.00 | 1 | 10.00 | 1 | 10.00 | 80.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 60.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 2 | 20.00 | 2 | 20.00 | 60.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 60.00 | 1 | 10.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **756** District: **1-E**

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|----------|-------|-----------------------------------|-------|-------------------------------|-------|---|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 2 | 50.00 | 50.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | Y-T-D | 4 | 40.00 | 1 | 10.00 | 1 | 10.00 | 0 | 0.00 | 4 | 40.00 | 60.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 1 | 10.00 | 3 | 30.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 80.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 2 | 20.00 | 3 | 30.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |

| Averages for: | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------------------------|
| Quarter 1: | 2.00 | 2.00 | 1.50 | 3.50 | 1.75 | 3.25 | 3.00 | 1.25 | 2.00 | 83.33 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 2.50 | 3.00 | 2.00 | 3.50 | 2.50 | 3.00 | 2.00 | 1.50 | 3.00 | 66.67 |
| Quarter 4: | 3.67 | 2.00 | 1.33 | 2.33 | 1.67 | 3.00 | 2.00 | 1.00 | 2.33 | 85.19 |
| Y-T-D | 2.50 | 2.10 | 1.50 | 2.90 | 1.80 | 2.90 | 2.30 | 1.20 | 2.20 | 82.22 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 756

SFY 08

07/07 THROUGH 09/07

Me gustaria que en la resepsion fueran mas respetuosas y amables y que los entrevistadores fueran mas avesibles nunca contestan el telefono ni regresan las llamadas.

I would like it if the reception were more respectful and friendly and that the interviewers were more accessible, they never answer the phone nor return calls.

Better attitudes most ladies in there are pretty nasty and rude like they don't need no help or services.

Have more workers at the front desk to help when there is a line waiting to sign in so they can get to every one sooner. Because the last time I was there a man in line got verbally with how slowly there were going.

For me you couldn't do a better job. Most respectful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 756

SFY 08

01/08 THROUGH 03/08

Truly felt as though most of the staff did not want to be there. Staff was overall rude & demeaning to the clients that were in the waiting room. I understood that it is a stressful & hard job but they have to realize most of the people have to swallow their pride & do not want to be there either, but are going through hard times.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 756

SFY 08

04/08 THROUGH 06/08

Need more staff at front desk so the wait isnt so long.

Get more than one person in the dept. that processes emergency hospital apps. Or maybe an assistant to help out everyone in your staff to pick up the slack or return calls. don't send out general notices or appts. From the main office when it conflicts with the office you need to report to very confusing & conflicting specially appts set up.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 94 | 15 | 15.96 | Q1 |
| 94 | 10 | 10.64 | Q2 |
| 91 | 19 | 20.88 | Q3 |
| 85 | 14 | 16.47 | Q4 |
| 364 | 58 | 15.93 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **757** District: **1-E**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 6 | 40.00 | 2 | 13.33 | 2 | 13.33 | 2 | 13.33 | 3 | 20.00 | 66.67 |
| | 2 | 5 | 50.00 | 0 | 0.00 | 3 | 30.00 | 0 | 0.00 | 2 | 20.00 | 80.00 |
| | 3 | 2 | 10.53 | 5 | 26.32 | 7 | 36.84 | 5 | 26.32 | 0 | 0.00 | 73.68 |
| | 4 | 1 | 7.14 | 7 | 50.00 | 3 | 21.43 | 1 | 7.14 | 2 | 14.29 | 78.57 |
| | Y-T-D | 14 | 24.14 | 14 | 24.14 | 15 | 25.86 | 8 | 13.79 | 7 | 12.07 | 74.14 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 12 | 80.00 | 1 | 6.67 | 1 | 6.67 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 2 | 5 | 50.00 | 1 | 10.00 | 1 | 10.00 | 3 | 30.00 | 0 | 0.00 | 70.00 |
| | 3 | 7 | 36.84 | 4 | 21.05 | 5 | 26.32 | 2 | 10.53 | 1 | 5.26 | 84.21 |
| | 4 | 4 | 28.57 | 4 | 28.57 | 3 | 21.43 | 2 | 14.29 | 1 | 7.14 | 78.57 |
| | Y-T-D | 28 | 48.28 | 10 | 17.24 | 10 | 17.24 | 8 | 13.79 | 2 | 3.45 | 82.76 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 13 | 86.67 | 1 | 6.67 | 1 | 6.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 70.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 10 | 52.63 | 5 | 26.32 | 3 | 15.79 | 1 | 5.26 | 0 | 0.00 | 94.74 |
| | 4 | 7 | 50.00 | 3 | 21.43 | 1 | 7.14 | 3 | 21.43 | 0 | 0.00 | 78.57 |
| | Y-T-D | 37 | 63.79 | 12 | 20.69 | 5 | 8.62 | 4 | 6.90 | 0 | 0.00 | 93.10 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 9 | 60.00 | 3 | 20.00 | 2 | 13.33 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | 2 | 3 | 30.00 | 2 | 20.00 | 1 | 10.00 | 3 | 30.00 | 1 | 10.00 | 60.00 |
| | 3 | 5 | 26.32 | 2 | 10.53 | 7 | 36.84 | 2 | 10.53 | 3 | 15.79 | 73.68 |
| | 4 | 6 | 42.86 | 3 | 21.43 | 1 | 7.14 | 1 | 7.14 | 3 | 21.43 | 71.43 |
| | Y-T-D | 23 | 39.66 | 10 | 17.24 | 11 | 18.97 | 6 | 10.34 | 8 | 13.79 | 75.86 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 11 | 73.33 | 2 | 13.33 | 2 | 13.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 30.00 | 4 | 40.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 3 | 12 | 63.16 | 3 | 15.79 | 3 | 15.79 | 1 | 5.26 | 0 | 0.00 | 94.74 |
| | 4 | 10 | 71.43 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | Y-T-D | 36 | 62.07 | 10 | 17.24 | 8 | 13.79 | 3 | 5.17 | 1 | 1.72 | 93.10 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **757** District: **1-E**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 6 | 40.00 | 2 | 13.33 | 2 | 13.33 | 3 | 20.00 | 2 | 13.33 | 66.67 |
| | 2 | 1 | 10.00 | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 3 | 30.00 | 60.00 |
| | 3 | 2 | 10.53 | 6 | 31.58 | 4 | 21.05 | 5 | 26.32 | 2 | 10.53 | 63.16 |
| | 4 | 3 | 21.43 | 2 | 14.29 | 5 | 35.71 | 1 | 7.14 | 3 | 21.43 | 71.43 |
| | Y-T-D | 12 | 20.69 | 12 | 20.69 | 14 | 24.14 | 10 | 17.24 | 10 | 17.24 | 65.52 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 11 | 73.33 | 1 | 6.67 | 0 | 0.00 | 2 | 13.33 | 1 | 6.67 | 80.00 |
| | 2 | 4 | 40.00 | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 3 | 8 | 42.11 | 3 | 15.79 | 5 | 26.32 | 1 | 5.26 | 2 | 10.53 | 84.21 |
| | 4 | 8 | 57.14 | 2 | 14.29 | 2 | 14.29 | 2 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 31 | 53.45 | 8 | 13.79 | 10 | 17.24 | 6 | 10.34 | 3 | 5.17 | 84.48 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 10 | 66.67 | 4 | 26.67 | 1 | 6.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 60.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 14 | 73.68 | 1 | 5.26 | 3 | 15.79 | 1 | 5.26 | 0 | 0.00 | 94.74 |
| | 4 | 8 | 57.14 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| | Y-T-D | 38 | 65.52 | 12 | 20.69 | 6 | 10.34 | 2 | 3.45 | 0 | 0.00 | 96.55 |
| 9: The overall quality of service at the FAA office was: | 1 | 9 | 60.00 | 3 | 20.00 | 1 | 6.67 | 2 | 13.33 | 0 | 0.00 | 86.67 |
| | 2 | 3 | 30.00 | 5 | 50.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 26.32 | 5 | 26.32 | 5 | 26.32 | 3 | 15.79 | 1 | 5.26 | 78.95 |
| | 4 | 6 | 42.86 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 2 | 14.29 | 78.57 |
| | Y-T-D | 23 | 39.66 | 17 | 29.31 | 9 | 15.52 | 6 | 10.34 | 3 | 5.17 | 84.48 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.60 | 1.40 | 1.20 | 1.73 | 1.40 | 2.53 | 1.73 | 1.40 | 1.73 | 87.41 |
| Quarter 2: | 2.40 | 2.20 | 1.30 | 2.70 | 2.10 | 3.30 | 2.10 | 1.50 | 1.90 | 83.33 |
| Quarter 3: | 2.79 | 2.26 | 1.74 | 2.79 | 1.63 | 2.95 | 2.26 | 1.53 | 2.47 | 82.46 |
| Quarter 4: | 2.71 | 2.43 | 2.00 | 2.43 | 1.71 | 2.93 | 1.86 | 1.64 | 2.21 | 80.16 |
| Y-T-D | 2.66 | 2.07 | 1.59 | 2.41 | 1.67 | 2.90 | 2.00 | 1.52 | 2.12 | 83.33 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

07/07 THROUGH 09/07

please have them make copies for your caseworker and stamp them so you don't have to sit there over an hour to see the eligibilty worker to drop off copies.

the phone interview service is great. My experience in the office was awful. The wait was very long and unnecessary. I can hardly ever get anyone to answer the phone & never get my calls returned. A receptionist would be good.

My interview was done by phone. It was done by a friendly and understanding lady that was kind and polite and handle quickly.

I am very grateful for the help. Everyone I spoke to was extremely helpful and courteous.

This comment is to another office my son has had a terrible time with the child support office he's asked for information asked why his bill goes up when he's paying I wish a supervisor would call him and that they could get a lot of questions answered.

Estoy muy contenta con su ayuda.

I am very happy with your help.

The only thing I was curios about is, I was told I would be receiving a new card and a copy of my mercy care renewal and that was over a month ago. Please get back to me.

Doing Great! Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

07/07 THROUGH 09/07

Better psychological screening of your employees as to their compassion & ability to respect all human beings regardless of their situations more employees & higher wages.

Bigger building more trained staff.

A tendieron mas rapido a las personas explicadoles mejor acerca de los beneficios.

Take care of the people faster, Explain the benefits better.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

10/07 THROUGH 12/07

The woman at the front at the window are very rude & disrespectful! They talked to me like I'm trash because I need assistance I do not appreciate the attitude they give me or anyone else. Thank you

Yo creo que con un poco mas de amabilidad y rapidez, pero en lo demas esta bien.

I think that with a little more friendliness and fastness, but everything else is good.

Return phone calls, hold staff responsible for missed calls & unreturned calls. clarify the office calls customer for phone interviews.

It is really hard to get in touch with anyone in the office. The phone just rings forever.

The people at the front could be more considerate & not rude. Especially when this is a very long wait, witch is pretty often. We wouldn't be there if we didn't have to. I am sorry in this situation and a little embarrassed.

Understand our frustrations sometimes having lost most of what we have jobs, homes & get the benefit to us as quickly as possible & be courteous some @ the front desk act like they hate their jobs!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

01/08 THROUGH 03/08

I am handicapped and have my interview on the telephone. They go well and I have no problems with the answers and questions.

Return phone calls promptly, more courteous staff & more staff at front desk windows more info. On who your assigned case worker is.

Everything was fine! Thanks

More staff available and have an information person for quick questions.

It would be nice to fax the information needed for benefits, instead of dropping it off. Those of us who do phone interviews usually have a harder time getting to the office. Otherwise the process has been fine.

Stay the way you are. You are doing a great job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

01/08 THROUGH 03/08

Keep the kids from running all over & screaming. It's a nightmare dirty noses & faces.

I think your doing the best job that can be done with the wide range of people that come in to the office. Than you

I think if you could ask the ladies up front to be more nice and respectful cause I've been there twice and the same lady is always in a bad mood and rude I even tried to ask her a question once and she told me to sit down but the lady that called me for an interview was very nice and enjoyable to talk to you on the phone.

Most of the women that work there were at some time on family assistance, why are they so un courteous now? I'm a grandmother 70 years old just trying to raise my grandson, I don't know how to tell you how to do a better job. Some how having pride of where you work speaks for it self.

Favor de tener en recepcion personas que hablen espanol. Gracias
Please have people who speak Spanish in reception. Thank you

The person that did my interview was great! the staff at the actual location are not friendly no smiles not helpful except one time, one person was.

Be more friendlier don't have your customers wait over 30 min. give more information on what to bring. Stop being so far behind and return peoples

I wish you guys would take the application at the office.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

04/08 THROUGH 06/08

Clean house and start over screen people for the job make sure they know what they are doing and not give you the run around should hire someone to work the front window instead of workers save time & energy that way.

You seem to be doing all well as possible considering the number of applicants which don't like to wait so long for interview.

Keep up the good work, good job.

Should be a better drop off system, the wait to get an appointment is too long with people putting in front of the numbers.

Confusion as to whether the case was by telephone or I needed to go to

Have the front office personal more helpful and courteous.

Que cuando vaya uno alas oficinas el personal de la recepcion se tarden menos y que pongan un caja para cuando uno lleva information o cambios directo ala oficina para no hacer fila porque se tardan mucho tambien una lina en la oficina solo para preguntas

That when one goes to the office, that the reception staff not take so long and that they put a box for when one brings information or changes directly to the office, so we don't have to wait in line because we wait so long in line in the office only to ask questions.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 08

04/08 THROUGH 06/08

Have the people at the window be more polite when you need an answer not everyone who is on public assistance is there because they just don't want to work. Some of us are disabled & cant work. Also maybe put the drop box back out so you don't have to wait to see your case worker just to get

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT I – WEST

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 103 | 7 | 6.80 | Q1 |
| 110 | 15 | 13.64 | Q2 |
| 102 | 14 | 13.73 | Q3 |
| 98 | 11 | 11.22 | Q4 |
| 413 | 47 | 11.38 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **132** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 14.29 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 13.33 | 7 | 46.67 | 4 | 26.67 | 1 | 6.67 | 1 | 6.67 | 86.67 |
| | 3 | 4 | 28.57 | 5 | 35.71 | 0 | 0.00 | 1 | 7.14 | 4 | 28.57 | 64.29 |
| | 4 | 1 | 9.09 | 3 | 27.27 | 3 | 27.27 | 3 | 27.27 | 1 | 9.09 | 63.64 |
| | Y-T-D | 8 | 17.02 | 18 | 38.30 | 10 | 21.28 | 5 | 10.64 | 6 | 12.77 | 76.60 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 33.33 | 5 | 33.33 | 4 | 26.67 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 3 | 7 | 50.00 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 4 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | Y-T-D | 23 | 48.94 | 12 | 25.53 | 8 | 17.02 | 3 | 6.38 | 1 | 2.13 | 91.49 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 8 | 53.33 | 3 | 20.00 | 3 | 20.00 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 3 | 8 | 57.14 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| | 4 | 9 | 81.82 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 31 | 65.96 | 8 | 17.02 | 6 | 12.77 | 2 | 4.26 | 0 | 0.00 | 95.74 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 28.57 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 7 | 46.67 | 2 | 13.33 | 2 | 13.33 | 1 | 6.67 | 3 | 20.00 | 73.33 |
| | 3 | 6 | 42.86 | 5 | 35.71 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 4 | 4 | 36.36 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 3 | 27.27 | 72.73 |
| | Y-T-D | 19 | 40.43 | 10 | 21.28 | 8 | 17.02 | 3 | 6.38 | 7 | 14.89 | 78.72 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 11 | 73.33 | 1 | 6.67 | 1 | 6.67 | 2 | 13.33 | 0 | 0.00 | 86.67 |
| | 3 | 7 | 50.00 | 5 | 35.71 | 0 | 0.00 | 0 | 0.00 | 2 | 14.29 | 85.71 |
| | 4 | 9 | 81.82 | 0 | 0.00 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 32 | 68.09 | 6 | 12.77 | 4 | 8.51 | 3 | 6.38 | 2 | 4.26 | 89.36 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **132** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 14.29 | 1 | 14.29 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 3 | 20.00 | 1 | 6.67 | 8 | 53.33 | 1 | 6.67 | 2 | 13.33 | 80.00 |
| | 3 | 2 | 14.29 | 6 | 42.86 | 3 | 21.43 | 1 | 7.14 | 2 | 14.29 | 78.57 |
| | 4 | 3 | 27.27 | 1 | 9.09 | 5 | 45.45 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | Y-T-D | 9 | 19.15 | 9 | 19.15 | 20 | 42.55 | 2 | 4.26 | 7 | 14.89 | 80.85 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 8 | 53.33 | 3 | 20.00 | 3 | 20.00 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 3 | 5 | 35.71 | 3 | 21.43 | 2 | 14.29 | 3 | 21.43 | 1 | 7.14 | 71.43 |
| | 4 | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | Y-T-D | 20 | 42.55 | 13 | 27.66 | 6 | 12.77 | 6 | 12.77 | 2 | 4.26 | 82.98 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 46.67 | 1 | 6.67 | 5 | 33.33 | 2 | 13.33 | 0 | 0.00 | 86.67 |
| | 3 | 9 | 64.29 | 2 | 14.29 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 4 | 5 | 45.45 | 1 | 9.09 | 5 | 45.45 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 26 | 55.32 | 5 | 10.64 | 12 | 25.53 | 3 | 6.38 | 1 | 2.13 | 91.49 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 46.67 | 3 | 20.00 | 2 | 13.33 | 3 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 9 | 64.29 | 2 | 14.29 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 4 | 4 | 36.36 | 5 | 45.45 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 24 | 51.06 | 12 | 25.53 | 6 | 12.77 | 4 | 8.51 | 1 | 2.13 | 89.36 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.29 | 1.43 | 1.29 | 2.43 | 1.71 | 2.86 | 1.86 | 1.43 | 1.57 | 93.65 |
| Quarter 2: | 2.47 | 2.07 | 1.80 | 2.40 | 1.60 | 2.87 | 1.80 | 2.13 | 2.07 | 85.93 |
| Quarter 3: | 2.71 | 1.93 | 1.64 | 2.00 | 1.93 | 2.64 | 2.43 | 1.79 | 1.79 | 81.75 |
| Quarter 4: | 3.00 | 1.82 | 1.27 | 2.64 | 1.36 | 2.73 | 2.18 | 2.00 | 1.82 | 87.88 |
| Y-T-D | 2.64 | 1.87 | 1.55 | 2.34 | 1.66 | 2.77 | 2.09 | 1.89 | 1.85 | 86.29 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 08

07/07 THROUGH 09/07

For the most part you all are so helpful – but your woman at the front window tries to belittle the people & makes us people feel like we bother them to ask a question. I you could get the front desk ladies to be more polite that would be great!

Me explico y trabajador fue muy amable pero las personas de enfrente sean muy desagradables haberse estan de buenas y abeses de malas.

I explained myself and the worker was very friendly but the people in front can be very disagreeable, they are some in a good mood and sometimes bad.

Never called into office telephone interviews phone calls are rarely returned from Royal Palm office.

Just keep doing what you are doing I've no complaints.

If they would hep every individual properly with their assistance that they need, and not wait so long for an interview. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 08

10/07 THROUGH 12/07

Put more people at the front so the line moves faster and more at the back so we can get out faster.

Quite satisfactory always for improvement timeliness could stand improvement. The lobby is dirty & not very comfortable or welcoming.

Have some answers phone! I've call over and over again no one answers. Also be nice and respectful.

Your staff to me was very courteous & informative, give them a raise?

I thank you very much, for your assistance. I know that I would be having a rougher time without u I'm putting myself thru school to better my life.

No comments, doing good!

people upfront in the window be more respectful and not yell at just anybody. Not leave the window unattended. Try to speed things up because they take there time to go do other things that don't include the

Get someone that can be helpful, friendly, someone that smile with respectful @ the front desk or appt desk.

My paper work that I had turned in about a week before my appt. was lost and I had to re-do it. this was time consuming for me and my worker.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 08

01/08 THROUGH 03/08

Will sometime help sometime doing popese us sick can not help thy self, and
ha go wese thy put them, will stop hear wait you write or call Thank you

Con mejor atencion cuando la gente esta en espera y mas informacion con
preguntas faciles como a que hora cieran. Por lo demas esta vien.

**With better attention when the people are waiting and more information
with easy questions like ‘when do you close?’. As for the rest, it is good.**

It seems Hispanics get better treatment from axcess then white people, they
are very rude at this office 23rd Ave Northern.

Maybe not loose documents, that I get tired of taking the same recopied
papers that should be stamp and dated but all workers out. thank you

More setting, lesser waiting time. Cleaner bathrooms.

You did a good job, Thank you

Better staff and they need to work on their social skills.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 08

04/08 THROUGH 06/08

I am very much grateful and impressed about the customer service that was provided.

The only problem I ever have is at the front desk some of the staff are very RUDE!!!

Yo pienso ue la persons que estan en frente contestando las preguntas son ben enojonas estan de mal humor, gritan y te contestan mal.

I think that the people who are in front answering questions are very angry, they are in a bad mood and they shout and answer you awfully.

The last time that I had an appointment, the person was 46 minutes late.

I hope you guys get new FAA nicer & want to help us instead of giving us there attitude. Thank you for helping us & wanting to see how we are

Due to health reasons, I really need phone appointments. After a year of trying to get phone appts & not being able to, I didn't even asks for one this time I just took the first appt available there because of this I have been confined to bed for the last 3 days since you deal with people with disabilities over as myself, its insane that a person should be forced to go through hell to get services to which they are entitled. There is no

Have your employees remember they were just like at one time and try to not let them try to rise the buck think you for asking my opinion thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|-------------|----|
| Mailed | Returned | Percent | |
| 71 | 4 | 5.63 | Q1 |
| 73 | 8 | 10.96 | Q2 |
| 88 | 8 | 9.09 | Q3 |
| 86 | 7 | 8.14 | Q4 |
| 318 | 27 | 8.49 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **141** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|--------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 1 | 12.50 | 4 | 50.00 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 2 | 25.00 | 75.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 33.33 | 9 | 33.33 | 4 | 14.81 | 2 | 7.41 | 3 | 11.11 | 81.48 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 17 | 62.96 | 5 | 18.52 | 3 | 11.11 | 0 | 0.00 | 2 | 7.41 | 92.59 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 2 | 5 | 62.50 | 1 | 12.50 | 0 | 0.00 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 3 | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 70.37 | 4 | 14.81 | 1 | 3.70 | 2 | 7.41 | 1 | 3.70 | 88.89 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 25.00 | 4 | 50.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 1 | 12.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 13 | 48.15 | 7 | 25.93 | 4 | 14.81 | 2 | 7.41 | 1 | 3.70 | 88.89 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 1 | 14.29 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | Y-T-D | 18 | 66.67 | 5 | 18.52 | 1 | 3.70 | 2 | 7.41 | 1 | 3.70 | 88.89 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **141** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 2 | 3 | 37.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | 3 | 2 | 25.00 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 3 | 37.50 | 50.00 |
| | 4 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | Y-T-D | 11 | 40.74 | 3 | 11.11 | 3 | 11.11 | 3 | 11.11 | 7 | 25.93 | 62.96 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 62.96 | 5 | 18.52 | 2 | 7.41 | 2 | 7.41 | 1 | 3.70 | 88.89 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 25.00 | 1 | 12.50 | 3 | 37.50 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | 3 | 8 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 18 | 66.67 | 2 | 7.41 | 4 | 14.81 | 2 | 7.41 | 1 | 3.70 | 88.89 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 37.50 | 2 | 25.00 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 15 | 55.56 | 6 | 22.22 | 3 | 11.11 | 2 | 7.41 | 1 | 3.70 | 88.89 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.75 | 2.00 | 1.50 | 1.00 | 2.25 | 1.00 | 1.50 | 1.25 | 91.67 |
| Quarter 2: | 2.63 | 2.00 | 1.88 | 2.00 | 1.88 | 2.63 | 2.13 | 2.63 | 2.38 | 79.17 |
| Quarter 3: | 2.75 | 1.38 | 1.25 | 2.13 | 1.38 | 3.38 | 1.75 | 1.00 | 1.63 | 87.50 |
| Quarter 4: | 1.57 | 1.71 | 1.43 | 1.86 | 2.00 | 2.29 | 1.57 | 1.71 | 1.71 | 87.30 |
| Y-T-D | 2.30 | 1.70 | 1.59 | 1.93 | 1.63 | 2.70 | 1.70 | 1.74 | 1.81 | 85.60 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 08

07/07 THROUGH 09/07

Para mi no ubo ningun problema al contrario me parecio muy agradable las personas y muy respetuosas.

For me there has not been any problem, to the contrary, the people see very agreeable and very respectful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 08

10/07 THROUGH 12/07

Waiting time could be shorten.

Pay more attention on how interviewers/supervisors treat the clients.

Prompt call backs about what needs to be brought, shorter wait times.
Getting answers over the phone without being repeatedly transferred.

You do just great. Thank you for help

As for they are very good they serve me when I my appointments very good. Thank you

Hire more staff up front (front desk).

Staff members are doing good job

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 08

01/08 THROUGH 03/08

Todo esta bien sigan tratandonos bien y que siga todo igual. Gracias

Every thing is good, keep treating us well and keep everything the same.

Thank you

Only one window open for scheduling appointments. The line of people is all the way out side. Why is that? Would go smooth if you had more than one window open. Then you can do a better job. Thank you

You don't have to do a better job you are already doing a good job.

You need more help in the front desk area your programs aver very helpful. Thank you very much!

Well the only problem I had was my worker forgot about me because she thought she had already taken care of all her appt. and I had to stay and wait for a really long time so maybe they can be more organized.

Everything was good.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 08

04/08 THROUGH 06/08

Creo asta hahora muy bien.

I think that up till now is very good.

I don't understand why someone with very little income cannot get Med ins.

The people at DES are not always friendly. Sometimes I feel they judge a person before reviewing all information.

For me, I think that the DES family administration helped me and my family very very good. I have nothing to tell all of it. And then, I only say: thank you very much for anything the FAA did for us. I thank heartfelt from my deepest hart.

Que todo los trabajadores de este departamento sean un poco mas cortez con toda la gente por que un poco mas cortez con toda la gente porque a veces lo tratan muy mal y ala hora que ellos quieren y so les dice uno algo luego quieren cancelar el caso.

That all the workers of this department were a little more courteous with all the people because a little more courtesy with all the people sometimes, they treat the people very bad, and when they feel like it. And if you say anything, then they want to cancel the case.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 65 | 7 | 10.77 | Q1 |
| 72 | 8 | 11.11 | Q2 |
| 75 | 6 | 8.00 | Q3 |
| 72 | 8 | 11.11 | Q4 |
| 284 | 29 | 10.21 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **142** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 71.43 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 37.50 | 2 | 25.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 2 | 33.33 | 66.67 |
| | 4 | 2 | 25.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 2 | 25.00 | 75.00 |
| | Y-T-D | 13 | 44.83 | 6 | 20.69 | 6 | 20.69 | 0 | 0.00 | 4 | 13.79 | 86.21 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 37.50 | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 5 | 62.50 | 0 | 0.00 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| | Y-T-D | 18 | 62.07 | 5 | 17.24 | 3 | 10.34 | 2 | 6.90 | 1 | 3.45 | 89.66 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 87.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 22 | 75.86 | 3 | 10.34 | 2 | 6.90 | 1 | 3.45 | 1 | 3.45 | 93.10 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 62.07 | 6 | 20.69 | 4 | 13.79 | 0 | 0.00 | 1 | 3.45 | 96.55 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 50.00 | 1 | 12.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 21 | 72.41 | 2 | 6.90 | 6 | 20.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **142** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 28.57 | 1 | 14.29 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 57.14 |
| | 2 | 3 | 37.50 | 0 | 0.00 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | 3 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| | Y-T-D | 12 | 41.38 | 3 | 10.34 | 6 | 20.69 | 4 | 13.79 | 4 | 13.79 | 72.41 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 66.67 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 5 | 62.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | Y-T-D | 19 | 65.52 | 6 | 20.69 | 2 | 6.90 | 0 | 0.00 | 2 | 6.90 | 93.10 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 3 | 4 | 66.67 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 6 | 75.00 | 0 | 0.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 21 | 72.41 | 2 | 6.90 | 4 | 13.79 | 0 | 0.00 | 2 | 6.90 | 93.10 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 5 | 62.50 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 21 | 72.41 | 2 | 6.90 | 4 | 13.79 | 1 | 3.45 | 1 | 3.45 | 93.10 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.57 | 1.43 | 1.57 | 1.57 | 1.29 | 2.86 | 1.43 | 1.43 | 1.43 | 95.24 |
| Quarter 2: | 2.00 | 1.75 | 1.50 | 1.63 | 1.38 | 2.63 | 1.38 | 1.63 | 1.38 | 94.44 |
| Quarter 3: | 2.50 | 1.67 | 1.00 | 1.67 | 1.33 | 1.50 | 2.00 | 2.00 | 1.67 | 87.04 |
| Quarter 4: | 2.63 | 2.00 | 1.75 | 1.63 | 1.88 | 2.75 | 1.75 | 1.50 | 1.88 | 86.11 |
| Y-T-D | 2.17 | 1.72 | 1.48 | 1.62 | 1.48 | 2.48 | 1.62 | 1.62 | 1.59 | 90.80 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 08

07/07 THROUGH 09/07

Be more polite.

Nos parecen excelente el servicio y es conveniente, no tenemos sugerencias, solo felicitarlos por su eficiencia.

We think the service is excellent and it is convenient, we have no suggestions, only to congratulate your efficiency.

I can't think of suggestions because, the works are always real busy.

Keep up the good job!!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 08

10/07 THROUGH 12/07

Some of the staff I happen to meet with in different location were really not courteous; some staff need to know that they are there to assist us. We appreciate them but they need to treat us with some amount of respect.

People at the Glendale office are very nice.

Las personas que me han tratado les gusta su trabajo y me atienden bien. Pero si no hubiera racismo pero algunas trabajadores lo son y es un grave problema por que hay nesecidad en la clase pobre. Gracias por preocupar por

The people that have helped me like their work and have taken good care of me. But if there were no racism but some workers are [racist] and this is a serious problem because there is necessity in the poor class. Thank you for thinking of us.

Estube todo de acuerdo.

For me all has been good.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 08

01/08 THROUGH 03/08

The only thing that I see needs improving is, when we call to see if fax has arrived, they say they can't tell us. So I say move fax near receptionist so we can know it's received! Great job everyone! Thanks

They were very nice to me. Thank you

Especialmente cuando las aplicaciones y el letrero de informacion dice que pueda pedir alguien para traducir pero cuando uno lo hace se enojan o no lo atienden y las señoritas que estan en informacion son tres o cuatro pero ninguna habla espanol.

Epecially when the applications and the information sign says that you can ask somebody to translate but when one does so, they get mad and don't take care of you and there are 3 or 4 young ladies at information, but none of them speak Spanish.

My appt was an emergency appt the staff was very nice but they were working short handed. Other appts were not very understanding

Great job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 08

04/08 THROUGH 06/08

When I schedule I want to be seen at the time NOT 60 minutes later than I want to be seen this has been happening for the past 4 months I been going

If they would really listen to what you have to say and not treat you like trash. Because your asking for help we are all equal and just cause they work there they think there better. Some of us work as well. Thank you

We all know it's a hard job but I think the system works. It's a plus when the workers are nice. I like!!! Phone interviews because I am on oxygen and it's hard to get there. Keep up the good work!!!

Everyone is very nice & helpful.

Answering messages.

Yo me siento contenta con porque cuando voy siempre me atienden con amabilidad y no tengo queja alguna. Le doy la gracias por preocuparse por

I feel content with [the service] because when I go, they always take care of me with friendliness, and I have no complaint. I give thanks for thinking about me.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 76 | 11 | 14.47 | Q1 |
| 83 | 7 | 8.43 | Q2 |
| 90 | 12 | 13.33 | Q3 |
| 98 | 12 | 12.24 | Q4 |
| 347 | 42 | 12.10 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **143** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 27.27 | 3 | 27.27 | 3 | 27.27 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | 2 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 33.33 | 5 | 41.67 | 1 | 8.33 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 4 | 1 | 8.33 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 5 | 41.67 | 50.00 |
| | Y-T-D | 12 | 28.57 | 13 | 30.95 | 7 | 16.67 | 2 | 4.76 | 8 | 19.05 | 76.19 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 45.45 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 33.33 | 3 | 25.00 | 3 | 25.00 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 3 | 25.00 | 2 | 16.67 | 5 | 41.67 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 18 | 42.86 | 10 | 23.81 | 9 | 21.43 | 5 | 11.90 | 0 | 0.00 | 88.10 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 9 | 81.82 | 0 | 0.00 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 75.00 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 41.67 | 3 | 25.00 | 1 | 8.33 | 0 | 0.00 | 3 | 25.00 | 75.00 |
| | Y-T-D | 29 | 69.05 | 7 | 16.67 | 3 | 7.14 | 0 | 0.00 | 3 | 7.14 | 92.86 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 7 | 63.64 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 5 | 71.43 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 33.33 | 6 | 50.00 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 3 | 25.00 | 2 | 16.67 | 4 | 33.33 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| | Y-T-D | 19 | 45.24 | 10 | 23.81 | 8 | 19.05 | 3 | 7.14 | 2 | 4.76 | 88.10 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 54.55 | 2 | 18.18 | 0 | 0.00 | 3 | 27.27 | 0 | 0.00 | 72.73 |
| | 2 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 58.33 | 2 | 16.67 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 5 | 41.67 | 2 | 16.67 | 5 | 41.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 23 | 54.76 | 7 | 16.67 | 8 | 19.05 | 4 | 9.52 | 0 | 0.00 | 90.48 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **143** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 27.27 | 0 | 0.00 | 3 | 27.27 | 2 | 18.18 | 3 | 27.27 | 54.55 |
| | 2 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 4 | 33.33 | 1 | 8.33 | 5 | 41.67 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 4 | 3 | 25.00 | 2 | 16.67 | 3 | 25.00 | 1 | 8.33 | 3 | 25.00 | 66.67 |
| | Y-T-D | 14 | 33.33 | 3 | 7.14 | 13 | 30.95 | 4 | 9.52 | 8 | 19.05 | 71.43 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 36.36 | 4 | 36.36 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 50.00 | 5 | 41.67 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 4 | 33.33 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| | Y-T-D | 21 | 50.00 | 12 | 28.57 | 5 | 11.90 | 2 | 4.76 | 2 | 4.76 | 90.48 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 2 | 5 | 71.43 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 50.00 | 2 | 16.67 | 2 | 16.67 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 4 | 6 | 50.00 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 23 | 54.76 | 7 | 16.67 | 8 | 19.05 | 2 | 4.76 | 2 | 4.76 | 90.48 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 27.27 | 6 | 54.55 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 25.00 | 4 | 33.33 | 4 | 33.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 4 | 33.33 | 1 | 8.33 | 3 | 25.00 | 2 | 16.67 | 2 | 16.67 | 66.67 |
| | Y-T-D | 15 | 35.71 | 13 | 30.95 | 8 | 19.05 | 4 | 9.52 | 2 | 4.76 | 85.71 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.55 | 1.82 | 1.36 | 1.64 | 2.00 | 3.18 | 1.91 | 1.91 | 2.00 | 85.86 |
| Quarter 2: | 1.57 | 1.14 | 1.14 | 1.57 | 1.43 | 2.14 | 1.00 | 1.57 | 1.29 | 98.41 |
| Quarter 3: | 2.17 | 2.25 | 1.25 | 1.92 | 1.75 | 2.50 | 1.67 | 2.08 | 2.25 | 88.89 |
| Quarter 4: | 3.50 | 2.50 | 2.42 | 2.75 | 2.00 | 2.92 | 2.50 | 1.83 | 2.75 | 75.93 |
| Y-T-D | 2.55 | 2.02 | 1.60 | 2.02 | 1.83 | 2.74 | 1.86 | 1.88 | 2.17 | 85.98 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

07/07 THROUGH 09/07

Everything was good. Thanks

Friendlier service, maybe better qualified staff, or at least more staff quicker response, better organized more offices.

Return calls within 24 hrs like you say on the answering machine. Everyone I delt with in person were pleasant & helpfful.

The staff was very respectful to me. I have mini shocks in my head, because I take pain pill for my head in the morn. My only request to talk to someone was please make appointments after noon. On one wanted to work with me, I had to take was available denied. I understand they have a stressful job, but ask please work a little nicer w/85 year old w/health problems. Thank you

En respetar la hora de la cita ya que tiene uno que esperar demasiado en la recepcion, se supone que sidan una cita espara ser atendido a la hora senalada y no despues de 45 min 1 hr.

With respect to the appointment time since we already have to wait so long in reception, suppose that if you are given an appointment it is to be taken care of on time and not after 45 minutes [or] an hour.

My case worker was not very courteous or understanding. Off the subject there really really needs to be some kind of dental care. I feel it is equally important for children & adults. Thank you

En mi Opinion personal si hay un buen servicio estan haciendo un buen trabajo.

In my personal opinion if there is good service, you are doing a great job.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

10/07 THROUGH 12/07

Everyone was extremely courteous! Nothing needs to change as I see it.

You guys are doing an excellent job. Congratulations

I think the office is doing a good job.

Was somewhat impressed, by how quickly and efficient things run the day I was in.

Need to work a little on being more courteous with people. I have not gotten bad assistance, but witness bad service to others. Just thought I'd let you

Yo pienso que estan bien.

I think you are doing good.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

01/08 THROUGH 03/08

Often I feel "processed" as though I'm seen as# & not a person.

The interviewer was extremely unprofessional he even said your husband is black? Like he was interrogating me & he spoke unclear. (slang) they scheduled my appt when I had specifically said I had school at the time.

Very good service for the volume of people they see - very knowledgeable and helpful.

Better information needs to be dispensed.

Everyone was very respectful and informative.

Ser igualda para todos no porque lo miren a uno de ser de otro pais, por su color o por su ignorancia de no hablar el ingles perfecto, yo en lo personal soy nacido en Mexico y me hice ciudadano en USA mi esposa murio y you trabajo solo y no me alcanza para que ellos tengan suficiente por eso pido

Being equal for all not because they see some one as being from another country by their color or their ignorance of not speaking English perfect, I personally was born in Mexico and I became a US citizen, my wife died and I work alone and I cannot manage for them to have enough, because of this, I ask for a little help. Thank you.

The waiting room always seems dirty and sometimes I feel like they don't care about the individual person or case. I come from a student family and am so grateful for the program available to me & my family and feel a good candidate to receive assistance as we are receiving a great education and will return assistance upon graduation. I don't like being treated like another

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

01/08 THROUGH 03/08

I asked for but didn't get a list of nursing homes that would be covered by AZ Department of Economic Security. I would like to receive one, please!
Evidently there were no lists available at the Peoria office when I was there.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

04/08 THROUGH 06/08

Return calls when messages are left. I was approved in January & I still don't have my medical card I've left numerous messages & no one ever returns calls. I know you're busy but whats the point of leaving messages if no one will return them. It took 2 months to get food stamps. I wonder will anyone respond to this questionnaire.

I requested a phone interview and didn't get me. so I called and couldn't get through for almost 20 min.

Esplicandoles a los travajadores que solo estan aciendo su trabajo y para eso les pagan y que no son ellas o ellos los que nos estan dando nada a nosotros y nos deven tratar mejor y no mirarnos como si fueramos limosneros o les estuvieramos quitando algo a ellos.

Explaining to the workers that they are only doing their job and why they get paid, and that it is not them who are giving us anything. They must treat us better and not look at us as if we were beggars or that we are taking something from them.

First of all getting though to the office is ridiculous. No one answers just a message that goes on & on on one returns phone calls even the office supervisor. My health insurance was cancelled without notice & I called the office to find out why & no one return phone call I tried twice a week for 3 weeks so no I have no insurance. I guess you guys don't care.

We don't have any complaints everybody is doing a great job.

By giving all equal opportunity to get on there feet and be respectful to one

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 08

04/08 THROUGH 06/08

La razon es porque dura mas de una hora y la person que me entrevisto no ablaba espanol y mi siguiente entrevista me gustaria que fuera totalmente ens espanol no con interprete y no estuve de acuredo con mis totalidad de estampillas por que pense que se me ivan adar mas por que no tengo un cheque de mi esposo porque el asta la fecha no esta trabajando su compania se fue a bancarrota.

The reason is because we wait for more than an hour and the person who interviewed me didn't speak Spanish and my following interview I would have liked that it was totally in Spanish without an interpreter and I was not in agreement with the total of my [food] stamps because I thought that were going to give more because I don't have my spouse's check because he hasn't been working up till now, his company went bankrupt.

You are doing great

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 103 | 9 | 8.74 | Q1 |
| 119 | 15 | 12.61 | Q2 |
| 109 | 16 | 14.68 | Q3 |
| 120 | 15 | 12.50 | Q4 |
| 451 | 55 | 12.20 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **152** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|----|-------|----|-------|----|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 5 | 55.56 | 3 | 33.33 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 3 | 20.00 | 2 | 13.33 | 2 | 13.33 | 4 | 26.67 | 4 | 26.67 | 46.67 |
| | 3 | 3 | 18.75 | 3 | 18.75 | 3 | 18.75 | 4 | 25.00 | 3 | 18.75 | 56.25 |
| | 4 | 1 | 6.67 | 5 | 33.33 | 1 | 6.67 | 4 | 26.67 | 4 | 26.67 | 46.67 |
| | Y-T-D | 7 | 12.73 | 15 | 27.27 | 9 | 16.36 | 12 | 21.82 | 12 | 21.82 | 56.36 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 44.44 | 2 | 22.22 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 7 | 46.67 | 3 | 20.00 | 3 | 20.00 | 2 | 13.33 | 0 | 0.00 | 86.67 |
| | 3 | 6 | 37.50 | 9 | 56.25 | 1 | 6.25 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 60.00 | 3 | 20.00 | 3 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 26 | 47.27 | 17 | 30.91 | 9 | 16.36 | 3 | 5.45 | 0 | 0.00 | 94.55 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 44.44 | 2 | 22.22 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 12 | 80.00 | 3 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 50.00 | 5 | 31.25 | 2 | 12.50 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| | 4 | 10 | 66.67 | 4 | 26.67 | 1 | 6.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 34 | 61.82 | 14 | 25.45 | 5 | 9.09 | 2 | 3.64 | 0 | 0.00 | 96.36 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 22.22 | 2 | 22.22 | 1 | 11.11 | 1 | 11.11 | 3 | 33.33 | 55.56 |
| | 2 | 5 | 33.33 | 2 | 13.33 | 2 | 13.33 | 4 | 26.67 | 2 | 13.33 | 60.00 |
| | 3 | 6 | 37.50 | 3 | 18.75 | 5 | 31.25 | 2 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 7 | 46.67 | 2 | 13.33 | 2 | 13.33 | 3 | 20.00 | 1 | 6.67 | 73.33 |
| | Y-T-D | 20 | 36.36 | 9 | 16.36 | 10 | 18.18 | 10 | 18.18 | 6 | 10.91 | 70.91 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 55.56 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 8 | 53.33 | 2 | 13.33 | 2 | 13.33 | 3 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 9 | 56.25 | 3 | 18.75 | 2 | 12.50 | 2 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 10 | 66.67 | 2 | 13.33 | 1 | 6.67 | 1 | 6.67 | 1 | 6.67 | 86.67 |
| | Y-T-D | 32 | 58.18 | 9 | 16.36 | 6 | 10.91 | 6 | 10.91 | 2 | 3.64 | 85.45 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **152** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 11.11 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 4 | 44.44 | 55.56 |
| | 2 | 3 | 20.00 | 2 | 13.33 | 3 | 20.00 | 1 | 6.67 | 6 | 40.00 | 53.33 |
| | 3 | 2 | 12.50 | 2 | 12.50 | 5 | 31.25 | 2 | 12.50 | 5 | 31.25 | 56.25 |
| | 4 | 5 | 33.33 | 1 | 6.67 | 4 | 26.67 | 0 | 0.00 | 5 | 33.33 | 66.67 |
| | Y-T-D | 11 | 20.00 | 8 | 14.55 | 13 | 23.64 | 3 | 5.45 | 20 | 36.36 | 58.18 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 33.33 | 4 | 44.44 | 0 | 0.00 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | 2 | 4 | 26.67 | 3 | 20.00 | 5 | 33.33 | 2 | 13.33 | 1 | 6.67 | 80.00 |
| | 3 | 7 | 43.75 | 4 | 25.00 | 1 | 6.25 | 2 | 12.50 | 2 | 12.50 | 75.00 |
| | 4 | 5 | 33.33 | 4 | 26.67 | 3 | 20.00 | 1 | 6.67 | 2 | 13.33 | 80.00 |
| | Y-T-D | 19 | 34.55 | 15 | 27.27 | 9 | 16.36 | 6 | 10.91 | 6 | 10.91 | 78.18 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 55.56 | 1 | 11.11 | 1 | 11.11 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | 2 | 9 | 60.00 | 1 | 6.67 | 3 | 20.00 | 1 | 6.67 | 1 | 6.67 | 86.67 |
| | 3 | 9 | 56.25 | 3 | 18.75 | 4 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 60.00 | 3 | 20.00 | 2 | 13.33 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | Y-T-D | 32 | 58.18 | 8 | 14.55 | 10 | 18.18 | 2 | 3.64 | 3 | 5.45 | 90.91 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 44.44 | 1 | 11.11 | 3 | 33.33 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 4 | 26.67 | 4 | 26.67 | 4 | 26.67 | 3 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 7 | 43.75 | 5 | 31.25 | 3 | 18.75 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| | 4 | 5 | 33.33 | 4 | 26.67 | 5 | 33.33 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | Y-T-D | 20 | 36.36 | 14 | 25.45 | 15 | 27.27 | 5 | 9.09 | 1 | 1.82 | 89.09 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.67 | 2.00 | 2.00 | 3.11 | 1.89 | 3.33 | 2.22 | 2.11 | 2.22 | 79.01 |
| Quarter 2: | 3.27 | 2.00 | 1.20 | 2.73 | 2.00 | 3.33 | 2.53 | 1.93 | 2.40 | 74.81 |
| Quarter 3: | 3.06 | 1.69 | 1.75 | 2.19 | 1.81 | 3.38 | 2.25 | 1.69 | 1.88 | 83.33 |
| Quarter 4: | 3.33 | 1.60 | 1.40 | 2.27 | 1.73 | 2.93 | 2.40 | 1.73 | 2.13 | 82.22 |
| Y-T-D | 3.13 | 1.80 | 1.55 | 2.51 | 1.85 | 3.24 | 2.36 | 1.84 | 2.15 | 80.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

07/07 THROUGH 09/07

As a young mother of two I feel that most of the program I can qualify for and I am never informed of what I need to do to be eligible.

Entrenando mejor a sus empleados.

Train your employees better!

El personal de recepcion deberia ser mas cortes y paciente con los que hacistimos a pedir ayuda porque son muy sangronas y protente.

The reception staff should be more courteous and patient with those who are here to ask for help because they are very nasty and rude.

The people in front desk are rude and act like they better things to do but the people in the back who interview you are very nice they answer you questions and are respectful wish the people in front were that way!!!

Me gustaria que en la recepcion fueran mas accesibles cuando uno va hacer una pregunta o a traer una aplicacion no tener que anotarce y esperar su turno. Gracias

I would like that reception would be more accessible when one goes to ask a question or bring an application, not having to note it and wait your turn. Thank you.

Better service and hearing.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

10/07 THROUGH 12/07

Staff @ front desk need PR classes

Que el personal que trabaja enfrente sean mas educadas y corteses no agan sentir mal alas personas.

That the staff that Works in front were better mannered and courteous and that they don't make people feel bad.

With the family's that come thru daily the people that I dealt with after the load they had seen before me were very courteous towards me. The system they have seems to work.

Que cuando le dan la cita aunque sea en espanol es a esa hora que lo atiendan y las persona que atienden en las ventanilla sean mas amables.

That when they give an appointment even if it is in Spanish that they take care o f you on time and the staff that help at the window would be nicer.

En ponernos menos trabajos a personas como yo que no tengo ninguna ingreso ni de dinero ni como pagar para tener un techo donde vivir que vive uno como vemos muy malos.

Don't make us jump through so many hoops for people like me I have no income or money or way to pay for a roof over our heads, we are very bad off.

Pues un mejor servicio porque le an negado covertura medica soy diavetica y la nesecito si ustedes me pueden ayudar con eso.

Well a better service because they have denied medical coverage I am diabetic and I need it if you can help me with that.

Everyone needs to be a good listener and make that part at job description.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

10/07 THROUGH 12/07

The biggest issue I've experienced with the FAA office was having a scheduled appointment and having to wait longer than an hour to be seen. Every time I have had a scheduled appointment, I had at least a 20-30 min, wait but if I'm 15 mins late then my appointment has to get rescheduled (it happened once) not very fair.

Tratar con respeto y cortesia es como se puede ver su educacion. Gracias
Treating [us] with respect and courtesy it is how you can see one's upbringing. Thank you

When message are left to respond at a timely manner. Have the staff at the front desk be more courteous!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

01/08 THROUGH 03/08

You need more staff at the front desk, because only one person gives out appointments. To get an appointment you need to wait at least 2 ½ hrs.

Creo que algunas veces se tardan mucho para atender a las personas pero entiendo que ahí muchas personas así en general me han tratado con mucha cortesía.

I think that sometimes they take too long to take care of the people, but I understand that there are many people there. For me in general they have treated me with much courtesy.

Con más eficiencia, ya que tienen muchas horas para atenderte y después para resolverte el problema que tienes en ese momento. Se atraviesa la hora de lunch y ya no pueden atender. Las últimas 2 veces que fui estuve 3 hrs para que me atendieran.

With more efficiency, since they have enough time to take care of you and then to resolve a problem for you that you have at that moment. The lunch hour interferes and I already noticed they can take care of people. The last two times I went, I was there 3 hours in order for them to take care of me.

Thank you for everything. My god bless you always I'll pray for you

Pienso que poniendo gente bilingüe en las ventanillas cuando necesitamos información no saben Español. Gracias

I think that putting bilingual staff in the windows, when we need information they don't know Spanish Thank you

Nada más un punto cuando me den una cita para la entrevista, que el horario sea entre 8:30 a 9:00 am por favor.

Nothing more, a point when they make an appointment for the interview that it be scheduled between 8:30 to 9:00 please.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

01/08 THROUGH 03/08

It took them about a month to get a hold of me I had to call to get an appointment set up my daughter did not have health insurance for over a month. Because the case worker never made the phone call interview when

Get workers who know how to speak English return phone calls remember who you are treat all as one.

Teniendo un personal mas amable y no ser tan racista con las personas que no hablamos ingles.

Having nicer staff and not be so racist with the people who don't speak English.

La calidad del servicio es buena yo nunca e tenido problemas. Gracias

The quality of service is good I have never had problems. Thank you

Que el personal de ventanilla sea mas accesible y amable al pedir algun tipo de informacion.

That the staff at the window would be nicer and more accessible to ask for any type of information.

By scheduling people according to what they put on application or say in person. And when people call the phone should not ring like 20 to 30 times maybe more.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

04/08 THROUGH 06/08

las mujeres de las ventanas son un poco impasientes todo te reponden con mala gana yo fui un dia a la 1:00 y estube hasta la 5:00 para que me dijeran que me iban a hablar espere una semana y no me hablaron hasta que volvi a

The women at the windows are a little impatient all respond like they don't want to. I went one day at 1:00 and I was there until 5:00 in order for them to tell me that they were going to contact me I waited a week and they have not contacted me until I went back.

Contestando las llamadas de telefonos por que mucha veces quiero preguntar algo y nomas no reponden ni en ingles ni espanol.

Answering telephone calls because many times I want to ask something and they don't respond neither in English nor Spanish.

usualmente los trabajadores que me atienden se portan super bien esta ultima vez nos atendio muy bien la muchacha de enfrente para harer cita porque antes seportaban poco groceros.

Usually the workers that take care of me be have super good, this last time they took care of us very good, the girl in front (to make the appointment) because before she behaved a little rudely

Demaciada espera para dar una cita necesita mejor pesonal.

Too much waiting to get an appointment, you need better staff.

Staff need to change how to talk or treat people.

I think that the people behind the plastic windows need to be more helpful and also need to speak up when calling out people's names because I was standing next to the window and I could here that person barely a murmur.
AND THAS ALWAYS.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 08

04/08 THROUGH 06/08

Tener mas personal bilingue seria excelente. Gracias

Having more bilingual staff would be excellent. Thank you.

The front desk staff spoke Spanish 90% of the time I only speak English. I believe this country is English speaking and the staff should speak English 90% of the time.

I know that the ladys that work in front are busy all day but just try not to take it on customers, if we have questions they answer rude or with an attitude. Thank for taking this in consideration

No esperar tanto tiempo para hacer solamente una pregunta o entregar informacion.

Not waiting so long to only ask a question or drop off information.

La trabajadora ha sido muy amable y cortes y contesta todas mis preguntas. Gracias

The worker has been very friendly and courteous and answered all my questions. Thank you.

Se pierde mucho tiempo en espera los prodimientos son muy largos y el personal (alguno) es muy intolerable.

I lost so much time waiting the procedures are very long and the staff (some) are very intolerable.

Que nos puendan seguir ayudandonos y prestar sus servicios (en espanol) como asta ahora. Gracias

That you can continue helping us and giving your services (in Spanish) as up till now. Thank you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 27 | 5 | 18.52 | Q1 |
| 33 | 6 | 18.18 | Q2 |
| 28 | 4 | 14.29 | Q3 |
| 37 | 2 | 5.41 | Q4 |
| 125 | 17 | 13.60 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **154** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|--------|---------------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 47.06 | 8 | 47.06 | 1 | 5.88 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 58.82 | 5 | 29.41 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 1 | 5.88 | 3 | 17.65 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 2 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 2 | 11.76 | 1 | 5.88 | 1 | 5.88 | 0 | 0.00 | 94.12 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 82.35 | 3 | 17.65 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **154** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 35.29 | 5 | 29.41 | 5 | 29.41 | 0 | 0.00 | 1 | 5.88 | 94.12 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 82.35 | 1 | 5.88 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 88.24 | 0 | 0.00 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 70.59 | 2 | 11.76 | 2 | 11.76 | 1 | 5.88 | 0 | 0.00 | 94.12 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.60 | 1.40 | 1.20 | 1.80 | 1.20 | 2.20 | 1.20 | 1.00 | 1.20 | 97.78 |
| Quarter 2: | 1.67 | 2.00 | 2.00 | 1.50 | 1.17 | 2.50 | 1.67 | 1.67 | 2.33 | 96.30 |
| Quarter 3: | 1.25 | 1.00 | 1.00 | 1.00 | 1.00 | 1.25 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 2.00 | 1.50 | 1.00 | 1.00 | 1.50 | 2.50 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.59 | 1.53 | 1.41 | 1.41 | 1.18 | 2.12 | 1.29 | 1.24 | 1.53 | 98.04 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 154

SFY 08

07/07 THROUGH 09/07

Teniendo personal bilingue y mas amble.

Having a friendlier, bilingual staff

Just keep the people you have.

When trying to check in or return in application/ask questions the person at the front desk did not acknowledge my presence. I waited for ten to fifteen minutes before being helped.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 154

SFY 08

10/07 THROUGH 12/07

Todo esta bien muchas gracias.

Everything is good. Many thanks

Yo no miro bien tengo 80 anos para los ancianos todo deberian ser por telefono y ayudarlos mas con presupuesto apenas me alcanza con mis

I don't see very well I am 80 years old. For seniors, everything must be by phone and helping them more with budget, I can scarcely afford my medicine.

Todo esta bien.

All is good.

Que pudieran iformarnos cual plan de salud es mejor para nuestro problema porque en mi caso en muchas partes no aceptan mi plan. Gracias

That you would inform us which health plan is better for our problem because in my case, not many places accept my plan. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 154

SFY 08

04/08 THROUGH 06/08

Que sigan atendiendo ala comunidad como lan an estado asiendo ya que es muy importante enterarnos de todos los cambios en el cuidado de la salud. Muchas gracias a todo el personal.

That you continue taking care of the community as you have been doing since it is very important we pay (know about) for the all the changes in health care. Many thanks to all the staff.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 77 | 13 | 16.88 | Q1 |
| 86 | 5 | 5.81 | Q2 |
| 73 | 6 | 8.22 | Q3 |
| 90 | 3 | 3.33 | Q4 |
| 326 | 27 | 8.28 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **182** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 7.69 | 7 | 53.85 | 1 | 7.69 | 4 | 30.77 | 0 | 0.00 | 69.23 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 2 | 33.33 | 50.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 2 | 66.67 | 0.00 |
| | Y-T-D | 5 | 18.52 | 8 | 29.63 | 2 | 7.41 | 7 | 25.93 | 5 | 18.52 | 55.56 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 46.15 | 3 | 23.08 | 1 | 7.69 | 3 | 23.08 | 0 | 0.00 | 76.92 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 40.74 | 8 | 29.63 | 5 | 18.52 | 3 | 11.11 | 0 | 0.00 | 88.89 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 7 | 53.85 | 4 | 30.77 | 0 | 0.00 | 2 | 15.38 | 0 | 0.00 | 84.62 |
| | 2 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 55.56 | 7 | 25.93 | 1 | 3.70 | 3 | 11.11 | 1 | 3.70 | 85.19 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 6 | 46.15 | 3 | 23.08 | 1 | 7.69 | 0 | 0.00 | 3 | 23.08 | 76.92 |
| | 2 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | Y-T-D | 10 | 37.04 | 7 | 25.93 | 2 | 7.41 | 1 | 3.70 | 7 | 25.93 | 70.37 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 53.85 | 2 | 15.38 | 3 | 23.08 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 17 | 62.96 | 4 | 14.81 | 3 | 11.11 | 2 | 7.41 | 1 | 3.70 | 88.89 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **182** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 23.08 | 2 | 15.38 | 4 | 30.77 | 1 | 7.69 | 3 | 23.08 | 69.23 |
| | 2 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 2 | 33.33 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 2 | 33.33 | 66.67 |
| | 4 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | Y-T-D | 6 | 22.22 | 5 | 18.52 | 7 | 25.93 | 1 | 3.70 | 8 | 29.63 | 66.67 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 30.77 | 4 | 30.77 | 2 | 15.38 | 1 | 7.69 | 2 | 15.38 | 76.92 |
| | 2 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 37.04 | 5 | 18.52 | 5 | 18.52 | 3 | 11.11 | 4 | 14.81 | 74.07 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 7 | 53.85 | 2 | 15.38 | 4 | 30.77 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 16.67 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 11 | 40.74 | 6 | 22.22 | 8 | 29.63 | 1 | 3.70 | 1 | 3.70 | 92.59 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 38.46 | 2 | 15.38 | 3 | 23.08 | 2 | 15.38 | 1 | 7.69 | 76.92 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 2 | 33.33 | 0 | 0.00 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 10 | 37.04 | 3 | 11.11 | 6 | 22.22 | 5 | 18.52 | 3 | 11.11 | 70.37 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.62 | 2.08 | 1.77 | 2.31 | 1.92 | 2.92 | 2.46 | 1.77 | 2.38 | 80.34 |
| Quarter 2: | 2.40 | 1.80 | 1.40 | 3.20 | 1.80 | 3.00 | 3.00 | 1.60 | 2.80 | 75.56 |
| Quarter 3: | 3.33 | 2.00 | 2.33 | 2.50 | 1.17 | 3.00 | 2.17 | 2.83 | 2.67 | 74.07 |
| Quarter 4: | 4.67 | 2.00 | 1.67 | 2.67 | 2.00 | 3.33 | 2.33 | 2.67 | 2.67 | 70.37 |
| Y-T-D | 2.96 | 2.00 | 1.81 | 2.56 | 1.74 | 3.00 | 2.48 | 2.07 | 2.56 | 76.95 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 182

SFY 08

07/07 THROUGH 09/07

I went down on June 7 for health INS and here it is now Aug 2 and they said they lost my paper work so I have to reply.

Pueden seguir enteniendo jente de tan bueno calidad para q' sigan con sus oficinas de tan buena presentacion. "Gracias"

You can continue taking care of people with such good quality so you can continue with such a good presentation in your offices.

More front desk help!

We have no idea

Your interviewer, on our case should have been more attentive to our case instead of goofing off with follow employees.

Over a period of 3-4 weeks, left repeated messages to please call, and received no returned calls. during this time we were under a working case 00355862. Thank you

Not have us come to our appointment 15 mins, early when the worker doesn't come out. Have the workers talk to the client say hello or something. Not keep clients on the phone for 20 minutes.

The employees should be more responsive to the questions we have. Sometimes they don't response quickly and seem not to care. Also there should be more people helping in front.

The people at the front desk could be a little nicer.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 182

SFY 08

10/07 THROUGH 12/07

When someone call return the call, don't loose information & don't make people wait 30 min or more for an appointment.

The first problem I endured would be someone putting you on hold for 30 min before you get transferred to another line and another 30 minutes hold but even worse than that is you never ever get to talk to a living person (your EI) you only get their voice mail which tells you leave a message and a # and they will return your call within 24 Hrs. it has never happened!!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 182

SFY 08

01/08 THROUGH 03/08

When I ask for special appt days and/or time I never get it. always have to call and reset appt.

Get more workers at the front & interviewers. Thanks

I do not enjoy going into any one of these offices. Mainly because of the wait and the attitude of the front personal. I don't appreciate made to feel that anyone is better than I just because one needs a little help now and then. I just went back to work and don't have medical for 190 days. I'm not looking forward to go back in and ask for medical!!

Stop sending clients on the runaround! Hire responsible workers!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 182

SFY 08

04/08 THROUGH 06/08

Seems the one I am to report to has either left the job or out sick? So have to wait for whoever is taking the extra case load! Having an appointment does not seem to mean much! Need more staff satisfaction or more staff in

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 58 | 6 | 10.34 | Q1 |
| 68 | 10 | 14.71 | Q2 |
| 62 | 10 | 16.13 | Q3 |
| 84 | 11 | 13.10 | Q4 |
| 272 | 37 | 13.60 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **785** District: **1-W**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 2 | 3 | 30.00 | 3 | 30.00 | 2 | 20.00 | 0 | 0.00 | 2 | 20.00 | 80.00 |
| | 3 | 1 | 10.00 | 7 | 70.00 | 1 | 10.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 4 | 3 | 27.27 | 5 | 45.45 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| | Y-T-D | 7 | 18.92 | 18 | 48.65 | 5 | 13.51 | 1 | 2.70 | 6 | 16.22 | 81.08 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 5 | 50.00 | 2 | 20.00 | 1 | 10.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 3 | 30.00 | 4 | 40.00 | 1 | 10.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 4 | 36.36 | 4 | 36.36 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 16 | 43.24 | 11 | 29.73 | 4 | 10.81 | 4 | 10.81 | 2 | 5.41 | 83.78 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 5 | 50.00 | 4 | 40.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 60.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 45.45 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 19 | 51.35 | 12 | 32.43 | 4 | 10.81 | 0 | 0.00 | 2 | 5.41 | 94.59 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 5 | 50.00 | 2 | 20.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 3 | 5 | 50.00 | 2 | 20.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 4 | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | Y-T-D | 19 | 51.35 | 8 | 21.62 | 5 | 13.51 | 3 | 8.11 | 2 | 5.41 | 86.49 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 70.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 70.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 4 | 7 | 63.64 | 1 | 9.09 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 24 | 64.86 | 8 | 21.62 | 3 | 8.11 | 0 | 0.00 | 2 | 5.41 | 94.59 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **785** District: **1-W**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 33.33 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 3 | 30.00 | 1 | 10.00 | 1 | 10.00 | 1 | 10.00 | 4 | 40.00 | 50.00 |
| | 3 | 1 | 10.00 | 1 | 10.00 | 3 | 30.00 | 2 | 20.00 | 3 | 30.00 | 50.00 |
| | 4 | 6 | 54.55 | 0 | 0.00 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 72.73 |
| | Y-T-D | 12 | 32.43 | 2 | 5.41 | 9 | 24.32 | 5 | 13.51 | 9 | 24.32 | 62.16 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 5 | 50.00 | 1 | 10.00 | 2 | 20.00 | 1 | 10.00 | 1 | 10.00 | 80.00 |
| | 3 | 4 | 40.00 | 1 | 10.00 | 1 | 10.00 | 1 | 10.00 | 3 | 30.00 | 60.00 |
| | 4 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | Y-T-D | 19 | 51.35 | 5 | 13.51 | 5 | 13.51 | 2 | 5.41 | 6 | 16.22 | 78.38 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 50.00 | 0 | 0.00 | 3 | 30.00 | 1 | 10.00 | 1 | 10.00 | 80.00 |
| | 3 | 4 | 40.00 | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 4 | 6 | 54.55 | 1 | 9.09 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | Y-T-D | 20 | 54.05 | 4 | 10.81 | 8 | 21.62 | 3 | 8.11 | 2 | 5.41 | 86.49 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 5 | 50.00 | 2 | 20.00 | 1 | 10.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 4 | 40.00 | 2 | 20.00 | 2 | 20.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 6 | 54.55 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | Y-T-D | 18 | 48.65 | 8 | 21.62 | 4 | 10.81 | 6 | 16.22 | 1 | 2.70 | 81.08 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 3.00 | 1.83 | 2.17 | 1.67 | 1.50 | 2.67 | 1.83 | 1.17 | 1.83 | 85.19 |
| Quarter 2: | 2.50 | 2.00 | 1.60 | 1.90 | 1.40 | 3.20 | 2.20 | 2.30 | 2.00 | 82.22 |
| Quarter 3: | 2.30 | 2.20 | 1.50 | 1.90 | 1.60 | 3.50 | 2.80 | 2.10 | 2.20 | 81.11 |
| Quarter 4: | 2.36 | 2.09 | 1.91 | 2.18 | 1.82 | 2.27 | 1.91 | 2.09 | 2.00 | 84.85 |
| Y-T-D | 2.49 | 2.05 | 1.76 | 1.95 | 1.59 | 2.92 | 2.22 | 2.00 | 2.03 | 83.18 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 785

SFY 08

07/07 THROUGH 09/07

We waited 5 hours because we were walk in no appointment, we have our grandson the helped a lot we know nothing about any of this stuff, we both work. So know nothing! I think you should care.

Your doing fine, but you do not return phone calls very well.

You can hire more courteous and respectful front desk people. Also, some of the interviewers need people skills. The last interviewer I saw was wonderful but the one before that was in a horrible mood & rushed everything, not wanting to answer any questions.

Was not able to ask questions or make comments. Was not told what was going to happen.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 785

SFY 08

10/07 THROUGH 12/07

When I got my Qwest card I could not use it because my birthday was entered wrong and my name is miss-spelled. I told the worker this when it was first done but it was not corrected had to make another trip and still they kept telling me to call the number for the Food Stamps. Big mess and I had

Hire people who are competent enough to be trained not only to know DES rules speak English!!! Need direction more clearly visible @ office get rid of the glass & be normal people you Mexicans are weird.

My renewal dates were confused. Interview was performed in Aug 8th now must be repeated in Nov. We all make mistakes. Case worker was very respectful. Thank you

When I come in for my interview it would help if they would be on time.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 785

SFY 08

01/08 THROUGH 03/08

Had a very bad experience @ South Phx site located on Central & Broadway.

The staff in the front office at the DES daycare window belittled me in front of everyone and disclosed my personal information very loud for everyone to hear. I then left this office embarrassed and in tears.

I still don't know when I have to do a follow up interview the agent although very nice chose the health plan for us because I didn't think we were going to be approved. I never had one of my phone call returned from my agent which I really didn't appreciate. Thank you for this opportunity to voice my

Thank you they are wonderful people.

Have your FAA staff & those above them understand: that when someone bill & medications exceed their SSDI by over \$800 a month & they are in the donut hole with drugs (having to pay out of pocket \$3,850.00 that they need temporary medication help w food!!!! Do to your agency inability to help I suffered a massive hart attack I was canceled twice. Thank god I still here to tell about it!!!!

Comprometerse con el publico a servir mejor devolver las llamadas poder tener acceso a cuenta o estados de mi caso por telefono dar una lista de los limites de requisitos que debo tener para resibir los servicios.

Get involved with the public to serve them better returning phone calls being able to have access to my account or status of my case by phone. Giving a list of the limits of requirements I must have to receive services.

You are appreciated!

Open up a couple more windows out front and hire more help for them. My call return was 6 days. It's also hard to get thru to someone to talk to when you call. Thank you

So much for trying so very hard to help us (especially at this difficult time for me)

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 785

SFY 08

04/08 THROUGH 06/08

When first applying for assistance, the woman handling my case was never available. After a month or two I was told she was no longer available and they were assigning case to another rep. I had to call several times before there was rep that had my account. Had no problems with new rep.

Arrived 15 min prior to appointment, one (1) hr after time was told that the person did not work that day. Lady at the front desk could have told us this if she was not so worried about her gum. For a state office this place looked like a pig pen. People don't know their job. I could do their job.

Employees at the front gate must always have a friendly, al smiles to dealing with the public a few times they were working up front with a bad attitude which makes us feel very uncomfortable.

Help grandparent get health ins.

Very good

I was rather confused as to where I should wait to turn in my papers documents for benefits – but was taken care when I inquired at the

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT II

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 56 | 4 | 7.14 | Q1 |
| 62 | 10 | 16.13 | Q2 |
| 59 | 5 | 8.47 | Q3 |
| 64 | 6 | 9.38 | Q4 |
| 241 | 25 | 10.37 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **218** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 6 | 60.00 | 4 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 4 | 0 | 0.00 | 2 | 33.33 | 4 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 4.00 | | 10 | 40.00 | 12 | 48.00 | 0 | 0.00 | 2 | 8.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 5 | 50.00 | 4 | 40.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 3 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 12 | 48.00 | 8 | 32.00 | 2 | 8.00 | 3 | 12.00 | 0 | 0.00 | 88.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 90.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 76.00 | 4 | 16.00 | 2 | 8.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 4 | 40.00 | 2 | 20.00 | 2 | 20.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 40.00 | 5 | 20.00 | 5 | 20.00 | 4 | 16.00 | 1 | 4.00 | 80.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 4 | 40.00 | 3 | 30.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 48.00 | 8 | 32.00 | 4 | 16.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **218** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 2 | 50.00 | 50.00 |
| | 2 | 4 | 40.00 | 0 | 0.00 | 0 | 0.00 | 5 | 50.00 | 1 | 10.00 | 40.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 5 | 83.33 | 16.67 |
| | Y-T-D | 8 | 32.00 | 2 | 8.00 | 2 | 8.00 | 5 | 20.00 | 8 | 32.00 | 48.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 25.00 | 0 | 0.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 5 | 50.00 | 1 | 10.00 | 1 | 10.00 | 1 | 10.00 | 2 | 20.00 | 70.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 16.67 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 44.00 | 6 | 24.00 | 4 | 16.00 | 2 | 8.00 | 2 | 8.00 | 84.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 8 | 80.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 3 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 68.00 | 3 | 12.00 | 3 | 12.00 | 1 | 4.00 | 1 | 4.00 | 92.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 40.00 | 3 | 30.00 | 2 | 20.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 10 | 40.00 | 7 | 28.00 | 6 | 24.00 | 1 | 4.00 | 1 | 4.00 | 92.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.25 | 2.00 | 1.75 | 3.00 | 2.50 | 3.50 | 2.75 | 2.25 | 1.75 | 77.78 |
| Quarter 2: | 2.40 | 1.70 | 1.10 | 2.20 | 1.90 | 2.90 | 2.40 | 1.60 | 2.10 | 84.44 |
| Quarter 3: | 3.60 | 1.40 | 1.00 | 2.20 | 1.20 | 1.80 | 1.20 | 1.60 | 1.80 | 93.33 |
| Quarter 4: | 2.67 | 2.33 | 1.67 | 1.83 | 1.50 | 4.33 | 2.00 | 1.33 | 2.33 | 87.04 |
| Y-T-D | 2.68 | 1.84 | 1.32 | 2.24 | 1.76 | 3.12 | 2.12 | 1.64 | 2.04 | 85.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 218

SFY 08

07/07 THROUGH 09/07

You are doing a good job ok?

The applications should've been easy to get, so people don't have to wait and ask at country club & speedway Tucson, AZ.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 218

SFY 08

10/07 THROUGH 12/07

People at the front desk, don't need to take personal calls, when working. I see to many people walking around like they have nothing do. When you stop to ask them they either don't talk or tell you that is not their dep. But yet they have time to talk about their personal problems or where there going to lunch and with who, this should not be acceptable, when you have an appointment hope you make change for the better.

It is always hard to ask for help and there are some staff members at the office I go to that are condescending and personally act as if the benefits are coming out of their wallet which I have too been tax payer for many many years. They can be extremely rude which makes it ever harder and

By getting more bilingual workers to help the people that don't speak English. Thank you

I believe DES does an exceptional job @ getting clients what they need in the least amount of time considering circumstances distracting children & clients complaining they sill keep a smile and are always polite & listened well is my experience.

A mi me pararon el caso antes de tiempo lo renobaron mas temprano yo tenia access (doctor) me mandaron un recibo por que no tenia doctor tuve que dar algunas vueltas para salir el resultado del caso. Mande un cambio no recibi requesta.

They stopped my case before the renewal time. Earlier I had AHCCCS and the doctor sent me a receipt because I didn't have a doctor. I had to come back several times to resolve my case ok. I sent a change, [but] I did not receive a response.

Be more courteous to people at the front desk. When you make appointments, try to get the people in as close to their schedule time as possible. Thank you for you time.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 218

SFY 08

01/08 THROUGH 03/08

I believe that the front desk staff needs to be more courteous. I understand that at times it may get hectic but they do not need to take out their anger on the next customer. Overall the staff does a great job!!!

I myself think you are doing a good job.

The front desk staff need to be more organized and less gossip talk about their personal lives. If it were to stop more schedule appointments would be on time and the line wouldn't be so long on a daily basis. The rest of the

The waiting time was long hours.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 218

SFY 08

04/08 THROUGH 06/08

you are fine!!! Many Thanks!

The office can be cleaner there should be a corner for children with book, table, chair crayons and some washable toys. A coat of paint provides a welcoming atmosphere. It might even boost the morale of your staff.

Return phone calls & follow through an promises made to clear up mistakes in benefits.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 56 | 7 | 12.50 | Q1 |
| 67 | 11 | 16.42 | Q2 |
| 59 | 15 | 25.42 | Q3 |
| 59 | 5 | 8.47 | Q4 |
| 241 | 38 | 15.77 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **222** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 28.57 | 5 | 71.43 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 54.55 | 3 | 27.27 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 26.67 | 7 | 46.67 | 3 | 20.00 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 13 | 34.21 | 17 | 44.74 | 6 | 15.79 | 1 | 2.63 | 1 | 2.63 | 94.74 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 45.45 | 2 | 18.18 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 9 | 60.00 | 4 | 26.67 | 1 | 6.67 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | Y-T-D | 21 | 55.26 | 9 | 23.68 | 4 | 10.53 | 4 | 10.53 | 0 | 0.00 | 89.47 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 81.82 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 11 | 73.33 | 1 | 6.67 | 2 | 13.33 | 0 | 0.00 | 1 | 6.67 | 93.33 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 40.00 |
| | Y-T-D | 26 | 68.42 | 4 | 10.53 | 4 | 10.53 | 2 | 5.26 | 2 | 5.26 | 89.47 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 54.55 | 5 | 45.45 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 10 | 66.67 | 2 | 13.33 | 2 | 13.33 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 4 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 2 | 40.00 | 40.00 |
| | Y-T-D | 23 | 60.53 | 8 | 21.05 | 3 | 7.89 | 2 | 5.26 | 2 | 5.26 | 89.47 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 63.64 | 3 | 27.27 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 12 | 80.00 | 2 | 13.33 | 1 | 6.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 27 | 71.05 | 7 | 18.42 | 3 | 7.89 | 1 | 2.63 | 0 | 0.00 | 97.37 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **222** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 18.18 | 2 | 18.18 | 6 | 54.55 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 5 | 33.33 | 1 | 6.67 | 5 | 33.33 | 1 | 6.67 | 3 | 20.00 | 73.33 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 2 | 40.00 | 20.00 |
| | Y-T-D | 13 | 34.21 | 3 | 7.89 | 12 | 31.58 | 4 | 10.53 | 6 | 15.79 | 73.68 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 45.45 | 4 | 36.36 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 53.33 | 1 | 6.67 | 3 | 20.00 | 2 | 13.33 | 1 | 6.67 | 80.00 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | Y-T-D | 20 | 52.63 | 7 | 18.42 | 6 | 15.79 | 4 | 10.53 | 1 | 2.63 | 86.84 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 8 | 72.73 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 60.00 | 1 | 6.67 | 4 | 26.67 | 1 | 6.67 | 0 | 0.00 | 93.33 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | Y-T-D | 23 | 60.53 | 5 | 13.16 | 7 | 18.42 | 3 | 7.89 | 0 | 0.00 | 92.11 |
| 9: The overall quality of service at the FAA office was: | 1 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 8 | 72.73 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 11 | 73.33 | 1 | 6.67 | 3 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 26 | 68.42 | 5 | 13.16 | 6 | 15.79 | 1 | 2.63 | 0 | 0.00 | 97.37 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.71 | 1.14 | 1.43 | 1.43 | 1.29 | 1.71 | 1.14 | 1.43 | 1.14 | 98.41 |
| Quarter 2: | 1.64 | 2.00 | 1.27 | 1.45 | 1.45 | 2.64 | 1.73 | 1.36 | 1.36 | 97.98 |
| Quarter 3: | 2.13 | 1.60 | 1.60 | 1.60 | 1.27 | 2.73 | 2.13 | 1.80 | 1.47 | 91.11 |
| Quarter 4: | 2.40 | 2.60 | 3.20 | 3.20 | 2.00 | 3.80 | 2.80 | 2.80 | 2.60 | 57.78 |
| Y-T-D | 1.95 | 1.76 | 1.68 | 1.74 | 1.42 | 2.66 | 1.92 | 1.74 | 1.53 | 90.06 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 08

07/07 THROUGH 09/07

I'm disabled so a lot of my stuff is done over the phone except for one "problem" 2 years ago, all has gone smoothly and professionally. Thanks for everyones help!

When I first went to get help to get food stamps, I was treated with great respect and have in turn great respect from an 86 year old woman who had worked all my life till a back injury kept me from continuing my job of more than 30 yrs St Eliz Clinic. I thank god for them!

Please keep providing the quality service that you currently are. Best

Staff who handled my case was extremely nice, knowledgeable and fast. It was a nice very professional office visit. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 08

10/07 THROUGH 12/07

I have been impressed at how much help everyone really was scared and apprehensive when I asked for help a few months ago and I was treated with dignity and respect. Thank you

Tomando a tiempo a las personas para la entrevista siendo mas agiles en la atencion a presonas en la linea.

Taking people on time for the interview paying quicker attention to people in line

God bless you all for the honest help I need some of the people you help should be drug tested! Thank you

Everything is fine.

Pienso que estan haciendo todo lo posible. Gracias

I think that you are doing all that is possible Thank you

A mi siempre me han tratado bien y han sido muy amables. Gracias

To me always they have treated me well and have been very nice. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 08

01/08 THROUGH 03/08

Front desk people be more courteous, even though they are overwhelmed with people more up front desk people available.

Have the caseworker to return my calls when I left msgs number of times.

Already doing excellent work!

You could find a way to shorten wait times, and length of lines.

Pienso que el servicio medico es muy importante para nosotros y damos gracias por ayudarnos y su interes por nuestra salud y la de nuestros hijos.

I think that the medical service is very important for us and we give thanks for you helping us and your interest in our health and that of our children.

It was very good I do agree on all of them you do work very hard and the job all of you doing a very great job of doing good luck.

Yo no tengo ningun problema alcontrario estoy muy agradecida por la ayuda que medieron para mi familia.

I don't have any problem, to the contrary, I am very grateful for the help they have given my family.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 08

04/08 THROUGH 06/08

El servicio que brindan es bueno con calidad y atencion hacia las personas que lo solitamos, en lo personal sugiero si pueden, agilizar un poco mas el tramite que se solicita usea dar la respugas en cuanto al servicio dequrido lo mas rapido posible. Gracias

The service that they deliver is good with quality and attention to the people who apply. In my personal experience, I suggest if you can, speed up the application process, using the answers regarding the desired service as soon as possible. Thank you.

The people in the front desk should be more polite and stop talking when I have a question the customer service desk is good. But the other people in the front desk, when I asked them that I need to special they ignore me and don't even asked, I work and need special appointment and thank you for

Phone calls should be returned within 24 hours. Wait time should be

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 53 | 9 | 16.98 | Q1 |
| 59 | 6 | 10.17 | Q2 |
| 67 | 7 | 10.45 | Q3 |
| 67 | 3 | 4.48 | Q4 |
| 246 | 25 | 10.16 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **223** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 4 | 44.44 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 3 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 2 | 28.57 | 57.14 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 44.00 | 8 | 32.00 | 2 | 8.00 | 1 | 4.00 | 3 | 12.00 | 84.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 66.67 | 1 | 11.11 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 3 | 42.86 | 0 | 0.00 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 52.00 | 3 | 12.00 | 6 | 24.00 | 3 | 12.00 | 0 | 0.00 | 88.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 8 | 88.89 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 28.57 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 68.00 | 4 | 16.00 | 3 | 12.00 | 0 | 0.00 | 1 | 4.00 | 96.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 28.57 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 56.00 | 4 | 16.00 | 5 | 20.00 | 1 | 4.00 | 1 | 4.00 | 92.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 42.86 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 68.00 | 7 | 28.00 | 1 | 4.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **223** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------------|---------------------------------|--------------|----------|--------------|-----------------------------------|--------------|-------------------------------|--------------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 33.33 | 1 | 11.11 | 4 | 44.44 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 2 | 33.33 | 66.67 |
| | 3 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 2 | 28.57 | 2 | 28.57 | 42.86 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 8 | 32.00 | 3 | 12.00 | 6 | 24.00 | 4 | 16.00 | 4 | 16.00 | 68.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 3 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 2 | 28.57 | 1 | 14.29 | 57.14 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 56.00 | 4 | 16.00 | 3 | 12.00 | 2 | 8.00 | 2 | 8.00 | 84.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 2 | 28.57 | 57.14 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 64.00 | 3 | 12.00 | 3 | 12.00 | 1 | 4.00 | 2 | 8.00 | 88.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 3 | 42.86 | 0 | 0.00 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 60.00 | 2 | 8.00 | 5 | 20.00 | 3 | 12.00 | 0 | 0.00 | 88.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------------------------|
| Quarter 1: | 1.78 | 1.67 | 1.22 | 1.11 | 1.22 | 2.33 | 1.33 | 1.11 | 1.33 | 97.53 |
| Quarter 2: | 2.17 | 2.00 | 1.17 | 2.17 | 1.17 | 3.00 | 2.00 | 1.67 | 1.83 | 88.89 |
| Quarter 3: | 2.71 | 2.29 | 2.43 | 2.71 | 1.71 | 3.00 | 2.57 | 2.86 | 2.43 | 69.84 |
| Quarter 4: | 1.33 | 2.00 | 1.33 | 1.33 | 1.33 | 2.67 | 2.33 | 1.67 | 2.00 | 96.30 |
| Y-T-D | 2.08 | 1.96 | 1.56 | 1.84 | 1.36 | 2.72 | 1.96 | 1.80 | 1.84 | 87.56 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 08

07/07 THROUGH 09/07

Dando la ayuda a quien de verdad la necesita, a quien siempre ha trabajado y pagado impuestos (excepto discapacitados) y que en momentos dificiles necesitan ayuda; no a mentirosos, vagos y viciosos que ni hace nada por el pais, y reciben toda la ayuda...

Giving help to those who really have the need, to those who always have worked and paid taxes (except disability) and during a difficult time, they need help, not to the liars, vagrants and addicts who do nothing for the country and receive all the help.

The officer that helped me, was very respectful, very courteous, explained me in detail and ask for documents I needed in a very courteous manner. Thanks a lot.

Just you stay as good.

The only thing that I can think of, is to let applicants know all the benefits that are available to them individually.

The last time I tried to talk over the phone to a specific person, it took me a lot of time for him to return my calls, I had to call several times.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 08

10/07 THROUGH 12/07

I think the staff does a good job and the best to their ability.

Make sure that information that is fixed or dropped off reaches the person its intended for - I faxed documents that were never received-2X. Had to hand delivered instead.

All way great waiting time good no complaint. Thank you for your great

I have called several times in the past 6 months with questions no one returned my calls. I have then written to request help with my questions, I received no return calls, or letters I can't seem to find out who my case worker's name and number.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 08

01/08 THROUGH 03/08

When I schedule my appointments and have to be out at a certain time please respect this request and do not schedule an hour before I have to work. This happened last time. First thing in the morning or at 8a.m is fine.

After completing everything I was aware of for transferring my case from Sierra Vista, AZ to Tucson AZ, I had to wait in line for over an hour to drop off my change of address form. More than 5 month later, 3 phone calls I have made and submission of details, I still have not received an appointment letter, or update regarding my case. Most of the time is spent

I think that DES could do better the people that come to DES (the majority) came for assistance because they need it. be more courteous, smile cut the wait time down, even if a person has an appointment they still have to wait an 30 to 45 minutes.

I would like you guys call the prison on time.

You're doing great! Thank you for all you do and your assistance in making my life a little easier.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 08

04/08 THROUGH 06/08

I would just like it if someone would answer my call in a timely manner I would have to leave my case manager 5 messages & I still wouldn't get a call back. I would have to call them for answers.

La verda yo no he tenido ningun problema y les agradezco que me hay atendido con cortesia pero si tengo algo importante, la ultima person que me atendio el mes de agosto del 2007 creo es Sonia la felicito y le doy gracias ha

The truth is I have not had a single problem and I am grateful that they have attended me with courtesy but yes I have something important, the last person who took care of me in August 2007, I think her name was Sonia, I congratulate her and give thanks that she has been the only one.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 17 | 0 | 0.00 | Q1 |
| 12 | 1 | 8.33 | Q2 |
| 14 | 1 | 7.14 | Q3 |
| 16 | 2 | 12.50 | Q4 |
| 59 | 4 | 6.78 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **225** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|---|--------|---|--------|---|--------|---|--------|---|--------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **225** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 2.00 | 1.00 | 1.00 | 5.00 | 1.00 | 3.00 | 1.00 | 4.00 | 2.00 | 77.78 |
| Quarter 3: | 4.00 | 3.00 | 3.00 | 3.00 | 3.00 | 1.00 | 3.00 | 3.00 | 1.00 | 88.89 |
| Quarter 4: | 1.00 | 1.00 | 1.50 | 1.50 | 2.00 | 2.50 | 1.50 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 2.00 | 1.50 | 1.75 | 2.75 | 2.00 | 2.25 | 1.75 | 2.25 | 1.25 | 91.67 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 225

SFY 08

01/08 THROUGH 03/08

No I don't have anything to say about this its okay!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 225

SFY 08

04/08 THROUGH 06/08

Nothing really they were pretty on the job schedule. Thank you!!!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 66 | 9 | 13.64 | Q1 |
| 49 | 7 | 14.29 | Q2 |
| 45 | 9 | 20.00 | Q3 |
| 59 | 5 | 8.47 | Q4 |
| 219 | 30 | 13.70 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **228** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 55.56 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 3 | 33.33 | 4 | 44.44 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 12 | 40.00 | 11 | 36.67 | 4 | 13.33 | 1 | 3.33 | 2 | 6.67 | 90.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 66.67 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 4 | 44.44 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 50.00 | 9 | 30.00 | 5 | 16.67 | 0 | 0.00 | 1 | 3.33 | 96.67 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 3 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 21 | 70.00 | 5 | 16.67 | 3 | 10.00 | 1 | 3.33 | 0 | 0.00 | 96.67 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 55.56 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 2 | 28.57 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 3 | 5 | 55.56 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 13 | 43.33 | 4 | 13.33 | 9 | 30.00 | 3 | 10.00 | 1 | 3.33 | 86.67 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 60.00 | 9 | 30.00 | 2 | 6.67 | 0 | 0.00 | 1 | 3.33 | 96.67 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **228** District: **2**

| | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 | |
|---|------------------------------------|----------|---|----------|----------------|----------|---|----------|---------------------------------------|----------|---|--------|
| | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | | |
| QTR | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 22.22 | 2 | 22.22 | 4 | 44.44 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 1 | 14.29 | 1 | 14.29 | 2 | 28.57 | 3 | 42.86 | 0 | 0.00 | 57.14 |
| | 3 | 4 | 44.44 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 1 | 11.11 | 77.78 |
| | 4 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 9 | 30.00 | 4 | 13.33 | 10 | 33.33 | 5 | 16.67 | 2 | 6.67 | 76.67 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 20 | 66.67 | 7 | 23.33 | 2 | 6.67 | 0 | 0.00 | 1 | 3.33 | 96.67 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 73.33 | 4 | 13.33 | 3 | 10.00 | 0 | 0.00 | 1 | 3.33 | 96.67 |
| 9: The overall quality of service at the FAA office was: | 1 | 7 | 77.78 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 4 | 44.44 | 3 | 33.33 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 53.33 | 10 | 33.33 | 2 | 6.67 | 1 | 3.33 | 1 | 3.33 | 93.33 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|
| Quarter 1: | 1.56 | 1.33 | 1.22 | 1.89 | 1.33 | 2.56 | 1.22 | 1.11 | 1.22 | 97.53 |
| Quarter 2: | 2.14 | 2.14 | 1.71 | 2.43 | 2.00 | 3.00 | 1.71 | 1.86 | 2.00 | 82.54 |
| Quarter 3: | 2.00 | 1.78 | 1.33 | 2.00 | 1.44 | 2.44 | 1.44 | 1.44 | 1.89 | 93.83 |
| Quarter 4: | 2.60 | 2.00 | 1.80 | 2.60 | 1.60 | 2.20 | 1.80 | 1.60 | 1.80 | 93.33 |
| Y-T-D | 2.00 | 1.77 | 1.47 | 2.17 | 1.57 | 2.57 | 1.50 | 1.47 | 1.70 | 92.22 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 08

07/07 THROUGH 09/07

todo me parece muy bien no creo que falten cosas que cambien y gracias por cervirnos.

Everything seems very good to me I don't think you lack things that change and thank you for serving us

Muchas gracias por todo su ayuda y estoy muy agradecida por todo.

**Many thanks for all your help and I am very grateful for everything
Thank you.**

Realistic time allotted for interviews. Sitting in the office with 30 or more appointments all scheduled for 9 A.M. doesn't seem fair to staff or

Please send me a letter showing my benefits if you can, I think I might have received on but I am not sure. Thank you

When I make a change report, caseworker says she never received it. this is the second time she should received it as soon as I drop it off. I should need to go back so they can copy it again. It is dated.

Everything fine is ok.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 08

10/07 THROUGH 12/07

Very good information and help you office gave to us. Thank you

Front desk staff could be more friendly. Be more concerned about helping people!

Make a system to get birth certificates from other states faster.

Don't take everything for granted. Listen be interested about other people. We all have different needs. Try a little bit harder to get your financial support to us. This is supposed to be your top priority. We all need help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 08

01/08 THROUGH 03/08

De la misma forma

With the same manners

You are doing a good job. someone need to return call faster.

When I call, whoever answers the phones are not always polite and are rude usually always. It would be helpful to have the staff be friendly. Thank you

Que el personal que trabaja se ahi se comporte un poco mas amable. Las personas que tenemos que ir a la oficina nos hacen sentir muy mal.

That the staff that work there behave a little nicer. They make those of us who have to go to the office feel very bad

En mi punto de vista hasta hoy todo esta bien, me han tratado con mucha cortesia tienen muy buen servicio.

In my point of view, up to now all is good, they have treated me with much courtesy they have very good service.

Everyting is very good, ok. Ok

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 08

04/08 THROUGH 06/08

Have friendlier staff I been to a lot of offices and there maybe 1 person out of all that's nice & friendly.

Como siempre lo han hecho y muchisimas gracias por todas sus atenciones.
As always, they have done it and thank you so much for your attentions.

Los trabajadores trabajan juntos para ser mejor de pensive.
The workers work together to be better.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 38 | 3 | 7.89 | Q1 |
| 47 | 6 | 12.77 | Q2 |
| 55 | 5 | 9.09 | Q3 |
| 54 | 6 | 11.11 | Q4 |
| 194 | 20 | 10.31 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **230** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 16.67 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 40.00 | 10 | 50.00 | 2 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 8 | 40.00 | 7 | 35.00 | 3 | 15.00 | 2 | 10.00 | 0 | 0.00 | 90.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 16 | 80.00 | 2 | 10.00 | 1 | 5.00 | 0 | 0.00 | 1 | 5.00 | 95.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 16.67 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 6 | 30.00 | 10 | 50.00 | 3 | 15.00 | 0 | 0.00 | 1 | 5.00 | 95.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 14 | 70.00 | 4 | 20.00 | 1 | 5.00 | 1 | 5.00 | 0 | 0.00 | 95.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **230** District: **2**

| | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 | |
|---|------------------------------------|----------|---|----------|----------------|----------|---|----------|---------------------------------------|----------|---|--------|
| | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | | |
| QTR | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 0 | 0.00 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 0 | 0.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 2 | 33.33 | 50.00 |
| | Y-T-D | 5 | 25.00 | 5 | 25.00 | 5 | 25.00 | 2 | 10.00 | 3 | 15.00 | 75.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 16.67 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 11 | 55.00 | 6 | 30.00 | 2 | 10.00 | 0 | 0.00 | 1 | 5.00 | 95.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 85.00 | 1 | 5.00 | 2 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | Y-T-D | 11 | 55.00 | 6 | 30.00 | 1 | 5.00 | 1 | 5.00 | 1 | 5.00 | 90.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|
| Quarter 1: | 1.67 | 1.67 | 1.33 | 1.67 | 1.00 | 1.33 | 1.00 | 1.00 | 1.33 | 100.00 |
| Quarter 2: | 1.50 | 1.67 | 1.33 | 1.83 | 1.17 | 2.50 | 1.50 | 1.17 | 1.17 | 98.15 |
| Quarter 3: | 1.40 | 1.80 | 1.00 | 1.80 | 1.20 | 3.00 | 1.40 | 1.00 | 1.20 | 97.78 |
| Quarter 4: | 2.17 | 2.50 | 1.83 | 2.50 | 2.17 | 3.17 | 2.50 | 1.67 | 3.00 | 79.63 |
| Y-T-D | 1.70 | 1.95 | 1.40 | 2.00 | 1.45 | 2.65 | 1.70 | 1.25 | 1.75 | 92.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 230

SFY 08

10/07 THROUGH 12/07

Yo les estoy muy agradecida por todo los servicios, mil gracias por todo.

I am very grateful to them for all the services. A thousand thanks for everything.

Well I am very happy to be at the location on 3000 w. Valencia ste 218 Tucson AZ 85746 they are very kind and helpful but I think your office on 6th and irvinsten needs to work on the way they treat customers they are rude and treat people like trash.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 230

SFY 08

01/08 THROUGH 03/08

Que las entrevistas sean lo mas rapido que se pueda porque abeses se estan mucho preguntando si uno lleva todo lo necesario para que preguntan tanto.

That the interviews be quick as possible because sometimes they ask a lot, if one takes everything necessary why ask so much.

Para mi las personas de recepcion tiene que ser mas amables. Y tambien que ayuden mas alas personas. Por que yo supongo que para eso estan ahi.

For me, the people in reception have to be nicer. And also that they help more people. Because I suppose this is the reason they are there. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 230

SFY 08

04/08 THROUGH 06/08

2. This last one was great the one before didn't do my case.

People at front desk need to do their jobs and not sit around and talk about others and drink coffee and make customers wait around till they fell like call on some one.

Get better benefits & stop lowering food stamps every year you should raise them every year.

They never forward the correct info to access the group and Dr. I gave them my address was put in the system incorrectly which resulted in a 2 month delay of benefits.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 3 | 0 | 0.00 | Q1 |
| 5 | 2 | 40.00 | Q2 |
| 3 | 0 | 0.00 | Q3 |
| 7 | 1 | 14.29 | Q4 |
| 18 | 3 | 16.67 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **231** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-----------------------------|--------|---------------------------------|------|---------------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **231** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 1.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 1.00 | 100.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 3.00 | 1.00 | 2.00 | 1.00 | 100.00 |
| Y-T-D | 1.00 | 1.67 | 1.67 | 1.67 | 1.67 | 2.33 | 1.67 | 2.00 | 1.00 | 100.00 |

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 85 | 12 | 14.12 | Q1 |
| 119 | 14 | 11.76 | Q2 |
| 107 | 12 | 11.21 | Q3 |
| 93 | 10 | 10.75 | Q4 |
| 404 | 48 | 11.88 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **233** District: **2**

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|--------------|--|-------|---|-------|-------------------------------|-------|---|-------|--|-------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 41.67 | 4 | 33.33 | 2 | 16.67 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 3 | 21.43 | 1 | 7.14 | 4 | 28.57 | 4 | 28.57 | 2 | 14.29 | 57.14 |
| | 3 | 1 | 8.33 | 5 | 41.67 | 6 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 20.00 | 3 | 30.00 | 4 | 40.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | Y-T-D | 11 | 22.92 | 13 | 27.08 | 16 | 33.33 | 4 | 8.33 | 4 | 8.33 | 83.33 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 50.00 | 3 | 25.00 | 1 | 8.33 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 2 | 8 | 57.14 | 3 | 21.43 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 3 | 7 | 58.33 | 3 | 25.00 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 28 | 58.33 | 11 | 22.92 | 4 | 8.33 | 3 | 6.25 | 2 | 4.17 | 89.58 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 8 | 66.67 | 0 | 0.00 | 1 | 8.33 | 3 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 11 | 78.57 | 2 | 14.29 | 0 | 0.00 | 0 | 0.00 | 1 | 7.14 | 92.86 |
| | 3 | 10 | 83.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 90.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 38 | 79.17 | 5 | 10.42 | 1 | 2.08 | 3 | 6.25 | 1 | 2.08 | 91.67 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 6 | 50.00 | 4 | 33.33 | 0 | 0.00 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 6 | 42.86 | 4 | 28.57 | 2 | 14.29 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 3 | 7 | 58.33 | 3 | 25.00 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 50.00 | 4 | 40.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 24 | 50.00 | 15 | 31.25 | 4 | 8.33 | 4 | 8.33 | 1 | 2.08 | 89.58 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 41.67 | 5 | 41.67 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 9 | 64.29 | 2 | 14.29 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 3 | 7 | 58.33 | 5 | 41.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | Y-T-D | 28 | 58.33 | 14 | 29.17 | 3 | 6.25 | 1 | 2.08 | 2 | 4.17 | 93.75 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: 233 District: 2

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 7 | 58.33 | 0 | 0.00 | 1 | 8.33 | 2 | 16.67 | 2 | 16.67 | 66.67 |
| | 2 | 3 | 21.43 | 4 | 28.57 | 3 | 21.43 | 1 | 7.14 | 3 | 21.43 | 71.43 |
| | 3 | 3 | 25.00 | 3 | 25.00 | 4 | 33.33 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 4 | 5 | 50.00 | 3 | 30.00 | 1 | 10.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 18 | 37.50 | 10 | 20.83 | 9 | 18.75 | 5 | 10.42 | 6 | 12.50 | 77.08 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 58.33 | 3 | 25.00 | 1 | 8.33 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 6 | 42.86 | 5 | 35.71 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 3 | 8 | 66.67 | 2 | 16.67 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 6 | 60.00 | 4 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 27 | 56.25 | 14 | 29.17 | 3 | 6.25 | 2 | 4.17 | 2 | 4.17 | 91.67 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 9 | 75.00 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| | 2 | 7 | 50.00 | 5 | 35.71 | 1 | 7.14 | 0 | 0.00 | 1 | 7.14 | 92.86 |
| | 3 | 7 | 58.33 | 2 | 16.67 | 1 | 8.33 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 30 | 62.50 | 10 | 20.83 | 3 | 6.25 | 2 | 4.17 | 3 | 6.25 | 89.58 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 41.67 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 2 | 6 | 42.86 | 2 | 14.29 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 3 | 3 | 25.00 | 8 | 66.67 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 7 | 70.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | Y-T-D | 21 | 43.75 | 15 | 31.25 | 6 | 12.50 | 3 | 6.25 | 3 | 6.25 | 87.50 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.00 | 1.92 | 1.83 | 1.75 | 2.33 | 1.75 | 1.75 | 2.17 | 84.26 |
| Quarter 2: | 3.07 | 1.86 | 1.43 | 2.07 | 1.79 | 2.79 | 2.00 | 1.79 | 2.21 | 82.54 |
| Quarter 3: | 2.42 | 1.58 | 1.17 | 1.58 | 1.42 | 2.50 | 1.58 | 1.83 | 1.92 | 94.44 |
| Quarter 4: | 2.50 | 1.50 | 1.10 | 1.70 | 1.60 | 1.80 | 1.40 | 1.40 | 1.60 | 93.33 |
| Y-T-D | 2.52 | 1.75 | 1.42 | 1.81 | 1.65 | 2.40 | 1.71 | 1.71 | 2.00 | 88.19 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 08

07/07 THROUGH 09/07

Better attitudes. Especially front office personnel.

The office @ Irvington in Tucson, AZ needs to increase help @ the child support office and have more employees to assist the large volume of

Keep up the good work! And please keep advocating for your clients!! Proverbs 14:31 (N.K.J.V.) (New King James Version of the world of god)!!! And I encourage you to read this!

The interviewer didn't speak English that well and found it difficult to understand what she was telling me. Everyone was sitting around in cramped quarters, babies, little ones, adults, seniors coughing on you are contended in little space for long periods of time, very unpleasant for everyone.

You can call me back after I leave a message, no one did. I need someone to call me about a change in my amount of income. I'm to sick

Para mi yo no tengo mucho que explicar por que las veces que yo fue ami me trataron muy bien y yo estoy muy agradecida con ustedes por que es muchisima jente para tener tanta paciencia por mi siempre me trataron muy bien y yo les doy gracias. O.K.

For me I do not have much to explain because the times that I went, they have treated me very well and I am very happy with you all because many people to have so much patience for me they have always treated me well and I give you thanks. OK

Some staff treat people like there not important, like it bothers them when I was there like if benefits where coming out their own wallet some people in front desk are rude at Irvington office In Tucson. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 08

10/07 THROUGH 12/07

Interviewer could be nicer and explain better issues addressed.

I wait to long to speak to someone to answer phone. Extension do not always work.

La persona que recibe la aplicacion deberia estar un poco mas rapida que es ahi donde se pierde mas tiempo avezes hasta una hora o mas si se puede.

The people who receive the application must be a little faster; it is there that they lose time. Sometimes up to an hour or more if possible.

Shorter waiting time!

No tardanose tanto tiempo para poder dar una cita y no dejar esperando a la gente tanto tiempo antes de entrar ala entrevista. Gracias

Do not make us wait so long to be able to make an appointment and don't leave the people waiting so long before going in for the interview. Thank you

Tratando de atendernos a la hora de la cita porque casi siempre pedimos permiso en el trabajo para asistir a ella. Gracias

Try to take care of us at the hour of our appointment, because almost always we ask for permission (leave) from work to come to the interview. Thank you

Remove the vendor from the parking lots and by the back door. Too many linger around the door the side walk is dirty from food and makes the office and outside area look trashy. Start doing united states government business in English only.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 08

01/08 THROUGH 03/08

They need to be more friendly with people and have more understanding with your staff.

Estoy satisfecha gracias

I am satisfied. Thank you

Some way to keep the children quiet & to behave put some songs up, English & Spanish. Thanks

Well for instance, when you send some forms to fill out; such as the one for change report. They should not be so confusing with the requirement questions. They should be more specific and simplify the requirement inquiries that must be met in a more human & considerate manner.

I was pissed off, she called the doctors liars, and said they was wrong but she was wrong.

Be a little more helpful.

Contestar las llamadas y cuando deje un mensaje que devuelvan la llamada rapida y que atiendan mas rapido. Gracias

Answering calls and when I leave a message, they return the call quickly and they take care of us faster. Thank you

Las trabajadoras sociales que te entrevistan son respetuosas y amables las que no son tanto son las que estan en la ventanilla, son algo prepotentes.

The social workers that interview you are respectful and nice those that aren't so much are those at the front window they are conceited.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 08

04/08 THROUGH 06/08

From my experience, the case workers are not very good at returning calls. I experienced an isolated incident where my interview and case changes were not recorded & there was no record of me being there. After speaking with a supervisor, the problem was resolved. This was the only time I have experienced something like this during office visits, I have always had pleasant experience.

I only did a phone interview & went well.

Estoy satisfecha con FAA no tengo ningun problema.

I am satisfied with FAA; I do not have any problem.

Estoy de acuerdo q' tengan q' preguntar lo necesario pero no asenos sentir como dilicuentes am me ha tocado muy malas experiencias q' estaba con imigracion Sali muy trizte y desepcionada con la moral esta abajo se los agradeceria q' les dieran clases de como tratar ala gent y la departmento.

I am fine with them having to ask what is necessary but don't make us feel like delinquents, I have had many bad experiences that were with Immigration, I left very sad and disillusioned, with my moral down. I would be grateful if you gave them classes in how to treat people and providing service. Thank you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 18 | 2 | 11.11 | Q1 |
| 15 | 1 | 6.67 | Q2 |
| 18 | 3 | 16.67 | Q3 |
| 14 | 1 | 7.14 | Q4 |
| 65 | 7 | 10.77 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **241** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|-------|---|--------|---|--------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | Y-T-D | 6 | 85.71 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 57.14 | 1 | 14.29 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **241** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 85.71 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.50 | 1.00 | 2.50 | 1.50 | 1.00 | 1.00 | 94.44 |
| Quarter 2: | 1.00 | 4.00 | 4.00 | 1.00 | 1.00 | 4.00 | 1.00 | 1.00 | 1.00 | 66.67 |
| Quarter 3: | 1.00 | 2.00 | 1.33 | 1.00 | 1.00 | 1.33 | 1.33 | 1.00 | 1.33 | 96.30 |
| Quarter 4: | 5.00 | 2.00 | 2.00 | 1.00 | 1.00 | 3.00 | 2.00 | 4.00 | 2.00 | 77.78 |
| Y-T-D | 1.57 | 2.00 | 1.71 | 1.14 | 1.00 | 2.29 | 1.43 | 1.43 | 1.29 | 88.89 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 241

SFY 08

07/07 THROUGH 09/07

I have no complaints. Everyone was very helpful, compassionate & courteous.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 241

SFY 08

01/08 THROUGH 03/08

Always very good. Thank you for your help.

Keep supporting the Marana office personnel.. They do great job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 241

SFY 08

04/08 THROUGH 06/08

Was confused on procedures for some time, individuals working there very courteous, (very busy) wait time for interview was excessive. Lack of personal, could use an additional knowledgeable interviewer.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 83 | 12 | 14.46 | Q1 |
| 91 | 11 | 12.09 | Q2 |
| 84 | 11 | 13.10 | Q3 |
| 89 | 12 | 13.48 | Q4 |
| 347 | 46 | 13.26 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **772** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 16.67 | 5 | 41.67 | 2 | 16.67 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| | 2 | 3 | 27.27 | 4 | 36.36 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 3 | 27.27 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 2 | 18.18 | 72.73 |
| | 4 | 3 | 25.00 | 6 | 50.00 | 0 | 0.00 | 0 | 0.00 | 3 | 25.00 | 75.00 |
| | Y-T-D | 11 | 23.91 | 19 | 41.30 | 6 | 13.04 | 2 | 4.35 | 8 | 17.39 | 78.26 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 41.67 | 3 | 25.00 | 0 | 0.00 | 3 | 25.00 | 1 | 8.33 | 66.67 |
| | 2 | 4 | 36.36 | 2 | 18.18 | 5 | 45.45 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 63.64 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 4 | 6 | 50.00 | 5 | 41.67 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 22 | 47.83 | 13 | 28.26 | 5 | 10.87 | 5 | 10.87 | 1 | 2.17 | 86.96 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 7 | 58.33 | 3 | 25.00 | 0 | 0.00 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 2 | 5 | 45.45 | 4 | 36.36 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 81.82 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 66.67 | 2 | 16.67 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 29 | 63.04 | 11 | 23.91 | 3 | 6.52 | 2 | 4.35 | 1 | 2.17 | 93.48 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 41.67 | 1 | 8.33 | 3 | 25.00 | 2 | 16.67 | 1 | 8.33 | 75.00 |
| | 2 | 6 | 54.55 | 1 | 9.09 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| | 3 | 8 | 72.73 | 1 | 9.09 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 4 | 4 | 33.33 | 4 | 33.33 | 2 | 16.67 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| | Y-T-D | 23 | 50.00 | 7 | 15.22 | 8 | 17.39 | 4 | 8.70 | 4 | 8.70 | 82.61 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 50.00 | 1 | 8.33 | 2 | 16.67 | 2 | 16.67 | 1 | 8.33 | 75.00 |
| | 2 | 6 | 54.55 | 2 | 18.18 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 3 | 9 | 81.82 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 4 | 7 | 58.33 | 4 | 33.33 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 28 | 60.87 | 8 | 17.39 | 4 | 8.70 | 5 | 10.87 | 1 | 2.17 | 86.96 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **772** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 25.00 | 4 | 33.33 | 0 | 0.00 | 2 | 16.67 | 3 | 25.00 | 58.33 |
| | 2 | 3 | 27.27 | 1 | 9.09 | 3 | 27.27 | 2 | 18.18 | 2 | 18.18 | 63.64 |
| | 3 | 4 | 36.36 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 2 | 18.18 | 72.73 |
| | 4 | 3 | 25.00 | 3 | 25.00 | 3 | 25.00 | 0 | 0.00 | 3 | 25.00 | 75.00 |
| | Y-T-D | 13 | 28.26 | 11 | 23.91 | 7 | 15.22 | 5 | 10.87 | 10 | 21.74 | 67.39 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 41.67 | 2 | 16.67 | 3 | 25.00 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| | 2 | 5 | 45.45 | 2 | 18.18 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 7 | 63.64 | 1 | 9.09 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| | 4 | 7 | 58.33 | 2 | 16.67 | 1 | 8.33 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | Y-T-D | 24 | 52.17 | 7 | 15.22 | 9 | 19.57 | 2 | 4.35 | 4 | 8.70 | 86.96 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 41.67 | 3 | 25.00 | 3 | 25.00 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 5 | 45.45 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 3 | 9 | 81.82 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| | 4 | 9 | 75.00 | 0 | 0.00 | 1 | 8.33 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 28 | 60.87 | 8 | 17.39 | 5 | 10.87 | 2 | 4.35 | 3 | 6.52 | 89.13 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 41.67 | 2 | 16.67 | 2 | 16.67 | 2 | 16.67 | 1 | 8.33 | 75.00 |
| | 2 | 5 | 45.45 | 3 | 27.27 | 1 | 9.09 | 2 | 18.18 | 0 | 0.00 | 81.82 |
| | 3 | 8 | 72.73 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 0 | 0.00 | 81.82 |
| | 4 | 7 | 58.33 | 3 | 25.00 | 0 | 0.00 | 2 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 25 | 54.35 | 9 | 19.57 | 3 | 6.52 | 8 | 17.39 | 1 | 2.17 | 80.43 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.67 | 2.33 | 1.83 | 2.42 | 2.25 | 2.83 | 2.33 | 2.08 | 2.33 | 75.93 |
| Quarter 2: | 2.27 | 2.09 | 1.73 | 2.09 | 1.82 | 2.91 | 2.09 | 1.91 | 2.00 | 87.88 |
| Quarter 3: | 2.55 | 1.55 | 1.18 | 1.55 | 1.36 | 2.45 | 1.73 | 1.45 | 1.64 | 86.87 |
| Quarter 4: | 2.50 | 1.67 | 1.58 | 2.33 | 1.58 | 2.75 | 1.92 | 1.67 | 1.75 | 84.26 |
| Y-T-D | 2.50 | 1.91 | 1.59 | 2.11 | 1.76 | 2.74 | 2.02 | 1.78 | 1.93 | 83.57 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

07/07 THROUGH 09/07

People at counter can be nicer.

More staff needs to be hired & trained to treat people with respect when I call the office my calls are not returned & I have to chase my case worker for changes & have spent 1 month trying to get a hold of some one who can give me information regarding my case. Not only this but the people at the Eastside office on 22nd & Kolb are extremely rude!!!!

Why was I issued a Food Assistance card & pin # on initial visit only to find out 1 week later I was denied assistance? My family & self believed relief/help was near only to have another incident in a period of time that was already difficult.

Lower the work load/open more offices so there is less crowding, more seating in the waiting areas.

Leave pamphlets regarding domestic violence. Have a children's play area – with books. Have jobs posted so people can work.

Contestar el telefono por que yo he llamado muchas veces y nunca me han contestado tengo que hir a la oficina

Answering the phone because I have called many times and they have never answered, I have to go to the office.

More understanding to people applying for services. Not everyone is abusing a system that truly benefits or helps those in need. FAA interviewers need to be more specific on what's needed for continuous services for the whole eligibility period.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

07/07 THROUGH 09/07

When I reached 65 I was told by one of the men down there not to worry everything would be taken care of. Well it wasn't! And it turned out to be a mess as to when and what Medicare would take care of and what it wouldn't! Thanks to staff who sorted it all out for me, finally!

More staff. Cleaner in seating and bathroom areas. More update information on pamphlets that are used in the lobby. Cleaner chairs and floors in lobby.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

10/07 THROUGH 12/07

Intake personnel could be nicer

Keep doing the job at a decent pace.

For the years I've been in contact w/DES has improved "out of sight" ! really - keep up the good work. Thank you!

I called and left a message for a duty worker & my call was never returned. More staff at the front desk would defiantly help with the high volume of customers. Maybe no line for copies and other small stuff.

This was my first visit, was very thorough and professional great job! But, I did notice seating was an issue, that about al, maybe a children's area to keep them happy and occupied.

I had a phone interview in between appointments & my worker called in sick. I called & they told me to wait at home & someone would call before 5pm. I left a message for the supervisor (Carol?) & she never called me back. I had to reschedule 2 doctors' appointments that afternoon.

I would personally like to have the same case worker that I met this year. Case worker was the best! She took the time to listen too me, gave me some great advice. I felt like a new person when I left. She really does care about the people; we are not just a "number" to her. She is very special person she love her job. But you need more people like her.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

10/07 THROUGH 12/07

Well first of all you could return calls, I called more than 6 times left a message and they have still yet to call me back. I am getting my medical dropped because they say I didn't show proof of citizenship, I have gotten AHCCS for some time and they have my birth certificate on file for quite some time. I don't understand I was born in Tucson AZ.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

01/08 THROUGH 03/08

The few times I do call, seldom does anyone answers and when I leave a message seldom does it get returned.

You just did

Because of the steep number of clients to be served improvements in the area mentioned in (less than strongly agree and more than 60 minutes wait) can not improve upon easily.

Get organized - no system very hard on elderly & disabled.

Yo estoy muy de acurdo que me dan.

I am very happy with what they give me.

Todo esta bien atendio muchas gracias por sus servicios.

Everything is good attention, Many thanks for your services.

Case worker should write their extension numbers down for us on paper.

Need to patient with clients, more respect more courtesy need training in customer service, management on time waiting maybe more staff at the front desk.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 08

04/08 THROUGH 06/08

Not much just return calls

Well first of all you should get rid of the that dumb computed phone service that don't do anything but waist time because all it does is hang up on people and that rude and you should have them return people call because I have been trying to get a hold of my worker Sara and have them return calls I have called Sara 3 or 4 time a week and leave messages on her voice mail and I have not heard from her yet and this from the time I was around because she was going to make it so that they bill on 1/24/08 would be covered and call UMC. To let them know that I got approve and they could not use because she did not do what she said she would make sure it would be on their so you need to make sure that is what you want out of your employees to do. And if she don't want to help the people then you should be out of their" now so if she worked for me I would put a boot in her "ass" on the way out and I will go in and talk to her boss about this problem first so. Hope someone can help right on the problem at hand. So hope we can work this out because bill need to be paid and I don't have money I make has to go to most important bill's first and that take all of my unemployment so what am I going to do on this.

Front desk staff are always very rude. I think the staff should be trained and talked to about this.

Rtn calls w/in 48 hrs! I couldn't even get a call back from my worker's supervisor although I left msgs for two weeks.

Perhaps hire an extra worker or two. The caseworkers looked overworked.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 27 | 1 | 3.70 | Q1 |
| 14 | 1 | 7.14 | Q2 |
| 29 | 7 | 24.14 | Q3 |
| 29 | 2 | 6.90 | Q4 |
| 99 | 11 | 11.11 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **773** District: **2**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|--------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 3 | 27.27 | 2 | 18.18 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 72.73 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 10 | 90.91 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 81.82 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **773** District: **2**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 28.57 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 2 | 28.57 | 71.43 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 90.91 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 90.91 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 72.73 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 2.00 | 2.00 | 1.00 | 1.00 | 1.00 | 3.00 | 2.00 | 1.00 | 2.00 | 100.00 |
| Quarter 3: | 2.29 | 1.00 | 1.00 | 1.00 | 1.14 | 2.57 | 1.00 | 1.29 | 1.14 | 93.65 |
| Quarter 4: | 2.50 | 2.00 | 1.00 | 2.50 | 2.00 | 1.50 | 1.00 | 1.00 | 1.50 | 94.44 |
| Y-T-D | 2.27 | 1.27 | 1.00 | 1.27 | 1.27 | 2.27 | 1.09 | 1.18 | 1.27 | 94.95 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 773

SFY 08

10/07 THROUGH 12/07

Returned phone calls can be 1-2 days later. All voice messages should be checked once everyday (regardless). Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 773

SFY 08

01/08 THROUGH 03/08

Lower case loads on EI staff.

Your office has been very good to my family. Thank you

Return calls from main office in Phoenix

Keeping appointments closer to the scheduled time would reduce the time lost from work. My "scheduled" time was prior to my "work" time yet by the time I was actually seen and interviewed, it was at a cost of time lost at work.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 773

SFY 08

04/08 THROUGH 06/08

Nicer staff @ front desk, less wait time & easier paperwork. I have to give the same info likes ss#'s, birth cert. ect. Every time I apply on up for renewal.
Every child should get health ins.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT III NORTH

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 12 | 3 | 25.00 | Q1 |
| 17 | 2 | 11.76 | Q2 |
| 30 | 5 | 16.67 | Q3 |
| 12 | 1 | 8.33 | Q4 |
| 71 | 11 | 15.49 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **314** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|--------|---|--------|---|--------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 33.33 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 5 | 45.45 | 0 | 0.00 | 0 | 0.00 | 2 | 18.18 | 81.82 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 54.55 | 2 | 18.18 | 3 | 27.27 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 7 | 63.64 | 1 | 9.09 | 2 | 18.18 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | Y-T-D | 6 | 54.55 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 54.55 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **314** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|-------|-----------------------------------|--------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 27.27 | 4 | 36.36 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 54.55 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 72.73 | 2 | 18.18 | 0 | 0.00 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 5 | 45.45 | 5 | 45.45 | 0 | 0.00 | 1 | 9.09 | 0 | 0.00 | 90.91 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 4.00 | 2.33 | 1.67 | 2.00 | 2.33 | 2.67 | 1.67 | 2.33 | 2.00 | 85.19 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 1.60 | 1.40 | 1.60 | 1.20 | 1.20 | 2.60 | 1.60 | 1.40 | 1.40 | 100.00 |
| Quarter 4: | 2.00 | 3.00 | 4.00 | 5.00 | 4.00 | 2.00 | 4.00 | 1.00 | 4.00 | 44.44 |
| Y-T-D | 2.18 | 1.73 | 1.73 | 1.73 | 1.73 | 2.27 | 1.73 | 1.55 | 1.73 | 90.91 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 314

SFY 08

07/07 THROUGH 09/07

1. They set up a call and then never called.

I was scheduled for phone interview, but they didn't call me to tell the next day, at a very inconvenient time.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 314

SFY 08

10/07 THROUGH 12/07

Because I'm so sick my FAA staff was so helpful. Even explaining things I didn't know about and made my life easier. Thanks

Very good. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 314

SFY 08

04/08 THROUGH 06/08

Page staff needs some type of training maybe courtesy or customers comes first workshop/trg. They need to be courteous, professional & respectful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 17 | 2 | 11.76 | Q1 |
| 25 | 3 | 12.00 | Q2 |
| 16 | 2 | 12.50 | Q3 |
| 22 | 6 | 27.27 | Q4 |
| 80 | 13 | 16.25 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **315** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|--------|---------------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 3 | 50.00 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 3 | 23.08 | 6 | 46.15 | 1 | 7.69 | 2 | 15.38 | 1 | 7.69 | 76.92 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 53.85 | 4 | 30.77 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 61.54 | 3 | 23.08 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | Y-T-D | 6 | 46.15 | 4 | 30.77 | 1 | 7.69 | 1 | 7.69 | 1 | 7.69 | 84.62 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 10 | 76.92 | 0 | 0.00 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **315** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 3 | 50.00 | 50.00 |
| | Y-T-D | 4 | 30.77 | 1 | 7.69 | 5 | 38.46 | 0 | 0.00 | 3 | 23.08 | 76.92 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 8 | 61.54 | 0 | 0.00 | 4 | 30.77 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 53.85 | 4 | 30.77 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | Y-T-D | 8 | 61.54 | 2 | 15.38 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 3.50 | 1.00 | 1.00 | 1.00 | 1.00 | 3.00 | 1.00 | 1.00 | 1.00 | 94.44 |
| Quarter 2: | 2.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 2.33 | 1.67 | 96.30 |
| Quarter 3: | 2.00 | 2.00 | 1.50 | 2.00 | 1.00 | 2.00 | 2.00 | 2.00 | 1.50 | 100.00 |
| Quarter 4: | 2.00 | 1.67 | 1.67 | 2.50 | 2.00 | 3.50 | 2.33 | 1.33 | 2.17 | 83.33 |
| Y-T-D | 2.38 | 1.62 | 1.54 | 2.00 | 1.62 | 2.77 | 1.92 | 1.62 | 1.77 | 90.60 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 315

SFY 08

07/07 THROUGH 09/07

Please answer the phone right, cause when I called its say leave a

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 315

SFY 08

10/07 THROUGH 12/07

Everything is just fine with me your doing a good job.

In helping our community & family with needs, food & shelter, bills, electricity and etc. Thank you

Keep up the good work.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 315

SFY 08

01/08 THROUGH 03/08

I think they're doing a great job. My question were answer well they were courteous and respectful I couldn't ask for more.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 315

SFY 08

04/08 THROUGH 06/08

The case workers & administration are (RUDE) not friendly at all!! We (people who need help) are there for help, not to be criticized or put down! The workers are the ones who are unprepared. Plus our benefits don't seem like enough, Food stamps mostly food prices are continually raising, we run out in 2 wks time, not fair! Send all you workers to charm school please!!

Tuba City office front desk clerk need training in customer service they always have a bad attitude, always rude unless you are a friend or relative and make you wait for ever when you come in just to get questions answered. Flagstaff DES office in East Side everyone is always rude and racist to Native Americans. They need some training they need to be replaced with helpful, courteous workers.

Keep up the good job; be on top of your job get be nice to your customer.
Thank you

Friendlier customer service at front desk.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|--------------|----|
| Mailed | Returned | Percent | |
| 9 | 2 | 22.22 | Q1 |
| 11 | 0 | 0.00 | Q2 |
| 6 | 2 | 33.33 | Q3 |
| 8 | 0 | 0.00 | Q4 |
| 34 | 4 | 11.76 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **320** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|-------|---|-------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **320** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|--------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.50 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 2.50 | 2.50 | 1.50 | 1.00 | 2.00 | 3.50 | 2.00 | 3.00 | 2.00 | 94.44 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.75 | 1.75 | 1.25 | 1.00 | 1.50 | 2.50 | 1.50 | 2.00 | 1.50 | 97.22 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 320

SFY 08

07/07 THROUGH 09/07

To me all is well and good. I'm hard of hearing and always being treated w/respect & courteous.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 320

SFY 08

01/08 THROUGH 03/08

Have the FAA more patient with their clients.

I think it is better the way it is.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 22 | 6 | 27.27 | Q1 |
| 21 | 2 | 9.52 | Q2 |
| 30 | 1 | 3.33 | Q3 |
| 29 | 2 | 6.90 | Q4 |
| 102 | 11 | 10.78 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **324** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 45.45 | 4 | 36.36 | 1 | 9.09 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 18.18 | 4 | 36.36 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 33.33 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 3 | 27.27 | 4 | 36.36 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 50.00 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 54.55 | 1 | 9.09 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 33.33 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 27.27 | 3 | 27.27 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **324** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 33.33 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 4 | 36.36 | 2 | 18.18 | 3 | 27.27 | 1 | 9.09 | 1 | 9.09 | 81.82 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 16.67 | 2 | 33.33 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 3 | 27.27 | 3 | 27.27 | 4 | 36.36 | 1 | 9.09 | 0 | 0.00 | 90.91 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 33.33 | 2 | 33.33 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 36.36 | 3 | 27.27 | 3 | 27.27 | 0 | 0.00 | 1 | 9.09 | 90.91 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 50.00 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 54.55 | 0 | 0.00 | 5 | 45.45 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.67 | 2.17 | 2.33 | 2.17 | 2.17 | 2.33 | 2.00 | 2.00 | 94.44 |
| Quarter 2: | 1.50 | 2.00 | 1.50 | 2.00 | 2.50 | 3.00 | 2.00 | 3.00 | 2.00 | 83.33 |
| Quarter 3: | 2.00 | 2.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 1.50 | 2.00 | 2.50 | 1.50 | 2.50 | 3.00 | 3.00 | 2.50 | 2.00 | 88.89 |
| Y-T-D | 1.82 | 2.36 | 2.00 | 2.00 | 2.27 | 2.36 | 2.27 | 2.18 | 1.91 | 91.92 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 324

SFY 08

07/07 THROUGH 09/07

Allow people to register online at the office even when 15 minutes left to close time.

Doing a great job. Thx

They are already doing a good job. They came to my house and reapply for me. I cannot walk long distance I'm in wheelchair.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 324

SFY 08

10/07 THROUGH 12/07

Let the interviewer come around or to our chapter house for interviews, because some of us don't have cars to travel to far, and gas cost too much.

Error and complain will teach you how to do a better job in time. By helping and teaching one another will do a great job. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 324

SFY 08

01/08 THROUGH 03/08

Have the interviewers be more courteous it's like getting the third degree questioning.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 324

SFY 08

04/08 THROUGH 06/08

Just be courteous and respectful to all FAA staff. Thank you

Just be happy to your customer all the time.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 15 | 1 | 6.67 | Q1 |
| 10 | 0 | 0.00 | Q2 |
| 5 | 0 | 0.00 | Q3 |
| 12 | 1 | 8.33 | Q4 |
| 42 | 2 | 4.76 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **325** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|---|--------|---|--------|---|--------|---|--------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **325** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.00 | 1.00 | 2.00 | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 3.00 | 3.00 | 3.00 | 4.00 | 4.00 | 3.00 | 4.00 | 4.00 | 4.00 | 44.44 |
| Y-T-D | 2.50 | 2.50 | 2.00 | 3.00 | 3.00 | 2.00 | 2.50 | 2.50 | 2.50 | 72.22 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 325

SFY 08

04/08 THROUGH 06/08

Practice Customer Effectively provide telephone etiquette services - No rudeness provide a friendly/welcome environment.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 6 | 0 | 0.00 | Q1 |
| 5 | 0 | 0.00 | Q2 |
| 6 | 3 | 50.00 | Q3 |
| 8 | 2 | 25.00 | Q4 |
| 25 | 5 | 20.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **329** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | Y-T-D | 0 | 0.00 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **329** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|-------|---------------------------------|--------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 0 | 0.00 | 1 | 20.00 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 20.00 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 0 | 0.00 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 2.33 | 2.33 | 1.67 | 3.00 | 2.67 | 3.67 | 3.33 | 2.00 | 2.33 | 77.78 |
| Quarter 4: | 3.50 | 2.00 | 2.50 | 4.00 | 3.50 | 2.50 | 2.50 | 1.50 | 3.00 | 66.67 |
| Y-T-D | 2.80 | 2.20 | 2.00 | 3.40 | 3.00 | 3.20 | 3.00 | 1.80 | 2.60 | 73.33 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 329

SFY 08

01/08 THROUGH 03/08

I believe you are doing a great job!

Tell Family Assistance Admin Des Office of Teec Nos Pos, AZ Keep up the good work and Happy New Year.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 329

SFY 08

04/08 THROUGH 06/08

Be more polite and respectful. Why is finger printing done every year? This is never explained to us.

Answer phone a lot faster, not put on hold. Sometimes there's nobody at the front so I had to wait 20 to 30 minutes - give appointments right away instead wait 2 weeks sometimes interviewer people gets mad at us.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 15 | 2 | 13.33 | Q1 |
| 18 | 5 | 27.78 | Q2 |
| 9 | 0 | 0.00 | Q3 |
| 17 | 2 | 11.76 | Q4 |
| 59 | 9 | 15.25 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **332** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 33.33 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 1 | 11.11 | 0 | 0.00 | 2 | 22.22 | 0 | 0.00 | 77.78 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 44.44 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **332** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 11.11 | 4 | 44.44 | 4 | 44.44 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 55.56 | 2 | 22.22 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 55.56 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 2.50 | 1.50 | 1.00 | 2.50 | 2.50 | 1.50 | 1.50 | 1.50 | 100.00 |
| Quarter 2: | 1.40 | 2.40 | 1.60 | 2.40 | 1.80 | 2.20 | 1.40 | 1.80 | 1.60 | 93.33 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.50 | 1.50 | 1.00 | 1.00 | 1.00 | 2.50 | 1.50 | 1.50 | 1.50 | 100.00 |
| Y-T-D | 1.33 | 2.22 | 1.44 | 1.78 | 1.78 | 2.33 | 1.44 | 1.67 | 1.56 | 96.30 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 332

SFY 08

07/07 THROUGH 09/07

I think that maybe some of the eligibility interviewers need a workshop on customer service skills.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 332

SFY 08

10/07 THROUGH 12/07

You are doing a good job. Thank you

Tell the FAA staff not to bring their problems from home to work, sometimes there are mean.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 332

SFY 08

04/08 THROUGH 06/08

Return calls ASAP to clients.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 15 | 0 | 0.00 | Q1 |
| 10 | 2 | 20.00 | Q2 |
| 9 | 1 | 11.11 | Q3 |
| 11 | 1 | 9.09 | Q4 |
| 45 | 4 | 8.89 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **333** District: **3-N**

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|-------|--|--------|---|-------|-------------------------------|--------|---|--------|--|-------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **333** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 4.00 | 3.50 | 3.00 | 4.50 | 3.00 | 3.50 | 4.50 | 3.00 | 4.50 | 38.89 |
| Quarter 3: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 100.00 |
| Quarter 4: | 4.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 88.89 |
| Y-T-D | 3.25 | 2.25 | 2.00 | 2.75 | 2.00 | 2.25 | 2.75 | 2.25 | 2.75 | 66.67 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 333

SFY 08

10/07 THROUGH 12/07

All of the case managers and dept managers Kykotsmovi FAA office need to work on their customer service and remember they are social workers they are supposed to help, not discourage, judge or criticizing clients. They also need to be consistent with application process. Our office really sucks!! It would be better if it were automated.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 333

SFY 08

01/08 THROUGH 03/08

I have just recently reapply at the FAA, but my first visit was successful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 333

SFY 08

04/08 THROUGH 06/08

I think is best to do a walk in interviews for everybody that needs to reapply for their benefits.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 12 | 1 | 8.33 | Q1 |
| 15 | 3 | 20.00 | Q2 |
| 13 | 4 | 30.77 | Q3 |
| 13 | 0 | 0.00 | Q4 |
| 53 | 8 | 15.09 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **365** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|--------|---|--------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 50.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 7 | 87.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 75.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **365** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|--------|-----------------------------------|--------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 2 | 25.00 | 62.50 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.00 | 3.00 | 4.00 | 2.00 | 4.00 | 1.00 | 1.00 | 3.00 | 77.78 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 1.67 | 1.00 | 2.33 | 1.00 | 1.00 | 1.33 | 96.30 |
| Quarter 3: | 2.25 | 1.25 | 1.25 | 2.75 | 1.75 | 2.25 | 1.50 | 1.50 | 1.25 | 94.44 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.75 | 1.13 | 1.38 | 2.50 | 1.50 | 2.50 | 1.25 | 1.25 | 1.50 | 93.06 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 365

SFY 08

01/08 THROUGH 03/08

You are all doing a good job!

Nothing you are doing all you can do. Thanks for your help.

Having a little more respect from the staff and less time for waiting to be

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **372** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 20.00 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 1.00 | 100.00 |
| Quarter 2: | 1.00 | 1.50 | 1.00 | 1.50 | 1.50 | 2.50 | 1.00 | 1.50 | 1.00 | 100.00 |
| Quarter 3: | 4.00 | 1.00 | 1.00 | 2.00 | 2.00 | 1.00 | 1.00 | 1.00 | 2.00 | 88.89 |
| Quarter 4: | 2.00 | 1.00 | 1.00 | 4.00 | 2.00 | 2.00 | 2.00 | 4.00 | 3.00 | 77.78 |
| Y-T-D | 2.00 | 1.40 | 1.20 | 2.20 | 1.80 | 2.00 | 1.40 | 2.00 | 1.60 | 93.33 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 11 | 1 | 9.09 | Q1 |
| 4 | 2 | 50.00 | Q2 |
| 8 | 1 | 12.50 | Q3 |
| 4 | 1 | 25.00 | Q4 |
| 27 | 5 | 18.52 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **372** District: **3-N**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|-------|---|--------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 20.00 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 372

SFY 08

07/07 THROUGH 09/07

The DES staff were always good to me. I think they are doing a good

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 372

SFY 08

01/08 THROUGH 03/08

By being call right at your appointment time. Not later than an hour.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 372

SFY 08

04/08 THROUGH 06/08

I think a front desk clerk should be helpful and in a good mood not someone that looks like they don't want to help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 8 | 0 | 0.00 | Q1 |
| 5 | 0 | 0.00 | Q2 |
| 10 | 2 | 20.00 | Q3 |
| 6 | 0 | 0.00 | Q4 |
| 29 | 2 | 6.90 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **376** District: **3-N**

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|-------|--|--------|---|-------|-------------------------------|------|---|------|--|------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **376** District: **3-N**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 1.50 | 1.00 | 1.50 | 1.00 | 1.00 | 2.50 | 1.50 | 2.00 | 1.00 | 100.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.50 | 1.00 | 1.50 | 1.00 | 1.00 | 2.50 | 1.50 | 2.00 | 1.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 376

SFY 08

01/08 THROUGH 03/08

Good job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT III SOUTH

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 33 | 6 | 18.18 | Q1 |
| 42 | 6 | 14.29 | Q2 |
| 53 | 8 | 15.09 | Q3 |
| 49 | 5 | 10.20 | Q4 |
| 177 | 25 | 14.12 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **310** District: **3-S**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 15 | 60.00 | 5 | 20.00 | 4 | 16.00 | 1 | 4.00 | 0 | 0.00 | 96.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 2 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | Y-T-D | 11 | 44.00 | 6 | 24.00 | 3 | 12.00 | 4 | 16.00 | 1 | 4.00 | 80.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 17 | 68.00 | 4 | 16.00 | 2 | 8.00 | 2 | 8.00 | 0 | 0.00 | 92.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 14 | 56.00 | 4 | 16.00 | 5 | 20.00 | 1 | 4.00 | 1 | 4.00 | 92.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 33.33 | 3 | 50.00 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 15 | 60.00 | 5 | 20.00 | 2 | 8.00 | 1 | 4.00 | 2 | 8.00 | 88.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **310** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| | 2 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 3 | 5 | 62.50 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 3 | 60.00 | 40.00 |
| | Y-T-D | 11 | 44.00 | 2 | 8.00 | 5 | 20.00 | 2 | 8.00 | 5 | 20.00 | 72.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 50.00 |
| | 2 | 4 | 66.67 | 0 | 0.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 12 | 48.00 | 3 | 12.00 | 6 | 24.00 | 3 | 12.00 | 1 | 4.00 | 84.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| | Y-T-D | 15 | 60.00 | 5 | 20.00 | 3 | 12.00 | 2 | 8.00 | 0 | 0.00 | 92.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 2 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 12 | 48.00 | 5 | 20.00 | 6 | 24.00 | 2 | 8.00 | 0 | 0.00 | 92.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.33 | 2.33 | 1.50 | 1.83 | 2.00 | 2.67 | 3.00 | 1.67 | 2.33 | 83.33 |
| Quarter 2: | 1.33 | 2.33 | 1.00 | 1.17 | 1.67 | 2.17 | 1.67 | 1.33 | 1.50 | 94.44 |
| Quarter 3: | 1.63 | 1.50 | 1.75 | 1.88 | 1.63 | 1.88 | 1.63 | 1.38 | 1.63 | 95.83 |
| Quarter 4: | 2.40 | 2.60 | 2.00 | 2.60 | 2.00 | 3.80 | 2.40 | 2.60 | 2.40 | 71.11 |
| Y-T-D | 1.64 | 2.12 | 1.56 | 1.84 | 1.80 | 2.52 | 2.12 | 1.68 | 1.92 | 87.56 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 310

SFY 08

07/07 THROUGH 09/07

A veces nosotros requerimos del servicio de acces y a veces nos las es negada y en cambio si aceptan por lo menos a todos los niños nacidos aquí les agradeceremos mucho ya que por lo menos de mi parte requiero de este servicio para poder sanarle la vista a mi hijo que tiene el problema de la visión. Agradecería mucho que me apoyaran con mi hijo.

Sometimes we need the service of AHCCS and sometimes we are denied and by contrast if they accept at least for all the children born here. We would be very thankful since, at least on my part, I need this service to be able to improve my son's vision. He has a problem with his vision. I would be very grateful if you helped me with my son.

Live receptionist, not computer, who are nice & helpful polite, not act judgmental.

When waiting for "approval", my case-worker did not have my case done within 45 days (AHCCCS). I had to keep calling her and see what was going on. By day 50 she still never returned my call, even though I was approved. She should've let me know I was approved, not by me contacting her. She lied to me & never called me again.

It is very unclear where to go, what to do when you enter the desk office doors. It's hard to hear and speak through the glass and you don't know where to sign in or that you have to. Front window staff seemed untrained how to direct you or answer questions.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 310

SFY 08

10/07 THROUGH 12/07

I think for how many people that go thru there on a daily basis, they do a fairly good job at keeping everyone straight. However, it would be nice if they could be a little more personable.

I can't think of anything; everyone was nice and worked with my needs.
Thank you

You guys do pretty well but I wish you guys wouldn't take so long to send the food stamps and insurance.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 310

SFY 08

01/08 THROUGH 03/08

Todo esta correcto. Estoy de acuerdo todo esta bien.

Every thing is correct. I agree everything is good

Be nicer, explain everything better. Explain what to bring to an interview.

I never thought I would be taken care of so fast and thoroughly. Everyone was so nice to me they seemed to know what kind of bind I was in. Kudos to them. Thank you all so very much.

Nothing to change you guys do a good job.

Belicia has been a wonderful advocate on my behalf. The assistance has been of great help. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 310

SFY 08

04/08 THROUGH 06/08

It was my first time ever & I still don't understand the system, people don't follow up or explain what to bring. I gave up the process and got a second

I have not got a check in 6 month I was getting 171.00 it stop in Nov 007. Please let me know when it will start back. Thank you

Respond to phone calls give better information.

Our family just moved from the valley eight months ago and we have been very impressed with the office staff in Flagstaff. Our case was completed in a timely manner, and our case worker was kind and efficient. Thank you for all your hard work.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 11 | 2 | 18.18 | Q1 |
| 13 | 1 | 7.69 | Q2 |
| 11 | 0 | 0.00 | Q3 |
| 13 | 2 | 15.38 | Q4 |
| 48 | 5 | 10.42 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **326** District: **3-S**

| | 1 | 2 | 3 | 4 | 5 | |
|--|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| | Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| | Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| | Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | | of 1 to 3 |

| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
|---|-------|-------|--------|--------|-------|-------|-------|-------|------|-------|------|--------|
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | QTR | | | | | | | | | | | |
| | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **326** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|------|---------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.50 | 2.00 | 1.00 | 1.50 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.00 | 1.50 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.00 | 1.40 | 1.40 | 1.00 | 1.20 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 326

SFY 08

04/08 THROUGH 06/08

It was satisfactory

As assistance for husband & I, I can't ask for a better job. Thank you very much, for all the help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 6 | 3 | 50.00 | Q1 |
| 5 | 0 | 0.00 | Q2 |
| 8 | 1 | 12.50 | Q3 |
| 7 | 0 | 0.00 | Q4 |
| 26 | 4 | 15.38 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **331** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-------|--------|-------|--------|-------|------|-------|------|-------|------|------------------------------------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **331** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.67 | 1.00 | 1.67 | 1.00 | 1.67 | 1.67 | 1.33 | 1.33 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 1.00 | 2.00 | 1.00 | 2.00 | 1.00 | 3.00 | 2.00 | 2.00 | 1.00 | 100.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.00 | 1.75 | 1.00 | 1.75 | 1.00 | 2.00 | 1.75 | 1.50 | 1.25 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 331

SFY 08

07/07 THROUGH 09/07

Thank you for your services.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 12 | 0 | 0.00 | Q1 |
| 12 | 1 | 8.33 | Q2 |
| 7 | 0 | 0.00 | Q3 |
| 6 | 1 | 16.67 | Q4 |
| 37 | 2 | 5.41 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **335** District: **3-S**

| | QTR | 1 Five Minutes or Less Strongly Agree Very Good | | 2 6 to 15 Minutes Somewhat Agree Somewhat Good | | 3 16-30 Minutes Neutral | | 4 31 - 45 Minutes Somewhat Disagree Somewhat Bad | | 5 > 45 Minutes Strongly Disagree Very Bad | | % That Reported a Rating of 1 to 3 |
|---|-------|--|--------|---|------|-------------------------------|------|---|------|--|------|---|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 36 | 6 | 16.67 | Q1 |
| 33 | 2 | 6.06 | Q2 |
| 37 | 5 | 13.51 | Q3 |
| 39 | 9 | 23.08 | Q4 |
| 145 | 22 | 15.17 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **336** District: **3-S**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|--------|----|-------|---|-------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 33.33 | 4 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 2 | 22.22 | 3 | 33.33 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | Y-T-D | 7 | 31.82 | 10 | 45.45 | 3 | 13.64 | 2 | 9.09 | 0 | 0.00 | 90.91 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 88.89 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 81.82 | 3 | 13.64 | 1 | 4.55 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 20 | 90.91 | 2 | 9.09 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 88.89 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 86.36 | 2 | 9.09 | 1 | 4.55 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **336** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 50.00 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 33.33 | 2 | 22.22 | 4 | 44.44 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 50.00 | 3 | 13.64 | 8 | 36.36 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 77.27 | 4 | 18.18 | 1 | 4.55 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 66.67 | 0 | 0.00 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 72.73 | 2 | 9.09 | 4 | 18.18 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 88.89 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 21 | 95.45 | 0 | 0.00 | 1 | 4.55 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.67 | 1.33 | 1.17 | 1.33 | 1.00 | 2.00 | 1.17 | 1.50 | 1.00 | 100.00 |
| Quarter 2: | 1.50 | 1.50 | 1.50 | 1.00 | 1.00 | 1.50 | 1.50 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 2.00 | 1.00 | 1.00 | 1.20 | 1.00 | 1.40 | 1.00 | 1.20 | 1.00 | 97.78 |
| Quarter 4: | 2.33 | 1.22 | 1.00 | 1.11 | 1.00 | 2.11 | 1.44 | 1.67 | 1.22 | 98.77 |
| Y-T-D | 2.00 | 1.23 | 1.09 | 1.18 | 1.00 | 1.86 | 1.27 | 1.45 | 1.09 | 98.99 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 336

SFY 08

07/07 THROUGH 09/07

All the people (staff) at DES are wonderful not only were they so helpful, they have a great sense of humor, when I was done, I left with a smile on my face, they al deserve a raise & good guys award! Thank you so

My understanding is some what lacking and I need more explanation.

Front desk receptionist needs to be available to assist.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 336

SFY 08

10/07 THROUGH 12/07

You guys are were great. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 336

SFY 08

01/08 THROUGH 03/08

The person that is at the desk always makes you wait at least 10 minutes when you walk in to make an appt. or just ask a question even when there is no one else in the room. They could be a little friendlier.

All's well as is"

You do a fine job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 336

SFY 08

04/08 THROUGH 06/08

When I call, all I get is a message machine, asking what my business is, I never know what number to push, I'm old and don't understand a lot, but I usually have a question that could be answered by a person. Thank you

The Show Low office does a wonderful job I have had no problems that either couldn't be solved, the staff has always been helpful!

A person should be called no more than 15 minutes past the appointment time you're given them.

More actual people phone operators than automated.

Ruttie was a good case worker in the Food Stamp department, I wish her well.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 33 | 6 | 18.18 | Q1 |
| 37 | 5 | 13.51 | Q2 |
| 36 | 6 | 16.67 | Q3 |
| 38 | 5 | 13.16 | Q4 |
| 144 | 22 | 15.28 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **343** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-----------------------------|-------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 16.67 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 0 | 0.00 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 1 | 20.00 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 27.27 | 11 | 50.00 | 4 | 18.18 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 11 | 50.00 | 7 | 31.82 | 3 | 13.64 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 72.73 | 5 | 22.73 | 1 | 4.55 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 33.33 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| | 2 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 9 | 40.91 | 6 | 27.27 | 3 | 13.64 | 0 | 0.00 | 4 | 18.18 | 81.82 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 14 | 63.64 | 7 | 31.82 | 0 | 0.00 | 0 | 0.00 | 1 | 4.55 | 95.45 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **343** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 50.00 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 1 | 16.67 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 31.82 | 8 | 36.36 | 4 | 18.18 | 2 | 9.09 | 1 | 4.55 | 86.36 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 13 | 59.09 | 7 | 31.82 | 1 | 4.55 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 1 | 16.67 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 50.00 | 5 | 22.73 | 4 | 18.18 | 1 | 4.55 | 1 | 4.55 | 90.91 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | Y-T-D | 13 | 59.09 | 5 | 22.73 | 3 | 13.64 | 0 | 0.00 | 1 | 4.55 | 95.45 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.17 | 1.17 | 2.33 | 1.33 | 1.83 | 1.17 | 1.33 | 1.17 | 98.15 |
| Quarter 2: | 1.60 | 1.80 | 1.20 | 3.00 | 1.20 | 3.00 | 1.40 | 2.60 | 1.80 | 86.67 |
| Quarter 3: | 2.50 | 1.67 | 1.50 | 1.67 | 1.50 | 2.33 | 1.67 | 2.17 | 1.67 | 96.30 |
| Quarter 4: | 1.80 | 2.40 | 1.40 | 2.20 | 2.00 | 1.60 | 2.00 | 1.60 | 2.20 | 88.89 |
| Y-T-D | 2.00 | 1.73 | 1.32 | 2.27 | 1.50 | 2.18 | 1.55 | 1.91 | 1.68 | 92.93 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 343

SFY 08

07/07 THROUGH 09/07

Front window person has always been very rude & disrespectful.

The last time I was in the service was great.

Our only contact was our worker who showed a lot of care answered all our questions & kept me out of there office. The above were very important for me. I would not wish to even have a different case worker

Everyone was so supportive so willing to help in a very pleasant attitude. People need to appreciate all you do for others. We were so pleased with our paper work that we took flower into the office to the

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 343

SFY 08

10/07 THROUGH 12/07

The front desk person was horribly rude to everyone while I was in the office a woman called the phoenix office to report her. The state employee was just horrible.

Your new office were nice.

Get rid of all personnel at the front office, who treats people like pond scum. All other people there are very nice and helpful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 343

SFY 08

01/08 THROUGH 03/08

Just keep up the good work. Thanks

Esta muy bien como atenden a las personas.

It is good how they take care of the people.

Job well done

Less wait time & more personal attention.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 343

SFY 08

04/08 THROUGH 06/08

The lady who helped me did a great job.

5. Lorena was very nice & respectful. You can tell the Child Support staff (the woman) she needs lessons on how to be courteous and how to show respect to women like me who don't know who the father of there child is. Other than that you guys are doing good.

Yo estoy satisfecha no creo que pues la alluda que resivo son 10 dolar de comida por mes. Asi que no tengo problema yo no se escribir engles.

I am satisfied, I don't believe that well, the help that I received was \$10 /month in food stamps, Any way I have no problem and I don't know how to write in English.

Your reception staff are extremely rude, cold & uncaring. You would be better off having a steel robot to the job, they seem to enjoy making their customers feel humiliated and "less than" because they work for the state. Customer service gets grade of "F"

I don't know if the alone in affiliated with the housing, but I've written letter after letter asking for help all I heard is I've #3 for years. Something is wrong! And disgusting please let me know about the food stamps - inflation has gone up! I get food stamp but its only \$10.00 when can you get today for \$10.00 milk has gone up bread also. Don't look at what I make from S.S. by the time I pay my rent (which they raise me) and other utilities bill I don't have much left. I would appreciate it if they would give me another \$10.00

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 26 | 2 | 7.69 | Q1 |
| 21 | 6 | 28.57 | Q2 |
| 23 | 3 | 13.04 | Q3 |
| 46 | 7 | 15.22 | Q4 |
| 116 | 18 | 15.52 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **344** District: **3-S**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 28.57 | 5 | 71.43 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 55.56 | 8 | 44.44 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | Y-T-D | 10 | 55.56 | 4 | 22.22 | 1 | 5.56 | 2 | 11.11 | 1 | 5.56 | 83.33 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 77.78 | 3 | 16.67 | 1 | 5.56 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 14 | 77.78 | 1 | 5.56 | 1 | 5.56 | 2 | 11.11 | 0 | 0.00 | 88.89 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 85.71 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 15 | 83.33 | 2 | 11.11 | 0 | 0.00 | 1 | 5.56 | 0 | 0.00 | 94.44 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **344** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 16.67 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 42.86 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 38.89 | 7 | 38.89 | 4 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 33.33 | 2 | 33.33 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 8 | 44.44 | 6 | 33.33 | 2 | 11.11 | 2 | 11.11 | 0 | 0.00 | 88.89 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 13 | 72.22 | 3 | 16.67 | 1 | 5.56 | 1 | 5.56 | 0 | 0.00 | 94.44 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 72.22 | 4 | 22.22 | 0 | 0.00 | 1 | 5.56 | 0 | 0.00 | 94.44 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.50 | 1.50 | 1.00 | 1.00 | 1.50 | 1.50 | 1.50 | 1.00 | 100.00 |
| Quarter 2: | 1.33 | 2.00 | 1.33 | 1.17 | 1.17 | 2.00 | 2.17 | 1.00 | 1.50 | 94.44 |
| Quarter 3: | 1.33 | 2.00 | 1.00 | 2.00 | 1.33 | 1.67 | 1.67 | 1.67 | 1.33 | 92.59 |
| Quarter 4: | 1.71 | 1.86 | 1.29 | 1.71 | 1.43 | 1.86 | 1.86 | 1.71 | 1.43 | 92.06 |
| Y-T-D | 1.44 | 1.89 | 1.28 | 1.50 | 1.28 | 1.83 | 1.89 | 1.44 | 1.39 | 93.83 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 344

SFY 08

07/07 THROUGH 09/07

Thanks for letting me have a phone interview.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 344

SFY 08

10/07 THROUGH 12/07

I had an accident and went to apply for help and it still isn't resolved.

No need to say anything bad... maybe more staff in the Cottonwood office.
I had to do 2 phone interviews per the last 2 applications I filled out but over all doing a great job!

More people who speak and understand English.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 344

SFY 08

01/08 THROUGH 03/08

I know that your jobs are not always very pleasant but maybe at the front desk you could show that you maybe like to be there, and not like it is a drudgery. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 344

SFY 08

04/08 THROUGH 06/08

Hire more people. The staff seems overworked and underpaid.

Phone interviews were hours late and excuses were made 2 times I had to call an hour after my phone interview was supposed to happen to find out why

Everything was handled very professionally and very quickly.

Manteniendo el buen servicio. Gracias

Maintaining the good service Thank you.

My experience with the FAA office has always been friendly & helpful I applaud the FAA staff.

Need staff rotation – front desk people get tired. I was always early for appointments I was told to be 15 min early. They were always behind.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 25 | 4 | 16.00 | Q1 |
| 30 | 6 | 20.00 | Q2 |
| 34 | 8 | 23.53 | Q3 |
| 27 | 2 | 7.41 | Q4 |
| 116 | 20 | 17.24 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **367** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 4 | 50.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 45.00 | 6 | 30.00 | 3 | 15.00 | 2 | 10.00 | 0 | 0.00 | 90.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 2 | 50.00 | 50.00 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 4 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 50.00 | 7 | 35.00 | 1 | 5.00 | 0 | 0.00 | 2 | 10.00 | 90.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 5 | 83.33 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 75.00 | 1 | 5.00 | 0 | 0.00 | 3 | 15.00 | 1 | 5.00 | 80.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 2 | 33.33 | 0 | 0.00 | 1 | 16.67 | 3 | 50.00 | 0 | 0.00 | 50.00 |
| | 3 | 2 | 25.00 | 3 | 37.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 45.00 | 3 | 15.00 | 3 | 15.00 | 5 | 25.00 | 0 | 0.00 | 75.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 2 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 3 | 3 | 37.50 | 2 | 25.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 50.00 | 4 | 20.00 | 2 | 10.00 | 3 | 15.00 | 1 | 5.00 | 80.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **367** District: **3-S**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 2 | 3 | 50.00 | 0 | 0.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 37.50 | 3 | 37.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 40.00 | 3 | 15.00 | 7 | 35.00 | 1 | 5.00 | 1 | 5.00 | 90.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 2 | 50.00 | 50.00 |
| | 2 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 55.00 | 6 | 30.00 | 1 | 5.00 | 0 | 0.00 | 2 | 10.00 | 90.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 2 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 75.00 | 2 | 10.00 | 1 | 5.00 | 0 | 0.00 | 2 | 10.00 | 90.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 50.00 |
| | 2 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 60.00 | 4 | 20.00 | 1 | 5.00 | 2 | 10.00 | 1 | 5.00 | 85.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.50 | 3.25 | 2.50 | 1.75 | 3.00 | 3.75 | 3.25 | 2.50 | 2.75 | 58.33 |
| Quarter 2: | 1.83 | 1.33 | 1.50 | 2.83 | 1.67 | 2.00 | 1.33 | 1.17 | 1.50 | 88.89 |
| Quarter 3: | 1.75 | 1.50 | 1.63 | 2.25 | 2.13 | 1.88 | 1.63 | 1.63 | 1.75 | 93.06 |
| Quarter 4: | 1.50 | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.90 | 1.85 | 1.70 | 2.20 | 2.05 | 2.20 | 1.80 | 1.60 | 1.80 | 85.56 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 367

SFY 08

07/07 THROUGH 09/07

I live pay check to paycheck and aside for help on AHCCCS insurance, I was told I made to much money. I can't afford insurance for my family.

Eligibility worker provided us (grandson & me) with confusing and impossible information with in time frame, grandson birth certificate from California takes 6 weeks or longer/my adult daughter birth certificate take time & she gave me 10 days sent written information requesting other items - etc. could not find my records from April on 2007.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 367

SFY 08

10/07 THROUGH 12/07

Its probably very difficult for the front desk person and overworked, but they usually have a rude short attitude and talk down to people. "Try

They expected me to be on time and then they weren't then they were rude about it. Attitude change!!

When they send the letter that you have an appointment they need to be more specific in what you need to bring. They should state exactly what you need. The current form is too ambiguous.

Front office to be more courteous and patience.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 367

SFY 08

01/08 THROUGH 03/08

Patient at the front desk, people skills. More windows made available when the lines get larger.

Everything was simple, fast, and non evasive, they scheduled me a phone interview because I lived so far from the office.

To many people on same case - duplicates work

The staff that does paper work were very rude, and acted as though I was begging for something free even though I am a U. S. citizen and pay my taxes every year.

El personal podria ser un poco mas amable. Alguna veces son algo descortes y lo tratan a uno en una manera no muy amable.

The staff could be a little nicer. Sometimes they are somewhat discourteous and they don't treat people very nice.

Have better attitudes and be more courteous and patient.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 367

SFY 08

04/08 THROUGH 06/08

There is not much you need to do I have always had the best service at my local office in Prescott Valley everyone is always nice and helpful to me and I appreciate very much. Thank you all

Everything was taken care of very fast my interview was taken over the phone. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT IV

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 13 | 2 | 15.38 | Q1 |
| 19 | 3 | 15.79 | Q2 |
| 17 | 0 | 0.00 | Q3 |
| 25 | 4 | 16.00 | Q4 |
| 74 | 9 | 12.16 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **405** District: **4**

| | 1 | 2 | 3 | 4 | 5 | |
|--|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| | Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| | Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| | Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | | of 1 to 3 |

| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
|---|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | QTR | | | | | | | | | | | |
| | 1 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 55.56 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 5 | 55.56 | 0 | 0.00 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 5 | 55.56 | 3 | 33.33 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | | Y-T-D | 7 | 77.78 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **405** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 44.44 | 3 | 33.33 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 77.78 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 66.67 | 3 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 3.50 | 2.00 | 1.00 | 1.50 | 1.00 | 1.00 | 1.50 | 1.00 | 1.00 | 94.44 |
| Quarter 2: | 1.33 | 2.67 | 2.00 | 1.67 | 2.33 | 2.33 | 2.00 | 1.33 | 1.67 | 92.59 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.25 | 1.50 | 1.00 | 1.50 | 1.00 | 1.75 | 1.00 | 1.50 | 1.25 | 100.00 |
| Y-T-D | 1.78 | 2.00 | 1.33 | 1.56 | 1.44 | 1.78 | 1.44 | 1.33 | 1.33 | 96.30 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 405

SFY 08

07/07 THROUGH 09/07

I never called.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 405

SFY 08

10/07 THROUGH 12/07

My visits have gone well the past several visits. No complaints

Please help the people who rally need it and the ones who abuse it kick them off. I've asked for help 3 times I got it on the 3rd try.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 405

SFY 08

04/08 THROUGH 06/08

The women at the front desk were somewhat busy with phones and computers, but even at breaks seemed to ignore me and finally acknowledged my presence by making eye contact, and then helped me, ten minutes or so wait, seemed "bothered" though there were only two other people waiting, not at the window; I was the only one waiting to be helped.

Have some air in the waiting room.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 34 | 7 | 20.59 | Q1 |
| 40 | 7 | 17.50 | Q2 |
| 46 | 10 | 21.74 | Q3 |
| 43 | 8 | 18.60 | Q4 |
| 163 | 32 | 19.63 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **411** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 3 | 42.86 | 57.14 |
| | 2 | 0 | 0.00 | 6 | 85.71 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 1 | 10.00 | 2 | 20.00 | 4 | 40.00 | 3 | 30.00 | 0 | 0.00 | 70.00 |
| | 4 | 3 | 37.50 | 2 | 25.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 18.75 | 12 | 37.50 | 7 | 21.88 | 3 | 9.38 | 4 | 12.50 | 78.13 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 80.00 | 1 | 10.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 4 | 3 | 37.50 | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 68.75 | 7 | 21.88 | 2 | 6.25 | 1 | 3.13 | 0 | 0.00 | 96.88 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 80.00 | 1 | 10.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 50.00 | 4 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 25 | 78.13 | 6 | 18.75 | 1 | 3.13 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 50.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 4 | 4 | 50.00 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | Y-T-D | 17 | 53.13 | 11 | 34.38 | 2 | 6.25 | 1 | 3.13 | 1 | 3.13 | 93.75 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 70.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | Y-T-D | 26 | 81.25 | 3 | 9.38 | 2 | 6.25 | 0 | 0.00 | 1 | 3.13 | 96.88 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **411** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 42.86 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 2 | 4 | 57.14 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 3 | 4 | 40.00 | 2 | 20.00 | 1 | 10.00 | 1 | 10.00 | 2 | 20.00 | 70.00 |
| | 4 | 1 | 12.50 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 3 | 37.50 | 62.50 |
| | Y-T-D | 12 | 37.50 | 9 | 28.13 | 2 | 6.25 | 2 | 6.25 | 7 | 21.88 | 71.88 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 60.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| | 4 | 2 | 25.00 | 3 | 37.50 | 1 | 12.50 | 1 | 12.50 | 1 | 12.50 | 75.00 |
| | Y-T-D | 17 | 53.13 | 8 | 25.00 | 3 | 9.38 | 2 | 6.25 | 2 | 6.25 | 87.50 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 6 | 85.71 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 80.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 25 | 78.13 | 5 | 15.63 | 2 | 6.25 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 6 | 60.00 | 1 | 10.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | 4 | 4 | 50.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | Y-T-D | 19 | 59.38 | 7 | 21.88 | 4 | 12.50 | 1 | 3.13 | 1 | 3.13 | 93.75 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 3.00 | 1.43 | 1.14 | 1.29 | 1.00 | 2.00 | 2.00 | 1.29 | 1.57 | 92.06 |
| Quarter 2: | 2.43 | 1.14 | 1.00 | 1.71 | 1.00 | 2.14 | 1.29 | 1.43 | 1.29 | 95.24 |
| Quarter 3: | 2.90 | 1.40 | 1.30 | 1.90 | 1.40 | 2.50 | 1.70 | 1.20 | 1.80 | 88.89 |
| Quarter 4: | 2.00 | 1.75 | 1.50 | 1.75 | 1.88 | 3.13 | 2.50 | 1.25 | 2.00 | 88.89 |
| Y-T-D | 2.59 | 1.44 | 1.25 | 1.69 | 1.34 | 2.47 | 1.88 | 1.28 | 1.69 | 90.97 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 411

SFY 08

07/07 THROUGH 09/07

I hope someday I will be able to stay home, and do my paper work. I do not drive I am not very well to have to bring my papers to the FAA office, and sit and wait. Thank you for asking.

Stop printing everything in Spanish. It's not fair to other non-English reading nationalities.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 411

SFY 08

10/07 THROUGH 12/07

I have no complaints. I'm very grateful for the assistance I receive.

Need people who isn't rude when I call or when I come in. Need someone who is a people person and that can handle the job without taking it

I'm an asthmatic and I don't always need my fast acting inhaler but I have to get this & advair before I can get my singulair which is my lifeline. This is probably a problem with the health care provider.

Put back the drop box. When I dropped off my change report plus proof of pregnancy, I had to wait over an hour. It makes no sense to wait over an hour to drop off paper work.

My experience on this office have always been very good.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 411

SFY 08

01/08 THROUGH 03/08

I had no problems ever.

Other than the waiting time I feel the procedures in place do well, when you have an appointment you must plan for a long stay, no big deal.

Less crowded since birth certificates required. Lobby not filled w/Hispanics.
Thank you!

Front desk need to be nicer. They act like they hate their job, and like they look down upon us. They don't know our situation. I was married to fireman when he left me & my children. I don't want to be in there anymore than they act like rude in serving me.

Keep up the good work!

Need more office employees in the Kingman office. It took way too long!!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 411

SFY 08

04/08 THROUGH 06/08

Calling the office has been difficult, you usually get a recording, voice mail and no return call. Other than that the workers are very respectful, I think they need someone to be on hand to answer the phone lines.

My case worker was very rude. She told me she can report me to immigration she said if she was me she wouldn't even try to go to collage to get my GED because I could get reported to INS. I called to change my income & other stuff she did not get back to me I mailed it and later on received a letter. I need to know if what it says on the application is true or if what the case worker says! Please get back to me ASAP. I also try to talk to her supervisor to ask him/her some questions and to let them know everything she said to me and I called two times, left a message and nobody called me back. I tried to change my case worker and nobody got back to me.

Return the calls when a message is made, try to finish the case faster so we all aren't in the dark about our benefits!!!!

To provide health choice members a "better & broader" range of dental benefits. I have particular dental condition which health choice doesn't seem to care about & at this time, the cost is out of my reach!

Push the number button every time so you know how long you have to wait.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 60 | 14 | 23.33 | Q1 |
| 43 | 5 | 11.63 | Q2 |
| 58 | 13 | 22.41 | Q3 |
| 60 | 12 | 20.00 | Q4 |
| 221 | 44 | 19.91 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **415** District: **4**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 35.71 | 3 | 21.43 | 4 | 28.57 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 40.00 | 60.00 |
| | 3 | 7 | 53.85 | 1 | 7.69 | 2 | 15.38 | 1 | 7.69 | 2 | 15.38 | 76.92 |
| | 4 | 2 | 16.67 | 6 | 50.00 | 1 | 8.33 | 3 | 25.00 | 0 | 0.00 | 75.00 |
| | Y-T-D | 17 | 38.64 | 10 | 22.73 | 7 | 15.91 | 5 | 11.36 | 5 | 11.36 | 77.27 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 42.86 | 4 | 28.57 | 3 | 21.43 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 7 | 53.85 | 4 | 30.77 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 50.00 | 4 | 33.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 50.00 | 13 | 29.55 | 7 | 15.91 | 1 | 2.27 | 1 | 2.27 | 95.45 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 9 | 64.29 | 4 | 28.57 | 1 | 7.14 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 10 | 76.92 | 3 | 23.08 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 75.00 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 32 | 72.73 | 10 | 22.73 | 1 | 2.27 | 1 | 2.27 | 0 | 0.00 | 97.73 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 35.71 | 3 | 21.43 | 1 | 7.14 | 4 | 28.57 | 1 | 7.14 | 64.29 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 8 | 61.54 | 3 | 23.08 | 1 | 7.69 | 1 | 7.69 | 0 | 0.00 | 92.31 |
| | 4 | 7 | 58.33 | 3 | 25.00 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 23 | 52.27 | 10 | 22.73 | 4 | 9.09 | 5 | 11.36 | 2 | 4.55 | 84.09 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 8 | 57.14 | 3 | 21.43 | 2 | 14.29 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| | 2 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 10 | 76.92 | 2 | 15.38 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 9 | 75.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 31 | 70.45 | 7 | 15.91 | 5 | 11.36 | 1 | 2.27 | 0 | 0.00 | 97.73 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **415** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 35.71 | 3 | 21.43 | 3 | 21.43 | 1 | 7.14 | 2 | 14.29 | 78.57 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 38.46 | 3 | 23.08 | 4 | 30.77 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 4 | 5 | 41.67 | 2 | 16.67 | 3 | 25.00 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | Y-T-D | 17 | 38.64 | 9 | 20.45 | 12 | 27.27 | 2 | 4.55 | 4 | 9.09 | 86.36 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 8 | 57.14 | 3 | 21.43 | 2 | 14.29 | 0 | 0.00 | 1 | 7.14 | 92.86 |
| | 2 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 3 | 6 | 46.15 | 5 | 38.46 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 10 | 83.33 | 1 | 8.33 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | Y-T-D | 28 | 63.64 | 9 | 20.45 | 4 | 9.09 | 1 | 2.27 | 2 | 4.55 | 93.18 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 8 | 57.14 | 2 | 14.29 | 2 | 14.29 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 2 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 12 | 92.31 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 10 | 83.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 35 | 79.55 | 5 | 11.36 | 2 | 4.55 | 1 | 2.27 | 1 | 2.27 | 95.45 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 35.71 | 6 | 42.86 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | 2 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 7 | 53.85 | 4 | 30.77 | 1 | 7.69 | 1 | 7.69 | 0 | 0.00 | 92.31 |
| | 4 | 8 | 66.67 | 4 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 24 | 54.55 | 14 | 31.82 | 2 | 4.55 | 3 | 6.82 | 1 | 2.27 | 90.91 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.29 | 1.93 | 1.43 | 2.50 | 1.71 | 2.43 | 1.79 | 1.93 | 2.07 | 86.51 |
| Quarter 2: | 2.60 | 2.00 | 1.60 | 2.00 | 1.40 | 2.00 | 1.80 | 1.00 | 1.60 | 84.44 |
| Quarter 3: | 2.23 | 1.62 | 1.23 | 1.62 | 1.31 | 2.15 | 1.69 | 1.08 | 1.69 | 94.87 |
| Quarter 4: | 2.42 | 1.67 | 1.25 | 1.58 | 1.33 | 2.25 | 1.33 | 1.17 | 1.33 | 94.44 |
| Y-T-D | 2.34 | 1.77 | 1.34 | 1.93 | 1.45 | 2.25 | 1.64 | 1.36 | 1.70 | 90.91 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 08

07/07 THROUGH 09/07

Have more courteous staff at the front desk!! Let people know that even if they are just bringing in info. That the eligibility interviewer requested for your file, that they will still have to "take a number" & wait a really, really long time. This is very hard for handicapped people i.e. people that are constantly in a lot of pain to move have to wait so long just to drop off paperwork.

Get friendlier more respectful employees.

Just make 100% sure the person you're interviewing understand everything you say and need from them. And stress the importance of time limitations and the consequences of not comply in time.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 08

07/07 THROUGH 09/07

The lady who sit at front window, has a tendencies to be rude.

To please have your worker return your phone calls, I called her last year 4 times about a food voucher and my call were never returned.

The FAA office in Bullhead city, AZ needs more representatives to assist the public in order to cut down the long wait time.

Have more front desk people so every one can get seen faster then waiting up to 2 hours or more.

Everybody should be on the same page. I got 3 different answers for the same question. I felt like I was just another "pain" for them. I am putting very private paperwork in a box in the front waiting area. Not locked, this has all my bank info S.S. medical conditions I called and they told me they never had a problem before. How would they know? The never did fix the problem. I had to get my paperwork back so I went in the box and got it. Anybody could get these papers.

Being more courteous to customers phone when updates are necessary.

Completely satisfied with this office.

I am a single parent, because of the income guide, I cannot survive, for the past four (4) months I have had no gas, and for the past three weeks no electricity because I need to feed my children, someone needs to improve the income guide

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 08

10/07 THROUGH 12/07

They are doing a great job (all of them)!!

Treat all people with respect, don't talk down to them or ignore, they act like they are better than you, because you're asking for help. They drill you instead of trying to help you. The thing I hate the worst is the way so many of them act like they hate their jobs & what they do!

Please take into consideration that some of the clients have to bring children or pay for daycare. The wait can be very long and children lose patience, and the cost of daycare is difficult. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 08

01/08 THROUGH 03/08

Don't have the front desk person filling our paper work for the people who are applying also when you call don't have people put on hold for 10-20 minutes the worse thing to say is "sorry about that" How rude and throw the gum away just about everyone chews gum.

Understand the office is busy but some times the wait is horrible. Some staff members can be rude and unwilling to answer questions as if they're too

You do a wonderful job just as you are.

Put more than 1 person at the window helping the people who take numbers.

More 1st time front desk help. When you have to turn in your application even for a renewal had to wait 5 hours to get my appointment date. My phone interview lasted 20 mins it was done very professionally.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 08

04/08 THROUGH 06/08

I don't believe they the staff act in a "professional way" information gets last or mishandled which leads to frustration I think more training is needed to process applications in more timely way.

Very fine offices.

There is a problem with the food stamps when SS goes up stamps go down I have a problem the last week of month I know we are to use our increase of SS to get food but I have to use mine to pay my bills. So there any other way to help? Like maybe putting some cash on the food stamp card like maybe \$20 \$30?

More windows open so those without appointments don't have to wait so long just to ask a question. Sometimes its very intimidating and people are confused when its their first time and they have to take a number and wait 2 to 3 hours just to ask a question.

Why must a recipient have to wait 1-2 hours just to turn in an application? Why cant there be a drop box and have FAA workers call and set up the interview? When re-newing benefits why cant it be done by phone?

For me I feel that my service and help I received was very good the people that complain just don't bring in that they supposed to and get mad at rep that they have.

Front desk person needs to be more respectful & nice other than that the office in Bullhead City are very nice & helpful people. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 19 | 4 | 21.05 | Q1 |
| 27 | 5 | 18.52 | Q2 |
| 27 | 3 | 11.11 | Q3 |
| 33 | 6 | 18.18 | Q4 |
| 106 | 18 | 16.98 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **421** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|--------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 72.22 | 3 | 16.67 | 1 | 5.56 | 1 | 5.56 | 0 | 0.00 | 94.44 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 61.11 | 3 | 16.67 | 4 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 18 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 77.78 | 4 | 22.22 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 2 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 72.22 | 4 | 22.22 | 0 | 0.00 | 1 | 5.56 | 0 | 0.00 | 94.44 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **421** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 25.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 2 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 2 | 40.00 | 40.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 50.00 | 2 | 11.11 | 3 | 16.67 | 1 | 5.56 | 3 | 16.67 | 77.78 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | Y-T-D | 12 | 66.67 | 5 | 27.78 | 0 | 0.00 | 1 | 5.56 | 0 | 0.00 | 94.44 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 16 | 88.89 | 1 | 5.56 | 1 | 5.56 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 66.67 | 5 | 27.78 | 1 | 5.56 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.50 | 2.25 | 1.00 | 1.00 | 2.00 | 3.00 | 1.75 | 1.25 | 1.50 | 94.44 |
| Quarter 2: | 2.00 | 1.60 | 1.00 | 1.20 | 1.40 | 3.20 | 1.20 | 1.00 | 1.60 | 91.11 |
| Quarter 3: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 1.17 | 1.50 | 1.00 | 1.50 | 1.17 | 1.67 | 1.67 | 1.33 | 1.33 | 98.15 |
| Y-T-D | 1.44 | 1.61 | 1.00 | 1.22 | 1.39 | 2.28 | 1.44 | 1.17 | 1.39 | 95.68 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 421

SFY 08

07/07 THROUGH 09/07

Make it easier to get accepted for benefits.

My last time review was way better then on past, including my case manager (appears seems) the system more organized. Please keep up with good improvements, we need you help and I'm thankful I have.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 421

SFY 08

10/07 THROUGH 12/07

I think that's real cute how you put the same code on my address and then on the top of this paper real confidential! You might get a better idea on how people really feel if you left off all codes!

So far I think they have always been very helpful.

More contact with the psch instead of 3 months make it month to month. Before handing out all kinds of pills make sure they have been tested a lot before you just give someone an antidepressant maybe they need someone just to talk to, instead of drugs.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 421

SFY 08

01/08 THROUGH 03/08

I have no reason to tell you that with all the people you take care it looks to me like you all are on top of it even if a fellow work is the in or busy. Thank you for helping me when I desperately needed it.

I had no problems what so ever with my interview

You do an excellent job already. No complaints here. Thanks

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 421

SFY 08

04/08 THROUGH 06/08

Keep up the good work. Why fix what is not broken.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|-------------|----|
| Mailed | Returned | Percent | |
| 19 | 2 | 10.53 | Q1 |
| 4 | 1 | 25.00 | Q2 |
| 14 | 2 | 14.29 | Q3 |
| 24 | 1 | 4.17 | Q4 |
| 61 | 6 | 9.84 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **422** District: **4**

| 1 | 2 | 3 | 4 | 5 | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|--------|---|--------|---|-------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **422** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 1.50 | 1.00 | 1.50 | 1.50 | 1.00 | 2.50 | 1.00 | 2.00 | 1.50 | 100.00 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.50 | 1.00 | 1.17 | 1.17 | 1.00 | 1.83 | 1.00 | 1.33 | 1.17 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 422

SFY 08

07/07 THROUGH 09/07

You are doing a great job. But the front desk woman was a little rude.
They should be a little nicer and greet the people.

Yo estoy complacida como me an atendido por telefono en la entrevista
yo quiero otra sita igual por telefono. Gracias

**I am pleased with how they have taken care of me with a telephone
interview; I want another telephone appointment. Thank you.**

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 422

SFY 08

10/07 THROUGH 12/07

The young lady presently working was helpful, respectful & did her job efficiently without pause or 20 questions. She new in the position & was very helpful.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 422

SFY 08

01/08 THROUGH 03/08

Just doing fine (good work)

Thank you for your help

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 97 | 12 | 12.37 | Q1 |
| 85 | 7 | 8.24 | Q2 |
| 93 | 12 | 12.90 | Q3 |
| 80 | 14 | 17.50 | Q4 |
| 355 | 45 | 12.68 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **433** District: **4**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|-------|----|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 25.00 | 3 | 25.00 | 3 | 25.00 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| | 2 | 4 | 57.14 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 41.67 | 4 | 33.33 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 14.29 | 7 | 50.00 | 2 | 14.29 | 1 | 7.14 | 2 | 14.29 | 78.57 |
| | Y-T-D | 14 | 31.11 | 15 | 33.33 | 10 | 22.22 | 2 | 4.44 | 4 | 8.89 | 86.67 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 9 | 75.00 | 1 | 8.33 | 0 | 0.00 | 1 | 8.33 | 1 | 8.33 | 83.33 |
| | 2 | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 3 | 9 | 75.00 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 10 | 71.43 | 3 | 21.43 | 1 | 7.14 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 31 | 68.89 | 8 | 17.78 | 3 | 6.67 | 2 | 4.44 | 1 | 2.22 | 93.33 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 11 | 91.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 9 | 75.00 | 1 | 8.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 12 | 85.71 | 1 | 7.14 | 1 | 7.14 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 37 | 82.22 | 4 | 8.89 | 3 | 6.67 | 0 | 0.00 | 1 | 2.22 | 97.78 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 41.67 | 2 | 16.67 | 0 | 0.00 | 2 | 16.67 | 3 | 25.00 | 58.33 |
| | 2 | 4 | 57.14 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 10 | 83.33 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 4 | 10 | 71.43 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 1 | 7.14 | 85.71 |
| | Y-T-D | 29 | 64.44 | 5 | 11.11 | 2 | 4.44 | 3 | 6.67 | 6 | 13.33 | 80.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 9 | 75.00 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 3 | 10 | 83.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 11 | 78.57 | 2 | 14.29 | 0 | 0.00 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| | Y-T-D | 35 | 77.78 | 6 | 13.33 | 1 | 2.22 | 2 | 4.44 | 1 | 2.22 | 93.33 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **433** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 25.00 | 3 | 25.00 | 1 | 8.33 | 1 | 8.33 | 4 | 33.33 | 58.33 |
| | 2 | 2 | 28.57 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 2 | 28.57 | 57.14 |
| | 3 | 3 | 25.00 | 2 | 16.67 | 3 | 25.00 | 1 | 8.33 | 3 | 25.00 | 66.67 |
| | 4 | 1 | 7.14 | 5 | 35.71 | 4 | 28.57 | 1 | 7.14 | 3 | 21.43 | 71.43 |
| | Y-T-D | 9 | 20.00 | 12 | 26.67 | 8 | 17.78 | 4 | 8.89 | 12 | 26.67 | 64.44 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 7 | 58.33 | 2 | 16.67 | 2 | 16.67 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 1 | 14.29 | 71.43 |
| | 3 | 5 | 41.67 | 4 | 33.33 | 3 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 42.86 | 5 | 35.71 | 2 | 14.29 | 0 | 0.00 | 1 | 7.14 | 92.86 |
| | Y-T-D | 21 | 46.67 | 12 | 26.67 | 8 | 17.78 | 1 | 2.22 | 3 | 6.67 | 91.11 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 7 | 58.33 | 1 | 8.33 | 2 | 16.67 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 8 | 66.67 | 1 | 8.33 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| | 4 | 9 | 64.29 | 3 | 21.43 | 1 | 7.14 | 0 | 0.00 | 1 | 7.14 | 92.86 |
| | Y-T-D | 29 | 64.44 | 7 | 15.56 | 5 | 11.11 | 1 | 2.22 | 3 | 6.67 | 91.11 |
| 9: The overall quality of service at the FAA office was: | 1 | 6 | 50.00 | 4 | 33.33 | 1 | 8.33 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| | 2 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 3 | 7 | 58.33 | 5 | 41.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 8 | 57.14 | 4 | 28.57 | 2 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 25 | 55.56 | 15 | 33.33 | 3 | 6.67 | 0 | 0.00 | 2 | 4.44 | 95.56 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.67 | 1.67 | 1.33 | 2.67 | 1.50 | 3.00 | 1.83 | 2.08 | 1.83 | 80.56 |
| Quarter 2: | 1.71 | 2.14 | 1.29 | 2.00 | 1.71 | 2.86 | 2.43 | 1.29 | 1.86 | 85.71 |
| Quarter 3: | 1.83 | 1.25 | 1.42 | 1.42 | 1.17 | 2.92 | 1.83 | 1.67 | 1.42 | 94.44 |
| Quarter 4: | 2.57 | 1.36 | 1.21 | 1.71 | 1.36 | 3.00 | 1.93 | 1.64 | 1.57 | 90.48 |
| Y-T-D | 2.27 | 1.53 | 1.31 | 1.93 | 1.40 | 2.96 | 1.96 | 1.71 | 1.64 | 88.15 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

07/07 THROUGH 09/07

Todo esta bien.

Everything is good

Helping the customer right way.

Very impressed on how quick everybody was being helped. Thank you

Go back to pick a number, instead of having to wait in line.

Que la gente sea simpatica y que no actuen como si ellas nos dieran las food stamps y que no le griten ala gente.

That the people would be nice and not act as if they were giving out the food stamps [themselves] and that they would not shout at the people.

Front desk needs to be much more courteous & respectful, also greet the clients with the appropriate customer manners example good morning or afternoon how may I help you.

I missed my one appointment because when I gave two dates I could attend my appoint was never received even after a visit from me to the office, I was informed it would be sent & it never was sent. My eligibility interviewer was great!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

10/07 THROUGH 12/07

Every working is very nice, I only have one concern. A family of two if making more than \$275 doesn't get help. I bring \$500 and sure can use \$275 more per month, I am applying for disability at this time.

Solamente pare darles las gracias y desirles que me siento muy contenta de que tenga mas (programas como este) les estoy muy agradecida. Muchas

Only to give you thanks and tell you that I would feel very content if you had more (programs like this.) I am very grateful to you. Thank you very much.

More courteous, explain rights more better and responsibilities.

Need to better staff in the front to be polite. They're very bad have attitudes.

Los emplados tal bes tiene problemas en su casa y los llevan al trabajo y pues eso no es reconmedable para nosotros porque muchas beses no dan mal o de una manera no muy correcta solo que traten de ser un poco mas amables que todos tenemos problemas y no es justo que nos desquitemos con los demas. Gracias por tomarnos en cuenta para mejorar el servicio.

The employees perhaps have problems in their homes and they bring them to work and well this is not recommendable for us because many times they don't give good service or not in a correct way only that they try to be a little nicer. We all have problems and it is not fair that we get paid back with the rest. Thank you for keeping us in mind to improve the service. Thank you

Doing a great job. Waiting area some toys for children.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

01/08 THROUGH 03/08

Creo que recibendonos a la hora citada no despues de 15 a 30 min despues de la hora citada.

I think that receiving us at the scheduled time, not after 15 to 10 minutes after the appointed time.

Muy bien que hubiera una oficina en nuestra localidad en Yuma con los mismo servicios y igual de servicio que San Luis AZ.

It would be good if there was an office in Yuma with the same services and quality of service like in San Luis AZ.

I am handicapped so most of everything was done by phone, which helped a lot. Thank you

You could have someone to answer the phones or to return phone calls. This could save lots of people time in the long run.

Train your staff to be friendlier and to respect us. Just because we need help (financially or medical) doesn't mean that they have to be rude or make us feel less. Thank you

The workers @ the front desk are at times having to take 15-30 mins on one person. Maybe they should have these individuals speak w/a supervisor or case worker instead. Most of the time you wait in line for 30 mins or more.

My case manager could of been a little bit more detailed on what I needed to qualify (to apply for unemployment). Especially for someone like me who is 18 and just starting out. With no job or money coming in, if I get sick I need medical assistance so basically, be more detailed in the 1st interview after applying for AHCCCS

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

01/08 THROUGH 03/08

They did good - in the one area they used the # system (take a # ticket from dispenser) then stopped having us wait in line again I personally would rather take a # then sit any where till it's called. Thanks

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

04/08 THROUGH 06/08

Gracias por preguntar bueno para este momento todo esta muy bien el servicio no tengo dudas o desacuerdo.

Thank you for asking, good for the moment. All is very good the service, I have no concerns or disagreements.

Que traten de estar mas constante para contestar los telefonos porque aves avemos personas que no podemos ir personalmente y pues usamos el telefono pero ni siquiera lo contestan.

That they try to be more consistent in answering the phones, because sometimes there are people who can't go in person, and we use the phone but they never answer.

The information lines need to be shorter for the people to get out sooner.

Please put blue box out for those who cant wait to turn in info for workers

Solo dales las gracias por su ayudan y que dios los vendian a todos.

Only I give you thanks for your help and may God bless you all.

Cuando alguna persona le deje un mensaje a la trabajadora le llamen patras yo mucha beses les e dejado mensajes nunca me ablan.

When somebody leaves a message for the worker that they call back. Many times I have left messages and they never call me back.

Ami se me hace que si hacen bien su trabajo todos. Gracias por todo.

To me it seems that yes they all do a good job. Thank you for everything.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 08

04/08 THROUGH 06/08

You are probably doing as well as you can.

You need to teach your people respect & courtesy!!! No matter what DES office I go to - the people are rude!! If they don't like their jobs - tell them to quit & give people that are nice a job!!

You're doing a good job.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 13 | 2 | 15.38 | Q1 |
| 25 | 8 | 32.00 | Q2 |
| 12 | 0 | 0.00 | Q3 |
| 10 | 4 | 40.00 | Q4 |
| 60 | 14 | 23.33 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **435** District: **4**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 37.50 | 4 | 50.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 35.71 | 7 | 50.00 | 2 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 2 | 25.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 64.29 | 2 | 14.29 | 2 | 14.29 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 87.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 85.71 | 1 | 7.14 | 1 | 7.14 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 8 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 78.57 | 2 | 14.29 | 0 | 0.00 | 1 | 7.14 | 0 | 0.00 | 92.86 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **435** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|--------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 62.50 | 0 | 0.00 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 64.29 | 0 | 0.00 | 4 | 28.57 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 71.43 | 1 | 7.14 | 3 | 21.43 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 7 | 87.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 78.57 | 0 | 0.00 | 2 | 14.29 | 1 | 7.14 | 0 | 0.00 | 92.86 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 85.71 | 2 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.00 | 1.00 | 1.00 | 1.50 | 3.00 | 3.00 | 3.00 | 1.00 | 100.00 |
| Quarter 2: | 1.75 | 1.63 | 1.13 | 1.00 | 1.50 | 1.88 | 1.38 | 1.38 | 1.25 | 94.44 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.75 | 1.50 | 1.50 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.79 | 1.64 | 1.21 | 1.00 | 1.36 | 1.79 | 1.50 | 1.50 | 1.14 | 96.83 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 435

SFY 08

10/07 THROUGH 12/07

Disponibilidad en el horario de las entrevistas porque, mucha gente trabajamos por las manana y aveces no nos dan permiso en el trabajo.

Availability in the interviewers schedules because many of us work during the day and sometimes they don't give us permission [to leave] at work.

Yo no tengo ninguna queja siempre me an atendido muy bien las trabajadoras de recepcion y las entrebistadoras muy bien. Antes al contrario muchisimas gracias por su ayuda.

I don't have a single complaint. You have always taken good care of me the workers in reception and the interviewers are very good. On the contrary. Thank you very much for your help.

Ser un poco mas esplicitas en los beneficios y responsabilidades, pero en general muy bien. Gracias

Being a little more explicit about the benefits and responsibilities but in general it is very good. Thank you

Lo unico que puedo decir es que no todas las personas que la entrevistan a uno son corteses y amables la ultima entrevista que tuve no fue muy buena. Mucha gracias

The only thing I can say is that not all the people that interview people are courteous and nice. The last interviewer that I had was not very good. Thank you.

Tratar de ser mejor cada dia ustedes y por su puesto yo tabien con respeto y amabilidad gracias. Por la ayuda que nos dan acada quien y por los avisos que nos mandan y por su paciencia con nostros dios los vendigan hoy

That you try to be better every day and of course, I also with respect and friendliness. Thank you for the help you have given us and everyone and for the notices that you send and for your patience with us, may God bless you now and always.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 435

SFY 08

10/07 THROUGH 12/07

In San Luis office to have persons who like to work with people and treat them better not because were close to the border be treated different, and to have employees not to take out any information because as I understand they cant be doing this and their doing it.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 435

SFY 08

04/08 THROUGH 06/08

My EI Otilia was very helpful and courteous, and very knowledgeable
Dianna, sylvia and Maria are very prompt courteous ladies and I thank them

Todo esta muy bien. Gracias

All is good, Thank you.

Mi esperincia fue muy agradable todo el personal muy atento y amable.

**My experience was pleasant, all the staff were very attentive and friendly,
thank you.**

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 31 | 4 | 12.90 | Q1 |
| 24 | 7 | 29.17 | Q2 |
| 34 | 6 | 17.65 | Q3 |
| 23 | 1 | 4.35 | Q4 |
| 112 | 18 | 16.07 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **442** District: **4**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|--------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| | 3 | 2 | 33.33 | 1 | 16.67 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 27.78 | 5 | 27.78 | 3 | 16.67 | 5 | 27.78 | 0 | 0.00 | 72.22 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 50.00 | 6 | 33.33 | 3 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 66.67 | 4 | 22.22 | 2 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 10 | 55.56 | 5 | 27.78 | 2 | 11.11 | 1 | 5.56 | 0 | 0.00 | 94.44 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 1 | 16.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 72.22 | 3 | 16.67 | 2 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **442** District: **4**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 16.67 | 3 | 50.00 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 50.00 | 6 | 33.33 | 3 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 55.56 | 7 | 38.89 | 1 | 5.56 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 2 | 28.57 | 71.43 |
| | 3 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 66.67 | 2 | 11.11 | 2 | 11.11 | 0 | 0.00 | 2 | 11.11 | 88.89 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 42.86 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 33.33 | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 44.44 | 8 | 44.44 | 2 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.75 | 2.00 | 1.00 | 1.50 | 1.00 | 1.00 | 1.25 | 1.00 | 1.75 | 94.44 |
| Quarter 2: | 2.57 | 1.57 | 1.43 | 1.43 | 1.29 | 1.71 | 1.57 | 2.57 | 1.57 | 93.65 |
| Quarter 3: | 2.33 | 1.67 | 1.83 | 1.67 | 1.83 | 2.17 | 1.67 | 1.50 | 1.83 | 98.15 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 4.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 88.89 |
| Y-T-D | 2.44 | 1.67 | 1.44 | 1.67 | 1.39 | 1.67 | 1.50 | 1.78 | 1.67 | 95.06 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 442

SFY 08

07/07 THROUGH 09/07

Todo esta bien asi. Avisar por favor con tiempo cuando tiene que presentarse para comprobar la supervivencia.

Everything is good as it is. Please tell us in time when you have to present yourself to verify household eligibility.

Siempre me han atendido bien. Gracias

They have always taken good care of me. Thank you.

Si pueden tratar de ser rapidos para no tener q' durar tnato esperando q' le hablen a uno por q' a veces llevamos el tiempo contado y no alcasamos a hacer otras cosas importantes.

If they could try to be faster so as to not have to wait so much and that they would speak to you because time is precious and we can't get other important things done.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 442

SFY 08

10/07 THROUGH 12/07

Estoy satisfecho con el servicio que se me presta.

I am satisfied with the service you have given me.

Para mi fue algo normal y me parecio bien el trato del personal. Gracias

For me it was something normal, and the treatment from the staff seemed good to me. Thank you.

Help them not only by going into the jobs program but by also helping them learn skills like typing and writing.

Atendiendo a la hora que se hacen las citas.

Taking us back at the hour that the appointment was made for.

Me gusta como me trataron muy bien con respecto.

I like how they have treated me very well with respect.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 442

SFY 08

01/08 THROUGH 03/08

Quisa con el personal mas amable.

Perhaps with nicer staff

En lo que a mi respecta, como me han atendido es la mejor manera de

In my opinion how they have taken care of me is the best manner of attention.

Teniendo mas personal para atender mas rapido al las personas que necesitan informar cambios

Having more people to take care of clients faster that need to report changes.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 442

SFY 08

04/08 THROUGH 06/08

I had my employer fax my income change. Also I tried to take my change report in the front desk rudely told me 2 have a seat I waited 5 mins. When another lady walked in w/the same form & was not told to wait she dropped it off & left. I was very upset. 2 days later they cancel my benefits!! Please tell your employees that helping people irritates them then maybe DES isn't where they should be working.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT V

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 24 | 1 | 4.17 | Q1 |
| 26 | 3 | 11.54 | Q2 |
| 18 | 3 | 16.67 | Q3 |
| 27 | 3 | 11.11 | Q4 |
| 95 | 10 | 10.53 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **334** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|--------|-------|--------|-------|--------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | Y-T-D | 1 | 10.00 | 5 | 50.00 | 3 | 30.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 50.00 | 2 | 20.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 3 | 30.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 2 | 20.00 | 3 | 30.00 | 0 | 0.00 | 1 | 10.00 | 90.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 33.33 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 50.00 | 2 | 20.00 | 1 | 10.00 | 2 | 20.00 | 0 | 0.00 | 80.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **334** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 33.33 |
| | 3 | 0 | 0.00 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 33.33 |
| | Y-T-D | 2 | 20.00 | 2 | 20.00 | 2 | 20.00 | 3 | 30.00 | 1 | 10.00 | 60.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 0 | 0.00 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 3 | 30.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 50.00 | 2 | 20.00 | 3 | 30.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 40.00 | 5 | 50.00 | 0 | 0.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.00 | 4.00 | 1.00 | 3.00 | 2.00 | 1.00 | 1.00 | 1.00 | 88.89 |
| Quarter 2: | 2.00 | 2.00 | 2.00 | 3.00 | 3.00 | 3.33 | 2.33 | 2.00 | 2.33 | 74.07 |
| Quarter 3: | 2.33 | 2.33 | 2.00 | 2.33 | 1.33 | 2.67 | 2.67 | 2.33 | 1.67 | 100.00 |
| Quarter 4: | 3.00 | 1.33 | 1.33 | 1.67 | 1.33 | 3.00 | 1.33 | 1.33 | 1.67 | 88.89 |
| Y-T-D | 2.40 | 1.80 | 2.00 | 2.20 | 2.00 | 2.90 | 2.00 | 1.80 | 1.80 | 87.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 334

SFY 08

01/08 THROUGH 03/08

Thank you for the help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 334

SFY 08

10/07 THROUGH 12/07

Be a little more responsive to phone calls, and to be more polite at front desk. Also to keep clients personal life confidential.

The timing is bad, so I think if you had more than 1 representative it work out very well for us all. Also a smile won't hurt anybody.

Just keep up your good work.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 58 | 13 | 22.41 | Q1 |
| 60 | 3 | 5.00 | Q2 |
| 50 | 2 | 4.00 | Q3 |
| 50 | 5 | 10.00 | Q4 |
| 218 | 23 | 10.55 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **511** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|--------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 38.46 | 5 | 38.46 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 34.78 | 9 | 39.13 | 5 | 21.74 | 0 | 0.00 | 1 | 4.35 | 95.65 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 6 | 46.15 | 1 | 7.69 | 6 | 46.15 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 60.87 | 3 | 13.04 | 6 | 26.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 7 | 53.85 | 5 | 38.46 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 17 | 73.91 | 5 | 21.74 | 1 | 4.35 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 30.77 | 5 | 38.46 | 1 | 7.69 | 1 | 7.69 | 2 | 15.38 | 76.92 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 47.83 | 7 | 30.43 | 2 | 8.70 | 1 | 4.35 | 2 | 8.70 | 86.96 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 38.46 | 7 | 53.85 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 60.87 | 8 | 34.78 | 1 | 4.35 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **511** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|--------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 38.46 | 2 | 15.38 | 4 | 30.77 | 0 | 0.00 | 2 | 15.38 | 84.62 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 34.78 | 3 | 13.04 | 10 | 43.48 | 0 | 0.00 | 2 | 8.70 | 91.30 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 8 | 61.54 | 3 | 23.08 | 2 | 15.38 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 65.22 | 5 | 21.74 | 3 | 13.04 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 8 | 61.54 | 2 | 15.38 | 3 | 23.08 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 60.87 | 5 | 21.74 | 4 | 17.39 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 30.77 | 6 | 46.15 | 3 | 23.08 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 60.87 | 6 | 26.09 | 3 | 13.04 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 2.00 | 1.54 | 2.38 | 1.69 | 2.38 | 1.54 | 1.62 | 1.92 | 94.87 |
| Quarter 2: | 1.33 | 1.00 | 1.00 | 1.33 | 1.00 | 1.67 | 1.33 | 1.67 | 1.00 | 100.00 |
| Quarter 3: | 2.50 | 1.50 | 1.00 | 1.50 | 1.00 | 3.00 | 2.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 2.20 | 1.20 | 1.00 | 1.40 | 1.20 | 2.40 | 1.20 | 1.60 | 1.00 | 100.00 |
| Y-T-D | 2.00 | 1.65 | 1.30 | 1.96 | 1.43 | 2.35 | 1.48 | 1.57 | 1.52 | 97.10 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 511

SFY 08

07/07 THROUGH 09/07

For the people working at that office treat better the people special people that wont be able to talk or speak English, to stop acting like the help we receive Food Stamps or Cash assistance comes from their

Todo esta muy bien de noser que uno tiene que esperar mucho para su entrevista.

Everything is very good of not being one who has to wait much for their interview.

Return phone call within 24 to 48 hours.

The lady that works in the front is very slow. And we wait in line for 20 minutes, just to turn in an application at the front desk.

Make the girl at the front desk smile, (the one with the curly hair) she is

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 511

SFY 08

10/07 THROUGH 12/07

Need a courtesy phone for clients who need to change there plan that do not have a phone. Limit one change per client per month. That would really help on a need to know basis. Thank you

Pues ami ma an atendido bien.

Well, they have taken good care of me.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 511

SFY 08

04/08 THROUGH 06/08

Atender alas personas mas rapido. Para las entrevistas nos dicen que leeguemos 15 bmin antes y no nos atienden hasta despus de 40 minutes.

Take care of the people faster. For the interviewers tell us to come 15 minutes early and they don't take care of us till 40 minutes after.

Thank you for helping me and my family

excelente trabajo.

Excellent work.

I did all my paper work at SunLife Casa Grande office. "Renea" is a very helpful person. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 37 | 3 | 8.11 | Q1 |
| 16 | 0 | 0.00 | Q2 |
| 24 | 4 | 16.67 | Q3 |
| 18 | 5 | 27.78 | Q4 |
| 95 | 12 | 12.63 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **513** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|---|-------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | Y-T-D | 3 | 25.00 | 3 | 25.00 | 3 | 25.00 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 25.00 | 2 | 16.67 | 6 | 50.00 | 0 | 0.00 | 1 | 8.33 | 91.67 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 66.67 | 2 | 16.67 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 3 | 60.00 | 1 | 20.00 | 20.00 |
| | Y-T-D | 5 | 41.67 | 1 | 8.33 | 0 | 0.00 | 3 | 25.00 | 3 | 25.00 | 50.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | Y-T-D | 5 | 41.67 | 4 | 33.33 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 91.67 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **513** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|-------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 40.00 |
| | Y-T-D | 5 | 41.67 | 0 | 0.00 | 3 | 25.00 | 1 | 8.33 | 3 | 25.00 | 66.67 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | Y-T-D | 5 | 41.67 | 2 | 16.67 | 2 | 16.67 | 1 | 8.33 | 2 | 16.67 | 75.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 20.00 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 25.00 | 8 | 66.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 33.33 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 4 | 1 | 20.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | Y-T-D | 4 | 33.33 | 2 | 16.67 | 3 | 25.00 | 1 | 8.33 | 2 | 16.67 | 75.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.33 | 2.33 | 1.67 | 2.67 | 2.00 | 2.33 | 2.00 | 1.67 | 2.00 | 96.30 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 3.00 | 2.75 | 1.25 | 2.00 | 1.25 | 2.00 | 2.00 | 1.75 | 2.25 | 83.33 |
| Quarter 4: | 3.20 | 2.40 | 1.60 | 3.60 | 2.40 | 3.60 | 3.00 | 2.00 | 3.20 | 68.89 |
| Y-T-D | 2.67 | 2.50 | 1.50 | 2.83 | 1.92 | 2.75 | 2.42 | 1.83 | 2.58 | 80.56 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 513

SFY 08

07/07 THROUGH 09/07

The workers had not reviewed my file & told me I was missing some papers that were actually in there. He should have reviewed my file prior to calling me for the interview.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 513

SFY 08

01/08 THROUGH 03/08

At this time I have no response and my experience with Arizona Dept of Economic Security has been satisfactory.

I have been trying to get a issue solved for 6 months and on one has any idea what they are doing and every time I call I either get a answering service or put on hold forever and never get anyone.

I have always been treated very nice, I can not think of anything you could

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 513

SFY 08

04/08 THROUGH 06/08

Train the staff at the front desk to be more professional by providing better customer service.

I believe there needs to be more offices and staff for Pinal County. I believe the staff to be overworked and it shows in the way they treat clients.

If some of the front receptionist treat us better with answers and stop talking between them while there is a loooong line waiting or for those people that don't talk English to treat them better they act like the help we receive comes from their own purse.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 20 | 6 | 30.00 | Q1 |
| 11 | 5 | 45.45 | Q2 |
| 14 | 1 | 7.14 | Q3 |
| 20 | 1 | 5.00 | Q4 |
| 65 | 13 | 20.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **514** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|--------|
| | | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 53.85 | 3 | 23.08 | 2 | 15.38 | 0 | 0.00 | 1 | 7.69 | 92.31 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 33.33 | 4 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 30.77 | 8 | 61.54 | 1 | 7.69 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 69.23 | 1 | 7.69 | 1 | 7.69 | 2 | 15.38 | 0 | 0.00 | 84.62 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 66.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 53.85 | 1 | 7.69 | 4 | 30.77 | 1 | 7.69 | 0 | 0.00 | 92.31 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 69.23 | 1 | 7.69 | 1 | 7.69 | 1 | 7.69 | 1 | 7.69 | 84.62 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **514** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 38.46 | 1 | 7.69 | 7 | 53.85 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 69.23 | 0 | 0.00 | 3 | 23.08 | 1 | 7.69 | 0 | 0.00 | 92.31 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 61.54 | 2 | 15.38 | 3 | 23.08 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 66.67 | 2 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 61.54 | 3 | 23.08 | 1 | 7.69 | 1 | 7.69 | 0 | 0.00 | 92.31 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.17 | 1.67 | 1.00 | 1.50 | 1.00 | 1.33 | 1.33 | 1.33 | 1.33 | 100.00 |
| Quarter 2: | 2.00 | 2.00 | 2.20 | 2.40 | 3.00 | 3.00 | 1.80 | 2.00 | 2.00 | 88.89 |
| Quarter 3: | 5.00 | 2.00 | 4.00 | 1.00 | 1.00 | 2.00 | 4.00 | 2.00 | 2.00 | 66.67 |
| Quarter 4: | 2.00 | 1.00 | 1.00 | 3.00 | 1.00 | 3.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.85 | 1.77 | 1.69 | 1.92 | 1.77 | 2.15 | 1.69 | 1.62 | 1.62 | 93.16 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 514

SFY 08

07/07 THROUGH 09/07

Todo esta bien de mi parte no tengo quejas, todo lo contrario gracias por ayudarme con mis gastos ya que soy madre soltera, y no tengo empleo.

Everything is good, for my part I have no complaint, to the contrary, thank your for helping me with my expenses as I am a single mother and I don't have a job.

Me parece un exelente servicio.

To me it seems an excellent service

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 514

SFY 08

10/07 THROUGH 12/07

Que mejoren como tratan ala gente porque aveces son muy malcriadas desde la de enfrente hasta las de atras.

That they improve how they treat people because sometimes they are very bad from the front to the back.

I fell FAA does not need to improve anything, they are doing great & they help you understand everything you are unsure of.

Thank you very much for helping me I like you a lot all of you.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 38 | 3 | 7.89 | Q1 |
| 33 | 2 | 6.06 | Q2 |
| 46 | 7 | 15.22 | Q3 |
| 47 | 5 | 10.64 | Q4 |
| 164 | 17 | 10.37 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **517** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|--------|-------|--------|-------|-------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 41.18 | 4 | 23.53 | 5 | 29.41 | 1 | 5.88 | 0 | 0.00 | 94.12 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 57.14 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 40.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 52.94 | 6 | 35.29 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 71.43 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 2 | 11.76 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 4 | 0 | 0.00 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 35.29 | 5 | 29.41 | 5 | 29.41 | 0 | 0.00 | 1 | 5.88 | 94.12 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 4 | 23.53 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **517** District: **5**

| | | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| QTR | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 4 | 1 | 20.00 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 47.06 | 3 | 17.65 | 5 | 29.41 | 0 | 0.00 | 1 | 5.88 | 94.12 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 58.82 | 5 | 29.41 | 2 | 11.76 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 71.43 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 1 | 14.29 | 85.71 |
| | 4 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 1 | 5.88 | 2 | 11.76 | 0 | 0.00 | 1 | 5.88 | 94.12 |
| 9: The overall quality of service at the FAA office was: | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 71.43 | 0 | 0.00 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 76.47 | 0 | 0.00 | 4 | 23.53 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.67 | 1.33 | 1.67 | 2.33 | 1.33 | 1.00 | 1.33 | 1.00 | 1.67 | 100.00 |
| Quarter 2: | 1.50 | 2.00 | 2.00 | 2.00 | 1.50 | 2.50 | 2.00 | 1.50 | 2.00 | 100.00 |
| Quarter 3: | 2.14 | 1.43 | 1.29 | 2.14 | 1.00 | 2.14 | 1.57 | 1.86 | 1.57 | 93.65 |
| Quarter 4: | 2.20 | 1.80 | 1.00 | 2.00 | 1.40 | 2.20 | 1.40 | 1.40 | 1.00 | 100.00 |
| Y-T-D | 2.00 | 1.59 | 1.35 | 2.12 | 1.24 | 2.00 | 1.53 | 1.53 | 1.47 | 97.39 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 517

SFY 08

07/07 THROUGH 09/07

You can't drop off applications in the drop box no longer. The wait is

I feel that the people could be a bit friendlier and not act like it's a chore to serve their clientele. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 517

SFY 08

01/08 THROUGH 03/08

There is no improvement needed. Thank you

You are very respectful to clients at a difficult time - I appreciate that very

You doing fine. Keep it up

The front desk in the Apache Junction office are very disrespectful and when I would call the people in the front desk will pick up the phone and hang up. I fell we should be able to drop off apps. If we cant wait 2 or more hrs. to schedule an appt.

Mas rapides en la primera ventanilla.

Faster at the first window

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 517

SFY 08

04/08 THROUGH 06/08

The staff at AJ office are very courteous staff. The one in Chandler are very disrespectful staff the one in Chandler needs new staff members that are courteous and respectful.

Thanks to you all for the courteous & understanding help you have given

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 11 | 1 | 9.09 | Q1 |
| 10 | 0 | 0.00 | Q2 |
| 10 | 2 | 20.00 | Q3 |
| 6 | 2 | 33.33 | Q4 |
| 37 | 5 | 13.51 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **521** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | % That |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | Reported |
| | | | | | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|--------|-------|--------|-------|-------|-------|--------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 50.00 |
| | Y-T-D | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 1 | 20.00 | 1 | 20.00 | 60.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 1 | 20.00 | 3 | 60.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **521** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|-------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 2 | 40.00 | 0 | 0.00 | 60.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 5.00 | 2.00 | 1.00 | 3.00 | 4.00 | 1.00 | 2.00 | 2.00 | 77.78 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 2.50 | 1.50 | 2.00 | 1.50 | 100.00 |
| Quarter 4: | 3.00 | 2.50 | 3.00 | 2.00 | 2.50 | 3.00 | 1.50 | 3.00 | 1.50 | 66.67 |
| Y-T-D | 2.20 | 2.60 | 2.20 | 1.60 | 2.20 | 3.00 | 1.40 | 2.40 | 1.60 | 82.22 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 521

SFY 08

07/07 THROUGH 09/07

Interviewers need to be more courteous @ Globe.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 521

SFY 08

01/08 THROUGH 03/08

The dental program for "access" only allows for tooth extractions. That is stupid! They will not recement a crown that fell off, but would pull the tooth, they will not fill a tooth that has a small decay, but will pull it out. Again, that is supid!!.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 521

SFY 08

04/08 THROUGH 06/08

I was very upset with service I received. It meant a lot to me that my agent kept toys at her desk for my toddler, it made the time go by so much

You could try to get things into more an "organized" manner.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 4 | 0 | 0.00 | Q1 |
| 7 | 1 | 14.29 | Q2 |
| 5 | 0 | 0.00 | Q3 |
| 9 | 3 | 33.33 | Q4 |
| 25 | 4 | 16.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **523** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|-----------------------------|---------------------------------|-----------------|-----------------------------------|-------------------------------|------|-----------------|------|--------------|------|---|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | Somewhat Agree Somewhat Good | Neutral | Somewhat Disagree Somewhat Bad | Strongly Disagree Very Bad | | | | | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 523

SFY 08

04/08 THROUGH 06/08

We are very satisfied with the job they do know Yolanda and the lady that works in the there I m sorry I forget her name, but they both do a good job. They let us no what to bring to the interview so we can get help faster.

I thank you do fine.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 8 | 1 | 12.50 | Q1 |
| 22 | 1 | 4.55 | Q2 |
| 11 | 3 | 27.27 | Q3 |
| 14 | 2 | 14.29 | Q4 |
| 55 | 7 | 12.73 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **524** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|-------|-------|--------|-------|--------|-------|--------|-------|-------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 2 | 66.67 | 0.00 |
| | 4 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 1 | 14.29 | 3 | 42.86 | 0 | 0.00 | 1 | 14.29 | 2 | 28.57 | 57.14 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 28.57 | 2 | 28.57 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 57.14 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 33.33 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 3 | 42.86 | 0 | 0.00 | 57.14 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **524** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|--------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 28.57 | 1 | 14.29 | 1 | 14.29 | 3 | 42.86 | 0 | 0.00 | 57.14 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 33.33 |
| | 4 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 28.57 | 2 | 28.57 | 1 | 14.29 | 2 | 28.57 | 0 | 0.00 | 71.43 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 42.86 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 2.00 | 2.00 | 2.00 | 2.00 | 3.00 | 2.00 | 3.00 | 2.00 | 2.00 | 100.00 |
| Quarter 3: | 4.67 | 3.33 | 1.67 | 3.00 | 2.67 | 4.00 | 3.00 | 2.33 | 1.67 | 55.56 |
| Quarter 4: | 2.00 | 1.50 | 2.00 | 2.50 | 1.50 | 2.00 | 2.00 | 2.50 | 2.00 | 88.89 |
| Y-T-D | 3.00 | 2.29 | 1.71 | 2.43 | 2.14 | 2.71 | 2.43 | 2.14 | 1.71 | 77.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 524

SFY 08

10/07 THROUGH 12/07

Explain program, benefits, process more clearly. I'm new to DES and I still don't know how things work & whatnot.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 524

SFY 08

01/08 THROUGH 03/08

Make us feel more important, don't just sit there, and let us figure it out ourselves, not to look at us with a mean face, please smile, and say we can help you. So we the people can feel good, and feel like we got help. That what we need a better job. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 8 | 0 | 0.00 | Q1 |
| 15 | 2 | 13.33 | Q2 |
| 14 | 2 | 14.29 | Q3 |
| 9 | 1 | 11.11 | Q4 |
| 46 | 5 | 10.87 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **525** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|---------------|
| 1 | 2 | 3 | 4 | 5 | % That |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | Reported |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | a Rating |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|---|--------|---|--------|---|-------|---|-------|---|------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 40.00 | 3 | 60.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **525** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 2 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 2.00 | 1.50 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.40 | 1.60 | 1.00 | 1.00 | 1.00 | 1.00 | 1.40 | 1.00 | 1.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 525

SFY 08

10/07 THROUGH 12/07

Great job!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 525

SFY 08

04/08 THROUGH 06/08

I am 92 and don't drive so one of the staff come to my home for the interview on her own time. I am most thankful for the meals on wheels. My food stamps allowance is only \$10.00 a month, but helps.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 8 | 0 | 0.00 | Q1 |
| 4 | 1 | 25.00 | Q2 |
| 9 | 3 | 33.33 | Q3 |
| 9 | 2 | 22.22 | Q4 |
| 30 | 6 | 20.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **526** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|--------|-------|-------|-------|--------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 83.33 | 0 | 0.00 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 66.67 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 1 | 16.67 | 83.33 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 1 | 16.67 | 0 | 0.00 | 1 | 16.67 | 1 | 16.67 | 66.67 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 1 | 16.67 | 1 | 16.67 | 1 | 16.67 | 0 | 0.00 | 83.33 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **526** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|-------|---------------------------------|--------|---------|--------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | Y-T-D | 3 | 50.00 | 0 | 0.00 | 2 | 33.33 | 1 | 16.67 | 0 | 0.00 | 83.33 |
| 9: The overall quality of service at the FAA office was: | 1 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 50.00 | 3 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 2: | 1.00 | 1.00 | 2.00 | 4.00 | 2.00 | 2.00 | 2.00 | 3.00 | 2.00 | 88.89 |
| Quarter 3: | 1.33 | 1.67 | 2.33 | 2.33 | 2.67 | 1.67 | 1.67 | 1.67 | 1.33 | 88.89 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 1.50 | 1.00 | 1.50 | 1.50 | 2.50 | 1.50 | 94.44 |
| Y-T-D | 1.17 | 1.33 | 1.83 | 2.33 | 2.00 | 1.67 | 1.67 | 2.17 | 1.50 | 90.74 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 526

SFY 08

01/08 THROUGH 03/08

You do a great job, maybe investigate can be better. too many people taking advantage of FS I called and reported someone & they are still receiving FS and have lots of \$\$\$\$ BETTER INVESTIGATION.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 526

SFY 08

04/08 THROUGH 06/08

When I mail in my application, I try to include all documentation needed, it would be nice to be told if something else is needed before I go in for the interview however it is not difficult to wait in line after the interview if

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 7 | 2 | 28.57 | Q1 |
| 14 | 4 | 28.57 | Q2 |
| 15 | 1 | 6.67 | Q3 |
| 10 | 1 | 10.00 | Q4 |
| 46 | 8 | 17.39 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **552** District: **5**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|-------|-------|--------|-------|--------|-------|-------|------|-------|-------|--------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| Y-T-D | 6 | 75.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 | |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| Y-T-D | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 | |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| Y-T-D | 6 | 75.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 1 | 12.50 | 87.50 | |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| Y-T-D | 4 | 50.00 | 3 | 37.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 | |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| Y-T-D | 7 | 87.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **552** District: **5**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 50.00 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 50.00 | 1 | 12.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 87.50 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 87.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 75.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 62.50 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 62.50 | 2 | 25.00 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.50 | 1.00 | 1.00 | 2.00 | 1.50 | 2.50 | 1.50 | 2.00 | 1.50 | 94.44 |
| Quarter 2: | 1.00 | 1.75 | 2.25 | 1.50 | 1.00 | 1.75 | 1.00 | 2.00 | 1.75 | 94.44 |
| Quarter 3: | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 3.00 | 1.00 | 2.00 | 1.00 | 100.00 |
| Quarter 4: | 2.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.25 | 1.50 | 1.63 | 1.63 | 1.13 | 2.00 | 1.13 | 1.88 | 1.50 | 95.83 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 552

SFY 08

07/07 THROUGH 09/07

You guys do a great job, already!

Need someone to get messages. The staff needs more training in customer service some of them are rude in person or on the phone.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 552

SFY 08

10/07 THROUGH 12/07

Staff could be more patient & helpful, a friendlier attitude.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 552

SFY 08

04/08 THROUGH 06/08

To my knowledge everything seems to be fine with me.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

DISTRICT VI

FAA CUSTOMER SATISFACTION SURVEY

SFY 08

LOCAL OFFICE

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 11 | 3 | 27.27 | Q1 |
| 10 | 0 | 0.00 | Q2 |
| 6 | 2 | 33.33 | Q3 |
| 14 | 2 | 14.29 | Q4 |
| 41 | 7 | 17.07 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **612** District: **6**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|------|-------|------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **612** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 6 | 85.71 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.67 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 2.00 | 1.50 | 1.00 | 1.50 | 100.00 |
| Quarter 4: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Y-T-D | 1.14 | 1.14 | 1.14 | 1.14 | 1.14 | 1.57 | 1.14 | 1.00 | 1.14 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 612

SFY 08

07/07 THROUGH 09/07

There are other Gov't organizations that I don't think are doing near enough to help those in a lesser situation than my own. As for des here in Bisbee, they have been great.

Just keep up the good work you have been doing. Thank you very much.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 612

SFY 08

01/08 THROUGH 03/08

Sometimes I've felt that had I been Hispanic I would have received better service at my first few visits - after that the fear disappeared. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 612

SFY 08

04/08 THROUGH 06/08

Estoy muy agradecida con el personal de la FAA.

I am very grateful to the staff of FAA.

Keep up the good work! Thanks

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|--------------|-----------|
| Mailed | Returned | Percent | |
| 9 | 1 | 11.11 | Q1 |
| 8 | 1 | 12.50 | Q2 |
| 8 | 0 | 0.00 | Q3 |
| 16 | 3 | 18.75 | Q4 |
| 41 | 5 | 12.20 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **614** District: **6**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | |
|---|--------------|-------|--------|-------|--------|-------|-------|-------|------|-------|-------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 1 | 33.33 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | Y-T-D | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **614** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 4 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 4: | 1.67 | 1.00 | 1.67 | 2.67 | 1.33 | 1.67 | 1.00 | 1.00 | 1.33 | 96.30 |
| Y-T-D | 1.60 | 1.00 | 1.40 | 2.00 | 1.20 | 1.40 | 1.00 | 1.00 | 1.20 | 97.78 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 614

SFY 08

10/07 THROUGH 12/07

Todo el tiempo que he estado en las oficinas el servicio ha sido magnifico.
Gracias

**All the times I have been in the offices, the service has been magnificent.
Thank you**

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 614

SFY 08

04/08 THROUGH 06/08

Lady in the front is very rude! Not the older lady but the younger one. The older lady is very nice!

I think they are doing real good.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 36 | 7 | 19.44 | Q1 |
| 19 | 4 | 21.05 | Q2 |
| 25 | 4 | 16.00 | Q3 |
| 35 | 7 | 20.00 | Q4 |
| 115 | 22 | 19.13 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **615** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-----------------------------|--------|---------------------------------|-------|---------------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 42.86 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 42.86 | 1 | 14.29 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 10 | 45.45 | 8 | 36.36 | 3 | 13.64 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 75.00 | 0 | 0.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 68.18 | 3 | 13.64 | 3 | 13.64 | 1 | 4.55 | 0 | 0.00 | 95.45 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 7 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 86.36 | 1 | 4.55 | 2 | 9.09 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | 2 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 13 | 59.09 | 5 | 22.73 | 2 | 9.09 | 2 | 9.09 | 0 | 0.00 | 90.91 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 0 | 0.00 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 14 | 63.64 | 3 | 13.64 | 4 | 18.18 | 1 | 4.55 | 0 | 0.00 | 95.45 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **615** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 2 | 28.57 | 1 | 14.29 | 4 | 57.14 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 28.57 | 1 | 14.29 | 3 | 42.86 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 8 | 36.36 | 3 | 13.64 | 9 | 40.91 | 2 | 9.09 | 0 | 0.00 | 90.91 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 68.18 | 4 | 18.18 | 3 | 13.64 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 3 | 42.86 | 1 | 14.29 | 3 | 42.86 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 71.43 | 1 | 14.29 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 15 | 68.18 | 2 | 9.09 | 5 | 22.73 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 4 | 57.14 | 2 | 28.57 | 1 | 14.29 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 28.57 | 4 | 57.14 | 0 | 0.00 | 1 | 14.29 | 0 | 0.00 | 85.71 |
| | Y-T-D | 12 | 54.55 | 6 | 27.27 | 3 | 13.64 | 1 | 4.55 | 0 | 0.00 | 95.45 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.57 | 1.43 | 1.00 | 1.71 | 1.43 | 2.29 | 1.57 | 2.00 | 1.57 | 98.41 |
| Quarter 2: | 1.50 | 1.75 | 1.75 | 1.75 | 1.50 | 2.50 | 1.00 | 1.00 | 1.50 | 94.44 |
| Quarter 3: | 1.75 | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 1.50 | 100.00 |
| Quarter 4: | 2.14 | 1.57 | 1.00 | 1.71 | 2.00 | 2.43 | 1.57 | 1.43 | 2.00 | 92.06 |
| Y-T-D | 1.77 | 1.55 | 1.23 | 1.68 | 1.64 | 2.23 | 1.45 | 1.55 | 1.68 | 95.96 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 615

SFY 08

07/07 THROUGH 09/07

En realidad no tengo de que quejarme en lo que respecta a mi, siempre me hay tratado muy bien. Gracias

**In reality, I do not have to complain about [service] in regards to myself.
Always they have treated me very well Thank you**

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 615

SFY 08

10/07 THROUGH 12/07

About the Douglas AZ office I found the Spanish people were taken care of better than white people - wait was longer spoke to them more ect.

Hasta hoy he recibido muy buen trato y asistencia. Gracias por su amabilidad dios los bendiga para que sigan siendo unas personas tan profesionales y bien portadas como hasta ahora.

Up to now, I have received very good treatment and assistance. Thank you for your niceness. May God bless you in order for you to continue being such professional and well behaved people up to now.

Need more staff members for faster service.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 615

SFY 08

01/08 THROUGH 03/08

The overall quality of service was very good. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 615

SFY 08

04/08 THROUGH 06/08

Creo que dan un buen servicio.

I think you give a good service.

Better services, faster, hire more people. Works on customer service, answer phone properly treat clients as friends. (There is a couple of staff there that are rude and don't treat you like you are welcomed there) during interviews.

Less waiting time for appt. no 20 - 30 mins later.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 5 | 2 | 40.00 | Q1 |
| 6 | 0 | 0.00 | Q2 |
| 3 | 1 | 33.33 | Q3 |
| 12 | 1 | 8.33 | Q4 |
| 26 | 4 | 15.38 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **616** District: **6**

| | 1 | 2 | 3 | 4 | 5 | |
|--|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| | Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| | Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| | Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|--------|-------|-------|-------|------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **616** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|--------|---------|--------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 2.00 | 2.00 | 1.50 | 1.50 | 1.50 | 1.50 | 2.00 | 1.50 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 2.00 | 2.00 | 2.00 | 2.00 | 1.00 | 3.00 | 2.00 | 2.00 | 1.00 | 100.00 |
| Y-T-D | 1.25 | 1.75 | 1.75 | 1.50 | 1.25 | 1.75 | 1.50 | 1.75 | 1.25 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 616

SFY 08

01/08 THROUGH 03/08

Rather than ask a long list of questions the same ones, each time, simply ask if anything has changed since your last review. Do reviews in person only once a year for people who are disabled.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **631** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------------|---------------------------------|--------------|----------|-------------|-----------------------------------|-------------|-------------------------------|--------------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 2 | 50.00 | 50.00 |
| | Y-T-D | 7 | 58.33 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 2 | 16.67 | 83.33 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 0 | 0.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | Y-T-D | 9 | 75.00 | 1 | 8.33 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 10 | 83.33 | 1 | 8.33 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | Y-T-D | 10 | 83.33 | 1 | 8.33 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 1.00 | 1.67 | 1.67 | 1.33 | 1.33 | 1.33 | 1.33 | 1.00 | 1.00 | 100.00 |
| Quarter 3: | 1.25 | 1.00 | 1.00 | 1.00 | 1.00 | 1.25 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 2.00 | 1.50 | 1.75 | 2.00 | 1.75 | 3.50 | 2.25 | 1.75 | 2.00 | 86.11 |
| Y-T-D | 1.42 | 1.33 | 1.42 | 1.42 | 1.33 | 2.00 | 1.50 | 1.25 | 1.33 | 95.37 |

| Number of Survey by Quarter | | | |
|-----------------------------|-----------|--------------|----|
| Mailed | Returned | Percent | |
| 25 | 1 | 4.00 | Q1 |
| 25 | 3 | 12.00 | Q2 |
| 36 | 4 | 11.11 | Q3 |
| 22 | 4 | 18.18 | Q4 |
| 108 | 12 | 11.11 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **631** District: **6**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | | 1 | | 2 | | 3 | | 4 | | 5 | | |
|--|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|------|--------|
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 1 | 25.00 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 66.67 | 3 | 25.00 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 75.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 75.00 | 1 | 8.33 | 2 | 16.67 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 75.00 |
| | Y-T-D | 9 | 75.00 | 2 | 16.67 | 0 | 0.00 | 1 | 8.33 | 0 | 0.00 | 91.67 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 9 | 75.00 | 2 | 16.67 | 1 | 8.33 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 631

SFY 08

10/07 THROUGH 12/07

The are very nice.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 631

SFY 08

01/08 THROUGH 03/08

I have no complaints. Thank you

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 631

SFY 08

04/08 THROUGH 06/08

Friendlier employees & staff.

I was very surprised with how easy it was. Thx

This is the most professional & efficient food stamp office I have dealt with. I have never had to wait as much as 15 min even w/o appt. Note I don't work or use phone. Every one courteous willing to help.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 3 | 1 | 33.33 | Q1 |
| 4 | 0 | 0.00 | Q2 |
| 3 | 1 | 33.33 | Q3 |
| 2 | 0 | 0.00 | Q4 |
| 12 | 2 | 16.67 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **636** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|-----------------------------|--------|---------------------------------|--------|---------------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Five Minutes or Less | | 6 to 15 Minutes | | 16-30 Minutes | | 31 - 45 Minutes | | > 45 Minutes | | |
| | | Strongly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **636** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|--------|---------|------|-----------------------------------|------|-------------------------------|------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | 3 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0.00 |
| | Y-T-D | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 2.00 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Quarter 3: | 2.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 100.00 |
| Quarter 4: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Y-T-D | 1.50 | 1.00 | 1.00 | 1.50 | 1.00 | 1.00 | 1.50 | 1.00 | 1.00 | 100.00 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 636

SFY 08

07/07 THROUGH 09/07

Hire more phone people so wait is not 45 min or longer to get a hold of anyone in Phoenix office. Thank goodness its toll free.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 636

SFY 08

01/08 THROUGH 03/08

I think you all ready do a good job.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 22 | 5 | 22.73 | Q1 |
| 25 | 2 | 8.00 | Q2 |
| 39 | 5 | 12.82 | Q3 |
| 36 | 4 | 11.11 | Q4 |
| 122 | 16 | 13.11 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **640** District: **6**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|--------|---|-------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 1 | 20.00 | 1 | 20.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 2 | 50.00 | 1 | 25.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 7 | 43.75 | 3 | 18.75 | 5 | 31.25 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 2 | 40.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 11 | 68.75 | 4 | 25.00 | 0 | 0.00 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 14 | 87.50 | 2 | 12.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 1 | 20.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 75.00 | 0 | 0.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 75.00 | 1 | 6.25 | 3 | 18.75 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 2 | 50.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 75.00 | 2 | 12.50 | 1 | 6.25 | 0 | 0.00 | 1 | 6.25 | 93.75 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **640** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|-------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 4 | 80.00 | 0 | 0.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 2 | 40.00 | 0 | 0.00 | 2 | 40.00 | 1 | 20.00 | 0 | 0.00 | 80.00 |
| | 4 | 1 | 25.00 | 1 | 25.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 8 | 50.00 | 1 | 6.25 | 6 | 37.50 | 1 | 6.25 | 0 | 0.00 | 93.75 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 4 | 80.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 80.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 4 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 81.25 | 1 | 6.25 | 1 | 6.25 | 0 | 0.00 | 1 | 6.25 | 93.75 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 2 | 50.00 | 0 | 0.00 | 2 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 13 | 81.25 | 0 | 0.00 | 3 | 18.75 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| 9: The overall quality of service at the FAA office was: | 1 | 5 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 1 | 50.00 | 0 | 0.00 | 1 | 50.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 3 | 60.00 | 1 | 20.00 | 0 | 0.00 | 0 | 0.00 | 1 | 20.00 | 80.00 |
| | 4 | 3 | 75.00 | 1 | 25.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 12 | 75.00 | 2 | 12.50 | 1 | 6.25 | 0 | 0.00 | 1 | 6.25 | 93.75 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 1.60 | 1.00 | 1.00 | 1.00 | 1.00 | 1.40 | 1.20 | 1.00 | 1.00 | 100.00 |
| Quarter 2: | 2.00 | 1.50 | 1.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 100.00 |
| Quarter 3: | 2.60 | 2.00 | 1.20 | 1.60 | 1.80 | 2.40 | 1.80 | 1.00 | 2.00 | 86.67 |
| Quarter 4: | 1.75 | 1.25 | 1.25 | 1.50 | 1.50 | 2.25 | 1.00 | 2.00 | 1.25 | 100.00 |
| Y-T-D | 2.00 | 1.44 | 1.13 | 1.44 | 1.50 | 2.00 | 1.44 | 1.38 | 1.50 | 95.83 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 640

SFY 08

07/07 THROUGH 09/07

Everything is very good.

You are doing a wonderful job! Thank you!

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 640

SFY 08

01/08 THROUGH 03/08

Get more though people like the one I had she was great and very

My caseworker was very disrespectful to me, and my fiancé. Some of your caseworkers need to learn how to be more professionals and more respectful towards their clients.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 640

SFY 08

04/08 THROUGH 06/08

You're doing excellent job!!

I think you already do better job, I have no complaints

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

| Number of Survey by Quarter | | | |
|-----------------------------|----------|---------|----|
| Mailed | Returned | Percent | |
| 35 | 9 | 25.71 | Q1 |
| 36 | 3 | 8.33 | Q2 |
| 37 | 8 | 21.62 | Q3 |
| 32 | 10 | 31.25 | Q4 |
| 140 | 30 | 21.43 | |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **642** District: **6**

| | | | | | |
|----------------------|-----------------|---------------|-------------------|-------------------|-----------|
| 1 | 2 | 3 | 4 | 5 | |
| Five Minutes or Less | 6 to 15 Minutes | 16-30 Minutes | 31 - 45 Minutes | > 45 Minutes | % That |
| Strongly Agree | Somewhat Agree | Neutral | Somewhat Disagree | Strongly Disagree | Reported |
| Very Good | Somewhat Good | | Somewhat Bad | Very Bad | a Rating |
| | | | | | of 1 to 3 |

| QTR | 1 | | 2 | | 3 | | 4 | | 5 | | | |
|---|--------------|----|-------|----|--------|---|-------|---|-------|---|-------|--------|
| | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | | |
| 1: How long did you have to wait to see your EI on your last visit to an FAA office? | 1 | 2 | 22.22 | 5 | 55.56 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 30.00 | 5 | 50.00 | 1 | 10.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 10 | 33.33 | 16 | 53.33 | 3 | 10.00 | 1 | 3.33 | 0 | 0.00 | 96.67 |
| 2: The FAA staff explained my benefits my rights, and my responsibilities. | 1 | 7 | 77.78 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 4 | 50.00 | 2 | 25.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 50.00 | 0 | 0.00 | 2 | 20.00 | 2 | 20.00 | 1 | 10.00 | 70.00 |
| | Y-T-D | 17 | 56.67 | 2 | 6.67 | 6 | 20.00 | 2 | 6.67 | 3 | 10.00 | 83.33 |
| 3: The FAA staff clearly told me what to bring to the office to get benefits. | 1 | 8 | 88.89 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 6 | 75.00 | 0 | 0.00 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 60.00 | 4 | 40.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 22 | 73.33 | 4 | 13.33 | 2 | 6.67 | 0 | 0.00 | 2 | 6.67 | 93.33 |
| 4: The FAA staff at the front desk were courteous and respectful. | 1 | 7 | 77.78 | 0 | 0.00 | 1 | 11.11 | 0 | 0.00 | 1 | 11.11 | 88.89 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 5 | 62.50 | 0 | 0.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 4 | 40.00 | 1 | 10.00 | 2 | 20.00 | 2 | 20.00 | 1 | 10.00 | 70.00 |
| | Y-T-D | 18 | 60.00 | 1 | 3.33 | 6 | 20.00 | 2 | 6.67 | 3 | 10.00 | 83.33 |
| 5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful. | 1 | 6 | 66.67 | 0 | 0.00 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 66.67 |
| | 3 | 6 | 75.00 | 1 | 12.50 | 1 | 12.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 60.00 | 1 | 10.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 20 | 66.67 | 2 | 6.67 | 5 | 16.67 | 2 | 6.67 | 1 | 3.33 | 90.00 |

FAA Customer Satisfaction Survey - SFY 2008

for Site Code: **642** District: **6**

| | QTR | 1 | | 2 | | 3 | | 4 | | 5 | | % That Reported a Rating of 1 to 3 |
|---|--------------|----------------------------|--------|---------------------------------|-------|---------|-------|-----------------------------------|-------|-------------------------------|-------|------------------------------------|
| | | Stronly Agree Very Good | | Somewhat Agree Somewhat Good | | Neutral | | Somewhat Disagree Somewhat Bad | | Strongly Disagree Very Bad | | |
| | | CASES | % | CASES | % | CASES | % | CASES | % | CASES | % | |
| 6: When I called the FAA office and left a message, someone returned my call? | 1 | 7 | 77.78 | 0 | 0.00 | 1 | 11.11 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 2 | 66.67 | 0 | 0.00 | 0 | 0.00 | 1 | 33.33 | 0 | 0.00 | 66.67 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 6 | 60.00 | 0 | 0.00 | 0 | 0.00 | 2 | 20.00 | 2 | 20.00 | 60.00 |
| | Y-T-D | 20 | 66.67 | 1 | 3.33 | 3 | 10.00 | 4 | 13.33 | 2 | 6.67 | 80.00 |
| 7: When I asked questions, an FAA staff member gave me the information or referral I needed? | 1 | 6 | 66.67 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 2 | 66.67 | 1 | 33.33 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 0 | 0.00 | 3 | 37.50 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 5 | 50.00 | 2 | 20.00 | 0 | 0.00 | 1 | 10.00 | 2 | 20.00 | 70.00 |
| | Y-T-D | 18 | 60.00 | 5 | 16.67 | 4 | 13.33 | 1 | 3.33 | 2 | 6.67 | 90.00 |
| 8: The FAA office scheduled my interview around my work/school schedule. | 1 | 6 | 66.67 | 0 | 0.00 | 2 | 22.22 | 1 | 11.11 | 0 | 0.00 | 88.89 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 4 | 50.00 | 0 | 0.00 | 3 | 37.50 | 0 | 0.00 | 1 | 12.50 | 87.50 |
| | 4 | 6 | 60.00 | 2 | 20.00 | 2 | 20.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | Y-T-D | 19 | 63.33 | 2 | 6.67 | 7 | 23.33 | 1 | 3.33 | 1 | 3.33 | 93.33 |
| 9: The overall quality of service at the FAA office was: | 1 | 6 | 66.67 | 1 | 11.11 | 2 | 22.22 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 2 | 3 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 3 | 5 | 62.50 | 1 | 12.50 | 2 | 25.00 | 0 | 0.00 | 0 | 0.00 | 100.00 |
| | 4 | 3 | 30.00 | 4 | 40.00 | 2 | 20.00 | 1 | 10.00 | 0 | 0.00 | 90.00 |
| | Y-T-D | 17 | 56.67 | 6 | 20.00 | 6 | 20.00 | 1 | 3.33 | 0 | 0.00 | 96.67 |

| | Question 1 | Question 2 | Question 3 | Question 4 | Question 5 | Question 6 | Question 7 | Question 8 | Question 9 | Overall Percent Answering 1 to 3 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------------------|
| Quarter 1: | 2.00 | 1.67 | 1.44 | 1.67 | 1.78 | 1.56 | 1.44 | 1.78 | 1.56 | 92.59 |
| Quarter 2: | 2.00 | 3.00 | 2.33 | 2.33 | 2.33 | 2.00 | 1.33 | 1.00 | 1.00 | 81.48 |
| Quarter 3: | 1.38 | 1.75 | 1.50 | 1.75 | 1.38 | 1.63 | 1.75 | 2.25 | 1.63 | 98.61 |
| Quarter 4: | 2.00 | 2.40 | 1.40 | 2.50 | 1.80 | 2.40 | 2.30 | 1.60 | 2.10 | 82.22 |
| Y-T-D | 1.83 | 2.07 | 1.53 | 2.03 | 1.73 | 1.90 | 1.80 | 1.77 | 1.70 | 89.63 |

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 08

07/07 THROUGH 09/07

If they could be more respectful and courteous.

Muy satisfecho por todo . Gracias

I am satisfied with everything. Thank you.

To get more people to work in the Nogales office for better faster service.

We some people have to work and don't have much time to be waiting a lot. Thanks!! Or do more interviews by phone.

NOTE: Survey comments were entered exactly as submitted. English translation provided by Central office.

FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 08

10/07 THROUGH 12/07

Lo mas desagradable, es cuando pide informacion en la ventanilla de la oficina, hay una persona muy descortes y siempre me hace sentir mal, parece que siempre esta de mal caracter.

The most disagreeable is when you ask for information at the office window there is a very discourteous person there and they always make me feel bad. It seems that they always have a bad mood.

Que en la misma aplicacion podemos aplicar para servicios mas. Gracias
That in the same application, we can apply for more services. Thank you

Creo que no tengo idea, por que la forma de servicio, para mi es la adecuada.
Muchas Gracias a todos!

I think that I have no idea, because the manner of service for me is adequate. Thank you all.

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FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 08

01/08 THROUGH 03/08

Having someone who can help people do their applications cause theirs too many people that need someone to explain what they have to put and having more patience with People.

Que sigan ayudando y motivando a sus empleados para que ellos nos sigan ayudando de la misma manera.

That they continue helping and motivating their employees so they continue helping us in the same manner.

Todo como esta ahora esta bien. Gracias

Everything up to now is good. Thank you

Ustedes no sirben lomejor que pueden no tienen mi esposa ni yo de que quejar del modo que nos tran cuando bamos a sitas son muy atento todo el personal. Gracias

You serve us the best you can my wife and I don't have any complains about the way we are treated when we go to our appointment the staff is very attentive. Thank you

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FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 08

04/08 THROUGH 06/08

Todo esta bien.

All is good.

Atender mas rapido cuando va a poner cita para la entrevista o cambios y que faltan un papel, es muy tardado cada ventana pare recibir a las personas.

Taking care of people faster when they go to make an appointment for the interview or changes and they are missing a paper, each window takes a long time to receive the people.

Report changes over the phone. Have a \$ amount for qualifying. The EI can estimate if you need to bother or not to fill out paperwork or to set up an

Gracias

Thank you.

Creo que si fueran mas amables el tiempo que tardan para atender seria mas comodo & facil de pasar. Fueran mas explicitas con nuestros derechos. Por que a veces preguntan de mas, cosas que creo que no estan en la ley. Tambien parece ser que hay discriminacion en la personas que tienen documentos y los que no. Gracias

I think that if they were friendlier, it would be easier and more comfortable to pass the long time they take to attend you. If they were more explicit with our rights. Because sometimes they ask more things that I believe are not in the law. Also, it seems that there is discrimination with the people who have documentation and those who don't. Thank you.

Hasta ahora no he tenido ningun tipo de inconveniente en mis visitas y entrevistas por lo tanto el servicio que se nos brinda me parece muy bien.

Up until now, I haven't had any type of inconvenience with my visits and interviews, as well as the service that you have delivered to us, seems to be very good.

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SITE CODE 642

SFY 08

04/08 THROUGH 06/08

Que dejen el depotismo la arrogancia: no olviden que estan lurando con el dolor y desgracia ajena. Tan solo el hecho de acudir a tal instecia es humillante. Pongan especila atension en que las citas para el examen de cancer sean inmediatos, y que no las den a los 8 meses(es loque tengo que esperar para que me atiendan).

That you stop the despotism, the arrogance; don't forget that they are messing with the pain and disgrace of someone else. And the mere fact of getting such assistance is humiliating. Put special attention for the cancer exams that they are immediate and don't give them 8 months (that is what I had to wait before they took care of me.)

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