

**FAA**  
**CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**BY**  
**STATE, DISTRICT AND**

**LOCAL OFFICE**

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

# FAA CUSTOMER SATISFACTION SURVEY

SFY 2007

## EXECUTIVE SUMMARY

<b>Total Surveys Mailed</b>	<b>11,910</b>	
<b>Surveys Returned</b>	<b>1,575</b>	<b>13.2%</b>
<b>Surveys with Comments</b>		<b>13.3%</b>
<b>English</b>	<b>697</b>	
<b>Spanish</b>	<b>210</b>	
<b>The highest rating was for Q3</b> <b>“The FAA staff clearly told me what to bring to the office to get benefits.”</b>		<b>94.67% of the clients gave an approval rating of 1 to 3</b> <b>Strongly Agree = 1</b> <b>Somewhat Agree = 2</b> <b>Neutral = 3</b>
<b>The lowest rating was for Q6</b> <b>“When I called the FAA office and left a message, someone returned my call?”</b>		<b>73.54% of the clients gave an approval rating of 1 to 3</b> <b>Strongly Agree = 1</b> <b>Somewhat Agree = 2</b> <b>Neutral = 3</b>
<b>The overall approval rating in FY 07</b>		<b>89.47% of the clients gave an approval rating of 1 to 3</b> <b>Very Good = 1</b> <b>Somewhat Good = 2</b> <b>Neutral = 3</b>

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

## **0.33 % PROBLEM WITH PHONES**

### **EXAMPLES:**

- Check your phone system – very difficult to reach someone.
- I would like that when people call the office, that they would answer personally. Because the machine always answers and never a single person. In my experience I always go calling the operator in order to get information.
- Put real people who answer the phones on during business hours. I have called upwards of twelve times and never talked to a person or had my messages give to my EI or returned to me when I left one.

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**37.07 % STAFF IS DOING A GOOD JOB**

## **EXAMPLES:**

- **Everyone at the office was very nice & very helpful!**
- **When I went to the interview I felt very welcome and not harassed like on other occasions that I have left crying but this time was different, Ms. G.B. was the friendliest with me. She knows how to treat people.**
- **It is good because before if we were late and there was a despotic receptionist. And the woman that is there now is very well mannered and does not get ugly to anyone and is not racist. That is key she has good principles of etiquette. Thank you and forgive that I expressed my opinion.**
- **I have been fortunate to be treated with the most respect and courtesy. I really would have nothing to complaint about. On the contrary, feel very grateful for this group of people at this particular site. Thank you very much.**
- **I guess there doing the best they can under the circumstances.**
- **With what you are helping us with, it is sufficient. Many thanks for what you have done for me and my daughter. Thank you.**

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**0.44 % STAFF HAS A NEGATIVE ATTITUDE**

## **EXAMPLES:**

- **Be nice to people don't yell at them don't have a rude attitude. Try to understand what they want. Don't shot them out.**
- **One of the workers at the (that) office has a really bad attitude and they should hire someone that has a good attitude.**
- **Put a nicer person of the front desk for the information window please. Need a person with a better attitude and more information please. It would make it more comfortable for us who are asking questions. Thank you**
- **The front desk staff needs to get rid of their attitudes and let you explain why you are there.**

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**39.05 % POOR CLIENT SERVICE**

## **EXAMPLES:**

- When they say they will call in 24 hrs they should. I don't call unless I need something like my access which I need. You need to tell these people when they say they will call they should and not lie to people.

- People that work there need to be a little nicer to everyone that comes in and not be so rude.

- More people in the front area checking and appointment scheduling. The people in the front constantly have a chip on their shoulders and are often rude.

- Be a little more respectful and courteous.

- Not lose my papers, so that I don't have to get you the same information over and over again.

- At the AHCCCS offices they need to be more organized seeing that they have lost some of the documents I have submitted. And they must be more courteous at the AHCCCS office

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**5.61 %      WAITING TIME TOO LONG**

## **EXAMPLES:**

**- Don't keep people waiting without an explanation. Faster service at windows.**

**- They should take care of the people at the time they made the appointment because they are very late.**

**- Maybe with more staff because it is a long time we have to wait for the interview.**

**- If you have an appointment please call us within the time scheduled. The chairs are so uncomfortable to be sitting on for a 30-45 minutes length of time.**

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**8.47 %      VARIOUS PROBLEMS**

## **EXAMPLES:**

- She would not count SRP (electric bill) or trash collection as eligibility expenses.
- If you've not been in the U.S.A. long enough to speak & write English then you've not been here long enough to receive benefits. If they want to receive benefits they can at least learn our language.
- I have home visits so it's been a while since I was into your office and now with them transferring me to a Peoria office I couldn't get to a Glendale office so how in the world will I get to a Peoria office.
- Because incorrect figures were turned in and I am in the midst of a conference now to get things straightened out.
- Waiting area and length of time could be improved.

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

## **0.33 % PROBLEM WITH PHONES**

### **EXAMPLES:**

- Check your phone system – very difficult to reach someone.
- I would like that when people call the office, that they would answer personally. Because the machine always answers and never a single person. In my experience I always go calling the operator in order to get information.
- Put real people who answer the phones on during business hours. I have called upwards of twelve times and never talked to a person or had my messages give to my EI or returned to me when I left one.

# FAA CUSTOMER SATISFACTION SURVEY

SFY 2007

## 0.66% BENEFIT AMOUNTS TOO LOW

### EXAMPLES:

- The amount of assistance are Food Stamps is going down where my monthly income and what I pay out to service has stayed the same. Example: approx 1 yr ago I received \$144 a month this has been steadily reduce to where I now receive \$109. Yet my bills have gone up if anything all in all.

- Keep cutting my stamps, and I go with out food. This is 1 ½ wks before my stamps are good...I am a senior person I have lost over 50 because of NO FOOD!! I can not go get food boxes, have no car & can not walk and you keep cutting the amount its now \$122.00 for a month???

- I think you are very – kind I just don't understand about my food stamps – went up \$60. mo, \$70. mo – then cut to \$10. mo I still have to buy food. I went to Soc Sec. & they said go back to DES. Thank you

- I am very thankful for your services and your attentions, but my income doesn't fill my requirements and my needs of rent phone, transportation, homeopathic medicines that are not covered by my insurance such as transportation and other things to cure my illness

# **FAA CUSTOMER SATISFACTION SURVEY**

**SFY 2007**

**8.36 %      CLIENT SUGGESTIONS FOR IMPROVEMENTS**

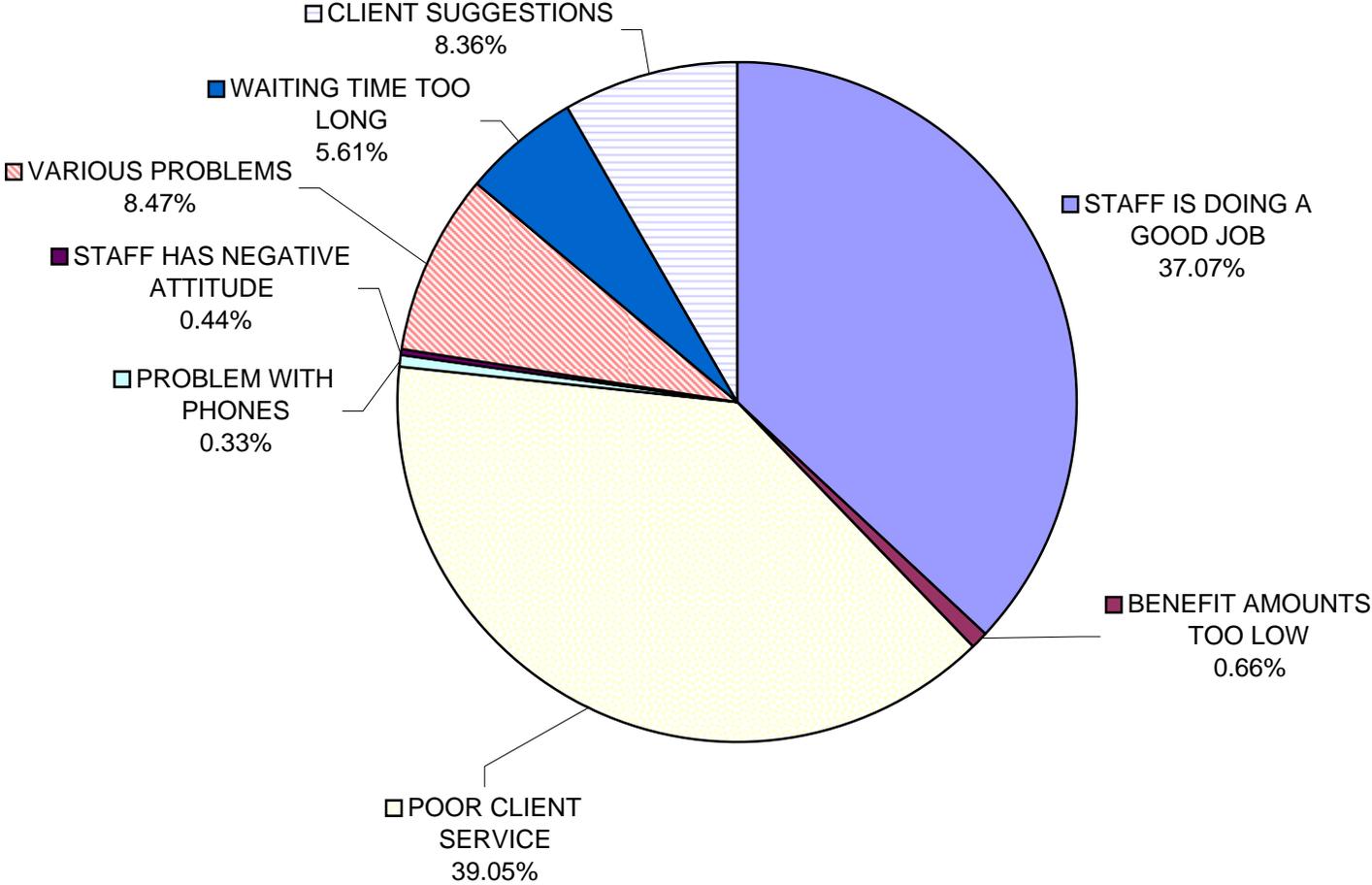
## **EXAMPLES:**

- There should be a system for those that do not speak English they feel that they can walk up to the front of the line and get waited on while everyone else is waiting.
- Maybe hire more front desk help. There is usually only one person at the window and 30 to 30 people waiting to be seen.
- By hiring friendlier employees and having clean facilities and bathrooms. Thank you for taking our comment into consideration
- By not letting children run all over the place, and by having a TV for all to see.
- More people at front desk & on phones to achieve prompt service daily.

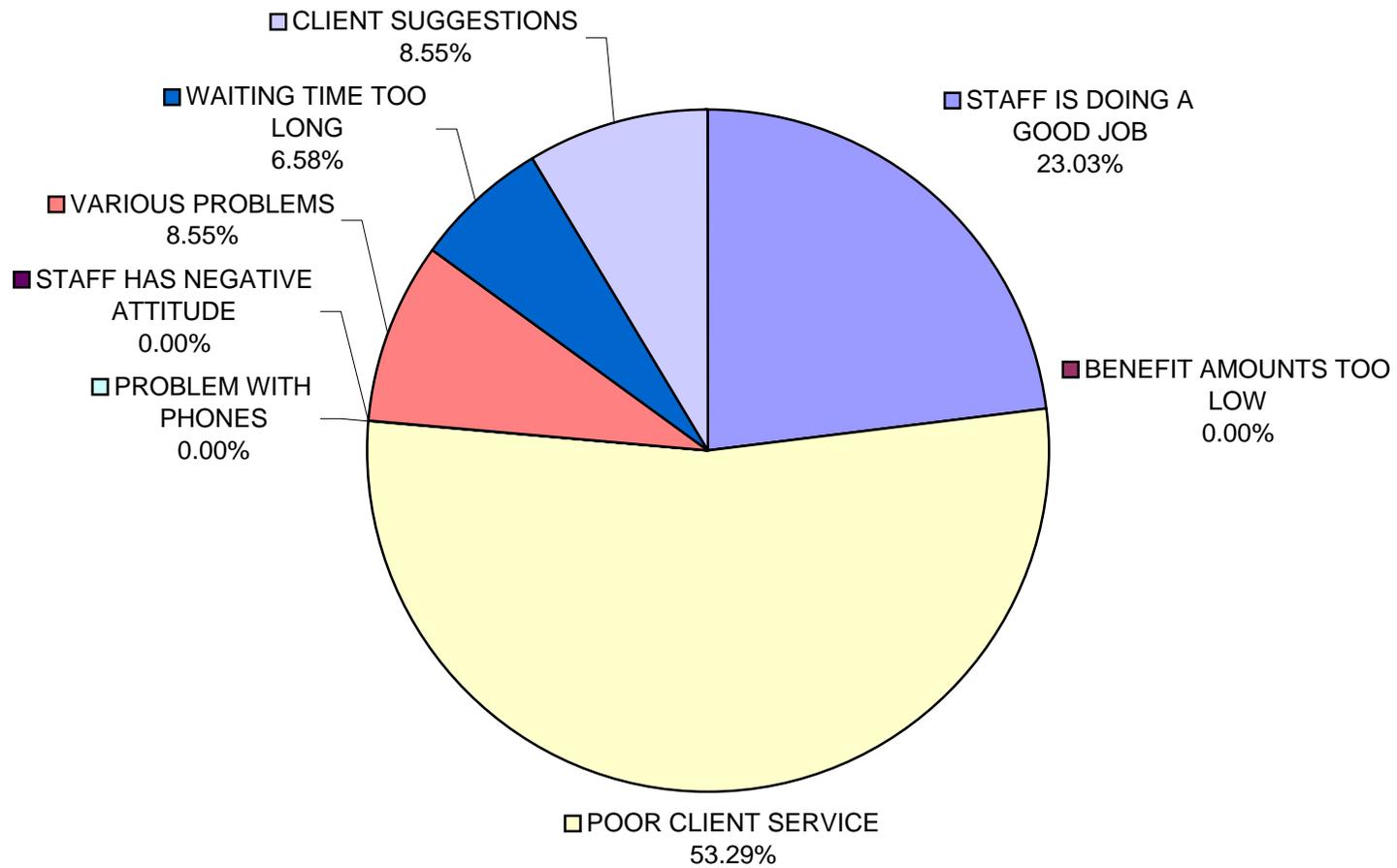
**CUSTOMER SATISFACTION SURVEY  
COMMENT CODING  
SFY 2007**

- 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**

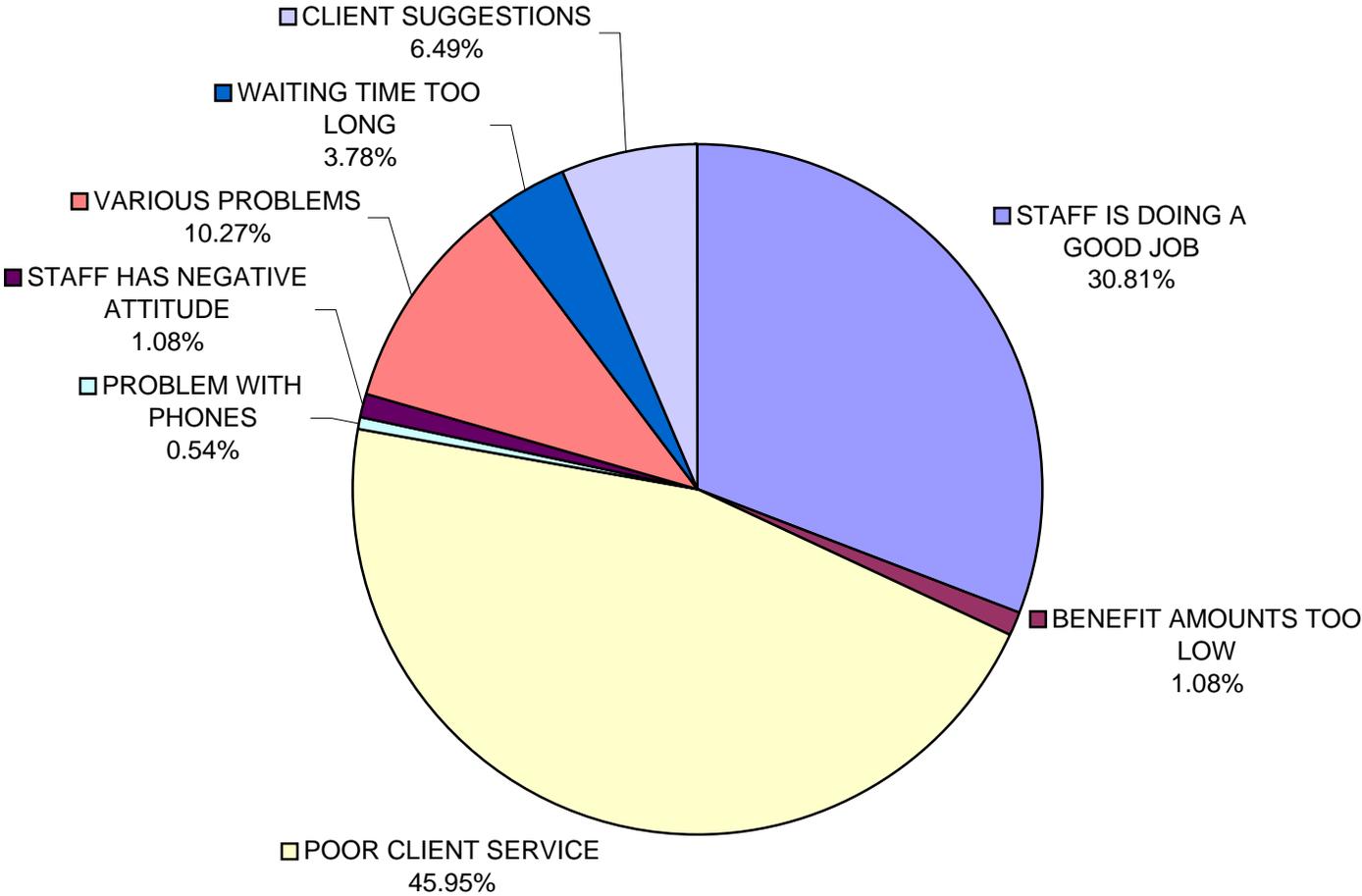
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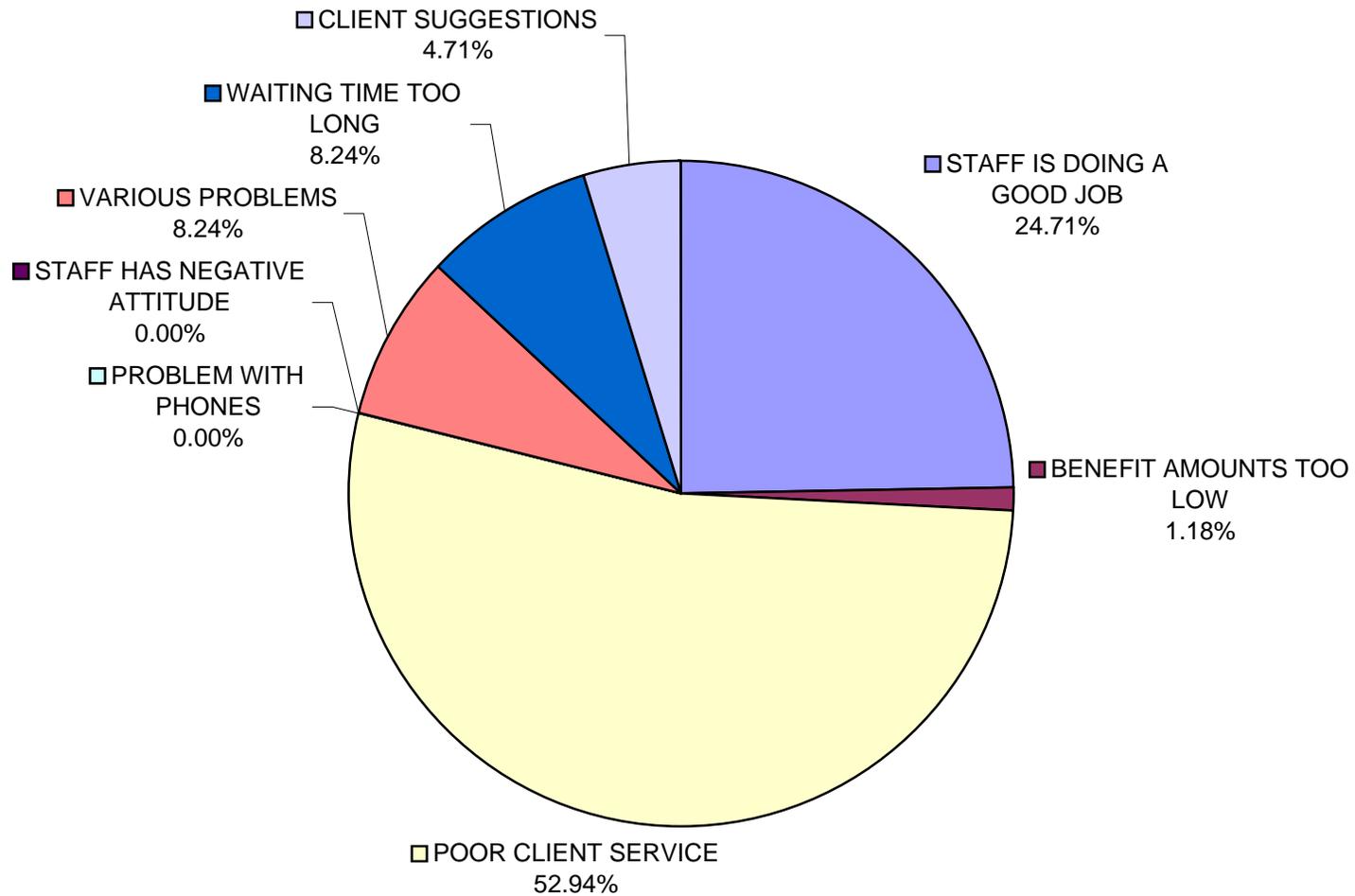
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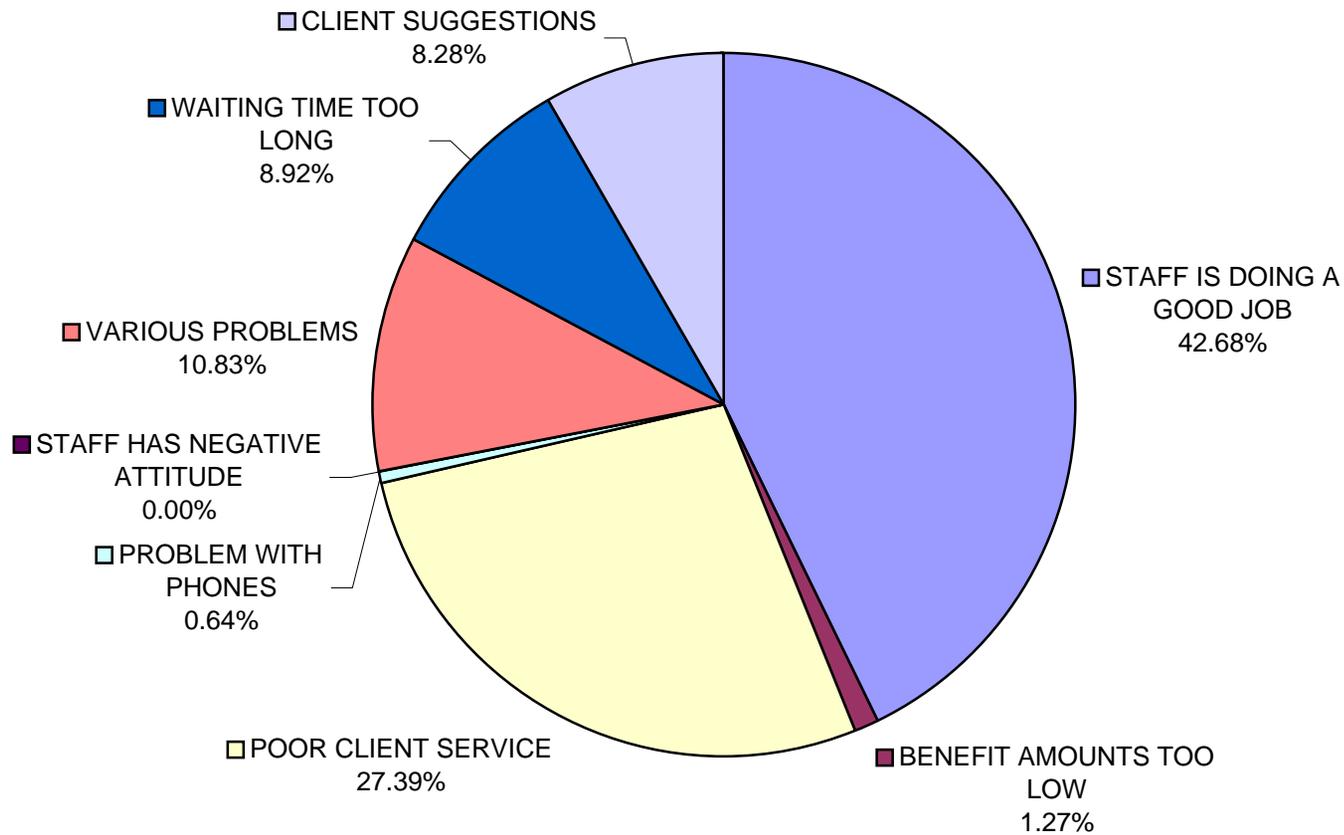
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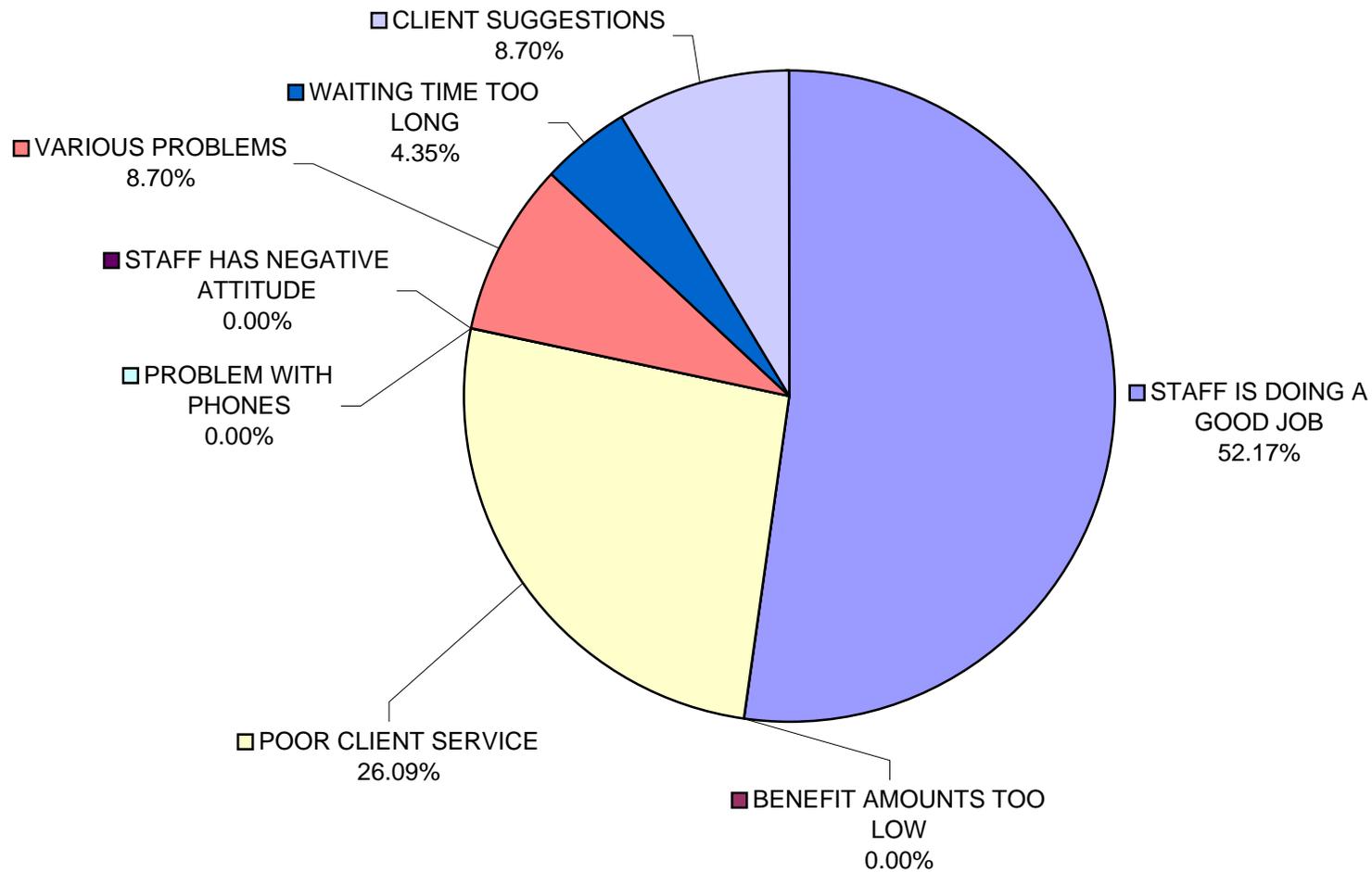
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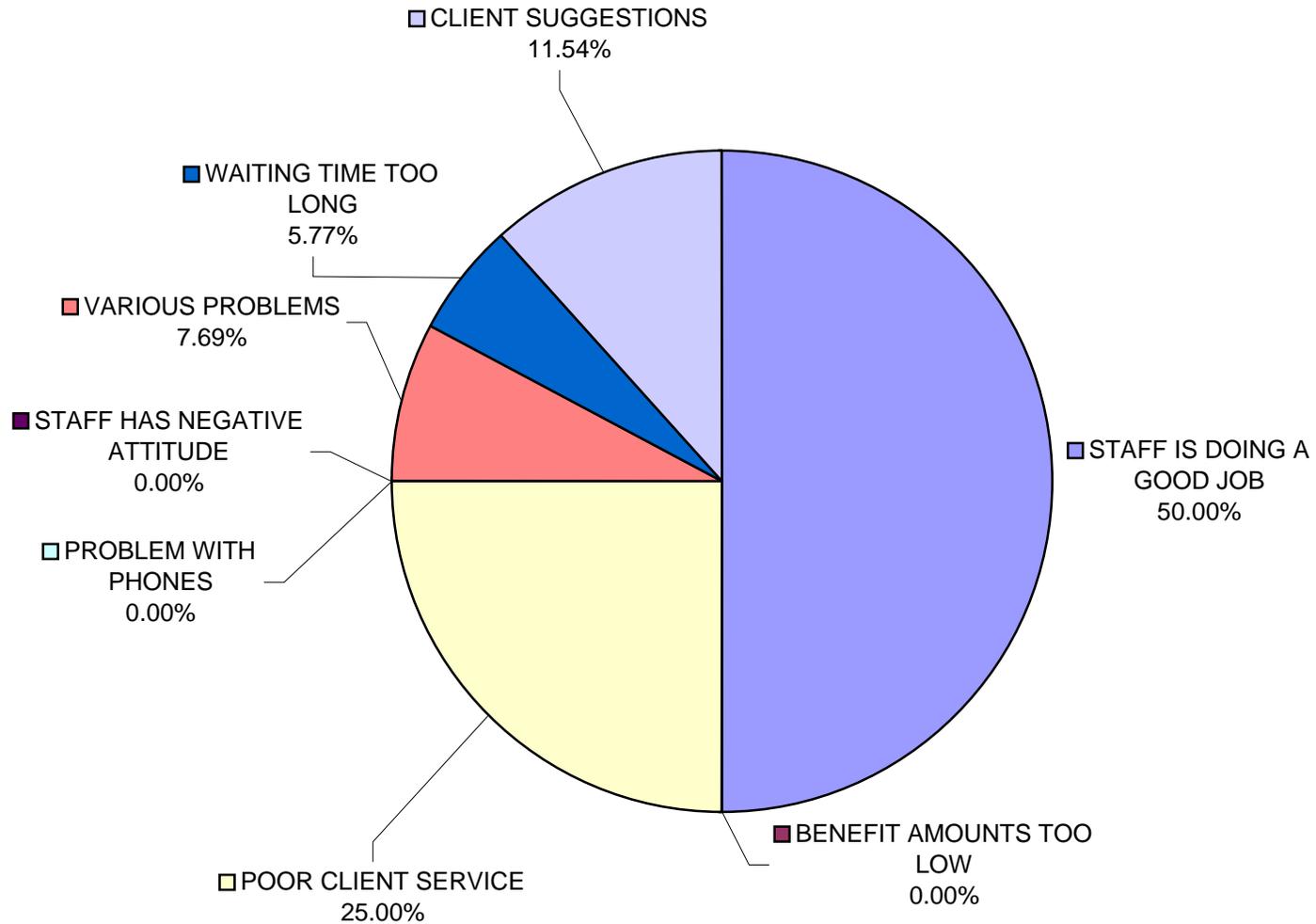
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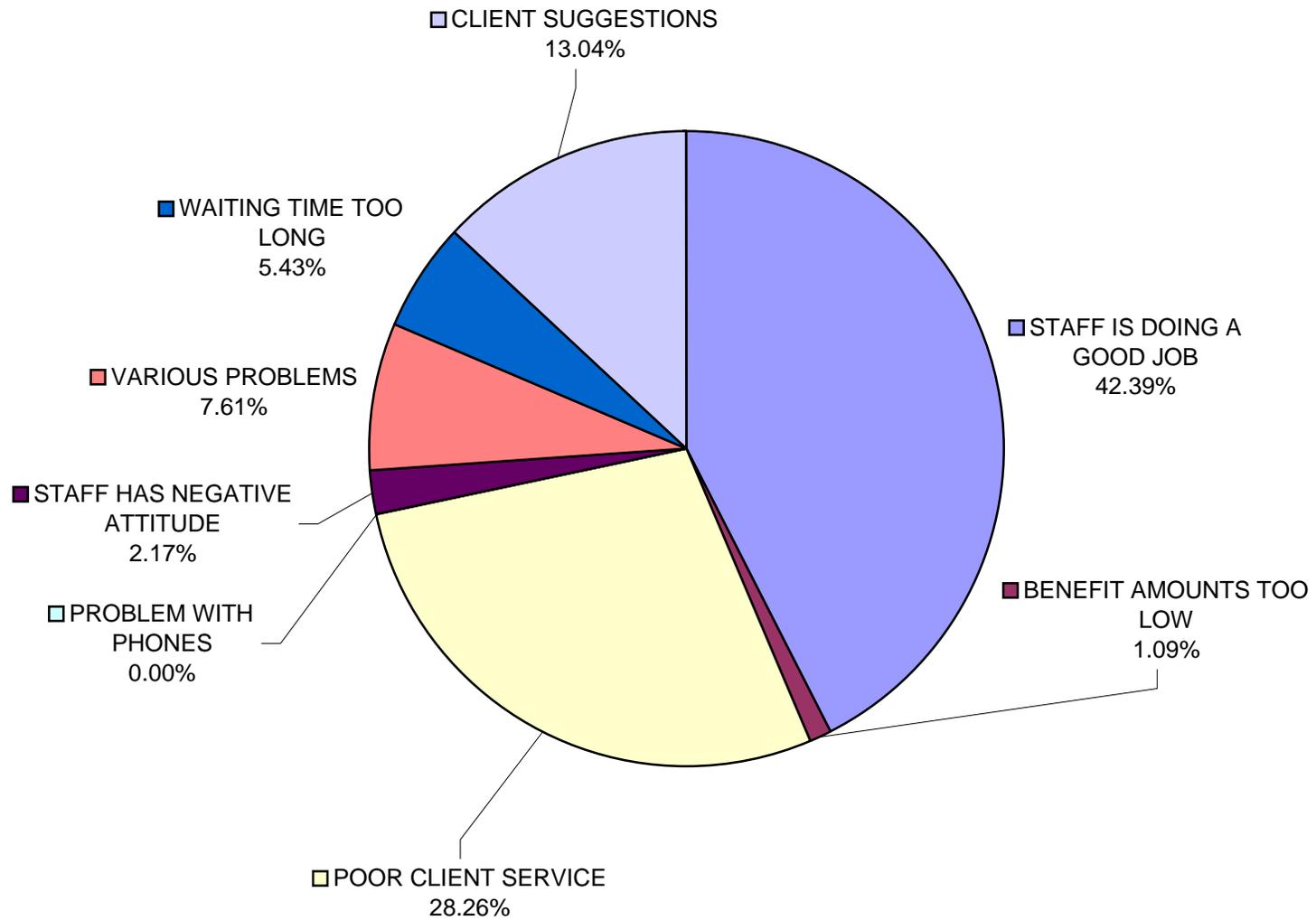
# CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT 3N STATE FISCAL YEAR 2007



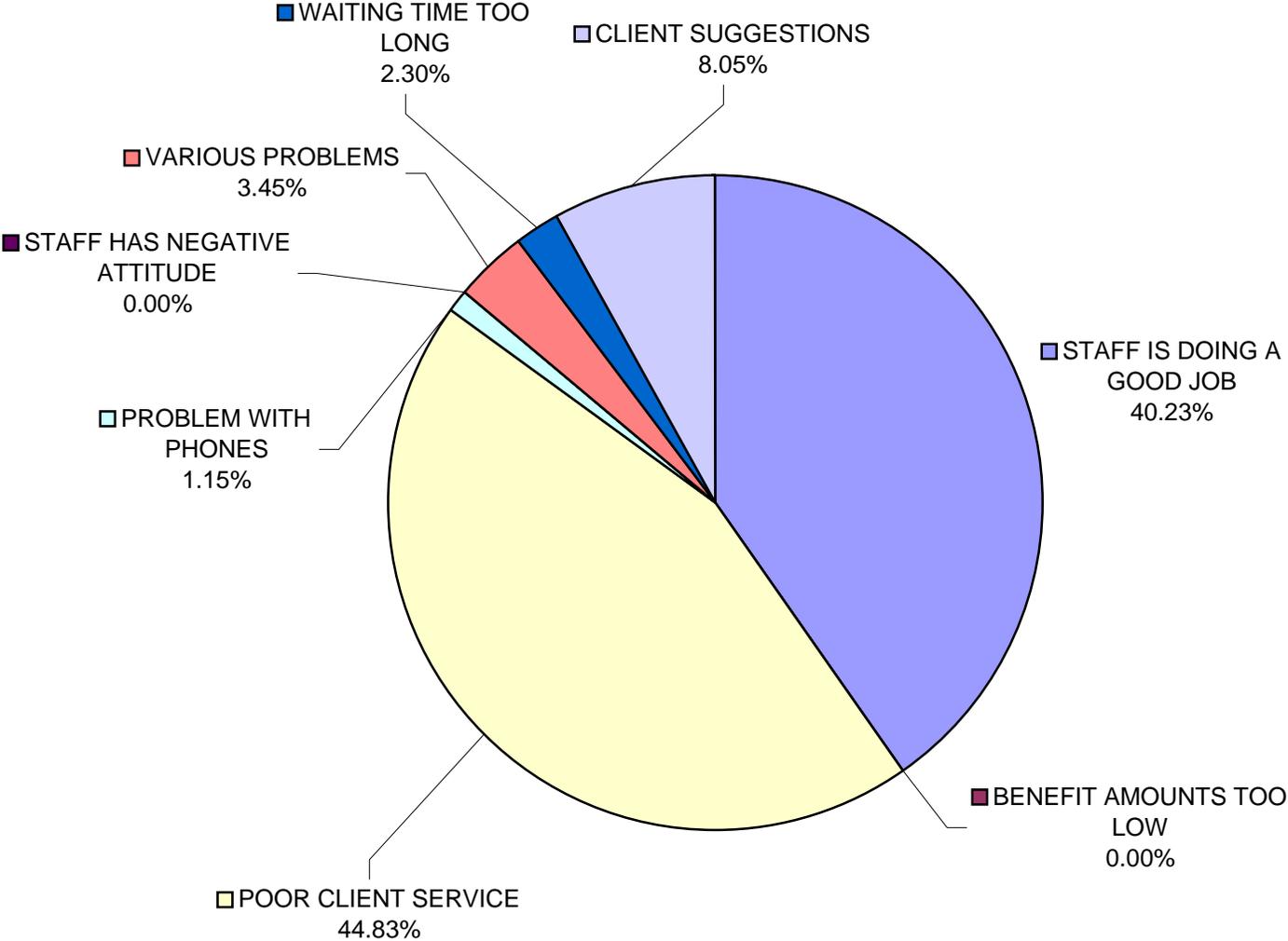
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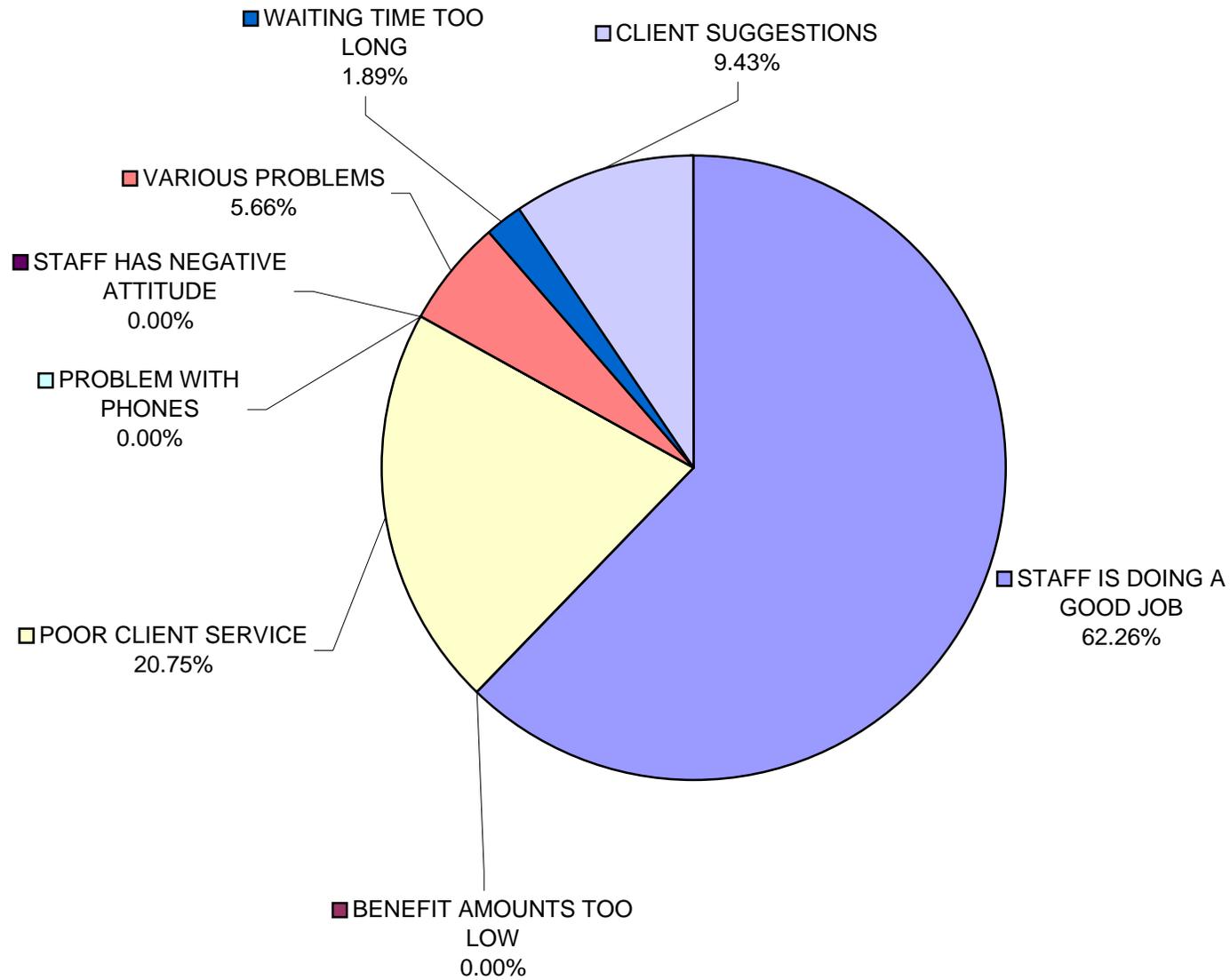
# CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT IV STATE FISCAL YEAR 2007



# CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT V STATE FISCAL YEAR 2007



# CLASSIFICATION OF CUSTOMER COMMENTS DISTRICT VI STATE FISCAL YEAR 2007



# FAA Customer Satisfaction Survey - SFY 2007

## State Summary

Number of Survey by Quarter			
Mailed	Returned	Percent	
2988	402	13.45	Q1
2975	371	12.47	Q2
2954	423	14.32	Q3
2993	380	12.70	Q4
<b>11910</b>	<b>1576</b>	<b>13.23</b>	

	QTR	1		2		3		4		5		% That Reported a Rating of 1 to 3
		CASES	%	CASES	%	CASES	%	CASES	%	CASES	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	137	34.08	129	32.09	64	15.92	35	8.71	37	9.20	82.09
	2	133	35.85	129	34.77	52	14.02	26	7.01	31	8.36	84.64
	3	152	35.93	136	32.15	70	16.55	24	5.67	41	9.69	84.63
	4	128	33.68	133	35.00	57	15.00	29	7.63	33	8.68	83.68
	<b>Y-T-D</b>	<b>550</b>	<b>34.90</b>	<b>527</b>	<b>33.44</b>	<b>243</b>	<b>15.42</b>	<b>114</b>	<b>7.23</b>	<b>142</b>	<b>9.01</b>	<b>83.76</b>
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	226	56.22	78	19.40	62	15.42	21	5.22	15	3.73	91.04
	2	193	52.02	85	22.91	62	16.71	16	4.31	15	4.04	91.64
	3	244	57.68	84	19.86	58	13.71	21	4.96	16	3.78	91.25
	4	192	50.53	99	26.05	54	14.21	16	4.21	19	5.00	90.79
	<b>Y-T-D</b>	<b>855</b>	<b>54.25</b>	<b>346</b>	<b>21.95</b>	<b>236</b>	<b>14.97</b>	<b>74</b>	<b>4.70</b>	<b>65</b>	<b>4.12</b>	<b>91.18</b>
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	278	69.15	68	16.92	35	8.71	9	2.24	12	2.99	94.78
	2	251	67.65	67	18.06	32	8.63	9	2.43	12	3.23	94.34
	3	304	71.87	72	17.02	30	7.09	12	2.84	5	1.18	95.98
	4	261	68.68	65	17.11	29	7.63	12	3.16	13	3.42	93.42
	<b>Y-T-D</b>	<b>1094</b>	<b>69.42</b>	<b>272</b>	<b>17.26</b>	<b>126</b>	<b>7.99</b>	<b>42</b>	<b>2.66</b>	<b>42</b>	<b>2.66</b>	<b>94.67</b>
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	199	49.50	97	24.13	47	11.69	29	7.21	30	7.46	85.32
	2	175	47.17	80	21.56	60	16.17	28	7.55	28	7.55	84.91
	3	237	56.03	75	17.73	60	14.18	20	4.73	31	7.33	87.94
	4	192	50.53	85	22.37	54	14.21	27	7.11	22	5.79	87.11
	<b>Y-T-D</b>	<b>803</b>	<b>50.95</b>	<b>337</b>	<b>21.38</b>	<b>221</b>	<b>14.02</b>	<b>104</b>	<b>6.60</b>	<b>111</b>	<b>7.04</b>	<b>86.36</b>
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	260	64.68	71	17.66	42	10.45	14	3.48	15	3.73	92.79
	2	238	64.15	70	18.87	37	9.97	14	3.77	12	3.23	92.99
	3	296	69.98	62	14.66	41	9.69	9	2.13	15	3.55	94.33
	4	235	61.84	81	21.32	41	10.79	13	3.42	10	2.63	93.95
	<b>Y-T-D</b>	<b>1029</b>	<b>65.29</b>	<b>284</b>	<b>18.02</b>	<b>161</b>	<b>10.22</b>	<b>50</b>	<b>3.17</b>	<b>52</b>	<b>3.30</b>	<b>93.53</b>

# FAA Customer Satisfaction Survey - SFY 2007

## State Summary

	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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	151	37.56	59	14.68	81	20.15	31	7.71	80	19.90	72.39
	2	149	40.16	48	12.94	72	19.41	29	7.82	73	19.68	72.51
	3	170	40.19	80	18.91	76	17.97	42	9.93	55	13.00	77.07
	4	125	32.89	62	16.32	86	22.63	32	8.42	75	19.74	71.84
	<b>Y-T-D</b>	<b>595</b>	<b>37.75</b>	<b>249</b>	<b>15.80</b>	<b>315</b>	<b>19.99</b>	<b>134</b>	<b>8.50</b>	<b>283</b>	<b>17.96</b>	<b>73.54</b>
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	219	54.48	68	16.92	80	19.90	17	4.23	18	4.48	91.29
	2	200	53.91	89	23.99	48	12.94	18	4.85	16	4.31	90.84
	3	250	59.10	83	19.62	54	12.77	19	4.49	17	4.02	91.49
	4	186	48.95	96	25.26	49	12.89	29	7.63	20	5.26	87.11
	<b>Y-T-D</b>	<b>855</b>	<b>54.25</b>	<b>336</b>	<b>21.32</b>	<b>231</b>	<b>14.66</b>	<b>83</b>	<b>5.27</b>	<b>71</b>	<b>4.51</b>	<b>90.23</b>
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	248	61.69	63	15.67	60	14.93	16	3.98	15	3.73	92.29
	2	241	64.96	60	16.17	42	11.32	13	3.50	15	4.04	92.45
	3	275	65.01	64	15.13	60	14.18	8	1.89	16	3.78	94.33
	4	231	60.79	70	18.42	49	12.89	12	3.16	18	4.74	92.11
	<b>Y-T-D</b>	<b>995</b>	<b>63.13</b>	<b>257</b>	<b>16.31</b>	<b>211</b>	<b>13.39</b>	<b>49</b>	<b>3.11</b>	<b>64</b>	<b>4.06</b>	<b>92.83</b>
<b>9: The overall quality of service at the FAA office was:</b>	1	218	54.23	83	20.65	58	14.43	21	5.22	22	5.47	89.30
	2	196	52.83	95	25.61	39	10.51	26	7.01	15	4.04	88.95
	3	254	60.05	81	19.15	45	10.64	25	5.91	18	4.26	89.83
	4	195	51.32	101	26.58	45	11.84	25	6.58	14	3.68	89.74
	<b>Y-T-D</b>	<b>863</b>	<b>54.76</b>	<b>360</b>	<b>22.84</b>	<b>187</b>	<b>11.87</b>	<b>97</b>	<b>6.15</b>	<b>69</b>	<b>4.38</b>	<b>89.47</b>

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.27	1.81	1.53	1.99	1.64	2.58	1.87	1.72	1.87	87.92
<b>Quarter 2:</b>	2.17	1.85	1.56	2.07	1.63	2.54	1.82	1.65	1.84	88.14
<b>Quarter 3:</b>	2.21	1.77	1.44	1.90	1.55	2.37	1.75	1.64	1.75	89.65
<b>Quarter 4:</b>	2.23	1.87	1.56	1.95	1.64	2.66	1.95	1.73	1.85	87.75
<b>Y-T-D</b>	2.22	1.82	1.52	1.97	1.61	2.53	1.84	1.69	1.83	88.40

## FAA Customer Satisfaction Survey - SFY 2007

for District: **1-C**

Number of Survey by Quarter			
Mailed	Returned	Percent	
536	61	11.38	Q1
582	64	11.00	Q2
555	72	12.97	Q3
551	62	11.25	Q4
<b>2224</b>	<b>259</b>	<b>11.65</b>	

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

QTR	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	16	26.23	14	22.95	14	22.95	8	13.11	9	14.75	72.13
	2	14	21.88	19	29.69	12	18.75	6	9.38	13	20.31	70.31
	3	19	26.39	19	26.39	12	16.67	9	12.50	13	18.06	69.44
	4	18	29.03	19	30.65	8	12.90	9	14.52	8	12.90	72.58
	<b>Y-T-D</b>	67	25.87	71	27.41	46	17.76	32	12.36	43	16.60	71.04
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	31	50.82	13	21.31	8	13.11	5	8.20	4	6.56	85.25
	2	34	53.13	10	15.63	10	15.63	5	7.81	5	7.81	84.38
	3	36	50.00	16	22.22	11	15.28	7	9.72	2	2.78	87.50
	4	27	43.55	17	27.42	10	16.13	4	6.45	4	6.45	87.10
	<b>Y-T-D</b>	128	49.42	56	21.62	39	15.06	21	8.11	15	5.79	86.10
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	44	72.13	6	9.84	6	9.84	4	6.56	1	1.64	91.80
	2	44	68.75	7	10.94	5	7.81	4	6.25	4	6.25	87.50
	3	47	65.28	14	19.44	8	11.11	2	2.78	1	1.39	95.83
	4	38	61.29	13	20.97	8	12.90	1	1.61	2	3.23	95.16
	<b>Y-T-D</b>	173	66.80	40	15.44	27	10.42	11	4.25	8	3.09	92.66
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	24	39.34	14	22.95	6	9.84	7	11.48	10	16.39	72.13
	2	30	46.88	11	17.19	11	17.19	7	10.94	5	7.81	81.25
	3	32	44.44	15	20.83	11	15.28	7	9.72	7	9.72	80.56
	4	24	38.71	19	30.65	13	20.97	3	4.84	3	4.84	90.32
	<b>Y-T-D</b>	110	42.47	59	22.78	41	15.83	24	9.27	25	9.65	81.08
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	34	55.74	13	21.31	8	13.11	4	6.56	2	3.28	90.16
	2	41	64.06	9	14.06	8	12.50	3	4.69	3	4.69	90.63
	3	46	63.89	9	12.50	11	15.28	3	4.17	3	4.17	91.67
	4	34	54.84	17	27.42	9	14.52	1	1.61	1	1.61	96.77
	<b>Y-T-D</b>	155	59.85	48	18.53	36	13.90	11	4.25	9	3.47	92.28

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	15	24.59	6	9.84	11	18.03	9	14.75	20	32.79	52.46
	2	24	37.50	5	7.81	15	23.44	8	12.50	12	18.75	68.75
	3	20	27.78	14	19.44	13	18.06	11	15.28	14	19.44	65.28
	4	15	24.19	17	27.42	10	16.13	7	11.29	13	20.97	67.74
	<b>Y-T-D</b>	74	28.57	42	16.22	49	18.92	35	13.51	59	22.78	63.71
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	25	40.98	10	16.39	17	27.87	2	3.28	7	11.48	85.25
	2	35	54.69	11	17.19	13	20.31	2	3.13	3	4.69	92.19
	3	36	50.00	17	23.61	11	15.28	4	5.56	4	5.56	88.89
	4	28	45.16	15	24.19	11	17.74	3	4.84	5	8.06	87.10
	<b>Y-T-D</b>	124	47.88	53	20.46	52	20.08	11	4.25	19	7.34	88.42
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	33	54.10	13	21.31	7	11.48	3	4.92	5	8.20	86.89
	2	40	62.50	9	14.06	6	9.38	4	6.25	5	7.81	85.94
	3	41	56.94	15	20.83	9	12.50	3	4.17	4	5.56	90.28
	4	33	53.23	12	19.35	10	16.13	3	4.84	4	6.45	88.71
	<b>Y-T-D</b>	147	56.76	49	18.92	32	12.36	13	5.02	18	6.95	88.03
<b>9: The overall quality of service at the FAA office was:</b>	1	25	40.98	12	19.67	10	16.39	6	9.84	8	13.11	77.05
	2	33	51.56	14	21.88	10	15.63	4	6.25	3	4.69	89.06
	3	34	47.22	18	25.00	10	13.89	7	9.72	3	4.17	86.11
	4	29	46.77	17	27.42	9	14.52	5	8.06	2	3.23	88.71
	<b>Y-T-D</b>	121	46.72	61	23.55	39	15.06	22	8.49	16	6.18	85.33

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.67	1.98	1.56	2.43	1.80	3.21	2.28	1.92	2.34	79.23
<b>Quarter 2:</b>	2.77	2.02	1.70	2.16	1.72	2.67	1.86	1.83	1.91	83.33
<b>Quarter 3:</b>	2.69	1.93	1.56	2.19	1.72	2.79	1.93	1.81	1.99	83.95
<b>Quarter 4:</b>	2.52	2.05	1.65	2.06	1.68	2.77	2.06	1.92	1.94	86.02
<b>Y-T-D</b>	2.66	1.99	1.61	2.21	1.73	2.86	2.03	1.86	2.04	83.18

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	21	29.17	12	16.67	15	20.83	4	5.56	20	27.78	66.67
	2	23	33.33	12	17.39	9	13.04	6	8.70	19	27.54	63.77
	3	25	29.76	15	17.86	17	20.24	7	8.33	20	23.81	67.86
	4	19	25.00	9	11.84	15	19.74	9	11.84	24	31.58	56.58
	<b>Y-T-D</b>	88	29.24	48	15.95	56	18.60	26	8.64	83	27.57	63.79
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	37	51.39	14	19.44	13	18.06	3	4.17	5	6.94	88.89
	2	35	50.72	19	27.54	9	13.04	4	5.80	2	2.90	91.30
	3	49	58.33	10	11.90	14	16.67	6	7.14	5	5.95	86.90
	4	32	42.11	24	31.58	9	11.84	5	6.58	6	7.89	85.53
	<b>Y-T-D</b>	153	50.83	67	22.26	45	14.95	18	5.98	18	5.98	88.04
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	43	59.72	16	22.22	8	11.11	1	1.39	4	5.56	93.06
	2	47	68.12	11	15.94	8	11.59	2	2.90	1	1.45	95.65
	3	47	55.95	16	19.05	14	16.67	1	1.19	6	7.14	91.67
	4	47	61.84	12	15.79	11	14.47	1	1.32	5	6.58	92.11
	<b>Y-T-D</b>	184	61.13	55	18.27	41	13.62	5	1.66	16	5.32	93.02
<b>9: The overall quality of service at the FAA office was:</b>	1	37	51.39	17	23.61	6	8.33	6	8.33	6	8.33	83.33
	2	33	47.83	17	24.64	10	14.49	8	11.59	1	1.45	86.96
	3	49	58.33	12	14.29	9	10.71	8	9.52	6	7.14	83.33
	4	33	43.42	21	27.63	9	11.84	7	9.21	6	7.89	82.89
	<b>Y-T-D</b>	152	50.50	67	22.26	34	11.30	29	9.63	19	6.31	84.05

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.54	2.06	1.64	2.26	1.79	2.86	1.96	1.71	1.99	84.41
<b>Quarter 2:</b>	2.33	1.78	1.67	2.20	1.62	2.80	1.83	1.54	1.94	86.96
<b>Quarter 3:</b>	2.38	1.74	1.50	2.14	1.55	2.79	1.90	1.85	1.93	84.92
<b>Quarter 4:</b>	2.34	1.99	1.64	2.17	1.76	3.13	2.07	1.75	2.11	84.06
<b>Y-T-D</b>	2.40	1.89	1.61	2.19	1.68	2.89	1.94	1.72	1.99	85.05

## FAA Customer Satisfaction Survey - SFY 2007

for District: **1-E**

Number of Survey by Quarter			
Mailed	Returned	Percent	
679	72	10.60	Q1
606	69	11.39	Q2
602	84	13.95	Q3
585	76	12.99	Q4
<b>2472</b>	<b>301</b>	<b>12.18</b>	

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

	QTR	CASES		CASES		CASES		CASES		%		
		CASES	%	CASES	%	CASES	%	CASES	%			
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	19	26.39	23	31.94	13	18.06	6	8.33	11	15.28	76.39
	2	23	33.33	22	31.88	10	14.49	6	8.70	8	11.59	79.71
	3	27	32.14	26	30.95	15	17.86	4	4.76	12	14.29	80.95
	4	20	26.32	31	40.79	13	17.11	3	3.95	9	11.84	84.21
	<b>Y-T-D</b>	89	29.57	102	33.89	51	16.94	19	6.31	40	13.29	80.40
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	34	47.22	14	19.44	16	22.22	2	2.78	6	8.33	88.89
	2	34	49.28	19	27.54	14	20.29	1	1.45	1	1.45	97.10
	3	51	60.71	15	17.86	10	11.90	5	5.95	3	3.57	90.48
	4	39	51.32	15	19.74	13	17.11	2	2.63	7	9.21	88.16
	<b>Y-T-D</b>	158	52.49	63	20.93	53	17.61	10	3.32	17	5.65	91.03
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	47	65.28	13	18.06	7	9.72	1	1.39	4	5.56	93.06
	2	41	59.42	17	24.64	5	7.25	5	7.25	1	1.45	91.30
	3	60	71.43	14	16.67	4	4.76	4	4.76	2	2.38	92.86
	4	48	63.16	16	21.05	6	7.89	3	3.95	3	3.95	92.11
	<b>Y-T-D</b>	196	65.12	60	19.93	22	7.31	13	4.32	10	3.32	92.36
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	27	37.50	21	29.17	10	13.89	6	8.33	8	11.11	80.56
	2	29	42.03	17	24.64	11	15.94	4	5.80	8	11.59	82.61
	3	44	52.38	14	16.67	8	9.52	6	7.14	12	14.29	78.57
	4	33	43.42	19	25.00	11	14.47	4	5.26	9	11.84	82.89
	<b>Y-T-D</b>	133	44.19	71	23.59	40	13.29	20	6.64	37	12.29	81.06
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	43	59.72	13	18.06	8	11.11	4	5.56	4	5.56	88.89
	2	43	62.32	14	20.29	8	11.59	3	4.35	1	1.45	94.20
	3	61	72.62	10	11.90	6	7.14	4	4.76	3	3.57	91.67
	4	45	59.21	13	17.11	12	15.79	3	3.95	3	3.95	92.11
	<b>Y-T-D</b>	192	63.79	50	16.61	34	11.30	14	4.65	11	3.65	91.69

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	11	22.45	4	8.16	16	32.65	2	4.08	16	32.65	63.27
	2	9	24.32	6	16.22	5	13.51	3	8.11	14	37.84	54.05
	3	12	38.71	7	22.58	2	6.45	5	16.13	5	16.13	67.74
	4	11	32.35	1	2.94	10	29.41	3	8.82	9	26.47	64.71
	<b>Y-T-D</b>	43	28.48	18	11.92	33	21.85	13	8.61	44	29.14	62.25
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	25	51.02	7	14.29	11	22.45	3	6.12	3	6.12	87.76
	2	15	40.54	6	16.22	7	18.92	5	13.51	4	10.81	75.68
	3	18	58.06	5	16.13	5	16.13	2	6.45	1	3.23	90.32
	4	14	41.18	8	23.53	8	23.53	3	8.82	1	2.94	88.24
	<b>Y-T-D</b>	72	47.68	26	17.22	31	20.53	13	8.61	9	5.96	85.43
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	27	55.10	4	8.16	14	28.57	2	4.08	2	4.08	91.84
	2	20	54.05	6	16.22	5	13.51	3	8.11	3	8.11	83.78
	3	24	77.42	3	9.68	4	12.90	0	0.00	0	0.00	100.00
	4	23	67.65	7	20.59	3	8.82	0	0.00	1	2.94	97.06
	<b>Y-T-D</b>	94	62.25	20	13.25	26	17.22	5	3.31	6	3.97	92.72
<b>9: The overall quality of service at the FAA office was:</b>	1	24	48.98	11	22.45	7	14.29	5	10.20	2	4.08	85.71
	2	13	35.14	8	21.62	6	16.22	5	13.51	5	13.51	72.97
	3	17	54.84	5	16.13	5	16.13	3	9.68	1	3.23	87.10
	4	13	38.24	13	38.24	5	14.71	2	5.88	1	2.94	91.18
	<b>Y-T-D</b>	67	44.37	37	24.50	23	15.23	15	9.93	9	5.96	84.11

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.51	2.10	1.61	2.16	1.61	3.16	2.02	1.94	1.98	85.26
<b>Quarter 2:</b>	2.54	2.22	1.65	2.73	2.16	3.19	2.38	2.00	2.49	78.08
<b>Quarter 3:</b>	2.74	1.87	1.35	1.87	1.58	2.48	1.81	1.35	1.90	86.74
<b>Quarter 4:</b>	2.47	1.76	1.62	2.18	1.76	2.94	2.09	1.50	1.97	86.60
<b>Y-T-D</b>	2.56	2.01	1.57	2.25	1.77	2.98	2.08	1.74	2.09	84.11

## FAA Customer Satisfaction Survey - SFY 2007

for District: **1-W**

Number of Survey by Quarter			
Mailed	Returned	Percent	
302	49	16.23	Q1
318	37	11.64	Q2
304	31	10.20	Q3
320	34	10.63	Q4
<b>1244</b>	<b>151</b>	<b>12.14</b>	

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

	QTR	CASES		CASES		CASES		CASES		%		
		CASES	%	CASES	%	CASES	%	CASES	%			
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	15	30.61	13	26.53	9	18.37	5	10.20	7	14.29	75.51
	2	6	16.22	16	43.24	7	18.92	5	13.51	3	8.11	78.38
	3	9	29.03	6	19.35	5	16.13	6	19.35	5	16.13	64.52
	4	8	23.53	15	44.12	4	11.76	1	2.94	6	17.65	79.41
	<b>Y-T-D</b>	38	25.17	50	33.11	25	16.56	17	11.26	21	13.91	74.83
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	18	36.73	13	26.53	13	26.53	5	10.20	0	0.00	89.80
	2	13	35.14	11	29.73	8	21.62	2	5.41	3	8.11	86.49
	3	18	58.06	5	16.13	4	12.90	2	6.45	2	6.45	87.10
	4	16	47.06	12	35.29	5	14.71	0	0.00	1	2.94	97.06
	<b>Y-T-D</b>	65	43.05	41	27.15	30	19.87	9	5.96	6	3.97	90.07
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	32	65.31	9	18.37	5	10.20	1	2.04	2	4.08	93.88
	2	21	56.76	10	27.03	5	13.51	0	0.00	1	2.70	97.30
	3	25	80.65	2	6.45	3	9.68	1	3.23	0	0.00	96.77
	4	25	73.53	2	5.88	4	11.76	1	2.94	2	5.88	91.18
	<b>Y-T-D</b>	103	68.21	23	15.23	17	11.26	3	1.99	5	3.31	94.70
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	21	42.86	13	26.53	7	14.29	2	4.08	6	12.24	83.67
	2	8	21.62	9	24.32	11	29.73	3	8.11	6	16.22	75.68
	3	16	51.61	6	19.35	7	22.58	1	3.23	1	3.23	93.55
	4	17	50.00	5	14.71	4	11.76	5	14.71	3	8.82	76.47
	<b>Y-T-D</b>	62	41.06	33	21.85	29	19.21	11	7.28	16	10.60	82.12
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	30	61.22	11	22.45	6	12.24	1	2.04	1	2.04	95.92
	2	18	48.65	7	18.92	4	10.81	4	10.81	4	10.81	78.38
	3	22	70.97	4	12.90	3	9.68	0	0.00	2	6.45	93.55
	4	18	52.94	9	26.47	5	14.71	1	2.94	1	2.94	94.12
	<b>Y-T-D</b>	88	58.28	31	20.53	18	11.92	6	3.97	8	5.30	90.73

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	23	37.10	13	20.97	13	20.97	8	12.90	5	8.06	79.03
	2	27	41.54	10	15.38	12	18.46	4	6.15	12	18.46	75.38
	3	34	47.89	17	23.94	7	9.86	5	7.04	8	11.27	81.69
	4	25	36.76	11	16.18	19	27.94	5	7.35	8	11.76	80.88
	<b>Y-T-D</b>	109	40.98	51	19.17	51	19.17	22	8.27	33	12.41	79.32
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	31	50.00	16	25.81	11	17.74	4	6.45	0	0.00	93.55
	2	33	50.77	17	26.15	8	12.31	3	4.62	4	6.15	89.23
	3	41	57.75	19	26.76	4	5.63	3	4.23	4	5.63	90.14
	4	30	44.12	16	23.53	8	11.76	10	14.71	4	5.88	79.41
	<b>Y-T-D</b>	135	50.75	68	25.56	31	11.65	20	7.52	12	4.51	87.97
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	40	64.52	9	14.52	9	14.52	3	4.84	1	1.61	93.55
	2	42	64.62	11	16.92	10	15.38	0	0.00	2	3.08	96.92
	3	52	73.24	12	16.90	3	4.23	1	1.41	3	4.23	94.37
	4	40	58.82	12	17.65	10	14.71	3	4.41	3	4.41	91.18
	<b>Y-T-D</b>	174	65.41	44	16.54	32	12.03	7	2.63	9	3.38	93.98
<b>9: The overall quality of service at the FAA office was:</b>	1	38	61.29	8	12.90	13	20.97	2	3.23	1	1.61	95.16
	2	36	55.38	20	30.77	2	3.08	5	7.69	2	3.08	89.23
	3	47	66.20	17	23.94	2	2.82	1	1.41	4	5.63	92.96
	4	39	57.35	15	22.06	6	8.82	5	7.35	3	4.41	88.24
	<b>Y-T-D</b>	160	60.15	60	22.56	23	8.65	13	4.89	10	3.76	91.35

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.19	1.74	1.52	1.68	1.56	2.34	1.81	1.65	1.71	92.29
<b>Quarter 2:</b>	1.95	1.88	1.43	1.89	1.57	2.45	1.89	1.60	1.72	90.43
<b>Quarter 3:</b>	1.96	1.75	1.41	1.58	1.46	2.10	1.73	1.46	1.56	91.55
<b>Quarter 4:</b>	2.28	1.93	1.63	1.74	1.65	2.41	2.15	1.78	1.79	86.60
<b>Y-T-D</b>	2.09	1.82	1.50	1.72	1.56	2.32	1.89	1.62	1.70	90.18

## FAA Customer Satisfaction Survey - SFY 2007

for District: 2

Number of Survey by Quarter			
Mailed	Returned	Percent	
507	62	12.23	Q1
514	65	12.65	Q2
494	71	14.37	Q3
516	68	13.18	Q4
<b>2031</b>	<b>266</b>	<b>13.10</b>	

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

QTR	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	16	25.81	29	46.77	9	14.52	5	8.06	3	4.84	87.10
	2	22	33.85	31	47.69	8	12.31	1	1.54	3	4.62	93.85
	3	32	45.07	21	29.58	11	15.49	3	4.23	4	5.63	90.14
	4	21	30.88	24	35.29	11	16.18	7	10.29	5	7.35	82.35
	<b>Y-T-D</b>	91	34.21	105	39.47	39	14.66	16	6.02	15	5.64	88.35
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	35	56.45	13	20.97	10	16.13	3	4.84	1	1.61	93.55
	2	35	53.85	14	21.54	9	13.85	3	4.62	4	6.15	89.23
	3	40	56.34	18	25.35	7	9.86	3	4.23	3	4.23	91.55
	4	33	48.53	17	25.00	10	14.71	6	8.82	2	2.94	88.24
	<b>Y-T-D</b>	143	53.76	62	23.31	36	13.53	15	5.64	10	3.76	90.60
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	41	66.13	14	22.58	5	8.06	0	0.00	2	3.23	96.77
	2	48	73.85	10	15.38	5	7.69	0	0.00	2	3.08	96.92
	3	49	69.01	17	23.94	3	4.23	2	2.82	0	0.00	97.18
	4	45	66.18	13	19.12	4	5.88	2	2.94	4	5.88	91.18
	<b>Y-T-D</b>	183	68.80	54	20.30	17	6.39	4	1.50	8	3.01	95.49
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	33	53.23	18	29.03	10	16.13	0	0.00	1	1.61	98.39
	2	34	52.31	14	21.54	10	15.38	4	6.15	3	4.62	89.23
	3	49	69.01	12	16.90	4	5.63	3	4.23	3	4.23	91.55
	4	41	60.29	14	20.59	4	5.88	8	11.76	1	1.47	86.76
	<b>Y-T-D</b>	157	59.02	58	21.80	28	10.53	15	5.64	8	3.01	91.35
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	43	69.35	10	16.13	5	8.06	1	1.61	3	4.84	93.55
	2	43	66.15	13	20.00	5	7.69	2	3.08	2	3.08	93.85
	3	53	74.65	11	15.49	3	4.23	0	0.00	4	5.63	94.37
	4	43	63.24	14	20.59	5	7.35	4	5.88	2	2.94	91.18
	<b>Y-T-D</b>	182	68.42	48	18.05	18	6.77	7	2.63	11	4.14	93.23

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	10	37.04	4	14.81	7	25.93	3	11.11	3	11.11	77.78
	2	6	33.33	1	5.56	10	55.56	1	5.56	0	0.00	94.44
	3	11	42.31	5	19.23	7	26.92	3	11.54	0	0.00	88.46
	4	5	29.41	3	17.65	6	35.29	2	11.76	1	5.88	82.35
	<b>Y-T-D</b>	32	36.36	13	14.77	30	34.09	9	10.23	4	4.55	85.23
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	14	51.85	3	11.11	9	33.33	1	3.70	0	0.00	96.30
	2	9	50.00	6	33.33	3	16.67	0	0.00	0	0.00	100.00
	3	16	61.54	8	30.77	2	7.69	0	0.00	0	0.00	100.00
	4	9	52.94	5	29.41	3	17.65	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	48	54.55	22	25.00	17	19.32	1	1.14	0	0.00	98.86
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	13	48.15	4	14.81	8	29.63	2	7.41	0	0.00	92.59
	2	9	50.00	5	27.78	3	16.67	1	5.56	0	0.00	94.44
	3	15	57.69	3	11.54	8	30.77	0	0.00	0	0.00	100.00
	4	6	35.29	5	29.41	3	17.65	0	0.00	3	17.65	82.35
	<b>Y-T-D</b>	43	48.86	17	19.32	22	25.00	3	3.41	3	3.41	93.18
<b>9: The overall quality of service at the FAA office was:</b>	1	12	44.44	8	29.63	6	22.22	1	3.70	0	0.00	96.30
	2	10	55.56	5	27.78	2	11.11	0	0.00	1	5.56	94.44
	3	18	69.23	4	15.38	4	15.38	0	0.00	0	0.00	100.00
	4	6	35.29	5	29.41	5	29.41	1	5.88	0	0.00	94.12
	<b>Y-T-D</b>	46	52.27	22	25.00	17	19.32	2	2.27	1	1.14	96.59

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.00	1.81	1.48	2.00	1.89	2.44	1.89	1.96	1.85	90.95
<b>Quarter 2:</b>	1.83	1.78	1.72	1.72	1.72	2.33	1.67	1.78	1.72	97.53
<b>Quarter 3:</b>	2.15	1.77	1.58	1.62	1.38	2.08	1.46	1.73	1.46	95.73
<b>Quarter 4:</b>	2.59	1.76	1.29	1.82	1.88	2.47	1.65	2.35	2.06	91.50
<b>Y-T-D</b>	2.13	1.78	1.52	1.80	1.70	2.32	1.67	1.93	1.75	93.81

## FAA Customer Satisfaction Survey - SFY 2007

for District: **3-N**

Number of Survey by Quarter			
Mailed	Returned	Percent	
134	27	20.15	Q1
134	18	13.43	Q2
135	26	19.26	Q3
138	17	12.32	Q4
<b>541</b>	<b>88</b>	<b>16.27</b>	

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

QTR	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	12	44.44	8	29.63	4	14.81	1	3.70	2	7.41	88.89
	2	10	55.56	3	16.67	4	22.22	0	0.00	1	5.56	94.44
	3	5	19.23	15	57.69	4	15.38	1	3.85	1	3.85	92.31
	4	5	29.41	4	23.53	4	23.53	1	5.88	3	17.65	76.47
	<b>Y-T-D</b>	32	36.36	30	34.09	16	18.18	3	3.41	7	7.95	88.64
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	14	51.85	6	22.22	5	18.52	2	7.41	0	0.00	92.59
	2	9	50.00	4	22.22	5	27.78	0	0.00	0	0.00	100.00
	3	16	61.54	4	15.38	4	15.38	0	0.00	2	7.69	92.31
	4	8	47.06	5	29.41	4	23.53	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	47	53.41	19	21.59	18	20.45	2	2.27	2	2.27	95.45
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	18	66.67	5	18.52	4	14.81	0	0.00	0	0.00	100.00
	2	9	50.00	5	27.78	4	22.22	0	0.00	0	0.00	100.00
	3	18	69.23	4	15.38	2	7.69	1	3.85	1	3.85	92.31
	4	12	70.59	5	29.41	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	57	64.77	19	21.59	10	11.36	1	1.14	1	1.14	97.73
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	15	55.56	2	7.41	5	18.52	5	18.52	0	0.00	81.48
	2	9	50.00	5	27.78	4	22.22	0	0.00	0	0.00	100.00
	3	16	61.54	6	23.08	3	11.54	0	0.00	1	3.85	96.15
	4	8	47.06	5	29.41	3	17.65	1	5.88	0	0.00	94.12
	<b>Y-T-D</b>	48	54.55	18	20.45	15	17.05	6	6.82	1	1.14	92.05
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	14	51.85	5	18.52	6	22.22	1	3.70	1	3.70	92.59
	2	8	44.44	7	38.89	3	16.67	0	0.00	0	0.00	100.00
	3	19	73.08	4	15.38	3	11.54	0	0.00	0	0.00	100.00
	4	6	35.29	8	47.06	2	11.76	1	5.88	0	0.00	94.12
	<b>Y-T-D</b>	47	53.41	24	27.27	14	15.91	2	2.27	1	1.14	96.59

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	8	44.44	6	33.33	1	5.56	1	5.56	2	11.11	83.33
	2	15	50.00	6	20.00	3	10.00	3	10.00	3	10.00	80.00
	3	13	50.00	3	11.54	7	26.92	2	7.69	1	3.85	88.46
	4	6	27.27	4	18.18	9	40.91	0	0.00	3	13.64	86.36
	<b>Y-T-D</b>	42	43.75	19	19.79	20	20.83	6	6.25	9	9.38	84.38
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	12	66.67	1	5.56	3	16.67	2	11.11	0	0.00	88.89
	2	16	53.33	9	30.00	3	10.00	1	3.33	1	3.33	93.33
	3	18	69.23	3	11.54	3	11.54	2	7.69	0	0.00	92.31
	4	10	45.45	6	27.27	3	13.64	2	9.09	1	4.55	86.36
	<b>Y-T-D</b>	56	58.33	19	19.79	12	12.50	7	7.29	2	2.08	90.63
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	14	77.78	0	0.00	2	11.11	0	0.00	2	11.11	88.89
	2	25	83.33	4	13.33	1	3.33	0	0.00	0	0.00	100.00
	3	13	50.00	5	19.23	6	23.08	1	3.85	1	3.85	92.31
	4	12	54.55	8	36.36	2	9.09	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	64	66.67	17	17.71	11	11.46	1	1.04	3	3.13	95.83
<b>9: The overall quality of service at the FAA office was:</b>	1	12	66.67	4	22.22	1	5.56	0	0.00	1	5.56	94.44
	2	14	46.67	12	40.00	3	10.00	1	3.33	0	0.00	96.67
	3	18	69.23	6	23.08	0	0.00	1	3.85	1	3.85	92.31
	4	13	59.09	7	31.82	1	4.55	1	4.55	0	0.00	95.45
	<b>Y-T-D</b>	57	59.38	29	30.21	5	5.21	3	3.13	2	2.08	94.79

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.72	1.67	1.44	1.61	1.22	2.06	1.72	1.67	1.56	91.98
<b>Quarter 2:</b>	1.70	1.73	1.57	1.93	1.30	2.10	1.73	1.20	1.70	93.70
<b>Quarter 3:</b>	1.54	1.81	1.38	1.81	1.46	2.04	1.58	1.92	1.50	93.59
<b>Quarter 4:</b>	1.82	1.91	1.41	1.95	1.41	2.55	2.00	1.55	1.55	93.43
<b>Y-T-D</b>	1.69	1.78	1.46	1.84	1.35	2.18	1.75	1.56	1.58	93.29

## FAA Customer Satisfaction Survey - SFY 2007

for District: **3-S**

Number of Survey by Quarter			
Mailed	Returned	Percent	
152	18	11.84	Q1
190	30	15.79	Q2
173	26	15.03	Q3
192	22	11.46	Q4
<b>707</b>	<b>96</b>	<b>13.58</b>	

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

QTR	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	10	55.56	6	33.33	0	0.00	1	5.56	1	5.56	88.89
	2	15	50.00	10	33.33	4	13.33	1	3.33	0	0.00	96.67
	3	15	57.69	8	30.77	3	11.54	0	0.00	0	0.00	100.00
	4	11	50.00	6	27.27	3	13.64	2	9.09	0	0.00	90.91
	<b>Y-T-D</b>	51	53.13	30	31.25	10	10.42	4	4.17	1	1.04	94.79
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	11	61.11	5	27.78	0	0.00	1	5.56	1	5.56	88.89
	2	16	53.33	8	26.67	5	16.67	0	0.00	1	3.33	96.67
	3	14	53.85	6	23.08	4	15.38	1	3.85	1	3.85	92.31
	4	9	40.91	8	36.36	4	18.18	0	0.00	1	4.55	95.45
	<b>Y-T-D</b>	50	52.08	27	28.13	13	13.54	2	2.08	4	4.17	93.75
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	12	66.67	4	22.22	2	11.11	0	0.00	0	0.00	100.00
	2	20	66.67	5	16.67	4	13.33	0	0.00	1	3.33	96.67
	3	18	69.23	6	23.08	2	7.69	0	0.00	0	0.00	100.00
	4	16	72.73	4	18.18	1	4.55	1	4.55	0	0.00	95.45
	<b>Y-T-D</b>	66	68.75	19	19.79	9	9.38	1	1.04	1	1.04	97.92
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	11	61.11	4	22.22	2	11.11	1	5.56	0	0.00	94.44
	2	15	50.00	8	26.67	2	6.67	4	13.33	1	3.33	83.33
	3	16	61.54	4	15.38	3	11.54	1	3.85	2	7.69	88.46
	4	8	36.36	9	40.91	3	13.64	2	9.09	0	0.00	90.91
	<b>Y-T-D</b>	50	52.08	25	26.04	10	10.42	8	8.33	3	3.13	88.54
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	15	83.33	2	11.11	1	5.56	0	0.00	0	0.00	100.00
	2	22	73.33	7	23.33	1	3.33	0	0.00	0	0.00	100.00
	3	18	69.23	6	23.08	1	3.85	0	0.00	1	3.85	96.15
	4	14	63.64	7	31.82	1	4.55	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	69	71.88	22	22.92	4	4.17	0	0.00	1	1.04	98.96

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	26	61.90	4	9.52	6	14.29	3	7.14	3	7.14	85.71
	2	15	42.86	3	8.57	9	25.71	3	8.57	5	14.29	77.14
	3	24	48.98	12	24.49	8	16.33	3	6.12	2	4.08	89.80
	4	19	43.18	7	15.91	6	13.64	3	6.82	9	20.45	72.73
	<b>Y-T-D</b>	84	49.41	26	15.29	29	17.06	12	7.06	19	11.18	81.76
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	30	71.43	6	14.29	6	14.29	0	0.00	0	0.00	100.00
	2	22	62.86	9	25.71	0	0.00	3	8.57	1	2.86	88.57
	3	27	55.10	11	22.45	8	16.33	1	2.04	2	4.08	93.88
	4	27	61.36	10	22.73	4	9.09	3	6.82	0	0.00	93.18
	<b>Y-T-D</b>	106	62.35	36	21.18	18	10.59	7	4.12	3	1.76	94.12
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	32	76.19	7	16.67	2	4.76	1	2.38	0	0.00	97.62
	2	23	65.71	7	20.00	2	5.71	0	0.00	3	8.57	91.43
	3	37	75.51	5	10.20	7	14.29	0	0.00	0	0.00	100.00
	4	33	75.00	8	18.18	3	6.82	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	125	73.53	27	15.88	14	8.24	1	0.59	3	1.76	97.65
<b>9: The overall quality of service at the FAA office was:</b>	1	26	61.90	11	26.19	5	11.90	0	0.00	0	0.00	100.00
	2	21	60.00	10	28.57	3	8.57	0	0.00	1	2.86	97.14
	3	31	63.27	8	16.33	6	12.24	2	4.08	2	4.08	91.84
	4	25	56.82	11	25.00	6	13.64	2	4.55	0	0.00	95.45
	<b>Y-T-D</b>	103	60.59	40	23.53	20	11.76	4	2.35	3	1.76	95.88

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.95	1.43	1.26	1.60	1.36	1.88	1.43	1.33	1.50	96.03
<b>Quarter 2:</b>	1.94	1.69	1.31	1.83	1.40	2.43	1.63	1.66	1.57	91.43
<b>Quarter 3:</b>	2.00	1.78	1.27	1.76	1.55	1.92	1.78	1.39	1.69	94.78
<b>Quarter 4:</b>	1.91	1.70	1.48	1.61	1.43	2.45	1.61	1.32	1.66	91.67
<b>Y-T-D</b>	1.95	1.65	1.33	1.69	1.44	2.15	1.62	1.41	1.61	93.59

## FAA Customer Satisfaction Survey - SFY 2007

for District: **4**

Number of Survey by Quarter			
Mailed	Returned	Percent	
257	42	16.34	Q1
248	35	14.11	Q2
265	49	18.49	Q3
276	44	15.94	Q4
<b>1046</b>	<b>170</b>	<b>16.25</b>	

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

	QTR	CASES		CASES		CASES		CASES		%		
		CASES	%	CASES	%	CASES	%	CASES	%			
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	17	40.48	14	33.33	7	16.67	4	9.52	0	0.00	90.48
	2	16	45.71	11	31.43	4	11.43	2	5.71	2	5.71	88.57
	3	16	32.65	22	44.90	8	16.33	1	2.04	2	4.08	93.88
	4	19	43.18	15	34.09	5	11.36	5	11.36	0	0.00	88.64
	<b>Y-T-D</b>	68	40.00	62	36.47	24	14.12	12	7.06	4	2.35	90.59
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	31	73.81	6	14.29	4	9.52	0	0.00	1	2.38	97.62
	2	20	57.14	8	22.86	5	14.29	2	5.71	0	0.00	94.29
	3	27	55.10	11	22.45	8	16.33	1	2.04	2	4.08	93.88
	4	25	56.82	11	25.00	5	11.36	2	4.55	1	2.27	93.18
	<b>Y-T-D</b>	103	60.59	36	21.18	22	12.94	5	2.94	4	2.35	94.71
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	33	78.57	7	16.67	2	4.76	0	0.00	0	0.00	100.00
	2	28	80.00	5	14.29	1	2.86	0	0.00	1	2.86	97.14
	3	40	81.63	6	12.24	2	4.08	1	2.04	0	0.00	97.96
	4	32	72.73	7	15.91	2	4.55	2	4.55	1	2.27	93.18
	<b>Y-T-D</b>	133	78.24	25	14.71	7	4.12	3	1.76	2	1.18	97.06
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	26	61.90	9	21.43	5	11.90	2	4.76	0	0.00	95.24
	2	21	60.00	4	11.43	7	20.00	1	2.86	2	5.71	91.43
	3	28	57.14	8	16.33	11	22.45	1	2.04	1	2.04	95.92
	4	30	68.18	6	13.64	5	11.36	1	2.27	2	4.55	93.18
	<b>Y-T-D</b>	105	61.76	27	15.88	28	16.47	5	2.94	5	2.94	94.12
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	31	73.81	8	19.05	2	4.76	1	2.38	0	0.00	97.62
	2	26	74.29	6	17.14	2	5.71	0	0.00	1	2.86	97.14
	3	32	65.31	10	20.41	5	10.20	1	2.04	1	2.04	95.92
	4	34	77.27	4	9.09	4	9.09	1	2.27	1	2.27	95.45
	<b>Y-T-D</b>	123	72.35	28	16.47	13	7.65	3	1.76	3	1.76	96.47

## FAA Customer Satisfaction Survey - SFY 2007

for District: **5**

Number of Survey by Quarter			
Mailed	Returned	Percent	
267	44	16.48	Q1
251	31	12.35	Q2
291	42	14.43	Q3
283	36	12.72	Q4
<b>1092</b>	<b>153</b>	<b>14.01</b>	

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

QTR	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	20	45.45	11	25.00	6	13.64	3	6.82	4	9.09	84.09
	2	14	45.16	12	38.71	1	3.23	3	9.68	1	3.23	87.10
	3	16	38.10	12	28.57	11	26.19	0	0.00	3	7.14	92.86
	4	13	36.11	15	41.67	5	13.89	1	2.78	2	5.56	91.67
	<b>Y-T-D</b>	63	41.18	50	32.68	23	15.03	7	4.58	10	6.54	88.89
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	30	68.18	6	13.64	4	9.09	2	4.55	2	4.55	90.91
	2	18	58.06	6	19.35	3	9.68	3	9.68	1	3.23	87.10
	3	28	66.67	8	19.05	5	11.90	0	0.00	1	2.38	97.62
	4	22	61.11	7	19.44	3	8.33	2	5.56	2	5.56	88.89
	<b>Y-T-D</b>	98	64.05	27	17.65	15	9.80	7	4.58	6	3.92	91.50
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	31	70.45	6	13.64	2	4.55	2	4.55	3	6.82	88.64
	2	21	67.74	6	19.35	2	6.45	0	0.00	2	6.45	93.55
	3	30	71.43	7	16.67	4	9.52	0	0.00	1	2.38	97.62
	4	27	75.00	3	8.33	4	11.11	2	5.56	0	0.00	94.44
	<b>Y-T-D</b>	109	71.24	22	14.38	12	7.84	4	2.61	6	3.92	93.46
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	24	54.55	10	22.73	2	4.55	4	9.09	4	9.09	81.82
	2	17	54.84	7	22.58	1	3.23	3	9.68	3	9.68	80.65
	3	21	50.00	8	19.05	9	21.43	0	0.00	4	9.52	90.48
	4	17	47.22	4	11.11	10	27.78	2	5.56	3	8.33	86.11
	<b>Y-T-D</b>	79	51.63	29	18.95	22	14.38	9	5.88	14	9.15	84.97
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	29	65.91	6	13.64	5	11.36	0	0.00	4	9.09	90.91
	2	20	64.52	4	12.90	4	12.90	2	6.45	1	3.23	90.32
	3	28	66.67	5	11.90	7	16.67	1	2.38	1	2.38	95.24
	4	24	66.67	7	19.44	2	5.56	2	5.56	1	2.78	91.67
	<b>Y-T-D</b>	101	66.01	22	14.38	18	11.76	5	3.27	7	4.58	92.16

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	21	47.73	6	13.64	8	18.18	0	0.00	9	20.45	79.55
	2	17	54.84	2	6.45	5	16.13	0	0.00	7	22.58	77.42
	3	18	42.86	5	11.90	8	19.05	6	14.29	5	11.90	73.81
	4	13	36.11	8	22.22	7	19.44	1	2.78	7	19.44	77.78
	<b>Y-T-D</b>	69	45.10	21	13.73	28	18.30	7	4.58	28	18.30	77.12
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	25	56.82	8	18.18	7	15.91	1	2.27	3	6.82	90.91
	2	17	54.84	9	29.03	4	12.90	0	0.00	1	3.23	96.77
	3	28	66.67	8	19.05	4	9.52	1	2.38	1	2.38	95.24
	4	21	58.33	10	27.78	2	5.56	2	5.56	1	2.78	91.67
	<b>Y-T-D</b>	91	59.48	35	22.88	17	11.11	4	2.61	6	3.92	93.46
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	25	56.82	7	15.91	7	15.91	4	9.09	1	2.27	88.64
	2	21	67.74	5	16.13	3	9.68	2	6.45	0	0.00	93.55
	3	32	76.19	3	7.14	5	11.90	1	2.38	1	2.38	95.24
	4	20	55.56	6	16.67	6	16.67	3	8.33	1	2.78	88.89
	<b>Y-T-D</b>	98	64.05	21	13.73	21	13.73	10	6.54	3	1.96	91.50
<b>9: The overall quality of service at the FAA office was:</b>	1	25	56.82	7	15.91	7	15.91	1	2.27	4	9.09	88.64
	2	19	61.29	6	19.35	1	3.23	3	9.68	2	6.45	83.87
	3	26	61.90	7	16.67	5	11.90	3	7.14	1	2.38	90.48
	4	20	55.56	9	25.00	4	11.11	1	2.78	2	5.56	91.67
	<b>Y-T-D</b>	90	58.82	29	18.95	17	11.11	8	5.23	9	5.88	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
<b>Quarter 1:</b>	2.09	1.64	1.64	1.95	1.73	2.32	1.84	1.84	1.91	87.12
<b>Quarter 2:</b>	1.87	1.81	1.58	1.97	1.71	2.29	1.68	1.55	1.81	87.81
<b>Quarter 3:</b>	2.10	1.52	1.45	2.00	1.62	2.40	1.55	1.48	1.71	92.06
<b>Quarter 4:</b>	2.00	1.75	1.47	2.17	1.58	2.47	1.67	1.86	1.78	89.20
<b>Y-T-D</b>	2.03	1.67	1.54	2.02	1.66	2.37	1.69	1.69	1.80	89.11

## FAA Customer Satisfaction Survey - SFY 2007

for District: **6**

Number of Survey by Quarter			
Mailed	Returned	Percent	
154	27	17.53	Q1
132	22	16.67	Q2
135	22	16.30	Q3
132	21	15.91	Q4
553	92	16.64	

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

	QTR	CASES		CASES		CASES		CASES		%		
		CASES	%	CASES	%	CASES	%	CASES	%			
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	12	44.44	11	40.74	2	7.41	2	7.41	0	0.00	92.59
	2	13	59.09	5	22.73	2	9.09	2	9.09	0	0.00	90.91
	3	13	59.09	7	31.82	1	4.55	0	0.00	1	4.55	95.45
	4	13	61.90	4	19.05	4	19.05	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	51	55.43	27	29.35	9	9.78	4	4.35	1	1.09	94.57
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	22	81.48	2	7.41	2	7.41	1	3.70	0	0.00	96.30
	2	14	63.64	5	22.73	3	13.64	0	0.00	0	0.00	100.00
	3	14	63.64	1	4.55	5	22.73	2	9.09	0	0.00	90.91
	4	13	61.90	7	33.33	0	0.00	0	0.00	1	4.76	95.24
	<b>Y-T-D</b>	63	68.48	15	16.30	10	10.87	3	3.26	1	1.09	95.65
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	20	74.07	4	14.81	2	7.41	1	3.70	0	0.00	96.30
	2	19	86.36	2	9.09	1	4.55	0	0.00	0	0.00	100.00
	3	17	77.27	2	9.09	2	9.09	1	4.55	0	0.00	95.45
	4	18	85.71	2	9.52	0	0.00	0	0.00	1	4.76	95.24
	<b>Y-T-D</b>	74	80.43	10	10.87	5	5.43	2	2.17	1	1.09	96.74
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	18	66.67	6	22.22	0	0.00	2	7.41	1	3.70	88.89
	2	12	54.55	5	22.73	3	13.64	2	9.09	0	0.00	90.91
	3	15	68.18	2	9.09	4	18.18	1	4.55	0	0.00	95.45
	4	14	66.67	4	19.05	1	4.76	1	4.76	1	4.76	90.48
	<b>Y-T-D</b>	59	64.13	17	18.48	8	8.70	6	6.52	2	2.17	91.30
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	21	77.78	3	11.11	1	3.70	2	7.41	0	0.00	92.59
	2	17	77.27	3	13.64	2	9.09	0	0.00	0	0.00	100.00
	3	17	77.27	3	13.64	2	9.09	0	0.00	0	0.00	100.00
	4	17	80.95	2	9.52	1	4.76	0	0.00	1	4.76	95.24
	<b>Y-T-D</b>	72	78.26	11	11.96	6	6.52	2	2.17	1	1.09	96.74

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	16	59.26	4	14.81	4	14.81	1	3.70	2	7.41	88.89
	2	13	59.09	3	13.64	4	18.18	1	4.55	1	4.55	90.91
	3	13	59.09	2	9.09	7	31.82	0	0.00	0	0.00	100.00
	4	12	57.14	2	9.52	4	19.05	2	9.52	1	4.76	85.71
	<b>Y-T-D</b>	54	58.70	11	11.96	19	20.65	4	4.35	4	4.35	91.30
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	20	74.07	3	11.11	3	11.11	1	3.70	0	0.00	96.30
	2	18	81.82	3	13.64	1	4.55	0	0.00	0	0.00	100.00
	3	17	77.27	2	9.09	3	13.64	0	0.00	0	0.00	100.00
	4	15	71.43	2	9.52	1	4.76	1	4.76	2	9.52	85.71
	<b>Y-T-D</b>	70	76.09	10	10.87	8	8.70	2	2.17	2	2.17	95.65
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	21	77.78	3	11.11	3	11.11	0	0.00	0	0.00	100.00
	2	14	63.64	2	9.09	4	18.18	1	4.55	1	4.55	90.91
	3	14	63.64	2	9.09	4	18.18	1	4.55	1	4.55	90.91
	4	17	80.95	0	0.00	1	4.76	2	9.52	1	4.76	85.71
	<b>Y-T-D</b>	66	71.74	7	7.61	12	13.04	4	4.35	3	3.26	92.39
<b>9: The overall quality of service at the FAA office was:</b>	1	19	70.37	5	18.52	3	11.11	0	0.00	0	0.00	100.00
	2	17	77.27	3	13.64	2	9.09	0	0.00	0	0.00	100.00
	3	14	63.64	4	18.18	4	18.18	0	0.00	0	0.00	100.00
	4	17	80.95	3	14.29	0	0.00	1	4.76	0	0.00	95.24
	<b>Y-T-D</b>	67	72.83	15	16.30	9	9.78	1	1.09	0	0.00	98.91

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.78	1.33	1.41	1.59	1.41	1.85	1.44	1.33	1.41	94.65
<b>Quarter 2:</b>	1.68	1.50	1.18	1.77	1.32	1.82	1.23	1.77	1.32	95.96
<b>Quarter 3:</b>	1.59	1.77	1.41	1.59	1.32	1.73	1.36	1.77	1.55	96.46
<b>Quarter 4:</b>	1.57	1.52	1.29	1.62	1.38	1.95	1.71	1.57	1.29	92.06
<b>Y-T-D</b>	1.66	1.52	1.33	1.64	1.36	1.84	1.43	1.60	1.39	94.81

**DISTRICT I - CENTRAL**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
58	11	18.97	Q1
53	7	13.21	Q2
55	7	12.73	Q3
57	9	15.79	Q4
223	34	15.25	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	36.36	3	27.27	3	27.27	1	9.09	0	0.00	90.91
	2	0	0.00	3	42.86	0	0.00	2	28.57	2	28.57	42.86
	3	0	0.00	2	28.57	1	14.29	1	14.29	3	42.86	42.86
	4	4	44.44	2	22.22	1	11.11	1	11.11	1	11.11	77.78
	Y-T-D	8	23.53	10	29.41	5	14.71	5	14.71	6	17.65	67.65
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	7	63.64	2	18.18	0	0.00	2	18.18	0	0.00	81.82
	2	3	42.86	0	0.00	1	14.29	3	42.86	0	0.00	57.14
	3	2	28.57	1	14.29	2	28.57	1	14.29	1	14.29	71.43
	4	3	33.33	2	22.22	4	44.44	0	0.00	0	0.00	100.00
	Y-T-D	15	44.12	5	14.71	7	20.59	6	17.65	1	2.94	79.41
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	3	42.86	1	14.29	1	14.29	0	0.00	2	28.57	71.43
	3	5	71.43	0	0.00	0	0.00	1	14.29	1	14.29	71.43
	4	6	66.67	1	11.11	2	22.22	0	0.00	0	0.00	100.00
	Y-T-D	23	67.65	2	5.88	5	14.71	1	2.94	3	8.82	88.24
4: The FAA staff at the front desk were courteous and respectful.	1	8	72.73	1	9.09	0	0.00	1	9.09	1	9.09	81.82
	2	3	42.86	0	0.00	0	0.00	2	28.57	2	28.57	42.86
	3	2	28.57	1	14.29	3	42.86	1	14.29	0	0.00	85.71
	4	2	22.22	2	22.22	4	44.44	0	0.00	1	11.11	88.89
	Y-T-D	15	44.12	4	11.76	7	20.59	4	11.76	4	11.76	76.47
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	8	72.73	1	9.09	1	9.09	1	9.09	0	0.00	90.91
	2	3	42.86	1	14.29	3	42.86	0	0.00	0	0.00	100.00
	3	5	71.43	0	0.00	1	14.29	1	14.29	0	0.00	85.71
	4	4	44.44	2	22.22	3	33.33	0	0.00	0	0.00	100.00
	Y-T-D	20	58.82	4	11.76	8	23.53	2	5.88	0	0.00	94.12

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **113** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	6	54.55	3	27.27	0	0.00	1	9.09	1	9.09	81.82
	2	2	28.57	1	14.29	3	42.86	0	0.00	1	14.29	85.71
	3	3	42.86	0	0.00	1	14.29	1	14.29	2	28.57	57.14
	4	3	33.33	2	22.22	2	22.22	1	11.11	1	11.11	77.78
	<b>Y-T-D</b>	14	41.18	6	17.65	6	17.65	3	8.82	5	14.71	76.47
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	8	72.73	1	9.09	0	0.00	1	9.09	1	9.09	81.82
	2	3	42.86	0	0.00	3	42.86	0	0.00	1	14.29	85.71
	3	5	71.43	0	0.00	1	14.29	0	0.00	1	14.29	85.71
	4	5	55.56	1	11.11	3	33.33	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	21	61.76	2	5.88	7	20.59	1	2.94	3	8.82	88.24
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
	2	4	57.14	1	14.29	1	14.29	0	0.00	1	14.29	85.71
	3	3	42.86	1	14.29	1	14.29	1	14.29	1	14.29	71.43
	4	6	66.67	0	0.00	3	33.33	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	21	61.76	4	11.76	6	17.65	1	2.94	2	5.88	91.18
<b>9: The overall quality of service at the FAA office was:</b>	1	8	72.73	1	9.09	0	0.00	0	0.00	2	18.18	81.82
	2	3	42.86	1	14.29	3	42.86	0	0.00	0	0.00	100.00
	3	4	57.14	1	14.29	1	14.29	0	0.00	1	14.29	85.71
	4	5	55.56	0	0.00	3	33.33	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	20	58.82	3	8.82	7	20.59	1	2.94	3	8.82	88.24

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.09	1.73	1.36	1.73	1.55	1.91	1.73	1.36	1.82	87.88
<b>Quarter 2:</b>	3.43	2.57	2.57	3.00	2.00	2.57	2.43	2.00	2.00	74.60
<b>Quarter 3:</b>	3.71	2.71	2.00	2.43	1.71	2.86	1.86	2.43	2.00	73.02
<b>Quarter 4:</b>	2.22	2.11	1.56	2.56	1.89	2.44	1.78	1.67	2.00	92.59
<b>Y-T-D</b>	2.74	2.21	1.79	2.35	1.76	2.38	1.91	1.79	1.94	83.33

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 113**

**SFY 07**

**07/06 THROUGH 09/06**

Get better staff, or front desk staff or say hi how are you doing today, how may I help you.

Have a security guard in the waiting room in order to keep control of the clients that get out of control –cussing out staff and other people waiting for their appointment.

They need to listen and combine information available to them form other state offices. They need to treat the clients with respect they should answer questions or refer to someone who can, then need to answer phones and or messages.

Lakidta Miles is excellent!

Outstanding personal!

Everything its ok the only thing that maybe you can do better its tell those persons who just need an appointment that they can drop off the application in the box, because I do that before and I get my appointment on time and less than 3 days

Thanks for helping me.

Para mi todo esta bien. Gracias  
**For me all is good. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 07

10/06 THROUGH 12/06

Pueden servirnos mejor si ponen una persona que entienda bien el español y que no se moleste cuando uno le haga una pregunta.

**They can serve us better if they put a person who understands Spanish well and they aren't bothered when one asks a question.**

Please answer phone calls to my response of my ability of work conditions, to make my appointment available.

The best way to do your job is tell people the right thing. The right law of your office. The appropriate steps or requirement for service.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 113**

**SFY 07**

**01/07 THROUGH 03/07**

I think the TV in the waiting room should be turned on, so that people who have to wait a long time can get distracted. Other than that it's all good. Thank you for caring.

Get a nice staff who work & not sit around & talk. They need to move faster@ doing things, need to realize it's a DES office of course its going to be busy, but having us wait more than an hour is ridiculous.

The job is ok.

Need nicer person at front desk.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 113

SFY 07

04/07 THROUGH 6/07

Keep doing what you are doing.

Entrenar mayor el personal de recepcion para atender mayor abeces gritan muy feo y enojadas y tienen poquito numeros y tardan mucho en llamar.

**Train better the reception staff to serve better. Sometimes they shout very ugly and angry and there are not enough of them and they take too long call [us].**

Yo creo que el servicio de su oficina esta trabajando muy bien, las presona son muy paciente y muy educadas en sus dos idiomas. El sistema de tikes o numeros es el mejor metodo el servicio de seguridad

**I believe that the service in you office is working very well; the staff are very patient and very educated in 2 languages. The system of tikes (?) or numbers is the best method. The security service is very good**

Pues esta bien su servicio, pero yo diria que cuando uno senora esta enbrazada la atendieran mas rapido, por que a veces va en algunas tiene mucha ambre y no se puede aguantar tanto rato sin comer por el bebe. Pero todo lo de mas esta excelente.

**Well, your service is good, but I would say that when a woman is pregnant, take care of her faster, because sometimes some of them are very hungry and they can not tolerate such long time with out eating for the baby. But the rest is excellent**

Have one window just for appointments & benefit cards and two for questions.

Everyone was nice and friendly - good job.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
95	14	14.74	Q1
113	21	18.58	Q2
107	12	11.21	Q3
99	14	14.14	Q4
414	61	14.73	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	28.57	4	28.57	1	7.14	3	21.43	2	14.29	64.29
	2	6	28.57	6	28.57	4	19.05	1	4.76	4	19.05	76.19
	3	5	41.67	2	16.67	2	16.67	2	16.67	1	8.33	75.00
	4	5	35.71	5	35.71	1	7.14	0	0.00	3	21.43	78.57
	Y-T-D	20	32.79	17	27.87	8	13.11	6	9.84	10	16.39	73.77
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	6	42.86	4	28.57	1	7.14	2	14.29	1	7.14	78.57
	2	12	57.14	3	14.29	3	14.29	1	4.76	2	9.52	85.71
	3	6	50.00	2	16.67	2	16.67	2	16.67	0	0.00	83.33
	4	7	50.00	2	14.29	2	14.29	1	7.14	2	14.29	78.57
	Y-T-D	31	50.82	11	18.03	8	13.11	6	9.84	5	8.20	81.97
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	8	57.14	3	21.43	1	7.14	2	14.29	0	0.00	85.71
	2	15	71.43	2	9.52	1	4.76	1	4.76	2	9.52	85.71
	3	6	50.00	4	33.33	2	16.67	0	0.00	0	0.00	100.00
	4	8	57.14	4	28.57	1	7.14	0	0.00	1	7.14	92.86
	Y-T-D	37	60.66	13	21.31	5	8.20	3	4.92	3	4.92	90.16
4: The FAA staff at the front desk were courteous and respectful.	1	3	21.43	4	28.57	2	14.29	1	7.14	4	28.57	64.29
	2	8	38.10	3	14.29	4	19.05	4	19.05	2	9.52	71.43
	3	8	66.67	0	0.00	3	25.00	1	8.33	0	0.00	91.67
	4	5	35.71	4	28.57	2	14.29	2	14.29	1	7.14	78.57
	Y-T-D	24	39.34	11	18.03	11	18.03	8	13.11	7	11.48	75.41
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	6	42.86	4	28.57	1	7.14	2	14.29	1	7.14	78.57
	2	13	61.90	3	14.29	2	9.52	1	4.76	2	9.52	85.71
	3	6	50.00	2	16.67	3	25.00	1	8.33	0	0.00	91.67
	4	7	50.00	4	28.57	2	14.29	0	0.00	1	7.14	92.86
	Y-T-D	32	52.46	13	21.31	8	13.11	4	6.56	4	6.56	86.89

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **132** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	14.29	0	0.00	3	21.43	4	28.57	5	35.71	35.71
	2	10	47.62	1	4.76	3	14.29	4	19.05	3	14.29	66.67
	3	2	16.67	2	16.67	2	16.67	3	25.00	3	25.00	50.00
	4	5	35.71	3	21.43	1	7.14	1	7.14	4	28.57	64.29
	<b>Y-T-D</b>	19	31.15	6	9.84	9	14.75	12	19.67	15	24.59	55.74
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	21.43	2	14.29	6	42.86	1	7.14	2	14.29	78.57
	2	13	61.90	3	14.29	4	19.05	0	0.00	1	4.76	95.24
	3	6	50.00	2	16.67	3	25.00	1	8.33	0	0.00	91.67
	4	7	50.00	1	7.14	3	21.43	1	7.14	2	14.29	78.57
	<b>Y-T-D</b>	29	47.54	8	13.11	16	26.23	3	4.92	5	8.20	86.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	35.71	4	28.57	2	14.29	2	14.29	1	7.14	78.57
	2	12	57.14	3	14.29	2	9.52	1	4.76	3	14.29	80.95
	3	8	66.67	3	25.00	1	8.33	0	0.00	0	0.00	100.00
	4	8	57.14	3	21.43	3	21.43	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	33	54.10	13	21.31	8	13.11	3	4.92	4	6.56	88.52
<b>9: The overall quality of service at the FAA office was:</b>	1	4	28.57	3	21.43	2	14.29	3	21.43	2	14.29	64.29
	2	10	47.62	6	28.57	1	4.76	2	9.52	2	9.52	80.95
	3	6	50.00	2	16.67	3	25.00	1	8.33	0	0.00	91.67
	4	8	57.14	2	14.29	2	14.29	1	7.14	1	7.14	85.71
	<b>Y-T-D</b>	28	45.90	13	21.31	8	13.11	7	11.48	5	8.20	80.33

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.64	2.14	1.79	2.93	2.14	3.71	2.79	2.29	2.71	69.84
<b>Quarter 2:</b>	2.57	1.95	1.71	2.48	1.86	2.48	1.71	2.05	2.05	80.95
<b>Quarter 3:</b>	2.33	2.00	1.67	1.75	1.92	3.25	1.92	1.42	1.92	86.11
<b>Quarter 4:</b>	2.36	2.21	1.71	2.29	1.86	2.71	2.29	1.64	1.93	83.33
<b>Y-T-D</b>	2.49	2.07	1.72	2.39	1.93	2.97	2.13	1.89	2.15	79.96

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 132**

**SFY 07**

**07/06 THROUGH 09/06**

I had a phone interview when I called to reschedule my appointment no one called back.

cuando e ido me an tratado bien.

**When I have gone, they have treated me well.**

It has been years that I applied for a niece for about maybe 6 months, since then I keep getting letters from The Child Support of the parents who have never paid, I do not wish to know anything about all this.

Quit wasting tax payers money on this Customer Satisfaction Survey and try to be a little bit quicker on responding to application for an interview then a response on whether or not accepted or denied.

Courtesy - Respect for applicants & clients will work better than treating them as if we had some kind of disease. This applies to both personal & telephone inquiries.

Return phone calls and help with assisting with helping.

maybe a good start would be not to ignore the person standing in line for over 40 mins pretending on one is right in front of you. The ladies in front windows are the problem-not the workers in back. My worker was not even called up even tho she asked me to come and ask for her. We were both ignored! Totally rude!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 132**

**SFY 07**

**10/06 THROUGH 12/06**

I find the waiting area, extremely dirty.

Every one I have had contact with has been very pleasant to work with...  
very professional and friendly.

We need everyone be fair when we came to FAA office and need good

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 07

01/07 THROUGH 03/07

They can try to help people in a more respectful way. A lot of time they can take really long in order for us to be helped. People should be helped regardless of having or not having a social security number. Many families need help but are automatically said "no" to because of

By hiring people that know how to do there job & that have more respect for us.

En general el servicio es algo bueno. En donde esta la frustacion es en los demas que estan esperando su turno y se mira su impacencia es mi punto de vista. Espero que les ayude en algo y gracias por tomar en

**In general, the service is somewhat good. The frustration is in the rest who are waiting their turn and you can see their impatience is my point of view. I hope that you help them in something. And thank you for keeping this in mind.**

You are on track as far as I am concerned.

I don't know you really helped me.

Not have to wait so long on appointments could do interviews much more faster and not have to wait long time.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 132

SFY 07

04/07 THROUGH 6/07

I have no complaints. You people are great.

As far as my personal experience (great)

Give us the waiting period time on phone calls so we can decide I we can wait. Thx

Que nos traten con respeto y no nos contesten con mala manera el personal de recepcion y nos griten como si fuéramos animales. Gracias

**That the reception staff would treat us with respect and not answer us rudely and don't' shout at us as if we were animals. Thank you**

The interview was fine but everything else was very dissatisfactory. The front desk staff seemed very annoyed to answer questions almost like I was bothering them. It took forever, to get through when I called and was on hold for 20 + minutes I left my name and phone number. I am however grateful for this program, since I can not afford health insurance, and have not been to a doctor for 4 years. I hope this department can reorganize and upgrade to be more effective and

Someone needs to learn to return calls back to people who leave messages and give information that might help with the question that apply to it. It would help.

"Give more information"

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
103	11	10.68	Q1
103	12	11.65	Q2
102	13	12.75	Q3
122	11	9.02	Q4
430	47	10.93	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%									
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	18.18	1	9.09	4	36.36	0	0.00	4	36.36	63.64
	2	3	25.00	2	16.67	3	25.00	0	0.00	4	33.33	66.67
	3	4	30.77	4	30.77	2	15.38	0	0.00	3	23.08	76.92
	4	3	27.27	3	27.27	3	27.27	2	18.18	0	0.00	81.82
	<b>Y-T-D</b>	12	25.53	10	21.28	12	25.53	2	4.26	11	23.40	72.34
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	5	45.45	1	9.09	4	36.36	0	0.00	1	9.09	90.91
	2	5	41.67	3	25.00	2	16.67	1	8.33	1	8.33	83.33
	3	7	53.85	3	23.08	1	7.69	2	15.38	0	0.00	84.62
	4	7	63.64	3	27.27	0	0.00	0	0.00	1	9.09	90.91
	<b>Y-T-D</b>	24	51.06	10	21.28	7	14.89	3	6.38	3	6.38	87.23
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	8	72.73	1	9.09	1	9.09	1	9.09	0	0.00	90.91
	2	8	66.67	1	8.33	2	16.67	1	8.33	0	0.00	91.67
	3	9	69.23	3	23.08	1	7.69	0	0.00	0	0.00	100.00
	4	7	63.64	3	27.27	1	9.09	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	32	68.09	8	17.02	5	10.64	2	4.26	0	0.00	95.74
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	36.36	2	18.18	2	18.18	1	9.09	2	18.18	72.73
	2	7	58.33	2	16.67	3	25.00	0	0.00	0	0.00	100.00
	3	6	46.15	4	30.77	1	7.69	1	7.69	1	7.69	84.62
	4	7	63.64	3	27.27	1	9.09	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	24	51.06	11	23.40	7	14.89	2	4.26	3	6.38	89.36
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	5	45.45	2	18.18	4	36.36	0	0.00	0	0.00	100.00
	2	7	58.33	1	8.33	2	16.67	1	8.33	1	8.33	83.33
	3	8	61.54	2	15.38	2	15.38	0	0.00	1	7.69	92.31
	4	9	81.82	1	9.09	1	9.09	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	29	61.70	6	12.77	9	19.15	1	2.13	2	4.26	93.62

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **134** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	9.09	2	18.18	1	9.09	3	27.27	4	36.36	36.36
	2	4	33.33	2	16.67	3	25.00	1	8.33	2	16.67	75.00
	3	6	46.15	3	23.08	2	15.38	0	0.00	2	15.38	84.62
	4	2	18.18	4	36.36	3	27.27	0	0.00	2	18.18	81.82
	<b>Y-T-D</b>	13	27.66	11	23.40	9	19.15	4	8.51	10	21.28	70.21
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	27.27	3	27.27	4	36.36	0	0.00	1	9.09	90.91
	2	6	50.00	3	25.00	3	25.00	0	0.00	0	0.00	100.00
	3	7	53.85	3	23.08	1	7.69	0	0.00	2	15.38	84.62
	4	8	72.73	2	18.18	0	0.00	0	0.00	1	9.09	90.91
	<b>Y-T-D</b>	24	51.06	11	23.40	8	17.02	0	0.00	4	8.51	91.49
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	45.45	3	27.27	2	18.18	0	0.00	1	9.09	90.91
	2	8	66.67	2	16.67	0	0.00	2	16.67	0	0.00	83.33
	3	8	61.54	2	15.38	2	15.38	0	0.00	1	7.69	92.31
	4	6	54.55	2	18.18	2	18.18	0	0.00	1	9.09	90.91
	<b>Y-T-D</b>	27	57.45	9	19.15	6	12.77	2	4.26	3	6.38	89.36
<b>9: The overall quality of service at the FAA office was:</b>	1	3	27.27	2	18.18	2	18.18	2	18.18	2	18.18	63.64
	2	5	41.67	3	25.00	4	33.33	0	0.00	0	0.00	100.00
	3	6	46.15	3	23.08	2	15.38	1	7.69	1	7.69	84.62
	4	7	63.64	3	27.27	0	0.00	1	9.09	0	0.00	90.91
	<b>Y-T-D</b>	21	44.68	11	23.40	8	17.02	4	8.51	3	6.38	85.11

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	3.27	2.18	1.55	2.55	1.91	3.64	2.36	2.00	2.82	77.78
<b>Quarter 2:</b>	3.00	2.17	1.67	1.67	2.00	2.58	1.75	1.67	1.92	87.04
<b>Quarter 3:</b>	2.54	1.85	1.38	2.00	1.77	2.15	2.00	1.77	2.08	87.18
<b>Quarter 4:</b>	2.36	1.64	1.45	1.45	1.27	2.64	1.55	1.91	1.55	91.92
<b>Y-T-D</b>	2.79	1.96	1.51	1.91	1.74	2.72	1.91	1.83	2.09	86.05

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 07

07/06 THROUGH 09/06

que la gente q' presta sus servicios para atendernos a todos nosotros deberia ser cortes y amables y no poner una cara tan mala q' da miedo hasta preguntar, y q' atedieran conforme alas citas y no hacer esperar tanto tiempo o explicar el porque? De la tardanza, hojola y puedan servir

**That the people who give the services to help us that they would be courteous and friendly and not put on such a bad face that they make you afraid of asking anything and that they take care of us according to the appointments and not making us wait so long or explain the reason. Of the slowness, I hope they can improve it.**

todo me parece muy bien lo unico que son los mensajes que ha beces no son contestado pronto de lo demas estan muy bien en mi modo de

**Everything seems very good to me; the only thing is that the messages that there are times they don't answer them quickly the rest is very good in my way of thinking.**

I have been at your office. Maybe I will and I can answer your question.

Get more workers.

You need to have workers who want to work and be there to help cause courteous you don't get.

By returning my messages when living one. Thank you

para mi todo esta bien y les agradezco que me den un buen trato y no me hagan sentir mal muchisimas gracias

**For me all is good and I thank you that you have given me good treatment and did not make me feel bad. 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 134

SFY 07

07/06 THROUGH 09/06

tardar menos tiempo para atendernos y menos rasismo y mas amabilidad y respeto.

**Less time to wait before you help us and less racism and more friendliness and respect**

Estoy muy agradecida con los beneficios que recibo y el trato que me han dado. Gracias y he recibido el mejor servicio.

**I am very happy with the benefits that I have received and the treatment they have given me. Thank you and I have received the best service.**

Do not make me wait for a long time please and 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 07

10/06 THROUGH 12/06

Para mi el servicio que me ofrecen esta bien.

**For me the service offered me is good.**

You guys are doing a great job, but one of the interviewers made us feel bad because we have a low income. The reaction and comment he made when he saw our income was really unprofessional. It is also kind of hard to hear when the interviewer calls one up.

Asi esta bien como lo estan haciendo ami me parece que esta bien bueno, eso pienso llo. No se que piensen la de mas personas.

**As it is, it is good, as they have been doing well. It seems that it is very good. that's what I think. I don't know how they treat the rest of the people.**

Contestando mas rapido llamadas por telefono y no teniendo tantas personas en una sola oficina es mucho codigos de area.

**Answer telephone calls faster and not have so many people in only one office, it is many area codes.**

More smiles lots of laughs, sharing their lives with us. Helping us not to feel bad for needed help. And fix the EBT card back to receiving one that same day service. Because we hold up the line at wal-Mart & get the mostly embarrassed. Because card doesn't scan anymore.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 07

01/07 THROUGH 03/07

Take you at your interview time. No one wants to help you – just pawn you off to someone else. Nothing is done on time.

Evelyn was just wonderful.

Que las trabajadoras sean un poco mas amables y den informacion y no lo ignoren a uno como si uno no valiera nada. Nada mas como cualquier otro trabajo que agan su trabajo, contesten el telefono. Gracias

**That the workers would be a little friendlier and give information and not ignore you as if you were nothing. Nothing more as whatever other work that you do, answer the telephone. Thank you.**

Pues llo de mi parte no podria pedir mas porque todos los trabajadores me an tratado muy vien, muy atentos y muy amables estoy muy agradecida de toda la atension y amabilidad de todo el personal de

**Well, for may part I could not ask more because all the workers have treated me very well. very attentive and very friendly I am very grateful for all the service and friendliness of all the staff and social workers**

Return your phone calls and answer the phone.

Better communication within employees will really help. In putting clients information in computer will really help too. My last interview I found out that all the information that they needed @ the office was not inputted in the system.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 134

SFY 07

04/07 THROUGH 6/07

By not letting children run all over the place, and by having a TV for all to see.

You are good people and I like your job and you are good with questions.

Sending out appt notices before our appointment would help.

Que tuvieran un poco mas de organizacion para no hacer esperar tanto tiempo a las personas tanto en el telefono como en la oficina.

**If they had a little more organization to not make people wait so long on the phone as well as in the office**

The quality of service was excellent the interview very professional.  
Thxs "Doing excellent job"

Todo esta bien nomas cuando tiene uno una pregunta por telefono contestarla porque espera uno mucho tiempo y ahi beses que no puede comunicarse uno deja espreando mucho tiempo.

**All is good, nothing more than if you have a question by telephone, answer it because you wait a long time and there are times that you cannot contact someone which leaves us waiting a long time.**

Todo esta bien

**Everything is good.**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
73	8	10.96	Q1
95	4	4.21	Q2
72	11	15.28	Q3
91	7	7.69	Q4
<b>331</b>	<b>30</b>	<b>9.06</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	12.50	3	37.50	4	50.00	0	0.00	0	0.00	100.00
	2	0	0.00	1	25.00	1	25.00	1	25.00	1	25.00	50.00
	3	3	27.27	2	18.18	0	0.00	3	27.27	3	27.27	45.45
	4	0	0.00	2	28.57	2	28.57	3	42.86	0	0.00	57.14
	<b>Y-T-D</b>	4	13.33	8	26.67	7	23.33	7	23.33	4	13.33	63.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	50.00	2	25.00	1	12.50	0	0.00	1	12.50	87.50
	2	1	25.00	1	25.00	2	50.00	0	0.00	0	0.00	100.00
	3	5	45.45	2	18.18	4	36.36	0	0.00	0	0.00	100.00
	4	2	28.57	1	14.29	2	28.57	2	28.57	0	0.00	71.43
	<b>Y-T-D</b>	12	40.00	6	20.00	9	30.00	2	6.67	1	3.33	90.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	87.50	0	0.00	0	0.00	0	0.00	1	12.50	87.50
	2	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	3	7	63.64	1	9.09	3	27.27	0	0.00	0	0.00	100.00
	4	3	42.86	2	28.57	1	14.29	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	20	66.67	3	10.00	5	16.67	1	3.33	1	3.33	93.33
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	37.50	3	37.50	0	0.00	1	12.50	1	12.50	75.00
	2	0	0.00	1	25.00	1	25.00	1	25.00	1	25.00	50.00
	3	3	27.27	1	9.09	2	18.18	1	9.09	4	36.36	54.55
	4	0	0.00	3	42.86	3	42.86	0	0.00	1	14.29	85.71
	<b>Y-T-D</b>	6	20.00	8	26.67	6	20.00	3	10.00	7	23.33	66.67
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	75.00	2	25.00	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	6	54.55	1	9.09	3	27.27	0	0.00	1	9.09	90.91
	4	2	28.57	4	57.14	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	53.33	8	26.67	5	16.67	0	0.00	1	3.33	96.67

## FAA Customer Satisfaction Survey - SFY 2007

**for Site Code: 152 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	25.00	0	0.00	2	25.00	0	0.00	4	50.00	50.00
	2	0	0.00	0	0.00	2	50.00	1	25.00	1	25.00	50.00
	3	0	0.00	3	27.27	3	27.27	3	27.27	2	18.18	54.55
	4	0	0.00	2	28.57	1	14.29	0	0.00	4	57.14	42.86
	<b>Y-T-D</b>	2	6.67	5	16.67	8	26.67	4	13.33	11	36.67	50.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	37.50	1	12.50	3	37.50	0	0.00	1	12.50	87.50
	2	1	25.00	0	0.00	2	50.00	1	25.00	0	0.00	75.00
	3	3	27.27	1	9.09	4	36.36	2	18.18	1	9.09	72.73
	4	1	14.29	2	28.57	2	28.57	1	14.29	1	14.29	71.43
	<b>Y-T-D</b>	8	26.67	4	13.33	11	36.67	4	13.33	3	10.00	76.67
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	87.50	0	0.00	1	12.50	0	0.00	0	0.00	100.00
	2	2	50.00	0	0.00	1	25.00	0	0.00	1	25.00	75.00
	3	5	45.45	1	9.09	5	45.45	0	0.00	0	0.00	100.00
	4	3	42.86	1	14.29	1	14.29	2	28.57	0	0.00	71.43
	<b>Y-T-D</b>	17	56.67	2	6.67	8	26.67	2	6.67	1	3.33	90.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	37.50	2	25.00	2	25.00	0	0.00	1	12.50	87.50
	2	0	0.00	1	25.00	1	25.00	1	25.00	1	25.00	50.00
	3	3	27.27	3	27.27	2	18.18	2	18.18	1	9.09	72.73
	4	1	14.29	2	28.57	3	42.86	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	7	23.33	8	26.67	8	26.67	4	13.33	3	10.00	76.67

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.38	2.00	1.50	2.25	1.25	3.50	2.38	1.25	2.25	86.11
<b>Quarter 2:</b>	3.50	2.25	1.50	3.50	1.75	3.75	2.75	2.50	3.50	72.22
<b>Quarter 3:</b>	3.09	1.91	1.64	3.18	2.00	3.36	2.73	2.00	2.55	76.77
<b>Quarter 4:</b>	3.14	2.57	2.00	2.86	1.86	3.86	2.86	2.29	2.57	74.60
<b>Y-T-D</b>	2.97	2.13	1.67	2.90	1.73	3.57	2.67	1.93	2.60	78.15

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 07

07/06 THROUGH 09/06

#6 but not for the jobs office after a week. I haven't heard from no one.

Treat your clients with respect stop degrading them. It's hard enough for most of us to come and ask for help. If our appointments are at 3:00 pm then try to see us at 3:00pm not 3:45 pm. We are told to be early but get see late. We do work have kids in school sometimes its hard to be seen an hour late & take a half hour with the EIS.

Que el personal sean un poco mas amable y menos racistas.

**That the staff would be a little friendlier and less racist.**

Need more qualified friendly people at the front desk and willing and able to help. Need a better system to help customers so that employees don't stressed and short tempered. I am looking for employment and I am qualified.

Have the employees call back the same day we leave a message because I have called and left 10 messages a day for 2 weeks. I am still waiting to be called back. I even left 2 messages with the supervisor and I am still waiting for them to call me back. that is my biggest problem with this

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 07

10/06 THROUGH 12/06

Have enough staff to meet the demands of the enormous number of clients at the Indian School & 67th Ave office. The EI are overwhelmed

Que cuando va uno a hacer cita para renovar beneficios que no hagan esperar mucho tiempo por que nos pasamos muchas horas y nada mas es para hacer cita, eso es todo. Gracias por su atencion.

**Than when you go to make a new appointment to renew benefits, that they don't make you wait so long because we spend many hours and for nothing more than to make an appointment, this is all. Thank you for your attention.**

Su personal deve ser mas amable, tambien tienen que checar bien nuestros papeles o informacion que piden soy madre de 4 personas soy sola y no califique para asistencia medica, tambien deben tener un ambiente mas limpio y agradable. Gracias por poder expresar mi opinion.

**Your staff should be friendlier, also they need to check our papers well or the information that they ask for. I am a mother of 4 people, I am alone and cannot qualify for medical assistance. also they should have cleaner and more agreeable atmosphere. Thank you for the ability to express my opinion.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 152

SFY 07

01/07 THROUGH 03/07

Cuando yo aplique para renovacion de servicios medico para mis hijos huvo una confusion y tambien mi aplicacio para estampillas y yo dije que no las queria y hice una carta de reguesion cuando fui entrevistada sin embargo me llego la targeta y tambien la carta de requesion y no he tocado la tarjeta, hable ala oficina y deje mensaje y no tenido respuesta que hago para devolverles la targeta de estampillas, porque no deseo eso. Todos modos muchas gracias.

**When I applied for renewal of medical services there was a confusion with Medical for my sons and also my application for food stamps and I saidthat I didn't want them and made a letter of {refusal} when I was interviewed nevertheless the card came to me and also the letter of refusal and I had not touched the card. I spoke with the office and left a message and I have not received an answer as to what I need to do to return the food stamp card because I do not want this. At any rate, thank you.**

Getting more people to answer your questions and help you and return calls more better and quicker service.

En las oficinas de AHCCCS necesitan ser mas organizados ya que ellos han perdido algunos de los documentos que he submetido. Y tener que ser mas cortez en la oficina del AHCCCS.

**En the AHCCCS offices they need to be more organized seeing that they have lost some of the documents I have submitted. And they must be more courteous at the AHCCCS office**

Que el servicio de recepcion no sean groseros

**That the reception service not be so rude**

Be more courtesy

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 152**

**SFY 07**

**01/07 THROUGH 03/07**

Be respectful, not so rude and if you don't like your job get a new one!!!!  
(there's a tip)

Trained staff to give a better service to people. They are rude. The customer service is too slow, too many people involved and they don't do anything but eating, talking, ignoring people.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 152**

**SFY 07**

**04/07 THROUGH 6/07**

Improve waiting time for non-interviewing persons. Shouldn't have to wait an hour and half just to ask a question, turn in an application, information or make an appointment. Make sure to return phone messages in a timely manner.

Shorter waiting period to see your interviewer, CSS training for front desk, & calls to be returned within 48 hrs.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
0	0	0.00	Q1
2	0	0.00	Q2
2	1	50.00	Q3
0	0	0.00	Q4
4	1	25.00	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	0	0.00	0	0.00	1	100.00	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	0	0.00	0	0.00	1	100.00	0.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	0	0.00	1	100.00	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	0	0.00	1	100.00	0	0.00	0.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	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	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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
<b>9: The overall quality of service at the FAA office was:</b>	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	5.00	1.00	4.00	1.00	1.00	3.00	1.00	1.00	1.00	77.78
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	5.00	1.00	4.00	1.00	1.00	3.00	1.00	1.00	1.00	77.78

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 171**

**SFY 07**

**01/07 THROUGH 03/07**

Interviews ran long. I wasn't notified when my case worker didn't show and it was an hour longer.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
81	8	9.88	Q1
76	5	6.58	Q2
82	12	14.63	Q3
70	12	17.14	Q4
<b>309</b>	<b>37</b>	<b>11.97</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **182** District: **1-C**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	4	50.00	1	12.50	0	0.00	2	25.00	1	12.50	62.50
	2	1	20.00	1	20.00	2	40.00	0	0.00	1	20.00	80.00
	3	5	41.67	3	25.00	2	16.67	1	8.33	1	8.33	83.33
	4	2	16.67	4	33.33	0	0.00	3	25.00	3	25.00	50.00
	Y-T-D	12	32.43	9	24.32	4	10.81	6	16.22	6	16.22	67.57
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	5	62.50	2	25.00	1	12.50	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	6	50.00	3	25.00	1	8.33	1	8.33	1	8.33	83.33
	4	4	33.33	5	41.67	1	8.33	1	8.33	1	8.33	83.33
	Y-T-D	19	51.35	10	27.03	4	10.81	2	5.41	2	5.41	89.19
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	6	75.00	0	0.00	1	12.50	1	12.50	0	0.00	87.50
	2	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	3	8	66.67	2	16.67	2	16.67	0	0.00	0	0.00	100.00
	4	7	58.33	2	16.67	2	16.67	0	0.00	1	8.33	91.67
	Y-T-D	25	67.57	5	13.51	5	13.51	1	2.70	1	2.70	94.59
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	2	40.00	3	60.00	0	0.00	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	5	41.67	4	33.33	2	16.67	1	8.33	0	0.00	91.67
	Y-T-D	14	37.84	13	35.14	4	10.81	3	8.11	3	8.11	83.78
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	5	62.50	2	25.00	0	0.00	0	0.00	1	12.50	87.50
	2	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	8	66.67	1	8.33	1	8.33	1	8.33	1	8.33	83.33
	4	8	66.67	2	16.67	1	8.33	1	8.33	0	0.00	91.67
	Y-T-D	26	70.27	5	13.51	2	5.41	2	5.41	2	5.41	89.19

## FAA Customer Satisfaction Survey - SFY 2007

**for Site Code: 182 District: 1-C**

		<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		<b>% That Reported a Rating of 1 to 3</b>
		<b>Stronly Agree Very Good</b>		<b>Somewhat Agree Somewhat Good</b>		<b>Neutral</b>		<b>Somewhat Disagree Somewhat Bad</b>		<b>Strongly Disagree Very Bad</b>		
<b>QTR</b>		<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	12.50	1	12.50	2	25.00	1	12.50	3	37.50	50.00
	2	2	40.00	0	0.00	2	40.00	0	0.00	1	20.00	80.00
	3	3	25.00	4	33.33	2	16.67	2	16.67	1	8.33	75.00
	4	3	25.00	4	33.33	1	8.33	3	25.00	1	8.33	66.67
	<b>Y-T-D</b>	9	24.32	9	24.32	7	18.92	6	16.22	6	16.22	67.57
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	62.50	1	12.50	2	25.00	0	0.00	0	0.00	100.00
	2	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00	80.00
	3	6	50.00	5	41.67	1	8.33	0	0.00	0	0.00	100.00
	4	3	25.00	5	41.67	2	16.67	1	8.33	1	8.33	83.33
	<b>Y-T-D</b>	17	45.95	12	32.43	5	13.51	2	5.41	1	2.70	91.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	50.00	2	25.00	0	0.00	0	0.00	2	25.00	75.00
	2	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	3	6	50.00	5	41.67	0	0.00	0	0.00	1	8.33	91.67
	4	6	50.00	4	33.33	1	8.33	0	0.00	1	8.33	91.67
	<b>Y-T-D</b>	20	54.05	11	29.73	1	2.70	1	2.70	4	10.81	86.49
<b>9: The overall quality of service at the FAA office was:</b>	1	4	50.00	2	25.00	2	25.00	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	6	50.00	4	33.33	0	0.00	2	16.67	0	0.00	83.33
	4	4	33.33	6	50.00	0	0.00	1	8.33	1	8.33	83.33
	<b>Y-T-D</b>	18	48.65	12	32.43	3	8.11	3	8.11	1	2.70	89.19

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	<b>Overall Percent Answering 1 to 3</b>
<b>Quarter 1:</b>	2.38	1.50	1.63	2.75	1.75	3.50	1.63	2.25	1.75	80.56
<b>Quarter 2:</b>	2.80	1.40	1.20	1.60	1.00	2.60	1.80	1.60	1.40	91.11
<b>Quarter 3:</b>	2.17	2.00	1.50	2.17	1.83	2.50	1.58	1.75	1.83	87.04
<b>Quarter 4:</b>	3.08	2.17	1.83	1.92	1.58	2.58	2.33	1.83	2.08	81.48
<b>Y-T-D</b>	2.59	1.86	1.59	2.14	1.62	2.76	1.86	1.86	1.84	84.38

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 182**

**SFY 07**

**07/06 THROUGH 09/06**

Return our phone calls and work around our schedules.... There are people who work a 9:00 - 5:00 job and can't get in the office when you guys want us to!! Thank you

The above answers refer to the Phoenix office I have not been assigned an EI at the Glendale office since I transferred to it in October 2005. I would have completely different answer if I answered this survey on the

My interview was done by phone, and the worker that called me was wonderful. She was very polite and very helpful. I have legal guardianship of my grandchildren and she was very helpful with information. Use the women who did my phone interview to train the other workers on how to treat people. Thank you (43rd & Olive office)

No one ever returns my calls still have questions.

Improve on customer service and wait time.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 182**

**SFY 07**

**10/06 THROUGH 12/06**

When phone interview is requested please make sure it is granted 2 out of 3 times in last interview phone interview was messed up.

Make appointment over phone to save a trip to the office just to set up appointment time would reduce # of people there.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 182

SFY 07

01/07 THROUGH 03/07

Don't make customers wait when they have an appointment. Keep appointments on time. Provide customer service in a respectful manner. Supervisors should, over see front reps. Customer serv. & mannerism towards customers to correct degrading and/or non-Don't make customers wait when they have an appointment. Keep appointments on time. Provide customer service in a respectful manner. Supervisors should, over see front reps. Customer serv. & mannerism towards customers to correct degrading and/or non-professional customer service. It's very discouraging to experience mistreatment and/or feelings of inferiority from the reps. Who are there to provide assistance to customers. professional customer service. It's very discouraging to experience mistreatment and/or feelings of inferiority from the reps. Who are there to provide assistance to customers.

By give respect to people, and answer questions with soft tone, always have a smile face and respect other people cultures.

Not much they were very nice at this office.

Mejor entrenamiento para sus empleados. En cuanto al trato de personas para poder tener un servicio excelente.

**Better training for you employees. In regards to the how they treat people to be able to have an excellent service.**

Please ask for only the information needed for specific cases. I applied for granddaughter and was asked for information that didn't apply. Could've saved a lot of time on agencies & my behalf. Thank you I appreciate all your help.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 182**

**SFY 07**

**04/07 THROUGH 6/07**

Your receptionist could be a lot nicer to customer. They are usually very

You have done an excellent job and keep it up. Thank you

Customer service needs to improve, employees need to attend the customer instead of judging and looking down at them for what they are going through. I waited 2 hours before reps let me know my case worker was not in – I had gotten off of work at a certain time which I don't get paid for and they let me just sit there without attending me and when they did it was with an attitude. Reps in front desk need to pay more attention to where they put our paperwork rather than judging what we

More phone interviews.

I felt like a number not a person. I lost my INS because I wasn't informed and most importantly never got a call back at the very beginning very unprofessionally service.

Muchas gracias por su atencion

**Thank you for your attention**

Online assistance!! Like MVD. Thx

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
55	5	9.09	Q1
53	5	9.43	Q2
38	4	10.53	Q3
60	3	5.00	Q4
<b>206</b>	<b>17</b>	<b>8.25</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

	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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	20.00	2	40.00	1	20.00	0	0.00	1	20.00	80.00
	2	2	40.00	3	60.00	0	0.00	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	1	33.33	1	33.33	1	33.33	0	0.00	0	0.00	100.00
	Y-T-D	5	29.41	7	41.18	3	17.65	1	5.88	1	5.88	88.24
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00
	2	1	20.00	2	40.00	1	20.00	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	1	33.33	2	66.67	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	5	29.41	9	52.94	2	11.76	0	0.00	1	5.88	94.12
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	80.00	1	20.00	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	3	75.00	1	25.00	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	12	70.59	3	17.65	0	0.00	2	11.76	0	0.00	88.24
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	20.00	1	20.00	1	20.00	2	40.00	0	0.00	60.00
	2	3	60.00	0	0.00	2	40.00	0	0.00	0	0.00	100.00
	3	2	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	4	0	0.00	2	66.67	1	33.33	0	0.00	0	0.00	100.00
	Y-T-D	6	35.29	4	23.53	4	23.53	3	17.65	0	0.00	82.35
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
	2	2	40.00	2	40.00	0	0.00	1	20.00	0	0.00	80.00
	3	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	3	100.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	6	35.29	8	47.06	2	11.76	1	5.88	0	0.00	94.12

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	20.00	0	0.00	3	60.00	0	0.00	1	20.00	80.00
	2	2	40.00	1	20.00	0	0.00	0	0.00	2	40.00	60.00
	3	1	25.00	1	25.00	1	25.00	1	25.00	0	0.00	75.00
	4	0	0.00	1	33.33	1	33.33	1	33.33	0	0.00	66.67
	<b>Y-T-D</b>	4	23.53	3	17.65	5	29.41	2	11.76	3	17.65	70.59
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	20.00	2	40.00	2	40.00	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	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	3	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	29.41	8	47.06	3	17.65	0	0.00	1	5.88	94.12
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	40.00	2	40.00	1	20.00	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	2	50.00	1	25.00	0	0.00	0	0.00	1	25.00	75.00
	4	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	<b>Y-T-D</b>	8	47.06	5	29.41	2	11.76	1	5.88	1	5.88	88.24
<b>9: The overall quality of service at the FAA office was:</b>	1	1	20.00	2	40.00	1	20.00	0	0.00	1	20.00	80.00
	2	2	40.00	2	40.00	0	0.00	1	20.00	0	0.00	80.00
	3	2	50.00	1	25.00	1	25.00	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
	<b>Y-T-D</b>	6	35.29	6	35.29	3	17.65	1	5.88	1	5.88	88.24

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.60	1.80	1.20	2.80	2.00	3.00	2.20	1.80	2.60	88.89
<b>Quarter 2:</b>	1.60	2.60	2.40	1.80	2.00	2.80	2.40	1.60	2.00	82.22
<b>Quarter 3:</b>	2.50	1.75	1.25	2.00	1.50	2.50	1.50	2.25	1.75	88.89
<b>Quarter 4:</b>	2.00	1.67	1.00	2.33	2.00	3.00	2.00	2.33	2.00	92.59
<b>Y-T-D</b>	2.18	2.00	1.53	2.24	1.88	2.82	2.06	1.94	2.12	87.58

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 712

SFY 07

07/06 THROUGH 09/06

en las entrevista siendo un poco mas rapido ya que son las mismas preguntas cuando la entrevista la tengo en ingles pronto terminamos pero cuando es en espanol tardo tres ves mas.

**In the interview being a little more rapid, already they asked the same questions when we had the interview in English, we finished quickly but when it is in Spanish, it is 3 time longer**

Friendlier people at reception desk.

I called & left a message and on one returned my call the information was received so this is good but I faxed in information needed to continue benefits and this information wasn't entered in a timely fashion resulting in my benefits stopped.

When I apply for benefits thru AHCCCS, I would like to clear answers as to how long I have before I'll need to apply again.

You can help people get insurance, when they work & try there hardest & live alone its hard to do everything by your self especially whey they (I) work, and don't have kids! You should definitely look into that!!!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 712**

**SFY 07**

**10/06 THROUGH 12/06**

I don't have enough observation of this office to make an opinion. For my short time there, it was fine.

In three years of working w/DBS, this last application was the first time I discovered must bring twelve months pay checks stubs - have bee self employed of some employer in three years why didn't I know about 12 mon pay by now.

When you ask a question they won't give a direct answer and if you see more than 1 person you don't get the same answer. Since I went there for help when I needed it, it would have been nice to get some instead of being felt & treated like dirt.

Allow phone interviews when financial situations are not relevant.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 712**

**SFY 07**

**01/07 THROUGH 03/07**

Maybe should have more staff at the front desk. Sometimes I need more information and have to wait for hours only to ask a few questions.  
Thank you for this survey.

I recently came to office to replace quest card that wasn't properly working upon asking worker how to go about process I was told it would take two hours for her to help me. This the way this office is always while the ladies talk to each other.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 712**

**SFY 07**

**04/07 THROUGH 6/07**

Consider to get interpreter for all deaf and hard hearing impaired people to avoid misunderstand or get wrong idea or pretend understand their writing to us. Interpreter is most important for them to use to clear the conversation & understand fully instead of frustrated or they get in trouble or anything. I suggest use interpreter not write paper or read lips

**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
26	0	0.00	Q2
33	6	18.18	Q3
0	0	0.00	Q4
85	8	9.41	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **746** District: **1-C**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	0	0.00	0	0.00	1	50.00	1	50.00	0	0.00	50.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	3	1	16.67	3	50.00	2	33.33	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	12.50	3	37.50	3	37.50	1	12.50	0	0.00	87.50
2: The FAA staff explained my benefits my rights, and my responsibilities.	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	0	0.00	0	0.00	0.00
	3	3	50.00	1	16.67	1	16.67	1	16.67	0	0.00	83.33
	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	1	12.50	2	25.00	0	0.00	75.00
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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	3	4	66.67	2	33.33	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	3	37.50	0	0.00	0	0.00	0	0.00	100.00
4: The FAA staff at the front desk were courteous and respectful.	1	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	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	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	0	0.00	0	0.00	1	12.50	87.50
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	5	83.33	1	16.67	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

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **746** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	3	3	50.00	0	0.00	0	0.00	1	16.67	2	33.33	50.00
	4	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	4	50.00	0	0.00	0	0.00	1	12.50	3	37.50	50.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	4	50.00	2	25.00	1	12.50	0	0.00	1	12.50	87.50
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	0	0.00	0	0.00	0.00
	3	5	83.33	1	16.67	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
	<b>Y-T-D</b>	6	75.00	1	12.50	0	0.00	1	12.50	0	0.00	87.50
<b>9: The overall quality of service at the FAA office was:</b>	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	0	0.00	0	0.00	0.00
	3	5	83.33	0	0.00	1	16.67	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
	<b>Y-T-D</b>	6	75.00	0	0.00	1	12.50	1	12.50	0	0.00	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
<b>Quarter 1:</b>	3.50	2.50	1.50	1.50	1.50	3.00	3.00	2.50	2.50	66.67
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	2.17	2.00	1.33	1.83	1.17	2.83	1.67	1.17	1.33	90.74
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	2.50	2.13	1.38	1.75	1.25	2.88	2.00	1.50	1.63	84.72

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 746**

**SFY 07**

**07/06 THROUGH 09/06**

Tell the front office staff to stop losing paperwork, co-ordinate better with the inner office staff so as to keep accurate and up to date information on each case, stop giving contradictory advice and appointment times, and generally stop trying to shake people off. We're not all illegal, you know some of us really do need help, and are not

Serve coffee and doughnuts? Just kidding. This is a great office, I'm happy with everything. Thanks for asking

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 746

SFY 07

01/07 THROUGH 03/07

I believe the staff at this office does a wonderful job, I am so grateful its being so close with my disability it is so convenient and everyone is so pleasant. Than you very much

Todo esta bien por ahorita lo hance todo mejor. Gracias

**All is good up to now**

Todo esta muy bien las personas que trabajan en esta oficina son muy amables y atentas. Gracias por toda su ayuda

**All is very good; the people who work in this office are very friendly and attentive. Thank you for all your help.**

Que tengan personal que hablen espanol.

**That you had staff that speak Spanish**

En la oficina del 4502 W. Indian School siempre fue buena, hasta que me trasladaron por mi codigo 85031 a la oficina en la 67 Ave. y Indian School ahi la atencion es muy mala.

**The office at 4502 W. Indian School always was good till I moved into zip code 85031 and to the office @ 67th avenue and Indian School there the service is very bad.**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
43	2	4.65	Q1
60	10	16.67	Q2
62	6	9.68	Q3
52	6	11.54	Q4
217	24	11.06	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	0	0.00	0	0.00	1	50.00	1	50.00	0.00
	2	2	20.00	3	30.00	2	20.00	2	20.00	1	10.00	70.00
	3	0	0.00	2	33.33	2	33.33	1	16.67	1	16.67	66.67
	4	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	5	20.83	7	29.17	4	16.67	4	16.67	4	16.67	66.67
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	8	80.00	1	10.00	0	0.00	0	0.00	1	10.00	90.00
	3	5	83.33	1	16.67	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
	<b>Y-T-D</b>	17	70.83	4	16.67	1	4.17	0	0.00	2	8.33	91.67
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	1	50.00	0	0.00	1	50.00	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	83.33	1	16.67	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
	<b>Y-T-D</b>	19	79.17	3	12.50	2	8.33	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	50.00	1	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	2	33.33	2	33.33	1	16.67	1	16.67	0	0.00	83.33
	4	5	83.33	1	16.67	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	15	62.50	6	25.00	2	8.33	1	4.17	0	0.00	95.83
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00	50.00
	2	9	90.00	1	10.00	0	0.00	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	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	19	79.17	2	8.33	2	8.33	1	4.17	0	0.00	95.83

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **747** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	4	40.00	0	0.00	2	20.00	2	20.00	2	20.00	60.00
	3	2	33.33	1	16.67	1	16.67	0	0.00	2	33.33	66.67
	4	2	33.33	1	16.67	1	16.67	1	16.67	1	16.67	66.67
	<b>Y-T-D</b>	9	37.50	2	8.33	4	16.67	3	12.50	6	25.00	62.50
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	7	70.00	3	30.00	0	0.00	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	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	15	62.50	6	25.00	1	4.17	1	4.17	1	4.17	91.67
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	7	70.00	2	20.00	1	10.00	0	0.00	0	0.00	100.00
	3	3	50.00	1	16.67	0	0.00	2	33.33	0	0.00	66.67
	4	3	50.00	1	16.67	0	0.00	0	0.00	2	33.33	66.67
	<b>Y-T-D</b>	14	58.33	4	16.67	1	4.17	2	8.33	3	12.50	79.17
<b>9: The overall quality of service at the FAA office was:</b>	1	1	50.00	0	0.00	1	50.00	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	1	16.67	4	66.67	0	0.00	1	16.67	0	0.00	83.33
	4	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	58.33	8	33.33	1	4.17	1	4.17	0	0.00	95.83

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	4.50	3.00	2.00	1.50	2.50	3.00	3.00	3.00	2.00	61.11
<b>Quarter 2:</b>	2.70	1.50	1.10	1.40	1.10	2.80	1.30	1.40	1.10	91.11
<b>Quarter 3:</b>	3.17	1.17	1.17	2.17	1.33	2.83	1.83	2.17	2.17	83.33
<b>Quarter 4:</b>	2.00	1.67	1.50	1.17	1.50	2.67	1.50	2.50	1.50	90.74
<b>Y-T-D</b>	2.79	1.58	1.29	1.54	1.38	2.79	1.63	2.00	1.54	86.57

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 07

07/06 THROUGH 09/06

atendiendo a las personas a la hora que se les pone en la cita siendo mas amables

**Taking care of the people at the time that they made the appointment for, feeling more friendly**

si uno solicita algun tipo de ayuda es porque realmente se esta necesitando, algunas personas alli nos hacen sentir que no merecemos nada o que les estamos mintiendo y ese no es mi caso nada mas sean mas comprensivos y no se dejen llevar por las apariencias

**If someone asks for any help, it is because they really need it. Some people there make us feel that we deserve nothing or that we are lying and this is not my case. nothing more would be more comprehensive and don't let appearances fool you.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 07

10/06 THROUGH 12/06

Its come along way, but getting better all the time.

No puedo decirles mucho porque si me trataran bien.

**I cannot say much because they have treated me well.**

Tal vez necesiten mas personal.

**Sometimes they need more staff.**

Constestando los mensajes

**Answering the messages**

Cuando en alguna ocasion hacemos una cita por telefono que por favor la anoten en las citas, por que una vez la hice por telefono y cuando fui, no tenian mi nombre en su lista de citas. Una ocasion me dieron una cita, y el dia de mi cita era un sabado, y en sabado no abren. Agradesco mucho la ayuda. Gracias

**When sometimes you make an appointment by phone, Please note it in the appointment book, because one time I made an appointment by phone and when I went, they did not have my name in the list of appointments. One occasion they gave me an appointment and the day of my appointment was a Saturday. They are not open on Saturday. I am very thankful for your help. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 747

SFY 07

01/07 THROUGH 03/07

Hire people that know what they're doing.

You to recognize your client according to the time of arrival, but I find out this is not in the case same time. I congratulate you for your good job you have done for my family during the year 2006. The great god

Ser mas amables y pasar a la hora de su cita a cualquier persona muy puntuales y no dar el mismo orario como a mas de 3 personas. Gracias

**To be nicer and spend the appointment with whichever person is very punctual and not give the same schedule to more than three people. Thank you.**

Esta muy bien sus servicios y rapido tambien. Gracias

**You are very good in your services and also fast. Thank you.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 747**

**SFY 07**

**04/07 THROUGH 6/07**

Some case workers are really rude. If you have an appointment at a certain time it should be at that time not no later, because some case workers call us when they feel like it.

Answer your messages. I called 6 times but was never called back. Respect the day and time of the interview, especially if I was asked to tell you when to call me.

Just keep it as is you're great! I am humbled and most grateful during this time in which I require/need medical assistance, thank you seems so small to say, but it is so very sincerely meant. Thank you

Estoy contenta con el servicio que ofrecen.

**I am content with the service that you offer**

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

**DISTRICT I - EAST**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
94	11	11.70	Q1
86	14	16.28	Q2
76	6	7.89	Q3
82	9	10.98	Q4
338	40	11.83	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **111** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	36.36	3	27.27	2	18.18	1	9.09	1	9.09	81.82
	2	6	42.86	2	14.29	2	14.29	2	14.29	2	14.29	71.43
	3	2	33.33	2	33.33	2	33.33	0	0.00	0	0.00	100.00
	4	3	33.33	1	11.11	3	33.33	2	22.22	0	0.00	77.78
	<b>Y-T-D</b>	15	37.50	8	20.00	9	22.50	5	12.50	3	7.50	80.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	7	63.64	1	9.09	1	9.09	1	9.09	1	9.09	81.82
	2	6	42.86	5	35.71	3	21.43	0	0.00	0	0.00	100.00
	3	3	50.00	1	16.67	1	16.67	1	16.67	0	0.00	83.33
	4	4	44.44	3	33.33	1	11.11	0	0.00	1	11.11	88.89
	<b>Y-T-D</b>	20	50.00	10	25.00	6	15.00	2	5.00	2	5.00	90.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	63.64	4	36.36	0	0.00	0	0.00	0	0.00	100.00
	2	10	71.43	3	21.43	0	0.00	1	7.14	0	0.00	92.86
	3	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	4	4	44.44	5	55.56	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	24	60.00	14	35.00	0	0.00	2	5.00	0	0.00	95.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	45.45	3	27.27	1	9.09	1	9.09	1	9.09	81.82
	2	6	42.86	4	28.57	4	28.57	0	0.00	0	0.00	100.00
	3	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
	4	3	33.33	2	22.22	2	22.22	0	0.00	2	22.22	77.78
	<b>Y-T-D</b>	17	42.50	10	25.00	8	20.00	1	2.50	4	10.00	87.50
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	7	63.64	1	9.09	0	0.00	2	18.18	1	9.09	72.73
	2	9	64.29	4	28.57	1	7.14	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	5	55.56	1	11.11	2	22.22	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	25	62.50	8	20.00	3	7.50	3	7.50	1	2.50	90.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	36.36	1	9.09	0	0.00	1	9.09	5	45.45	45.45
	2	3	21.43	3	21.43	3	21.43	1	7.14	4	28.57	64.29
	3	2	33.33	1	16.67	0	0.00	1	16.67	2	33.33	50.00
	4	2	22.22	0	0.00	1	11.11	1	11.11	5	55.56	33.33
	<b>Y-T-D</b>	11	27.50	5	12.50	4	10.00	4	10.00	16	40.00	50.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	6	54.55	2	18.18	2	18.18	0	0.00	1	9.09	90.91
	2	9	64.29	2	14.29	3	21.43	0	0.00	0	0.00	100.00
	3	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67	83.33
	4	4	44.44	2	22.22	2	22.22	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	22	55.00	8	20.00	7	17.50	1	2.50	2	5.00	92.50
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	63.64	3	27.27	0	0.00	0	0.00	1	9.09	90.91
	2	11	78.57	1	7.14	2	14.29	0	0.00	0	0.00	100.00
	3	3	50.00	0	0.00	2	33.33	0	0.00	1	16.67	83.33
	4	3	33.33	4	44.44	2	22.22	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	24	60.00	8	20.00	6	15.00	0	0.00	2	5.00	95.00
<b>9: The overall quality of service at the FAA office was:</b>	1	6	54.55	2	18.18	1	9.09	1	9.09	1	9.09	81.82
	2	6	42.86	5	35.71	2	14.29	1	7.14	0	0.00	92.86
	3	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	4	3	33.33	4	44.44	0	0.00	0	0.00	2	22.22	77.78
	<b>Y-T-D</b>	18	45.00	13	32.50	3	7.50	3	7.50	3	7.50	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
<b>Quarter 1:</b>	2.27	1.91	1.36	2.09	2.00	3.18	1.91	1.64	2.00	80.81
<b>Quarter 2:</b>	2.43	1.79	1.43	1.86	1.43	3.00	1.57	1.36	1.86	91.27
<b>Quarter 3:</b>	2.00	2.00	1.83	2.17	1.33	3.00	2.00	2.33	1.83	83.33
<b>Quarter 4:</b>	2.44	2.00	1.56	2.56	1.89	3.78	2.00	1.89	2.33	81.48
<b>Y-T-D</b>	2.33	1.90	1.50	2.13	1.68	3.23	1.83	1.70	2.00	85.00

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 07

07/06 THROUGH 09/06

I think everything was done well and with kindly and with respect.  
Thank you

Put real people who answer the phones on during business hours. I have called upwards of twelve times and never talked to a person or had my messages give to my EI or returned to me when I left one.

si me ha gustado como me atiende muy bien y son muy amables con el personal y espero que asi sean siempre.

**yes I have liked how they took very good care of me and they are very nice with the staff and I hope that it is like this always.**

More help up front would help

Omalarrah was very efficient in handling my case. She was very knowledgeable of the different medical plans & assisted me with information regarding them.

Hire more people, eliminate those with bad attitude, make a smile a part of the "uniform", and as with any job...make sure everyone is doing it!

Assign a caseworker to each case who would try & stay w the client. Documents were lost several time, despite the fact that we turned them in the office copied & stamped "received" on them we could not contact the case worker , I left her several messages, & I also left messages at the front desk. No one seemed to care. Our case was dragged for continuation & done incorrectly. Spent at least 8 hrs total this time only @ your office trying to resolve. Thx.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 07

10/06 THROUGH 12/06

I would like for every employee to be the same. Whenever I have call or visit the office it's always different with customers service. I did this survey based on my last visit. Other visits are good and enjoyable.

It takes a very long time to finally talk to someone on the phone. It always goes to voice mail. A few time it was days before I was able to get through to a live person I know the office is very busy, but it should not take days in order to just talk to a phone operator and there are a couple people who answer the phone that are rude and talk to me like I am a child. Just because I need a little assistance does not give them the right to talk to me like that. I am educated with a job, I just need to help with health insurance because I can not afford the insurance at my job for my kids and my self. Sorry for the long response. Not everyone is out to get over and take advantage. There are actually some honest people out there that need help also.

Be more prompt with clients, know what your doing when you tell some one on what they get. Also returning people's calls faster than three

Yo asta ahorita estoy muy bien de acuerdo como me tratan estoy bien

**For me up to know I am very happy as they treat me well. Thank you**

Add more people up front to answer the quick questions like "where do I get a change form?" or where do turn this in?" I've had to wait in line for very simple ques.

I think you are doing a very good job. Always been very kind to me. You are doing your best.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 111**

**SFY 07**

**10/06 THROUGH 12/06**

Send this questionnaire in a more timely manner. It's been months since we were @ the office so I'm not sure if my recollection is correct in all areas. Provide a phone number to call if an applicant is going to be late. I tried to advise I was running late due to a doctor appt. But only got a answering machine. When I got to the office I had to rescheduled per your "10 minute" rule. What a waste of time! You can make me wait but I can't be a little late - is that fair!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 07

01/07 THROUGH 03/07

Yo pienso que el servicio a progresado mucho y ayudan mas y dar la cortesia edecuada que tiene que dar. Gracias por ayudarnos a todos sus clientes. Que dios los bendian a todos que nos ayudan.

**I think that the service has progressed much and they help more and give more courtesy that they have to give. Thank you for helping us, all your clients. May God bless all of you who helped us.**

I am grateful for the help of the state, so I attempt to be patient with the office. The people at the desk have been rude, given me incorrect information and been smug about their answers. Your counselors are so nice, the front desk seen very different.

Return calls.

None. Joanne/Jeane? Was a great FAA worker! (Tempe Guadalupe/price office)

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 111

SFY 07

04/07 THROUGH 6/07

Provide a way to talk with the EI assigned to your case more readily.

It is extremely difficult to totally impossible to call for information or an appt to speak to someone about your personal file.

que los empleados resivan capasitacion de como tratar a la jente porque muchos de la oficina FAA son muy groseros y parase que no estan resiviendo un sueldo pienso que deverian de tener un mucho mas de educacion.

**That the employees would review their training on how to treat people because many in the FAA office are very rude and it seems that they are not receiving a salary. I think they must have many more manners.**

The staff was very disrespectful!! And full of gossip! Behind the back and sometimes in front.

Have front desk employees become more courteous respectful to the public, people who come to your office are in great need, indigent, they are "human beings" also to have more compassion & respect to the unfortunate to be more friendly & more professional manner to have more patience & tolerance to the public.

The office and interviewer did a really good 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	
67	5	7.46	Q1
83	9	10.84	Q2
73	12	16.44	Q3
77	11	14.29	Q4
<b>300</b>	<b>37</b>	<b>12.33</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	2	6	66.67	2	22.22	0	0.00	0	0.00	1	11.11	88.89
	3	3	25.00	6	50.00	0	0.00	1	8.33	2	16.67	75.00
	4	4	36.36	7	63.64	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	16	43.24	15	40.54	1	2.70	2	5.41	3	8.11	86.49
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00
	2	6	66.67	1	11.11	2	22.22	0	0.00	0	0.00	100.00
	3	10	83.33	1	8.33	1	8.33	0	0.00	0	0.00	100.00
	4	7	63.64	2	18.18	2	18.18	0	0.00	0	0.00	100.00
	Y-T-D	25	67.57	6	16.22	6	16.22	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	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	2	5	55.56	1	11.11	3	33.33	0	0.00	0	0.00	100.00
	3	12	100.00	0	0.00	0	0.00	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	28	75.68	4	10.81	4	10.81	0	0.00	1	2.70	97.30
4: The FAA staff at the front desk were courteous and respectful.	1	2	40.00	2	40.00	0	0.00	0	0.00	1	20.00	80.00
	2	5	55.56	2	22.22	2	22.22	0	0.00	0	0.00	100.00
	3	9	75.00	1	8.33	1	8.33	0	0.00	1	8.33	91.67
	4	7	63.64	2	18.18	1	9.09	1	9.09	0	0.00	90.91
	Y-T-D	23	62.16	7	18.92	4	10.81	1	2.70	2	5.41	91.89
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	3	60.00	1	20.00	0	0.00	0	0.00	1	20.00	80.00
	2	6	66.67	2	22.22	1	11.11	0	0.00	0	0.00	100.00
	3	11	91.67	1	8.33	0	0.00	0	0.00	0	0.00	100.00
	4	8	72.73	1	9.09	1	9.09	1	9.09	0	0.00	90.91
	Y-T-D	28	75.68	5	13.51	2	5.41	1	2.70	1	2.70	94.59

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	40.00	0	0.00	2	40.00	0	0.00	1	20.00	80.00
	2	5	55.56	2	22.22	2	22.22	0	0.00	0	0.00	100.00
	3	5	41.67	3	25.00	3	25.00	1	8.33	0	0.00	91.67
	4	3	27.27	1	9.09	2	18.18	2	18.18	3	27.27	54.55
	<b>Y-T-D</b>	15	40.54	6	16.22	9	24.32	3	8.11	4	10.81	81.08
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00	80.00
	2	7	77.78	1	11.11	1	11.11	0	0.00	0	0.00	100.00
	3	9	75.00	1	8.33	1	8.33	0	0.00	1	8.33	91.67
	4	5	45.45	5	45.45	0	0.00	0	0.00	1	9.09	90.91
	<b>Y-T-D</b>	24	64.86	8	21.62	2	5.41	1	2.70	2	5.41	91.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	60.00	2	40.00	0	0.00	0	0.00	0	0.00	100.00
	2	6	66.67	1	11.11	2	22.22	0	0.00	0	0.00	100.00
	3	8	66.67	1	8.33	2	16.67	0	0.00	1	8.33	91.67
	4	7	63.64	2	18.18	2	18.18	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	24	64.86	6	16.22	6	16.22	0	0.00	1	2.70	97.30
<b>9: The overall quality of service at the FAA office was:</b>	1	3	60.00	1	20.00	0	0.00	0	0.00	1	20.00	80.00
	2	7	77.78	1	11.11	1	11.11	0	0.00	0	0.00	100.00
	3	10	83.33	0	0.00	1	8.33	0	0.00	1	8.33	91.67
	4	5	45.45	5	45.45	1	9.09	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	25	67.57	7	18.92	3	8.11	0	0.00	2	5.41	94.59

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.00	1.80	1.20	2.20	2.00	2.60	1.80	1.40	2.00	86.67
<b>Quarter 2:</b>	1.67	1.56	1.78	1.67	1.44	1.67	1.33	1.56	1.33	98.77
<b>Quarter 3:</b>	2.42	1.25	1.00	1.58	1.08	2.00	1.58	1.75	1.50	92.59
<b>Quarter 4:</b>	1.64	1.55	1.73	1.64	1.55	3.09	1.82	1.55	1.64	90.91
<b>Y-T-D</b>	1.95	1.49	1.43	1.70	1.43	2.32	1.62	1.59	1.57	92.79

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 07

07/06 THROUGH 09/06

por mi parte todo esta muy bien cada quien ase su trabajo como quiere y como puede gracias por todo

**For my part, all is very good. Every one does their job as they want and how can I thank all of you.**

Maybe if the front office people were a bit more courteous & polite, sometimes they get very rude.

FAA staff needs to be trained on now to be more courteous and professional. FAA staff needs to stop acting like the money that's used to help people in need is coming out of their own pockets. They need to stop judging!!

Everything was very good and its close to my home thank you very much for your help.

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 116

SFY 07

10/06 THROUGH 12/06

Follow up through to make sure all medical bills are paid as stated on application.

I think the Economic Security is doing a very good job so far, each time I have to go to the office for help they have been very nice to me, answer all my questions and help me in any they can. I thank all the helpers that I came in contact with thou the year.

Para mi en lo que se tardan es cuando tiene la cita que le ponen y le ablan despues dela ora que llega uno. Yo quiciera que le ablaran ala ora que tiene la cita uno. Gracias

**For me , in that they are late is when you have an appointment that they made and they tell you alter the appointment time that one has arrived. I would like that they speak to you at the time you have the appointment. Thank you**

Better front desk service and phone service.

Yo cuando e ido me an tratado muy bien yo no tengo ningun inconveniente con ninguna personas todas son muy amables estodo y tienen buena personalidad. Gracias

**When I have gone they have treated me very well. I have no opposition against anybody. all the people were friendly and all, and they had good personality. 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 07

01/07 THROUGH 03/07

You need to be more considerate to those who have a work history & not abusing the system. Also when someone has a baby & has not used the system long, stop trying to make them go back to work after a month or two after having a baby.

I just have one some what agree about telephone call return, so I am sure whatever other people complaints are you'll going to do a better job in those areas. God bless you'll this year.

Just keep doing what you are doing and always give respect.

Todo esta bien. Gracias

**Every thing is good thank you.**

I do not have any comment now. Thank you

Hay ciertos empleados que nos gritan groseramente por favor traten de ser mas amables no nos meremos que nos griten. Gracias

**There are certain employees that rudely shout at us. Please try to be friendlier; we do not deserve to be yelled at. Thank you.**

estoy muy agradecido con sus servicios y sue atensions pero mis ingresos no llenan mis requisitos y mi neccidades de renta telefono transporte medicinas homeopaticas que no cubren mi aseguranza asi como trasporte y otros para resolver mi invalidez.

**I am very thankful for your services and your attentions, but my income doesn't fill my requirements and my needs of rent phone, transportation, homeopathic medicines that are not covered by my insurance such as transportation and other things to cure my illness**

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 116**

**SFY 07**

**01/07 THROUGH 03/07**

That the front desk people would talk less and could attend us better.

Get more people for from desk too help people when you 10 minute late,  
and it the bus system, people should have to come back again when only  
been 10 minutes late

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 116

SFY 07

04/07 THROUGH 6/07

The job at FAA was very good for me. No complaints from me.

Have the kids stop running in the office and playing in the drink water, and not to be so loud it is an office not a play ground. If you have kids and I did, you take care of them. Make them sit down talk to them to be

It took them 2 weeks to make an appt, & it was my last day and late in

Me siento conforme como lo han hecho

**I am happy with all you have done**

I was very satisfied with every step of the process. I consider it favor and a blessing from god. From the beginning process of turning in application, to phone interview with Cecilia, learning new information that was useful given by Cecilia to the lady that received my papers to copy, then finger print praise the lord! It was my time of divine favor from God, everything was in perfect synch.

No tengo nada que decir por que cuando voy a mi entrevista siempre me atienden vien.

**I have nothing to say because when I go to my interview they always treat me well.**

Tell the phoenix office @ southern & 16th street to answer their phone and/or make sure the voicemail is on. They make sure they get in contact with us. Return call the phone just rings then rolls over to a voice msg that is absolutely useless.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
48	7	14.58	Q1
49	4	8.16	Q2
49	6	12.24	Q3
59	8	13.56	Q4
205	25	12.20	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	1	14.29	1	14.29	2	28.57	2	28.57	42.86
	2	1	25.00	1	25.00	1	25.00	0	0.00	1	25.00	75.00
	3	3	50.00	0	0.00	2	33.33	0	0.00	1	16.67	83.33
	4	2	25.00	4	50.00	1	12.50	0	0.00	1	12.50	87.50
	Y-T-D	7	28.00	6	24.00	5	20.00	2	8.00	5	20.00	72.00
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	2	28.57	0	0.00	3	42.86	0	0.00	2	28.57	71.43
	2	2	50.00	0	0.00	1	25.00	0	0.00	1	25.00	75.00
	3	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	4	4	50.00	2	25.00	0	0.00	0	0.00	2	25.00	75.00
	Y-T-D	12	48.00	3	12.00	5	20.00	0	0.00	5	20.00	80.00
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	4	57.14	0	0.00	2	28.57	0	0.00	1	14.29	85.71
	2	2	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	3	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	5	62.50	1	12.50	1	12.50	0	0.00	1	12.50	87.50
	Y-T-D	15	60.00	3	12.00	3	12.00	1	4.00	3	12.00	84.00
4: The FAA staff at the front desk were courteous and respectful.	1	1	14.29	2	28.57	3	42.86	0	0.00	1	14.29	85.71
	2	2	50.00	0	0.00	0	0.00	1	25.00	1	25.00	50.00
	3	3	50.00	1	16.67	0	0.00	0	0.00	2	33.33	66.67
	4	4	50.00	2	25.00	1	12.50	0	0.00	1	12.50	87.50
	Y-T-D	10	40.00	5	20.00	4	16.00	1	4.00	5	20.00	76.00
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	2	28.57	1	14.29	2	28.57	1	14.29	1	14.29	71.43
	2	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	75.00
	3	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	4	50.00	1	12.50	1	12.50	0	0.00	2	25.00	75.00
	Y-T-D	12	48.00	3	12.00	4	16.00	2	8.00	4	16.00	76.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **123** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	14.29	2	28.57	2	28.57	0	0.00	2	28.57	71.43
	2	2	50.00	0	0.00	0	0.00	1	25.00	1	25.00	50.00
	3	2	33.33	1	16.67	1	16.67	0	0.00	2	33.33	66.67
	4	3	37.50	0	0.00	1	12.50	0	0.00	4	50.00	50.00
	<b>Y-T-D</b>	8	32.00	3	12.00	4	16.00	1	4.00	9	36.00	60.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	28.57	1	14.29	2	28.57	1	14.29	1	14.29	71.43
	2	2	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	3	4	66.67	0	0.00	0	0.00	1	16.67	1	16.67	66.67
	4	4	50.00	2	25.00	0	0.00	0	0.00	2	25.00	75.00
	<b>Y-T-D</b>	12	48.00	4	16.00	2	8.00	3	12.00	4	16.00	72.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	42.86	1	14.29	2	28.57	0	0.00	1	14.29	85.71
	2	2	50.00	1	25.00	1	25.00	0	0.00	0	0.00	100.00
	3	3	50.00	1	16.67	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
	<b>Y-T-D</b>	13	52.00	5	20.00	4	16.00	0	0.00	3	12.00	88.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	28.57	1	14.29	2	28.57	1	14.29	1	14.29	71.43
	2	2	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	3	4	66.67	0	0.00	0	0.00	1	16.67	1	16.67	66.67
	4	4	50.00	1	12.50	1	12.50	1	12.50	1	12.50	75.00
	<b>Y-T-D</b>	12	48.00	3	12.00	3	12.00	4	16.00	3	12.00	72.00

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	3.43	3.00	2.14	2.71	2.71	3.00	2.71	2.29	2.71	73.02
<b>Quarter 2:</b>	2.75	2.50	2.00	2.75	2.25	2.75	2.00	1.75	2.00	72.22
<b>Quarter 3:</b>	2.33	1.50	1.83	2.50	1.83	2.83	2.17	2.17	2.17	77.78
<b>Quarter 4:</b>	2.25	2.25	1.88	2.00	2.38	3.25	2.25	1.75	2.25	77.78
<b>Y-T-D</b>	2.68	2.32	1.96	2.44	2.32	3.00	2.32	2.00	2.32	75.56

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 07

07/06 THROUGH 09/06

Deben dar la cita cuando uno les pide que puede hacistir hala cita no cuando a ellos les de la gana de dar la cita poreso uno escoje el dia que puede hacistir. Sino es haci para que preguntan cuando puedes hir a tu

**They should give the appointment when one asks that you can attend, not when they feel like giving the appointment, for this one chooses the day one can attend not as is now because they ask when you can go to your appointment**

You need to raise the cost of living expense the cost of living now is much greater now than 1970 we are living in the year 2006 not 1970 things have changed.

Case closed due to worker lack of communication. Due to case closed and reopen have had many problems receiving necessary meds, without med coverage for pregnant teen (17 yrs old) - junior in school the office show on ownership of problem. File lost chgs lost.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 123**

**SFY 07**

**10/06 THROUGH 12/06**

Just give a little more advance notice for renewal. (I have to schedule around my job.) other than that things go extremely well with your office.

Call the people back or answer the phone, stop! Talking to other staff when you have other people in the office.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 07

01/07 THROUGH 03/07

You are doing a good job. Was very helpful when needed it. Thank you

Professionalism, courtesy front desk, I understand they are busy but recognition would be nice, a cleaner lobby, dress as a professional, as a state dept we should expect professional, courtesy, knowledge, and a sense of compassion from the front office to the management.

Que los empleados de la oficina de FAA fuesen mas humanos con las personas, que no olvidaran que tratan com personas , que atendieran muy amables, sonrientes y tiempo de espera fuese muy pronto deberian de chequiar como tratan a las personas ustedes mismo. Gracias

**That the employees of the FAA office were more humane with the people, that they would not forget how to treat people, that they would serve in a smiling friendly manner ant that the wait time would be short. You must treat others how you would like to be treated.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 123

SFY 07

04/07 THROUGH 6/07

Very bad experience with the office in South Phx on central zip 85041. my appt was on 12/21/09 and my case never close until Feb 2007. Case manager was out and never notified me until I went in person to the office & spoke to the office manager. All of my paperwork was taken in on appt day, due to the case manager forgot about my case I had to cancel very important doctor & dentist appts for my children. Any

Para nosotros los hispanos seria muy conveniente recibir ayuda para los ninos que no son ciudadanos americanos en cuestion medica ojala tomen encuesta nuestro comentarios

**For us Hispanics it would be convenient to receive help for the children that are not American citizens. Especially with medical I hope they take our comments in to consideration.**

Yo parami atienden perfectamente y amablemente y mi comentario es seguir igual.

**For me you have taken care of me perfectly and nicely and my comment is to continue the same**

Me gustaria que cundo lleque uno a la oficina tubieran un poco de educasion porque cuando uno llega y pregunta por algo le contestan de mal modo o simplemente lo dejan esperando a uno y se siente uno muy humillado, o cundo uno llama par pedir informasion sobre su caso lo dejan colgado en telefono. Es muy pesimo el servicio que tienen para tratar la gente, y me gustaria que eso cambiaran.

**I would like that when you arrive at the office they had a little more manners because when you arrive and ask for something they answer in a bad manner or simple leave you waiting for someone and you feel very humiliated or when you call to ask for information about your case and they leave you on hold. The service that they have to deal with the people is very wretched, and I would like that this would change**

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 123**

**SFY 07**

**04/07 THROUGH 6/07**

When I call the phone rings and rings or ever and on one ever picks it up. When I call at scheduled times for interviews (when they accept calls) the interviewers never pick up the phone.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
43	5	11.63	Q1
2	0	0.00	Q2
0	0	0.00	Q3
0	0	0.00	Q4
45	5	11.11	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **129** District: **1-E**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	3	60.00	1	20.00	1	20.00	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	0	0.00	0	0.00	0.00
	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	2	40.00	0	0.00	3	60.00	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	0	0.00	0	0.00	0.00
	Y-T-D	2	40.00	0	0.00	3	60.00	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	4	80.00	0	0.00	1	20.00	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	0	0.00	0	0.00	0.00
	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	2	40.00	1	20.00	2	40.00	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	0	0.00	0	0.00	0.00
	Y-T-D	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
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	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	0	0.00	0	0.00	0.00
	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 2007

for Site Code: **129** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	40.00	1	20.00	2	40.00	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	60.00	1	20.00	1	20.00	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	60.00	1	20.00	1	20.00	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	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
<b>Quarter 1:</b>	1.60	2.20	1.40	2.00	1.20	2.00	1.60	1.60	1.60	97.78
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	1.60	2.20	1.40	2.00	1.20	2.00	1.60	1.60	1.60	97.78

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 129**

**SFY 07**

**07/06 THROUGH 09/06**

I'm legally blind and can't read or write very well and it took time to get help, and I do need a lot of help. I leave alone my vision 20/200 20/300.

Your service have always been helpful and appreciated. Thank you

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
64	10	15.63	Q1
66	5	7.58	Q2
57	6	10.53	Q3
63	10	15.87	Q4
<b>250</b>	<b>31</b>	<b>12.40</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	3	30.00	6	60.00	1	10.00	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	3	30.00	4	40.00	3	30.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	12	38.71	14	45.16	5	16.13	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	40.00	3	30.00	3	30.00	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	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	4	4	40.00	3	30.00	2	20.00	1	10.00	0	0.00	90.00
	<b>Y-T-D</b>	15	48.39	8	25.81	6	19.35	2	6.45	0	0.00	93.55
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	8	80.00	2	20.00	0	0.00	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	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	4	8	80.00	1	10.00	0	0.00	1	10.00	0	0.00	90.00
	<b>Y-T-D</b>	23	74.19	5	16.13	0	0.00	3	9.68	0	0.00	90.32
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	50.00	4	40.00	0	0.00	1	10.00	0	0.00	90.00
	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	6	60.00	4	40.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	19	61.29	10	32.26	0	0.00	2	6.45	0	0.00	93.55
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	60.00	4	40.00	0	0.00	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	5	83.33	0	0.00	0	0.00	0	0.00	1	16.67	83.33
	4	8	80.00	2	20.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	23	74.19	6	19.35	0	0.00	1	3.23	1	3.23	93.55

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	30.00	4	40.00	1	10.00	2	20.00	0	0.00	80.00
	2	3	60.00	1	20.00	0	0.00	0	0.00	1	20.00	80.00
	3	3	50.00	1	16.67	0	0.00	0	0.00	2	33.33	66.67
	4	3	30.00	3	30.00	2	20.00	1	10.00	1	10.00	80.00
	<b>Y-T-D</b>	12	38.71	9	29.03	3	9.68	3	9.68	4	12.90	77.42
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	40.00	5	50.00	1	10.00	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	50.00	2	33.33	0	0.00	0	0.00	1	16.67	83.33
	4	5	50.00	3	30.00	1	10.00	1	10.00	0	0.00	90.00
	<b>Y-T-D</b>	15	48.39	11	35.48	3	9.68	1	3.23	1	3.23	93.55
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	70.00	2	20.00	1	10.00	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	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	7	70.00	0	0.00	3	30.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	23	74.19	3	9.68	4	12.90	0	0.00	1	3.23	96.77
<b>9: The overall quality of service at the FAA office was:</b>	1	6	60.00	4	40.00	0	0.00	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	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	4	5	50.00	4	40.00	0	0.00	1	10.00	0	0.00	90.00
	<b>Y-T-D</b>	18	58.06	10	32.26	0	0.00	3	9.68	0	0.00	90.32

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.80	1.90	1.20	1.70	1.40	2.20	1.70	1.40	1.40	96.67
<b>Quarter 2:</b>	1.40	1.40	1.60	1.80	1.60	2.00	1.60	1.00	1.60	88.89
<b>Quarter 3:</b>	1.67	1.83	1.83	1.17	1.67	2.50	2.00	1.83	1.83	85.19
<b>Quarter 4:</b>	2.00	2.00	1.40	1.40	1.20	2.40	1.80	1.60	1.70	93.33
<b>Y-T-D</b>	1.77	1.84	1.45	1.52	1.42	2.29	1.77	1.48	1.61	92.11

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 130**

**SFY 07**

**07/06 THROUGH 09/06**

Bueno en lo personal yo pienso que la manera y el trato que te da FAA es muy buena.

**Good in my experience I think that the manner and treatment that FAA gives you is very good**

Did an overall good job people at the front counter one not very pleasant.

Need more workers

Ya'll are doing just fine. Than you for being there for me (us)!

I am a new client, so far I have been well pleased.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 130**

**SFY 07**

**10/06 THROUGH 12/06**

I arrived for my appt 30 min later staff member said I was late I would have to come back I refused saw them that next day I applied for baby AZ after, 20 day said denied/income too high for 1 person, Incorrect info I also have a son/dependent. Asked for mgr after several messages mgr called me back she was very helpful. Caseworker was horrible!

No phone call was made

Very Good

Allison at the office at Union Hills & 32nd St. was amazing! She is an asset to your company. She is understanding, compassionate and very comforting during a difficult experience!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 130

SFY 07

01/07 THROUGH 03/07

It took leaving messages for 2 weeks, and asking for the supervisor over the supervisor before called me back. My benefits were delayed do to the office losing my paper work.

I feel that you all do an excellent job.

can understand when their behind but in my case my case worker had every piece of information needed to complete my case and close to wait until the last day even though I had applied for emergency assistance I still had to wait the full 45 days to have my case completed.

Por favor que no me nieguen el servicio de AHCCCS. Gracias

**Please that they don't deny me the service of AHCCCS. Thank you**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 130**

**SFY 07**

**04/07 THROUGH 6/07**

When appointment time is scheduled be on time with there appointments always 30 min. late calling a person in for appt.

By helping people who don't make enough money to get an insurance.

It would be easier if you could mail applications so the hit or miss walking into office would be quicker. You need to take a day off first to get the application

I had a renewal interview via the phone. I t was professional and ran smooth. When I brought document to the office, those who assisted me in the front were very helpful.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
94	10	10.64	Q1
82	7	8.54	Q2
68	11	16.18	Q3
76	4	5.26	Q4
<b>320</b>	<b>32</b>	<b>10.00</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	0	0.00	3	30.00	2	20.00	0	0.00	5	50.00	50.00
	2	0	0.00	5	71.43	1	14.29	1	14.29	0	0.00	85.71
	3	1	9.09	6	54.55	1	9.09	0	0.00	3	27.27	72.73
	4	0	0.00	1	25.00	1	25.00	0	0.00	2	50.00	50.00
	Y-T-D	1	3.13	15	46.88	5	15.63	1	3.13	10	31.25	65.63
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00	100.00
	2	4	57.14	1	14.29	2	28.57	0	0.00	0	0.00	100.00
	3	7	63.64	2	18.18	1	9.09	1	9.09	0	0.00	90.91
	4	2	50.00	0	0.00	2	50.00	0	0.00	0	0.00	100.00
	Y-T-D	19	59.38	6	18.75	6	18.75	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	7	70.00	3	30.00	0	0.00	0	0.00	0	0.00	100.00
	2	4	57.14	1	14.29	0	0.00	2	28.57	0	0.00	71.43
	3	6	54.55	2	18.18	2	18.18	0	0.00	1	9.09	90.91
	4	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	20	62.50	7	21.88	2	6.25	2	6.25	1	3.13	90.63
4: The FAA staff at the front desk were courteous and respectful.	1	4	40.00	1	10.00	3	30.00	0	0.00	2	20.00	80.00
	2	2	28.57	2	28.57	1	14.29	1	14.29	1	14.29	71.43
	3	3	27.27	3	27.27	3	27.27	2	18.18	0	0.00	81.82
	4	1	25.00	0	0.00	2	50.00	0	0.00	1	25.00	75.00
	Y-T-D	10	31.25	6	18.75	9	28.13	3	9.38	4	12.50	78.13
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	8	80.00	1	10.00	0	0.00	0	0.00	1	10.00	90.00
	2	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
	3	8	72.73	1	9.09	2	18.18	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	23	71.88	4	12.50	4	12.50	0	0.00	1	3.13	96.88

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **138** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	30.00	1	10.00	1	10.00	0	0.00	5	50.00	50.00
	2	1	14.29	2	28.57	1	14.29	1	14.29	2	28.57	57.14
	3	1	9.09	3	27.27	4	36.36	0	0.00	3	27.27	72.73
	4	1	25.00	0	0.00	1	25.00	0	0.00	2	50.00	50.00
	<b>Y-T-D</b>	6	18.75	6	18.75	7	21.88	1	3.13	12	37.50	59.38
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	50.00	1	10.00	2	20.00	1	10.00	1	10.00	80.00
	2	3	42.86	2	28.57	2	28.57	0	0.00	0	0.00	100.00
	3	5	45.45	0	0.00	5	45.45	1	9.09	0	0.00	90.91
	4	1	25.00	2	50.00	1	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	43.75	5	15.63	10	31.25	2	6.25	1	3.13	90.63
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	70.00	1	10.00	1	10.00	0	0.00	1	10.00	90.00
	2	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00	85.71
	3	5	45.45	3	27.27	2	18.18	0	0.00	1	9.09	90.91
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	21	65.63	5	15.63	3	9.38	1	3.13	2	6.25	90.63
<b>9: The overall quality of service at the FAA office was:</b>	1	4	40.00	4	40.00	0	0.00	1	10.00	1	10.00	80.00
	2	3	42.86	2	28.57	1	14.29	1	14.29	0	0.00	85.71
	3	6	54.55	1	9.09	2	18.18	1	9.09	1	9.09	81.82
	4	1	25.00	2	50.00	0	0.00	1	25.00	0	0.00	75.00
	<b>Y-T-D</b>	14	43.75	9	28.13	3	9.38	4	12.50	2	6.25	81.25

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	3.70	1.50	1.30	2.50	1.50	3.30	2.20	1.70	2.10	80.00
<b>Quarter 2:</b>	2.43	1.71	2.00	2.57	1.43	3.14	1.86	1.57	2.00	84.13
<b>Quarter 3:</b>	2.82	1.64	1.91	2.36	1.45	3.09	2.18	2.00	2.09	85.86
<b>Quarter 4:</b>	3.75	2.00	1.25	3.00	1.75	3.50	2.00	1.00	2.25	83.33
<b>Y-T-D</b>	3.13	1.66	1.66	2.53	1.50	3.22	2.09	1.69	2.09	83.33

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 07

07/06 THROUGH 09/06

que pongan personal con mejor modo para tratar alas personas

**That you put staff with a better way of dealing with the people.**

I thing the DES office could have a little bit more of your staff helping the people in front. Not by just telling us to take a number & sit down. When were there to only drop off paper work, we shouldn't have to wait to drop paper work off.

yo pienso que todo esta bien me atendien bien.

**I think that all is good, they take good care of me.**

Me gustaria que el personal de recepcion fueran mas atentos, mas coresia, y con mas educacion. Son las personas mas rudas de la oficina. Los entrevistadores son muy cortes y muy atentos.

**I would like the reception staff to be more attentive, more courteous and with more education. They are the rudest people in the office. The interviewers are more courteous and very attentive**

El trato del personal es muy buena el unico inconveniente es que les pediria que al momento de que el case es aceptado chequen bien ya que en mi caso fui aceptado pero la respuesta tardo mas de dos meses porque el entrevistador se equivico y cerro el caso y tuve que ir a preguntar. Y el entrevistador habia cometido el error de cerrarlo.

**The treatment from the staff is very good, the only inconvenience is that I would ask that when the case is accepted, check it out well. Already in my case was accepted, but the answer was more than two months late because the interviewer made a mistake and closed the case and I had to go there to ask. And the interviewer had made the mistake of closing it.**

Everything its very good the only thing that they need to change the waiting time, and when you call they don't call back. Thank you

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 138**

**SFY 07**

**07/06 THROUGH 09/06**

me gusto mucho como me atendieron gracias

**I am very pleased with how they took care of me. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 07

10/06 THROUGH 12/06

Un poco mas accesible en el personal de recepcion ya que para hacer cualquier tipo de pregunta aun cuando no sea de cita se tiene que tomar un numero y esperar 1/2 o una hora completa para oir un si de respuesta o un no por ejemplo

**Make the reception staff a little more accessible since when ever you want to ask whatever kind of question even if it is not about an appointment, you have to take a number and wait 30 minutes to an hour to see if the answer is yes or no for example**

Pierden la informacion que dejo en el buzon. Las recepcionistas lo tratan mal y no le contestan cuando pregunto algo. Para dejar uno application puede tardar hasta 2 horas para q' la reciban. Los entrevistadores muy

**They lose the information that I leave in the box. The receptionists treat you bad and they don't answer when you ask something. To leave an application can take up to 2 hours for them to receive it. The interviewers are very good!**

Que este una persona para la primer ventanilla para atender dudas de la gente, porque la mayoría de las veces esta sola la ventanilla y el personal de seguridad en vez de llamar a alguien a atender dice que te sientes y lugo te llaman o esperes turno.

**That there is one person at the front window that would help people with their concerns, because the majority of the time, she is alone at the front window and the security people instead of calling someone to help, say to sit down and later they call you or you wait.**

Tell us to bring every document and not get a phone call requesting more documents? Happens all the time six-month renewal period comes up. I know they're swamped with a lot of people wanting assistance but sometimes I leave frustrated and angry. Overall, the staff does a good job, but put up a lot with the clients and I've got to hand that to them.

They explain and make responsibility and help people etc is better job.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 138**

**SFY 07**

**10/06 THROUGH 12/06**

Pues ami Maria Yanez siempre me an atendido muy bien hasta aorita.  
Gracias

**Well for me, Maria Yanez always has treated me very well up to now.  
Thank you.**

The front desk staff needs to have a better attitude. Everyone seems so grumpy and not happy in what they're doing.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 138

SFY 07

01/07 THROUGH 03/07

Listen better! Ablebodied is different than mentally bodied!

Tienen que ser mas atentos con todo las personas que van a pedir ayuda por el momento es todo.

**You have to be more attentive with all the people who go to ask for help for the moment is all**

Call numbers 2 eliminate people time in the office. Keep the bathrooms cleaner and have toilet paper. Be more careful about who you put at the front desk, they are not always nice. They talk too much among each other, other then the focus of calling #'s.

The phone numbers to your case worker should be accessible, and or attainable upon request. Better yet add guidance/counseling to the list of services.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 138**

**SFY 07**

**04/07 THROUGH 6/07**

Al contratar empleados mas amables y tener las instalaciones y el bano muy limpios. Gracias por tomarnos en cuenta.

**By hiring friendlier employees and having clean facilities and bathrooms. Thank you for taking our comment into consideration**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
11	0	0.00	Q1
4	1	25.00	Q2
8	1	12.50	Q3
4	0	0.00	Q4
27	2	7.41	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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
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	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	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	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	1	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	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	1	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	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 2007

for Site Code: **166** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	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
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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
<b>9: The overall quality of service at the FAA office was:</b>	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	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	1.00	1.00	2.00	1.00	1.00	3.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	1.00	1.00	1.50	1.00	1.00	2.00	1.00	1.00	1.00	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 166**

**SFY 07**

**10/06 THROUGH 12/06**

My answers are based on the eligibility worker who handled my interview this time. Not all of the workers are as courteous as she was one in particular. Thus, answers depend on who one gets at the time of the interview.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 166**

**SFY 07**

**01/07 THROUGH 03/07**

I really could use more help this recent death of my wife due to cancer is very hard for me and my two children and I'm finding very hard to get

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
63	11	17.46	Q1
47	6	12.77	Q2
53	6	11.32	Q3
46	6	13.04	Q4
<b>209</b>	<b>29</b>	<b>13.88</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	36.36	5	45.45	0	0.00	2	18.18	0	0.00	81.82
	2	2	33.33	2	33.33	0	0.00	1	16.67	1	16.67	66.67
	3	2	33.33	0	0.00	2	33.33	0	0.00	2	33.33	66.67
	4	2	33.33	4	66.67	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	10	34.48	11	37.93	2	6.90	3	10.34	3	10.34	79.31
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	5	45.45	4	36.36	0	0.00	1	9.09	1	9.09	81.82
	2	2	33.33	3	50.00	1	16.67	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	2	33.33	3	50.00	0	0.00	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	13	44.83	10	34.48	2	6.90	1	3.45	3	10.34	86.21
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	63.64	1	9.09	1	9.09	0	0.00	2	18.18	81.82
	2	3	50.00	2	33.33	1	16.67	0	0.00	0	0.00	100.00
	3	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
	4	4	66.67	0	0.00	1	16.67	1	16.67	0	0.00	83.33
	<b>Y-T-D</b>	18	62.07	4	13.79	3	10.34	2	6.90	2	6.90	86.21
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	45.45	4	36.36	1	9.09	1	9.09	0	0.00	90.91
	2	2	33.33	3	50.00	1	16.67	0	0.00	0	0.00	100.00
	3	4	66.67	0	0.00	1	16.67	1	16.67	0	0.00	83.33
	4	4	66.67	0	0.00	0	0.00	0	0.00	2	33.33	66.67
	<b>Y-T-D</b>	15	51.72	7	24.14	3	10.34	2	6.90	2	6.90	86.21
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	8	72.73	0	0.00	3	27.27	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	4	66.67	0	0.00	0	0.00	2	33.33	0	0.00	66.67
	4	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	20	68.97	3	10.34	4	13.79	2	6.90	0	0.00	93.10

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **168** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	27.27	1	9.09	5	45.45	0	0.00	2	18.18	81.82
	2	2	33.33	1	16.67	0	0.00	0	0.00	3	50.00	50.00
	3	2	33.33	1	16.67	1	16.67	1	16.67	1	16.67	66.67
	4	2	33.33	1	16.67	0	0.00	1	16.67	2	33.33	50.00
	<b>Y-T-D</b>	9	31.03	4	13.79	6	20.69	2	6.90	8	27.59	65.52
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	7	63.64	2	18.18	2	18.18	0	0.00	0	0.00	100.00
	2	2	33.33	2	33.33	0	0.00	2	33.33	0	0.00	66.67
	3	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
	4	2	33.33	2	33.33	0	0.00	2	33.33	0	0.00	66.67
	<b>Y-T-D</b>	15	51.72	7	24.14	2	6.90	5	17.24	0	0.00	82.76
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	6	54.55	3	27.27	1	9.09	0	0.00	1	9.09	90.91
	2	3	50.00	1	16.67	2	33.33	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	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
	<b>Y-T-D</b>	17	58.62	6	20.69	4	13.79	1	3.45	1	3.45	93.10
<b>9: The overall quality of service at the FAA office was:</b>	1	7	63.64	1	9.09	0	0.00	2	18.18	1	9.09	72.73
	2	2	33.33	2	33.33	2	33.33	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	4	66.67	0	0.00	0	0.00	2	33.33	0	0.00	66.67
	<b>Y-T-D</b>	17	58.62	3	10.34	3	10.34	4	13.79	2	6.90	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
<b>Quarter 1:</b>	2.00	2.00	2.00	1.82	1.55	2.73	1.55	1.82	2.00	86.87
<b>Quarter 2:</b>	2.50	1.83	1.67	1.83	1.33	3.17	2.33	1.83	2.00	87.04
<b>Quarter 3:</b>	3.00	2.00	1.67	1.83	2.00	2.67	1.67	1.50	2.00	79.63
<b>Quarter 4:</b>	1.67	2.17	1.83	2.33	1.50	3.00	2.33	1.67	2.00	77.78
<b>Y-T-D</b>	2.24	2.00	1.83	1.93	1.59	2.86	1.90	1.72	2.00	83.52

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 07

07/06 THROUGH 09/06

Let me know how I can get my food stamps.

Igual como siempre me an tratado todo el personal de FAA muy amables gracias.

**Like always, all the staff of the FAA have treated me very nicely, thank you**

Don't judge a person on the way they look or what you think! The client probably isn't real happy about being there in the first place. The good lord is our judge.

You guys need faster service better people cus some of your employees are really disrespectful to your clients I have witnessed it, but I still appreciate your help.

The stuff at the front desk need to be trained with more information to give people. The interviewers need to look and listen to people cases because of one interviewer my whole case needed to be redone.

Well what might have made my experience better & easier to get needed info would be a: list of things I needed to do i.e. phone calls/faxes paper work documents etc... just would help those with short time memory block stress to better help themselves & the FAA staff. Thank you

Llo les doy las gracias al departamento de seguro economico de arizona por el tiemp que me dedican cuando lo nesesito. Muchas Gracias

**I give thanks to the Arizona Department of Economic Security for the time that they have given me when I need it. 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 168**

**SFY 07**

**10/06 THROUGH 12/06**

Return peoples phone calls, and I suggest that anyone (FAA employees) person should be able to answer some questions people usually ask over the phone.

You do a very good job all of yours

Some at the people at the front desk could be more friendlier. Sometimes I feel they treat me like shit. Many of the employee at the front desk have very negative attitude towards applicants. They certainly show very little respect for applicants.

Estoy satisfecha por su esfuerzo y servicio gracias

**I am satisfied with your effort and service Thank you.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 168**

**SFY 07**

**01/07 THROUGH 03/07**

Extension number of interviewer/name would be very helpful – tho' I do understand direct contact after initial visit may be disruptive to

More person at front desk & on phones to achieve prompt service daily.

Que tengan mas personal amable y que atiendan a la jente mas rapido.  
Las personas que trabajan ayi no atienden rapido nos acen esperar mucho tiempo. Gracias

**That they had more staff that is friendly and that would serve the people master. The people who work there do not give fast service and make us wait a long time. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 168

SFY 07

04/07 THROUGH 6/07

Treat people with respect become more sufficient.

We the people nee to get back in the main stream grind-post success  
DES is good used properly no change need.

Asta hoy todo ha estado muy bien, gracias por toda la ayuda y tiempo  
que usan en atender mis nesesidades. Thanks

**Up to now, it has been very good. Thank you for all your help and time to  
take care of my needs, thanks**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
45	2	4.44	Q1
37	5	13.51	Q2
72	11	15.28	Q3
61	9	14.75	Q4
215	27	12.56	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **755** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	0	0.00	1	50.00	0	0.00	1	50.00	50.00
	2	0	0.00	1	20.00	3	60.00	1	20.00	0	0.00	80.00
	3	2	18.18	2	18.18	3	27.27	2	18.18	2	18.18	63.64
	4	0	0.00	3	33.33	3	33.33	0	0.00	3	33.33	66.67
	Y-T-D	2	7.41	6	22.22	10	37.04	3	11.11	6	22.22	66.67
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	50.00	0	0.00	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	4	36.36	3	27.27	2	18.18	0	0.00	2	18.18	81.82
	4	4	44.44	1	11.11	3	33.33	0	0.00	1	11.11	88.89
	Y-T-D	10	37.04	6	22.22	8	29.63	0	0.00	3	11.11	88.89
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	1	50.00	0	0.00	1	50.00	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	7	63.64	3	27.27	1	9.09	0	0.00	0	0.00	100.00
	4	6	66.67	2	22.22	0	0.00	0	0.00	1	11.11	88.89
	Y-T-D	15	55.56	8	29.63	3	11.11	0	0.00	1	3.70	96.30
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	2	1	20.00	1	20.00	0	0.00	1	20.00	2	40.00	40.00
	3	4	36.36	1	9.09	1	9.09	2	18.18	3	27.27	54.55
	4	3	33.33	1	11.11	3	33.33	1	11.11	1	11.11	77.78
	Y-T-D	9	33.33	3	11.11	4	14.81	4	14.81	7	25.93	59.26
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	2	1	20.00	3	60.00	0	0.00	0	0.00	1	20.00	80.00
	3	7	63.64	2	18.18	0	0.00	1	9.09	1	9.09	81.82
	4	4	44.44	1	11.11	3	33.33	0	0.00	1	11.11	88.89
	Y-T-D	13	48.15	6	22.22	4	14.81	1	3.70	3	11.11	85.19

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **755** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	0	0.00	1	50.00	1	50.00	0	0.00	50.00
	2	1	20.00	1	20.00	1	20.00	1	20.00	1	20.00	60.00
	3	2	18.18	2	18.18	2	18.18	1	9.09	4	36.36	54.55
	4	1	11.11	0	0.00	4	44.44	2	22.22	2	22.22	55.56
	<b>Y-T-D</b>	4	14.81	3	11.11	8	29.63	5	18.52	7	25.93	55.56
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	50.00	0	0.00	1	50.00	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	5	45.45	2	18.18	3	27.27	0	0.00	1	9.09	90.91
	4	3	33.33	3	33.33	1	11.11	0	0.00	2	22.22	77.78
	<b>Y-T-D</b>	9	33.33	9	33.33	6	22.22	0	0.00	3	11.11	88.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	0	0.00	0	0.00	2	100.00	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	5	45.45	3	27.27	3	27.27	0	0.00	0	0.00	100.00
	4	4	44.44	1	11.11	1	11.11	0	0.00	3	33.33	66.67
	<b>Y-T-D</b>	11	40.74	6	22.22	7	25.93	0	0.00	3	11.11	88.89
<b>9: The overall quality of service at the FAA office was:</b>	1	1	50.00	0	0.00	1	50.00	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	5	45.45	1	9.09	3	27.27	1	9.09	1	9.09	81.82
	4	2	22.22	2	22.22	3	33.33	0	0.00	2	22.22	77.78
	<b>Y-T-D</b>	9	33.33	5	18.52	8	29.63	2	7.41	3	11.11	81.48

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	4.00	2.00	2.00	3.00	2.00	3.50	2.00	3.00	2.00	83.33
<b>Quarter 2:</b>	3.00	2.20	2.00	3.40	2.40	3.00	2.20	1.80	2.40	82.22
<b>Quarter 3:</b>	3.00	2.36	1.45	2.91	1.82	3.27	2.09	1.82	2.27	78.79
<b>Quarter 4:</b>	3.33	2.22	1.67	2.56	2.22	3.44	2.44	2.67	2.78	76.54
<b>Y-T-D</b>	3.19	2.26	1.67	2.89	2.07	3.30	2.22	2.19	2.44	79.01

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 755**

**SFY 07**

**07/06 THROUGH 09/06**

Front desk staff needs to be more courteous & helpful.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 755**

**SFY 07**

**10/06 THROUGH 12/06**

Answer the phone & return messages.

Quicker service for simple things at the front desk.

The receptionist staff could be more friendly, they are rather rude.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 755

SFY 07

01/07 THROUGH 03/07

The ladies at the front desk are usually always rude to everyone they talk to. (On main & Gilbert). I feel very uncomfortable talking to them & so does everyone else that I've talked to. Everyone usually leaves the DES in bad mood.

Yo estoy contenta porque tengo el AHCCCS porque yo estoy enferma de la columna y no puedo trabajar nomas que no califique para estampillas de comida, pero me conformo que no me quiten del AHCCCS.  
Muchisimas gracias.

**I am content because I have AHCCCS because I have a spinal illness and cannot work anymore that I don't qualify for food stamps but I accept that they haven't taken away the AHCCCS. Thank you so much.**

Teniendo mas personal y que sea mas amable y te traten con respeto.  
**Having more staff and that they would be friendly and treat us with respect**

Not lose my papers, so that I don't have to get you the same information over and over again.

Gracias por favor de darnos asistencia general. Gracias  
**Thank you for giving us General Assistance. Thank you**

Poner personal capacitado en frente para atender ala personas con respeto por que no tiene educacion para tratar ala jente y ensenarles que pare eso esta pagandoles para tratar vien a los clientes y sino pues que busquen otro trabajo.

**Put more trained staff in the front to serve the people with respect because they have no education in treating people and show them that for this we are paying them to treat the clients well, or they can look for another job.**

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 755**

**SFY 07**

**01/07 THROUGH 03/07**

The front desk staff should be more courteous and willing to answer questions. Some are often rude and unwilling to properly answer questions. The interviewers, when doing phone interviews need to be courteous, listen, and especially NOT HANG UP ON PEOPLE!!!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 755**

**SFY 07**

**04/07 THROUGH 6/07**

I should not have to call 30 + times to talk to someone about my case it took too long to get simple things taken care of. That was in the system. Come on.

People that work there need to be a little nicer to everyone that comes in and not be so rude.

Answer the phones & return calls.

Never returned my calls after 3 calls I gave up never received my food stamp card & benefits.

Every time that I have to renew my benefits, I ask for an appointment on Saturday or after work and they never send me one. Most of the time though the interview is very nice and helpful.

Agradezco por darnos la oportunidad de ser parte de ustedes al tomarnos encuesta en esta encuesta para el bien de ustedes y de nosotros. Comprendo que aveces tardan mas de 30 min. para atendernos por que somos muchos los beneficiarios de este programa y tambien entiendo que las personas en recepcion sientan cansadas o agotadas por el trabajo, pero creo que si deberiamos de ser comprensivos, por el hecho de que estamos recibiendo beneficios. Gracias por su apoyo

**I am grateful for giving us the opportunity to take part in your survey which is for the good of every one. I understand that sometimes they are more than 30 minutes late in taking care of us because there are a lot of us beneficiaries of this program and also I understand that the people at reception feel tired or worn out from the work, but I think that if we were to try to be understanding, for this fact we are receiving benefits, 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	
34	1	2.94	Q1
38	2	5.26	Q2
48	6	12.50	Q3
24	2	8.33	Q4
<b>144</b>	<b>11</b>	<b>7.64</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	16.67	3	50.00	0	0.00	1	16.67	1	16.67	66.67
	4	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	36.36	5	45.45	0	0.00	1	9.09	1	9.09	81.82
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	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	3	50.00	1	16.67	1	16.67	1	16.67	0	0.00	83.33
	4	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	7	63.64	2	18.18	1	9.09	1	9.09	0	0.00	90.91
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	4	66.67	2	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
	<b>Y-T-D</b>	9	81.82	2	18.18	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	1	100.00	0	0.00	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	3	50.00	0	0.00	0	0.00	1	16.67	2	33.33	50.00
	4	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	54.55	1	9.09	0	0.00	1	9.09	3	27.27	63.64
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	4	66.67	1	16.67	1	16.67	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
	<b>Y-T-D</b>	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **756** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	1	100.00	0	0.00	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	2	33.33	1	16.67	1	16.67	0	0.00	2	33.33	66.67
	4	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	36.36	2	18.18	2	18.18	1	9.09	2	18.18	72.73
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	4	66.67	0	0.00	1	16.67	1	16.67	0	0.00	83.33
	4	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	81.82	0	0.00	1	9.09	1	9.09	0	0.00	90.91
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	4	66.67	2	33.33	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
	<b>Y-T-D</b>	7	63.64	3	27.27	1	9.09	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	1	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	4	66.67	0	0.00	2	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
	<b>Y-T-D</b>	8	72.73	1	9.09	2	18.18	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
<b>Quarter 1:</b>	2.00	1.00	1.00	2.00	2.00	2.00	1.00	2.00	1.00	100.00
<b>Quarter 2:</b>	1.50	1.50	1.00	3.00	1.00	2.50	1.00	1.00	1.50	88.89
<b>Quarter 3:</b>	2.67	2.00	1.33	2.83	1.50	2.83	1.83	1.33	1.67	83.33
<b>Quarter 4:</b>	1.00	1.00	1.00	1.00	1.00	2.00	1.00	2.00	1.00	100.00
<b>Y-T-D</b>	2.09	1.64	1.18	2.45	1.36	2.55	1.45	1.45	1.45	88.89

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 756**

**SFY 07**

**07/06 THROUGH 09/06**

Ok Very good

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 756**

**SFY 07**

**10/06 THROUGH 12/06**

By changing the two front desk ladies. One of the lady is very disrespectful, especially to people that a do not speak English. I don't think that just because people speak Spanish, she thinks she could be rude to them. Even though she speaks Spanish too she is an older lady.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 756

SFY 07

01/07 THROUGH 03/07

Help my older daughter, get child support for her children.

One of the workers at the Mesa office has a really bad attitude and they should hire someone that has a good attitude.

Que necesitan las de la oficina donde va uno y pregunta sobre que es lo que tiene que llevar o otras pregunta te tratan con gritos malas caras y de muy mal modo. Por favor yo pediria que tengan mas respeto por los

**They need them of the office where one goes and asks about that is what they have to bring or others ask and they treat you with shouts, bad faces and a very bad manner. Please I would ask that they have more respect for others**

I paid all these years to get 10.00 rent went up, power went up, and food don't have any.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 756**

**SFY 07**

**04/07 THROUGH 6/07**

In my dealing with your offices, I have been met with nothing but professional people who were courteous and well mannered & well trained in their jobs. Thanks

I think very highly of the staff! Everyone is quite affable and efficient. Actually 2 years ago, it was rather slow. However, such is not the case from my experience anymore. Thank you

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
114	10	8.77	Q1
109	16	14.68	Q2
91	19	20.88	Q3
84	17	20.24	Q4
398	62	15.58	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	10.00	3	30.00	4	40.00	0	0.00	2	20.00	80.00
	2	3	18.75	6	37.50	3	18.75	1	6.25	3	18.75	75.00
	3	9	47.37	5	26.32	4	21.05	0	0.00	1	5.26	94.74
	4	4	23.53	7	41.18	2	11.76	1	5.88	3	17.65	76.47
	<b>Y-T-D</b>	17	27.42	21	33.87	13	20.97	2	3.23	9	14.52	82.26
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	40.00	1	10.00	3	30.00	0	0.00	2	20.00	80.00
	2	7	43.75	6	37.50	2	12.50	1	6.25	0	0.00	93.75
	3	12	63.16	4	21.05	2	10.53	1	5.26	0	0.00	94.74
	4	10	58.82	1	5.88	3	17.65	1	5.88	2	11.76	82.35
	<b>Y-T-D</b>	33	53.23	12	19.35	10	16.13	3	4.84	4	6.45	88.71
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	40.00	2	20.00	2	20.00	1	10.00	1	10.00	80.00
	2	10	62.50	5	31.25	0	0.00	0	0.00	1	6.25	93.75
	3	16	84.21	1	5.26	1	5.26	1	5.26	0	0.00	94.74
	4	9	52.94	4	23.53	3	17.65	1	5.88	0	0.00	94.12
	<b>Y-T-D</b>	39	62.90	12	19.35	6	9.68	3	4.84	2	3.23	91.94
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	20.00	3	30.00	0	0.00	3	30.00	2	20.00	50.00
	2	6	37.50	4	25.00	3	18.75	0	0.00	3	18.75	81.25
	3	9	47.37	6	31.58	1	5.26	0	0.00	3	15.79	84.21
	4	3	17.65	8	47.06	2	11.76	2	11.76	2	11.76	76.47
	<b>Y-T-D</b>	20	32.26	21	33.87	6	9.68	5	8.06	10	16.13	75.81
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	40.00	3	30.00	2	20.00	1	10.00	0	0.00	90.00
	2	8	50.00	4	25.00	3	18.75	1	6.25	0	0.00	93.75
	3	13	68.42	2	10.53	3	15.79	1	5.26	0	0.00	94.74
	4	9	52.94	3	17.65	4	23.53	1	5.88	0	0.00	94.12
	<b>Y-T-D</b>	34	54.84	12	19.35	12	19.35	4	6.45	0	0.00	93.55

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	30.00	1	10.00	1	10.00	0	0.00	5	50.00	50.00
	2	5	31.25	2	12.50	1	6.25	1	6.25	7	43.75	50.00
	3	5	26.32	2	10.53	5	26.32	3	15.79	4	21.05	63.16
	4	3	17.65	4	23.53	3	17.65	2	11.76	5	29.41	58.82
	<b>Y-T-D</b>	16	25.81	9	14.52	10	16.13	6	9.68	21	33.87	56.45
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	50.00	1	10.00	2	20.00	0	0.00	2	20.00	80.00
	2	6	37.50	6	37.50	1	6.25	1	6.25	2	12.50	81.25
	3	11	57.89	2	10.53	4	21.05	2	10.53	0	0.00	89.47
	4	6	35.29	5	29.41	4	23.53	1	5.88	1	5.88	88.24
	<b>Y-T-D</b>	28	45.16	14	22.58	11	17.74	4	6.45	5	8.06	85.48
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00	100.00
	2	10	62.50	4	25.00	0	0.00	1	6.25	1	6.25	87.50
	3	10	52.63	4	21.05	3	15.79	1	5.26	1	5.26	89.47
	4	12	70.59	2	11.76	2	11.76	0	0.00	1	5.88	94.12
	<b>Y-T-D</b>	38	61.29	13	20.97	6	9.68	2	3.23	3	4.84	91.94
<b>9: The overall quality of service at the FAA office was:</b>	1	4	40.00	3	30.00	1	10.00	1	10.00	1	10.00	80.00
	2	6	37.50	3	18.75	3	18.75	3	18.75	1	6.25	75.00
	3	9	47.37	6	31.58	0	0.00	3	15.79	1	5.26	78.95
	4	7	41.18	3	17.65	4	23.53	2	11.76	1	5.88	82.35
	<b>Y-T-D</b>	26	41.94	15	24.19	8	12.90	9	14.52	4	6.45	79.03

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.90	2.50	2.30	3.00	2.00	3.30	2.30	1.50	2.20	76.67
<b>Quarter 2:</b>	2.69	1.81	1.56	2.38	1.81	3.19	2.19	1.69	2.38	81.25
<b>Quarter 3:</b>	1.89	1.58	1.32	2.05	1.58	2.95	1.84	1.89	2.00	87.13
<b>Quarter 4:</b>	2.53	2.06	1.76	2.53	1.82	3.12	2.18	1.59	2.24	83.01
<b>Y-T-D</b>	2.44	1.92	1.66	2.42	1.77	3.11	2.10	1.69	2.19	82.80

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 07

07/06 THROUGH 09/06

The front desk staff needs to get rid of their attitudes and let you explain why you are there.

Shorter waiting time & better information on assistance on 1st visit. My caseworker was terrific (Sylvia)

Oficina de Mesa (main) poniendo en ventanilla a gente con buen caracter y que le guste tratar con gente. Poniendo mas vigilancia en ventanilla para que revisen la forma de contestar y de tratar a la gente q' pide ayuda por necesidad.

**The main Mesa office, putting people of good character at the front window that like to work with people. Putting more vigilance in the front window in order to review how they answer and treat the people who ask for help out of need.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 07

10/06 THROUGH 12/06

Todo esta muy bien muchisimas gracias por sus servicios y por su paciencia todos mis entrevistadores siempre me han tratado muy bien y a mis hijos tambien.

**Everything is very good. Thank you so much for your services and for your patience. All my interviewers have always treated me and my children very well.**

Did not return calls! Difficult to receive an appt.

I have called numerous times to make changes & ask questions & no one has ever returned my calls!!

Moving office further west is very hurtful to the people who live in the very East Mesa.

Perhaps better training f/cost/client relations. Especially the workers behinds the windows – they seem very judgmental & unenthused, even rude, I recently field a complaint again one. Your employees need to understand people like me are there because we need help in order to survive we do not enjoy having to ask for help & are often very stressed. Some compassion on your part would be nice.

Suffering from emphysema has limited my ability to travel to the local DES office and have opted for telephone interviews. My first such interview was externally on time and satisfactory.

Have no comments. No complaints

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 07

10/06 THROUGH 12/06

My case worker Amber was not helpful at all she absolutely never returned my calls and I left at least 10 messages. I also called her boss and never received a return call the people in the front are very rude with the exception of a few. And they did not tell me what I needed to enroll my son when he was born.

A faster wait time

More front desk staff, some of us we have things to do after interview an FAA office. Mostly spend 30 to 45 minutes to help us.

Talvez siendo puntuales con las citas, y que las personas que estan en ventanilla no sean mal educadas y cortez. Y que si uno deja un mensaje en el telefono tengan la amabilidad de responderlo.

**Perhaps being punctual with the appointments and that the people at the front window not be ill mannered and courteous. And that if you leave a message on the telephone that they have the courtesy to respond to it.**

The ladies at the front counter are very rude, one lady will sit there & file her nails or put lotion on - Rude Rude Rude, on more than one occasion. They will not help you at all. Main St. location in Mesa.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 07

01/07 THROUGH 03/07

Return phone calls, other than that satisfactory job.

I think you are very kind - I just don't understand about my food stamps - went up \$60. mo, \$70. mo - then cut to \$10. mo I still have to buy food. I went to Soc Sec. & they said go back to DES. Thank you

Because incorrect figures were turned in and I am in the midst of a conference now to get things straightened out.

I would have liked if the interviewer returned my calls faster. The ladies at the front desk were rude not only to me but to anyone else who had general questions. I felt disrespected everything I left the office.

I had to wait 2 hours. When I got my social security in the mail someone made a typo error and spelled my last name wrong. Now, because of someone else error, I have to go back and wait again. This should be able to be fixed over the phone.

I did my interview over the phone & they were very helpful. They did an awesome job.

Medical for children should be free no co-pay & no maybe your child qualifies.

Not sure

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 757**

**SFY 07**

**01/07 THROUGH 03/07**

Improve customer service relations with applicants. Be more organized, on time, & always return a call. My last review I was called for my interview on wrong date from interview letter, which tided up my case. I called eleven different times regarding my case and never received one phone call back. This whole thing caused me to be without food stamps for over three weeks with no help to correct situation.

My expertise has been that all staff are caring people. Thanks to all

Glad I only have to go once every 6 months, they are disorganized, repetitive (they always have me bring things that are already on my case) which wastes a lot of time and tax payers money. All of them are pretty

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 757

SFY 07

04/07 THROUGH 6/07

El trato con migo a sido bueno no tengo mas nada que pedir.

**I have received good treatment, I have nothing more to ask**

Staff behind the front desk see a lot of people & deal with a lot of people, however, I feel that they can be very curt & abrupt to people for no reason as I've experienced this.

At the DES office, just to drop off my application and get a copy I had to sign a list & wait it seems an hour. The people that work there seem unhappy & treat the public coldly & inefficiently.

If your staff does not like their jobs tell them to find a new one and not to take their anger out on those of us who are asking for help!

The EA workers should stop acting as if money is coming out of their own pockets and making people feel like they have to beg, it is embarrassing enough just asking for help. With out being made to.

My application was lost but my information was still in the computer somehow. So I had to bring copies of all my stuff.

You're doing a great job only thing is when its time to renew I haven't been getting a reminder, and I'm an elderly woman whose memory isn't what it use to be other than that all is good.

I have always received excellent service. RE: #6 at one time there were problems with the telephone system.

Que cuando lleguemos personas que no hablamos ingles, no nos tengan esperando, porque no hablamos el idioma.

**That when we arrive, people who don't speak English, don't make as wait because don't speak the language**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 757**

**SFY 07**

**04/07 THROUGH 6/07**

This is filled out by a friend. The person that was interview is nearly blind until up surgery, I believe it was a little confusing for the person from telephone interview, to face to face interview this to me is a double time contact that time is last to all involved.

I have always had a very long wait at the FAA office and it seems that nobody understands what to do when they get there because of that the workers get frustrated at the people and then the people get upset. It is always a tense visit.

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

**DISTRICT I - WEST**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
10	4	40.00	Q1
12	3	25.00	Q2
10	1	10.00	Q3
13	1	7.69	Q4
45	9	20.00	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	25.00	2	50.00	0	0.00	0	0.00	1	25.00	75.00
	2	0	0.00	2	66.67	1	33.33	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	0	0.00	1	100.00	0.00
	Y-T-D	2	22.22	4	44.44	1	11.11	0	0.00	2	22.22	77.78
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	25.00	2	50.00	1	25.00	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	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	44.44	4	44.44	1	11.11	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	75.00	1	25.00	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	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	77.78	2	22.22	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	75.00	1	25.00	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	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	55.56	3	33.33	1	11.11	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	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	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	77.78	1	11.11	1	11.11	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **121** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	25.00	0	0.00	2	50.00	0	0.00	1	25.00	75.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	3	100.00	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
	<b>Y-T-D</b>	2	22.22	0	0.00	3	33.33	0	0.00	4	44.44	55.56
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
	2	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00	66.67
	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
	<b>Y-T-D</b>	7	77.78	1	11.11	0	0.00	1	11.11	0	0.00	88.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	50.00	0	0.00	2	50.00	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	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
	<b>Y-T-D</b>	5	55.56	0	0.00	3	33.33	0	0.00	1	11.11	88.89
<b>9: The overall quality of service at the FAA office was:</b>	1	4	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	1	33.33	0	0.00	66.67
	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
	<b>Y-T-D</b>	7	77.78	0	0.00	1	11.11	1	11.11	0	0.00	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
<b>Quarter 1:</b>	2.50	2.00	1.25	1.25	1.00	3.00	1.25	2.00	1.00	94.44
<b>Quarter 2:</b>	2.33	1.67	1.33	2.33	2.00	5.00	2.00	3.00	2.67	77.78
<b>Quarter 3:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	5.00	1.00	1.00	1.00	1.00	3.00	1.00	1.00	1.00	88.89
<b>Y-T-D</b>	2.56	1.67	1.22	1.56	1.33	3.44	1.44	2.11	1.56	88.89

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 121**

**SFY 07**

**07/06 THROUGH 09/06**

Thanks for helping me - you did a fine job - only thing is voice does not seem to work all the time.

Monitor how fast an applicant is do. And how they are doing with medical assistance and G.A. quality control of service could be monitor

No complaints. My EI (Ms. Chantel Williams) is truly an ace.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 121**

**SFY 07**

**10/06 THROUGH 12/06**

Have one or two more people working the front desk constantly instead of one person at a time and only two at a time periodically.

Sorry this is late - but homelessness has its own problems as far as benefits I think staff should be more informed themselves and use common sense as far as implementing laws/rules for DES. Thanks!

When reapply for service you got to take a number and the wait is so long. Should be more workers so it's not a long wait to get an

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 121**

**SFY 07**

**04/07 THROUGH 6/07**

Process standby faster

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
69	8	11.59	Q1
56	8	14.29	Q2
69	6	8.70	Q3
71	7	9.86	Q4
265	29	10.94	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%									
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	50.00	3	37.50	1	12.50	0	0.00	0	0.00	100.00
	2	1	12.50	4	50.00	1	12.50	1	12.50	1	12.50	75.00
	3	2	33.33	0	0.00	3	50.00	1	16.67	0	0.00	83.33
	4	3	42.86	2	28.57	1	14.29	0	0.00	1	14.29	85.71
	Y-T-D	10	34.48	9	31.03	6	20.69	2	6.90	2	6.90	86.21
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	2	3	37.50	1	12.50	3	37.50	0	0.00	1	12.50	87.50
	3	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67	83.33
	4	3	42.86	3	42.86	1	14.29	0	0.00	0	0.00	100.00
	Y-T-D	15	51.72	7	24.14	5	17.24	0	0.00	2	6.90	93.10
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	87.50	0	0.00	1	12.50	0	0.00	0	0.00	100.00
	2	6	75.00	0	0.00	1	12.50	0	0.00	1	12.50	87.50
	3	4	66.67	2	33.33	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	22	75.86	3	10.34	3	10.34	0	0.00	1	3.45	96.55
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	50.00	2	25.00	2	25.00	0	0.00	0	0.00	100.00
	2	3	37.50	1	12.50	2	25.00	0	0.00	2	25.00	75.00
	3	3	50.00	2	33.33	1	16.67	0	0.00	0	0.00	100.00
	4	4	57.14	0	0.00	1	14.29	2	28.57	0	0.00	71.43
	Y-T-D	14	48.28	5	17.24	6	20.69	2	6.90	2	6.90	86.21
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	2	3	37.50	2	25.00	1	12.50	0	0.00	2	25.00	75.00
	3	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	4	57.14	2	28.57	1	14.29	0	0.00	0	0.00	100.00
	Y-T-D	17	58.62	6	20.69	3	10.34	0	0.00	3	10.34	89.66

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	50.00	1	12.50	2	25.00	0	0.00	1	12.50	87.50
	2	2	25.00	1	12.50	1	12.50	1	12.50	3	37.50	50.00
	3	2	33.33	1	16.67	0	0.00	2	33.33	1	16.67	50.00
	4	4	57.14	0	0.00	0	0.00	1	14.29	2	28.57	57.14
	<b>Y-T-D</b>	12	41.38	3	10.34	3	10.34	4	13.79	7	24.14	62.07
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	6	75.00	0	0.00	2	25.00	0	0.00	0	0.00	100.00
	2	3	37.50	1	12.50	2	25.00	0	0.00	2	25.00	75.00
	3	2	33.33	2	33.33	1	16.67	1	16.67	0	0.00	83.33
	4	4	57.14	1	14.29	1	14.29	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	15	51.72	4	13.79	6	20.69	2	6.90	2	6.90	86.21
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	2	3	37.50	1	12.50	2	25.00	1	12.50	1	12.50	75.00
	3	6	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	21	72.41	3	10.34	3	10.34	1	3.45	1	3.45	93.10
<b>9: The overall quality of service at the FAA office was:</b>	1	6	75.00	0	0.00	1	12.50	1	12.50	0	0.00	87.50
	2	2	25.00	2	25.00	2	25.00	0	0.00	2	25.00	75.00
	3	2	33.33	2	33.33	1	16.67	1	16.67	0	0.00	83.33
	4	4	57.14	2	28.57	0	0.00	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	14	48.28	6	20.69	4	13.79	3	10.34	2	6.90	82.76

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.63	1.38	1.25	1.75	1.38	2.13	1.50	1.38	1.63	97.22
<b>Quarter 2:</b>	2.63	2.38	1.75	2.63	2.50	3.25	2.63	2.50	2.75	75.00
<b>Quarter 3:</b>	2.50	2.00	1.33	1.67	1.83	2.83	2.17	1.00	2.17	85.19
<b>Quarter 4:</b>	2.14	1.71	1.43	2.14	1.57	2.57	1.86	1.14	1.71	87.30
<b>Y-T-D</b>	2.21	1.86	1.45	2.07	1.83	2.69	2.03	1.55	2.07	86.21

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 07

07/06 THROUGH 09/06

Eliminate repeat visits you can analyze who is a permanent recipient & who is temporary. Train fewer people with accurate information & not read from computer screen. Those people should not have the answer & move through a simplified process. You make your interviews demoralizing & degrading by continuing repeat visits. Staff appear very young

By having a "day care" room to many kids are running around and crying keeping them busy would make a more pleasant wait for everyone.

necesito que me expliquen porque me quitan las estampillas de comida cuando me esposa empieza a trabajar con lo que a mi me da SSI no alcanza unicamente para pagar renta y lo que ella gana es para pagar los viles. Por favor expliqueme. Gracias

**I need you to explain to me why you have stopped my food stamps when my wife begins to work with what to me SSI does not cover only to pay rent and what she earns is to pay for the bills. Please explain it to me.**

So far you guys are doing a very good job in my opinion keep up the good work, God bless.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 07

10/06 THROUGH 12/06

Can't hear people at front desk, and not very courteous help either.

I am still waiting for my EI worker & her supervisor to call me and give me some information about my case I called 5 times & still nothing from

By calling us at time of the apt because if the apt is at 10:00 am they don't call you until 12 or 1 pm they are no help at all.

Para mi no ay ninguna queja para nada me trataron muy bien y ojala sigan asi para siempre.

**For me there is not a single complaint. They treated me very well and I hope they will continue like this always.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 07

01/07 THROUGH 03/07

Thank you for your help.

capacitando a lso entrevistadores a mostrar respeto en particular note que son descorteses hasta groseras cuando ellas no hablan espanol y uno no habla ingles fluido. Como si la ayuda viniera descontada de su cheque. Gracias buen dia

**Training the interviewers to show respect in particular I noticed that they are discourteous to the point of rudeness when they don't speak Spanish and one does speak English fluently. As if the help that comes is from their check. Thank you good day.**

Be a little more compassionate!we are not all dead beats, but people who are trying and just need some temporay help.

Everything is fine!

Solo que nos contesten cuando yamamos y no que nos dejen por la conterstadora.

**Only that you answer us when we call and not leave us the answering machine**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 141

SFY 07

04/07 THROUGH 6/07

When calling office it would be very nice if they listen & pay attention & ask why we are calling instead of just transferring our calls to a voice mail to someone we really don't call for all the times I have called I had to call more than 3x to get the right thing or my question answered. Also I always have to speak to more than 2 staff before being transferred to a voice mail or to an actual person who can help. Please change that customer service. I would really like to call to the office & not be frustrated or intimidated by your staff.

Todo esta bien.

**Everything is good.**

I came in to drop off paperwork to my EI. The lady who was taking the paperwork at the front window disappeared after helping 2 individuals in front of me after waiting 20 minutes for her to return I was told she went to lunch and would have to wait in the other line to get information I also called my EI about 5 times leaving a detailed message and I have never received a returned phone call.

Todo esta bien todo son muy amables. Gracias

**Every thing is good, they are 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	
77	14	18.18	Q1
63	4	6.35	Q2
61	7	11.48	Q3
60	6	10.00	Q4
<b>261</b>	<b>31</b>	<b>11.88</b>	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	3	21.43	3	21.43	3	21.43	3	21.43	2	14.29	64.29
	2	1	25.00	0	0.00	0	0.00	3	75.00	0	0.00	25.00
	3	1	14.29	2	28.57	0	0.00	1	14.29	3	42.86	42.86
	4	1	16.67	2	33.33	2	33.33	0	0.00	1	16.67	83.33
	Y-T-D	6	19.35	7	22.58	5	16.13	7	22.58	6	19.35	58.06
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	7.14	6	42.86	4	28.57	3	21.43	0	0.00	78.57
	2	1	25.00	3	75.00	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	5	83.33	0	0.00	1	16.67	0	0.00	0	0.00	100.00
	Y-T-D	13	41.94	9	29.03	6	19.35	3	9.68	0	0.00	90.32
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	8	57.14	2	14.29	2	14.29	0	0.00	2	14.29	85.71
	2	1	25.00	3	75.00	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	6	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	22	70.97	5	16.13	2	6.45	0	0.00	2	6.45	93.55
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	21.43	5	35.71	3	21.43	1	7.14	2	14.29	78.57
	2	1	25.00	1	25.00	1	25.00	0	0.00	1	25.00	75.00
	3	3	42.86	1	14.29	2	28.57	0	0.00	1	14.29	85.71
	4	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	Y-T-D	11	35.48	8	25.81	7	22.58	1	3.23	4	12.90	83.87
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	28.57	7	50.00	3	21.43	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	5	71.43	1	14.29	1	14.29	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	15	48.39	10	32.26	5	16.13	1	3.23	0	0.00	96.77

## FAA Customer Satisfaction Survey - SFY 2007

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

	<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		<b>% That Reported a Rating of 1 to 3</b>	
	<b>Stronly Agree Very Good</b>		<b>Somewhat Agree Somewhat Good</b>		<b>Neutral</b>		<b>Somewhat Disagree Somewhat Bad</b>		<b>Strongly Disagree Very Bad</b>			
<b>QTR</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>	<b>CASES</b>	<b>%</b>		
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	7.14	2	14.29	3	21.43	0	0.00	8	57.14	42.86
	2	1	25.00	1	25.00	0	0.00	2	50.00	0	0.00	50.00
	3	3	42.86	2	28.57	0	0.00	0	0.00	2	28.57	71.43
	4	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	8	25.81	6	19.35	4	12.90	2	6.45	11	35.48	58.06
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	21.43	2	14.29	5	35.71	2	14.29	2	14.29	71.43
	2	1	25.00	1	25.00	1	25.00	1	25.00	0	0.00	75.00
	3	5	71.43	1	14.29	1	14.29	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
	<b>Y-T-D</b>	12	38.71	6	19.35	8	25.81	3	9.68	2	6.45	83.87
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	50.00	2	14.29	3	21.43	1	7.14	1	7.14	85.71
	2	2	50.00	2	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	4	66.67	0	0.00	2	33.33	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	20	64.52	4	12.90	5	16.13	1	3.23	1	3.23	93.55
<b>9: The overall quality of service at the FAA office was:</b>	1	4	28.57	3	21.43	4	28.57	3	21.43	0	0.00	78.57
	2	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	75.00
	3	4	57.14	0	0.00	1	14.29	2	28.57	0	0.00	71.43
	4	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	45.16	4	12.90	7	22.58	6	19.35	0	0.00	80.65

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	<b>Overall Percent Answering 1 to 3</b>
<b>Quarter 1:</b>	2.86	2.64	2.00	2.57	1.93	3.86	2.86	2.07	2.43	76.19
<b>Quarter 2:</b>	3.25	1.75	1.75	2.75	2.50	2.75	2.50	1.50	2.25	75.00
<b>Quarter 3:</b>	3.43	1.29	1.00	2.29	1.43	2.43	1.43	1.00	2.14	85.71
<b>Quarter 4:</b>	2.67	1.33	1.00	1.50	1.17	2.17	1.67	1.67	1.50	96.30
<b>Y-T-D</b>	3.00	1.97	1.55	2.32	1.74	3.06	2.26	1.68	2.16	82.08

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 07

07/06 THROUGH 09/06

You should not put me on this and turn around and take me off when your people put me on hear in the first place, then we would not have this problem everyday of the week our every three months. Need help with medical.

Los emplados algunos no son corteses a la hora de preguntarles alguna duda.

**The employees some are not courteous when you ask them about some concern. In the reception don't make them wait so long.**

Training for your staff so that they can explain what is needed my had to go back because they forget to request finger prints & additional

poniendo resepcionistas que ablen espanol porque ablas y no hay nadien que able el idioma y te cuelgan o te cansas y cuelgas yo pedi cita por tel y no me la respetaron y no la puede cambiar porque nadie me

**Putting receptionist that speak Spanish because you talk to them and nobody speaks the language and they hang up on you or make you wait, then hang up. I asked for a telephone appointment, they did not respect that, and I couldn't change it because nobody answered me in Spanish.**

que las personas sean un poco o mas amables y que cuando alguien pregunte algo lo escuchen y no contesten enojadas

**That the people would be more or less friendly and when someone asks them something that they would listen and not answer angrily.**

If someone could explain why I'm still paying back \$10.00 each month for food stamps when after I got my grandson they held back the first ones for the overage.

The people at the front desk look at us like we are dumb and talk to us like we are dumb, they are very rude and show poor customer service, they need to put on a smile once in a while.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 07

07/06 THROUGH 09/06

Que las citas sean cuando lo indica el trabajador luego nos tien mas tarde.

**That the appointments would be when the worker indicated. Sometimes we have to wait more**

We're all equal people, they need to respect us. Also they need to be professional about their work and clothing.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 07

10/06 THROUGH 12/06

Cuando haya ala oficina de FAA quisiera que me atiendan en Espanol y cortesia y respeto. Retirar de la resepcion a senoras de caracter fuerte "enojonas" Gracias

**I would like them to courteously and respectfully help me in Spanish when I go to the FAA office. Take away the receptionists that have strong characters "angry" Thank you**

Gracias por todo estoy muy agradecida con todo el personal.  
**Thank you fro all I am very grateful to all the staff.**

Good

En ocasiones son poco groceros no connigo pero he escuchado con otras personas.

**On occasion they are a little grumpy, not with me, but I have heard this with other people.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 142

SFY 07

01/07 THROUGH 03/07

The staff should answer the phone and the place, the office needs to be cleaned. Location 35th Ave. and Thomas.

Lo que no me gusta es que cuando voy a renovar el tiempo para entregar la aplicación es mucho tiempo 2 a 3 horas y para la cita duran igual o más tiempo de la hora fijada creo que necesitan más personal o organización porque cuando uno entra a la cita miro las personas sin clientes y a fuera esta llena la sala. Gracias

**What I don't like is when I go to renew the time to turn in the application it is a lot of time 2 -3 hours and the appointment lasts the same or more than the scheduled time. I think that you need more staff or organization because when one comes in to the appointment I see the people with out clients and outside the waiting area is full. Thank you.**

Keep doing what you are doing and above all we all have to have patience with us and vice versa. Thank you

For someone to give its application or changes papers at the front desk it takes hours and also for appointments some staff are not courteous.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 142**

**SFY 07**

**04/07 THROUGH 6/07**

Que traten de regresar las llamadas cuando deja uno un mensaje porque a veces es muy importante y no regresan las llamadas. Gracias

**That they try to return calls when you leave a message because sometimes it is very important and they don't return calls. Thank you**

Smile more while helping customers.

Thank you very much your service's

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
118	18	15.25	Q1
88	16	18.18	Q2
72	4	5.56	Q3
92	11	11.96	Q4
370	49	13.24	

## FAA Customer Satisfaction Survey - SFY 2007

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	3	16.67	4	22.22	5	27.78	2	11.11	4	22.22	66.67
	2	3	18.75	6	37.50	5	31.25	1	6.25	1	6.25	87.50
	3	1	25.00	1	25.00	0	0.00	1	25.00	1	25.00	50.00
	4	2	18.18	6	54.55	1	9.09	0	0.00	2	18.18	81.82
	Y-T-D	9	18.37	17	34.69	11	22.45	4	8.16	8	16.33	75.51
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	7	38.89	3	16.67	7	38.89	1	5.56	0	0.00	94.44
	2	5	31.25	3	18.75	5	31.25	2	12.50	1	6.25	81.25
	3	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	4	36.36	4	36.36	2	18.18	0	0.00	1	9.09	90.91
	Y-T-D	19	38.78	10	20.41	15	30.61	3	6.12	2	4.08	89.80
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	10	55.56	5	27.78	2	11.11	1	5.56	0	0.00	94.44
	2	9	56.25	3	18.75	4	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	63.64	0	0.00	2	18.18	0	0.00	2	18.18	81.82
	Y-T-D	29	59.18	8	16.33	9	18.37	1	2.04	2	4.08	93.88
4: The FAA staff at the front desk were courteous and respectful.	1	8	44.44	3	16.67	2	11.11	1	5.56	4	22.22	72.22
	2	3	18.75	4	25.00	4	25.00	3	18.75	2	12.50	68.75
	3	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	4	36.36	2	18.18	2	18.18	2	18.18	1	9.09	72.73
	Y-T-D	18	36.73	9	18.37	9	18.37	6	12.24	7	14.29	73.47
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	12	66.67	2	11.11	2	11.11	1	5.56	1	5.56	88.89
	2	9	56.25	2	12.50	1	6.25	3	18.75	1	6.25	75.00
	3	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	5	45.45	3	27.27	2	18.18	0	0.00	1	9.09	90.91
	Y-T-D	29	59.18	7	14.29	6	12.24	4	8.16	3	6.12	85.71

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	22.22	1	5.56	5	27.78	2	11.11	6	33.33	55.56
	2	5	31.25	2	12.50	3	18.75	0	0.00	6	37.50	62.50
	3	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
	4	2	18.18	0	0.00	4	36.36	1	9.09	4	36.36	54.55
	<b>Y-T-D</b>	14	28.57	4	8.16	12	24.49	3	6.12	16	32.65	61.22
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	9	50.00	4	22.22	3	16.67	1	5.56	1	5.56	88.89
	2	7	43.75	2	12.50	4	25.00	2	12.50	1	6.25	81.25
	3	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	4	36.36	3	27.27	2	18.18	1	9.09	1	9.09	81.82
	<b>Y-T-D</b>	23	46.94	9	18.37	10	20.41	4	8.16	3	6.12	85.71
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	8	44.44	0	0.00	8	44.44	1	5.56	1	5.56	88.89
	2	9	56.25	3	18.75	2	12.50	1	6.25	1	6.25	87.50
	3	3	75.00	0	0.00	1	25.00	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
	<b>Y-T-D</b>	25	51.02	7	14.29	12	24.49	2	4.08	3	6.12	89.80
<b>9: The overall quality of service at the FAA office was:</b>	1	7	38.89	6	33.33	2	11.11	1	5.56	2	11.11	83.33
	2	5	31.25	5	31.25	1	6.25	3	18.75	2	12.50	68.75
	3	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	3	27.27	3	27.27	4	36.36	0	0.00	1	9.09	90.91
	<b>Y-T-D</b>	18	36.73	14	28.57	8	16.33	4	8.16	5	10.20	81.63

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	3.00	2.11	1.67	2.44	1.72	3.28	1.94	2.28	2.17	81.48
<b>Quarter 2:</b>	2.44	2.44	1.69	2.81	2.06	3.00	2.25	1.88	2.50	79.17
<b>Quarter 3:</b>	3.00	1.50	1.50	1.50	1.50	1.25	1.50	1.50	1.50	94.44
<b>Quarter 4:</b>	2.45	2.09	2.09	2.45	2.00	3.45	2.27	1.91	2.36	81.82
<b>Y-T-D</b>	2.69	2.16	1.76	2.49	1.88	3.06	2.08	2.00	2.27	81.86

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 143**

**SFY 07**

**07/06 THROUGH 09/06**

The DES that I go to now is pretty good but the one I went to on Glendale Ave. I would have marked very bad on every question. It was so bad over there, now I feel lucky!

The front office people are always so rude every time I come in there, & they seem to be extremely short staffed.

Customer Service begins with front desk service these individuals are most often rude & disrespectful. Phone skills are deplorable. Case workers have been kind & helpful.

The Peoria office has never returned a phone call to me. In a period of three days I called 31 times and left 10 messages with 4 different people (voicemail) ranging from a manager to workers. In the year I have been there I have never had a call returned or reached someone other than the operator or voicemail. I even brought my phone record in to prove this, no one cared.

no contratar personal tan arrogante con las personas hispanas.

**Do not hire staff that is so arrogant with the Hispanic people.**

You take too long to respond to anything (need more people?) once, I forgot one of two or three signatures. Instead of make the appointment and letting me add to the extra signature then like they had some common sense, they rejected the whole application and force me to start over from scratch and waste weeks of time. Once a signed form was rejected for lack of signature. One was lost. Paying attention would help.

Get bigger facility.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 143**

**SFY 07**

**07/06 THROUGH 09/06**

It takes several attempts and the phone rings for a long time before someone answers – every time I have gone into the office I have had to wait at least 45 minutes. One time I waited 2 ½ hrs something need to be done about this office.

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 07

10/06 THROUGH 12/06

Esta todo asi de muy bien. Todos son muy amables y serviciales.  
Muchas Gracias

**Everything is very good. All are friendly and service oriented. Many thanks**

Office was dirty. People working the office were rude & disrespectful.  
No organization what so ever.

Return phone calls.

Que las receptionistas sean mas amables y que no sean racista.

**That the receptionists be friendlier and not be racist.**

The employees you have working at your Peoria, AZ office are very insensitive, and when they talk to you, you feel like they are disapproving of you this is mostly with the front desk staff. They never answer the phone and employees don't return messages. These people

"Golden rule"

Waiting area and length of time could be improved.

Be polite and speak proper English.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 143**

**SFY 07**

**10/06 THROUGH 12/06**

I have had a horrible time trying to work with the Peoria DES office while I lived there. Phone calls were pointless and waiting at the office was a hassle. The service at the Maryvale office has been much, much better, but they have hung up on me and refused to answer questions regarding how employment would affect my benefits. Some patience would be

I am very satisfied.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 07

01/07 THROUGH 03/07

Todo esta bien. Gracias

**All is good. Thank you**

Para mi el trato que receivi fue bueno y no tengo nada en contra. Gracias por ayudarnos

**For me the treatment I received was good and I have nothing against it.**

**Thank you for helping us.**

Segir siendo igual.

**Continue being the same**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 143

SFY 07

04/07 THROUGH 6/07

Estoy contenta porque todo esta muy bien muchas gracias

**I am content because all is very good. Thank you**

I have home visits so it's been a while since I was into your office and now with them transferring me to a Peoria office I couldn't get to a Glendale office so how in the world will I get to a Peoria office.

return voicemails in a more timely fashion.

Return calls or a person answer the phone instead of machines.

La manera que pueden servir alas personas es de tratar de no tardar mucho que los trabajadores de FAA tengan bien echo su horario; por ejemplo yo tuve una cita el 4/25/07 con una trabajadora y despues me dijieron que no estaba que tenia que esperar para la otra trabajadora que me atendio mi cita era ala 1:00 pm y me atendieron als 1:31 pm. Gracias

**The way that they can serve the people is that the FAA workers try to not be very late. That they have planned their schedule well, for example; I had an appointment on 04/25/07 with a worker and after they told me that she was not there and I had to wait for another worker to help me. My appointment was at 1:00 and they helped me at 1:31 pm. Thank you**

Have faith in God. Walk by faith, not by sight. God loves you

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
28	5	17.86	Q1
28	0	0.00	Q2
38	5	13.16	Q3
17	1	5.88	Q4
<b>111</b>	<b>11</b>	<b>9.91</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **154** District: **1-W**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	80.00	1	20.00	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	4	80.00	0	0.00	0	0.00	0	0.00	1	20.00	80.00
	4	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	72.73	2	18.18	0	0.00	0	0.00	1	9.09	90.91
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00	80.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	3	2	40.00	2	40.00	0	0.00	0	0.00	1	20.00	80.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	54.55	3	27.27	0	0.00	1	9.09	1	9.09	81.82
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	80.00	1	20.00	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	4	80.00	0	0.00	1	20.00	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
	<b>Y-T-D</b>	9	81.82	1	9.09	1	9.09	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	60.00	2	40.00	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	40.00	1	20.00	2	40.00	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
	<b>Y-T-D</b>	6	54.55	3	27.27	2	18.18	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	80.00	1	20.00	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	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
	<b>Y-T-D</b>	7	63.64	2	18.18	1	9.09	1	9.09	0	0.00	90.91

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	20.00	0	0.00	4	80.00	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	20.00	2	40.00	0	0.00	1	20.00	1	20.00	60.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	27.27	2	18.18	4	36.36	1	9.09	1	9.09	81.82
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	80.00	0	0.00	1	20.00	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	3	60.00	0	0.00	1	20.00	0	0.00	1	20.00	80.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	72.73	0	0.00	2	18.18	0	0.00	1	9.09	90.91
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	80.00	1	20.00	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	3	60.00	1	20.00	1	20.00	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
	<b>Y-T-D</b>	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	60.00	2	40.00	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	40.00	1	20.00	1	20.00	0	0.00	1	20.00	80.00
	4	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	45.45	4	36.36	1	9.09	0	0.00	1	9.09	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
<b>Quarter 1:</b>	1.20	1.80	1.20	1.40	1.20	2.60	1.40	1.20	1.40	97.78
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	1.80	2.20	1.40	2.00	1.60	2.80	2.20	1.60	2.40	86.67
<b>Quarter 4:</b>	2.00	1.00	1.00	1.00	4.00	1.00	1.00	1.00	2.00	88.89
<b>Y-T-D</b>	1.55	1.91	1.27	1.64	1.64	2.55	1.73	1.36	1.91	91.92

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 154

SFY 07

07/06 THROUGH 09/06

que tengan mas personal que hable espanol

**That they would have more staff that speaks Spanish**

Follow up on paperwork. In my case, there was a miscommunication concerning paperwork, which caused a delay in benefits. 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 07**

**01/07 THROUGH 03/07**

My appointment was on 12/21/06. Today is 1/12/07 and I still have no answer on my case - I have no food stamps & my insurance is about to expire. My case worker tells me - if she gets to it today-she'll get it entered & she'll call me-I've heard nothing. When I call the office to ask someone else to help me I get put on hold for 15 minutes & then get put through to voice mail. This is the Buckeye office & my caseworker is

Tienen una excelente atencion.

**You have an excellent service**

To cut down time of waiting.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
0	0	0.00	Q1
71	6	8.45	Q2
54	8	14.81	Q3
67	8	11.94	Q4
192	22	11.46	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **785** District: **1-W**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	1	16.67	4	66.67	0	0.00	0	0.00	1	16.67	83.33
	3	0	0.00	3	37.50	2	25.00	3	37.50	0	0.00	62.50
	4	2	25.00	4	50.00	0	0.00	1	12.50	1	12.50	75.00
	<b>Y-T-D</b>	3	13.64	11	50.00	2	9.09	4	18.18	2	9.09	72.73
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67	83.33
	3	3	37.50	1	12.50	2	25.00	2	25.00	0	0.00	75.00
	4	2	25.00	5	62.50	1	12.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	36.36	8	36.36	3	13.64	2	9.09	1	4.55	86.36
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
	3	6	75.00	0	0.00	1	12.50	1	12.50	0	0.00	87.50
	4	5	62.50	1	12.50	1	12.50	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	14	63.64	4	18.18	2	9.09	2	9.09	0	0.00	90.91
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	1	16.67	1	16.67	3	50.00	0	0.00	1	16.67	83.33
	3	4	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
	4	3	37.50	2	25.00	0	0.00	1	12.50	2	25.00	62.50
	<b>Y-T-D</b>	8	36.36	5	22.73	4	18.18	2	9.09	3	13.64	77.27
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	3	6	75.00	1	12.50	0	0.00	0	0.00	1	12.50	87.50
	4	3	37.50	3	37.50	2	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	13	59.09	5	22.73	2	9.09	0	0.00	2	9.09	90.91

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	1	16.67	2	33.33	1	16.67	0	0.00	2	33.33	66.67
	3	2	25.00	1	12.50	2	25.00	2	25.00	1	12.50	62.50
	4	1	12.50	0	0.00	4	50.00	1	12.50	2	25.00	62.50
	<b>Y-T-D</b>	4	18.18	3	13.64	7	31.82	3	13.64	5	22.73	63.64
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	2	33.33	2	33.33	0	0.00	1	16.67	1	16.67	66.67
	3	4	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
	4	1	12.50	2	25.00	4	50.00	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	7	31.82	6	27.27	5	22.73	3	13.64	1	4.55	81.82
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	5	83.33	0	0.00	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	6	75.00	2	25.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	15	68.18	4	18.18	2	9.09	1	4.55	0	0.00	95.45
<b>9: The overall quality of service at the FAA office was:</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	2	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
	3	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	4	1	12.50	6	75.00	0	0.00	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	9	40.91	9	40.91	2	9.09	1	4.55	1	4.55	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	2.33	2.00	1.50	2.83	1.83	3.00	2.50	1.50	2.17	81.48
<b>Quarter 3:</b>	3.00	2.38	1.63	1.88	1.63	2.88	1.88	1.75	1.50	83.33
<b>Quarter 4:</b>	2.38	1.88	1.75	2.63	1.88	3.38	2.63	1.25	2.13	84.72
<b>Y-T-D</b>	2.59	2.09	1.64	2.41	1.77	3.09	2.32	1.50	1.91	83.33

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 785**

**SFY 07**

**10/06 THROUGH 12/06**

Staff at office needs to take job more seriously!

Get more money

I've never been so humiliated in my life by a person whom is/should be neutral about making bias and personal attacks against a client such as myself by Celia Remijio; regardless of policy' personal, bias and prejudicial attacks to a client should be grounds for dismissal in any legal

Everything is good, I am very happy with the services that I've received.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 785**

**SFY 07**

**01/07 THROUGH 03/07**

Call names louder use P.A. when you know you cant be heard you should try harder & not just let people sit there waiting then tell them they missed because you weren't heard & you knew it.

Considering what you are dealing with, you are doing great! Thanks for your help and services.

I believe it would help if your signage was clearer at each window. When I was there quite a few people were confused as to what line to be in. I don't know if they just couldn't read or they didn't take the time. But it could be more self-explanatory with better signage.

Have training classes on how to treat people. People should be treated like human being even when they are down on their luck. Because everyone is just a step away.

I was receive \$155.00 a month now I get \$69.00 tell me.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 785**

**SFY 07**

**04/07 THROUGH 6/07**

I own my own business and serve people I feel the clients are treated with very little respect at your office. Many of these people truly need help and don't always understand the paperwork. I see little patient and understanding for those people. If we show more respect maybe they will learn to respect themselves and do more for themselves.

As a foster parent I found your office rude overall they act like we are there asking for something our foster kids don't deserve, I was especially upset when they moved office & didn't forward records – what a waste of time & energy.

I was at the office when it first opened up I was seen by 2 ladies I specifically told them that I wanted one insurance and they gave me another. I have had a lot of problems with myself and son's medication and doctors because my insurance is so limited, besides that huge mistake on your part, everything else is good.

There should be a system for those that do not speak English they feel that they can walk up to the front of the line and get waited on while everyone else is waiting.

When they say they will call in 24 hrs they should. I don't call unless I need something like my access which I need. You need to tell these people when they say they will call they should and not lie to people.

Don't keep people waiting without an explanation. Faster service at windows.

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

**DISTRICT II**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
47	4	8.51	Q1
46	4	8.70	Q2
43	4	9.30	Q3
47	5	10.64	Q4
183	17	9.29	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **218** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	25.00	1	25.00	1	25.00	0	0.00	1	25.00	75.00
	2	0	0.00	2	50.00	1	25.00	0	0.00	1	25.00	75.00
	3	1	25.00	1	25.00	2	50.00	0	0.00	0	0.00	100.00
	4	1	20.00	1	20.00	1	20.00	2	40.00	0	0.00	60.00
	Y-T-D	3	17.65	5	29.41	5	29.41	2	11.76	2	11.76	76.47
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	25.00	2	50.00	0	0.00	1	25.00	0	0.00	75.00
	2	3	75.00	1	25.00	0	0.00	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	1	20.00	2	40.00	1	20.00	0	0.00	1	20.00	80.00
	Y-T-D	5	29.41	7	41.18	2	11.76	2	11.76	1	5.88	82.35
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	2	50.00	0	0.00	1	25.00	0	0.00	1	25.00	75.00
	2	3	75.00	1	25.00	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	1	20.00	3	60.00	1	20.00	0	0.00	0	0.00	100.00
	Y-T-D	10	58.82	4	23.53	2	11.76	0	0.00	1	5.88	94.12
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	25.00	1	25.00	2	50.00	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	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00
	4	3	60.00	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	Y-T-D	8	47.06	4	23.53	4	23.53	1	5.88	0	0.00	94.12
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	1	25.00	2	50.00	0	0.00	0	0.00	1	25.00	75.00
	2	3	75.00	1	25.00	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	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	11	64.71	4	23.53	1	5.88	0	0.00	1	5.88	94.12

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	25.00	0	0.00	0	0.00	3	75.00	0	0.00	25.00
	2	2	50.00	1	25.00	0	0.00	0	0.00	1	25.00	75.00
	3	0	0.00	2	50.00	1	25.00	1	25.00	0	0.00	75.00
	4	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	29.41	4	23.53	3	17.65	4	23.53	1	5.88	70.59
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	25.00	0	0.00	1	25.00	2	50.00	0	0.00	50.00
	2	1	25.00	3	75.00	0	0.00	0	0.00	0	0.00	100.00
	3	0	0.00	3	75.00	0	0.00	1	25.00	0	0.00	75.00
	4	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	29.41	7	41.18	2	11.76	3	17.65	0	0.00	82.35
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	75.00
	2	3	75.00	1	25.00	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	3	60.00	0	0.00	1	20.00	0	0.00	1	20.00	80.00
	<b>Y-T-D</b>	11	64.71	1	5.88	3	17.65	1	5.88	1	5.88	88.24
<b>9: The overall quality of service at the FAA office was:</b>	1	1	25.00	0	0.00	3	75.00	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	25.00	2	50.00	1	25.00	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
	<b>Y-T-D</b>	8	47.06	4	23.53	5	29.41	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
<b>Quarter 1:</b>	2.75	2.25	2.50	2.25	2.50	3.25	3.00	2.25	2.50	72.22
<b>Quarter 2:</b>	3.00	1.25	1.25	1.75	1.25	2.25	1.75	1.25	1.50	94.44
<b>Quarter 3:</b>	2.25	2.75	1.00	1.50	1.50	2.75	2.50	1.50	2.00	91.67
<b>Quarter 4:</b>	2.80	2.60	2.00	2.00	1.20	2.00	1.60	2.20	1.40	88.89
<b>Y-T-D</b>	2.71	2.24	1.71	1.88	1.59	2.53	2.18	1.82	1.82	86.93

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 218**

**SFY 07**

**07/06 THROUGH 09/06**

It would be nice if all concerned would get their information correct & apply it right in the computer.

I think that all the FAA staff should be consistent in what they tell all the families that are on assistance. It's too many inconsistencies the supervisor (Debrah) is also not very helpful and they take side of the FAA instead of us whom was not in the wrong. Overall the office has been very helpful I personally could not get any help.

Gracias por servinos como asta hora continuen asi gracias.

**Thank you for serving us up to now. Continue like this. Thank you.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 218**

**SFY 07**

**10/06 THROUGH 12/06**

When we make appointments @ 8:30 or 9:00 you tell us to be early but then we wait for about an hour or two to be seen, that's what happened to me also when I call to see what was going on w/my medical & food stamps it took almost a week & half for me to get an answer & then I had to call you guys up to see what was going on w/the answers so please

I'm so sick so I need all services very fast and raise my food stamps

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 218**

**SFY 07**

**01/07 THROUGH 03/07**

Muchas gracias por su ayuda, par mi y mi familia. Realmente ha sido una ayuda muy grande, porque la necesitamos. Y el servicio en la oficina es bueno y amable. Gracias por ayudarnos dios los bendiga a todos.

**Many thanks for your help. For me and my family. Really has been a very big help because we needed it. And the service in the office was good and friendly. Thank you for helping us. May God bless you all.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 218**

**SFY 07**

**04/07 THROUGH 6/07**

You are a hug help. Don't change anything!

Despite the above ticks.. The overall experience has been somewhat bad.

I think you're doing a good job, especially since some of the clients aren't that happy about anything they seen so depressed and being in that environment which is incredible negative really saps my energy. I'm glad I don't have to be there everyday.

Open later hours 5:30 pm

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
55	8	14.55	Q1
54	13	24.07	Q2
54	8	14.81	Q3
62	9	14.52	Q4
<b>225</b>	<b>38</b>	<b>16.89</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **222** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	12.50	5	62.50	1	12.50	0	0.00	1	12.50	87.50
	2	3	23.08	9	69.23	1	7.69	0	0.00	0	0.00	100.00
	3	4	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
	4	4	44.44	4	44.44	0	0.00	0	0.00	1	11.11	88.89
	<b>Y-T-D</b>	12	31.58	20	52.63	3	7.89	1	2.63	2	5.26	92.11
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	5	62.50	0	0.00	2	25.00	1	12.50	0	0.00	87.50
	2	8	61.54	2	15.38	1	7.69	1	7.69	1	7.69	84.62
	3	7	87.50	0	0.00	1	12.50	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
	<b>Y-T-D</b>	29	76.32	2	5.26	4	10.53	2	5.26	1	2.63	92.11
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	5	62.50	1	12.50	2	25.00	0	0.00	0	0.00	100.00
	2	10	76.92	1	7.69	1	7.69	0	0.00	1	7.69	92.31
	3	7	87.50	1	12.50	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
	<b>Y-T-D</b>	31	81.58	3	7.89	3	7.89	0	0.00	1	2.63	97.37
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	25.00	4	50.00	1	12.50	0	0.00	1	12.50	87.50
	2	6	46.15	0	0.00	4	30.77	3	23.08	0	0.00	76.92
	3	6	75.00	0	0.00	1	12.50	1	12.50	0	0.00	87.50
	4	9	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	23	60.53	4	10.53	6	15.79	4	10.53	1	2.63	86.84
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	5	62.50	1	12.50	2	25.00	0	0.00	0	0.00	100.00
	2	10	76.92	1	7.69	0	0.00	2	15.38	0	0.00	84.62
	3	6	75.00	1	12.50	0	0.00	0	0.00	1	12.50	87.50
	4	9	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	30	78.95	3	7.89	2	5.26	2	5.26	1	2.63	92.11

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **222** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	37.50	1	12.50	2	25.00	1	12.50	1	12.50	75.00
	2	9	69.23	0	0.00	1	7.69	1	7.69	2	15.38	76.92
	3	2	25.00	3	37.50	2	25.00	1	12.50	0	0.00	87.50
	4	6	66.67	0	0.00	1	11.11	2	22.22	0	0.00	77.78
	<b>Y-T-D</b>	20	52.63	4	10.53	6	15.79	5	13.16	3	7.89	78.95
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	37.50	3	37.50	1	12.50	1	12.50	0	0.00	87.50
	2	10	76.92	1	7.69	1	7.69	0	0.00	1	7.69	92.31
	3	3	37.50	5	62.50	0	0.00	0	0.00	0	0.00	100.00
	4	6	66.67	1	11.11	1	11.11	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	22	57.89	10	26.32	3	7.89	2	5.26	1	2.63	92.11
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	62.50	0	0.00	2	25.00	1	12.50	0	0.00	87.50
	2	9	69.23	1	7.69	2	15.38	0	0.00	1	7.69	92.31
	3	6	75.00	2	25.00	0	0.00	0	0.00	0	0.00	100.00
	4	6	66.67	1	11.11	1	11.11	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	26	68.42	4	10.53	5	13.16	2	5.26	1	2.63	92.11
<b>9: The overall quality of service at the FAA office was:</b>	1	4	50.00	2	25.00	2	25.00	0	0.00	0	0.00	100.00
	2	8	61.54	2	15.38	0	0.00	3	23.08	0	0.00	76.92
	3	7	87.50	1	12.50	0	0.00	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
	<b>Y-T-D</b>	26	68.42	6	15.79	2	5.26	4	10.53	0	0.00	89.47

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.38	1.88	1.63	2.25	1.63	2.50	2.00	1.88	1.75	90.28
<b>Quarter 2:</b>	1.85	1.85	1.54	2.31	1.54	2.00	1.54	1.69	1.85	86.32
<b>Quarter 3:</b>	1.88	1.25	1.13	1.63	1.63	2.25	1.63	1.25	1.13	94.44
<b>Quarter 4:</b>	1.89	1.00	1.00	1.00	1.00	1.89	1.67	1.67	1.44	92.59
<b>Y-T-D</b>	1.97	1.53	1.34	1.84	1.45	2.13	1.68	1.63	1.58	90.35

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 222**

**SFY 07**

**07/06 THROUGH 09/06**

My husband received emergency medical insurance so we never went to an office, however everyone we spoke to was helpful and knowledgeable. Thank you for all you do!

Chuck (?) at information desk and my personal EI very helpful. Woman at appointment desk somewhat surly and unhelpful. Jim Taylor great!!! Very respectful. EBT card worked when swiped 3 times Safeway will not honor card for which it must manually enter #.

Taking less time making sick people and the disabled to wait so long to be seen.

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 07

10/06 THROUGH 12/06

I realize who even is reading this had no control over this but, how is anyone supposed to survive on \$600.00 a month SSI and \$58.00 in Food Stamps, rent , phone car insurance, storage, laundry and toiletries?

Don't leave people standing in line while they watch desk staff walk around and chit-chat! While you wait standing in line for 10 or 15 minutes have a separate line to process people with appointments, our time is important also, we often are losing time at work to be there.

Muchas Gracias por todo y que dios me los bendiga a todos los trabajadores FAA.

**Many thanks for everything and may God bless all you FAA workers.**

The Arizona Department of Economic Security has a lot to do harder to improve. The people that work at the Arizona Department of Economic Security in Tucson Arizona, located have to be re trained. They are rude and disrespectful, just because we need government benefits. "I would believe" people need to be professional about their job, and if they can be around people all day then why even bother working there.

Everybody at FAA office is very helpful courteous and respectful every time I go in for my appointment. Thank you

Be more thoroughly & treat us all equal. Be courteous & conscious our situation

I am so appreciative of the money we were able to put towards a plane ticket for my niece. We would have had to cancel an outing in Florida on vacation! The unexpected last minute plane ticket was very expensive but we where glad to bring her with us! Thanks again!

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 222**

**SFY 07**

**10/06 THROUGH 12/06**

The staff should tell us more about our benefits and on what do we qualify for and they should explain everything little by little and be more courteous. They should treat like real people not like a dog, because it seems like they are owners of ADES they don't give us all or our rights.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 222**

**SFY 07**

**01/07 THROUGH 03/07**

Keep up the good work.

The last time I was there I was grateful that I didn't have to wait so long.

I can't think of anything at this time.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 222

SFY 07

04/07 THROUGH 6/07

Debido a que estoy en silla de ruedas todo el tiempo tengo mis entrevista por telefono, nunca he tenido que esperar mi 5 minutos, siempre me hablan ene el tiempo y la hora que me dicen siempre an sido muy amables y respetosos conmigo. Muchos gracias

**Due to the fact that I am in a wheelchair all the time, I have my interview by phone, never have I had to wait my 5 minutes, they always speak to me on time and at the hour that they told me. They have always been very friendly and respectful with me. Thank you so much**

Thank you especially to Cheryl a great case worker. Good job!

I have been fortunate to be treated with the most respect and courtesy. I really would have nothing to complaint about. On the contrary, feel very grateful for this group of people at this particular site. Thank you

Gracias

**Thank you**

I wish you could work around my school schedule when I have school from 10:30 - 12:30 Mon- Thurs. my husband had a massive heart attack. He can't make it sometimes to the appt. Dec when we get to apply again.

Pues para mi todo es muy bien

**Well for me all is very good**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
53	7	13.21	Q1
65	7	10.77	Q2
63	5	7.94	Q3
47	8	17.02	Q4
<b>228</b>	<b>27</b>	<b>11.84</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **223** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	6	85.71	1	14.29	0	0.00	0	0.00	100.00
	2	1	14.29	5	71.43	1	14.29	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	12.50	3	37.50	4	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	18.52	16	59.26	6	22.22	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	42.86	2	28.57	2	28.57	0	0.00	0	0.00	100.00
	2	2	28.57	2	28.57	1	14.29	2	28.57	0	0.00	71.43
	3	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	5	62.50	1	12.50	2	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	15	55.56	5	18.52	5	18.52	2	7.41	0	0.00	92.59
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	57.14	3	42.86	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	18	66.67	7	25.93	2	7.41	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	28.57	4	57.14	1	14.29	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	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	17	62.96	8	29.63	2	7.41	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	57.14	3	42.86	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	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	4	50.00	0	0.00	3	37.50	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	16	59.26	6	22.22	3	11.11	1	3.70	1	3.70	92.59

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	28.57	4	57.14	1	14.29	0	0.00	0	0.00	100.00
	2	2	28.57	3	42.86	2	28.57	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	4	50.00	1	12.50	2	25.00	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	12	44.44	8	29.63	6	22.22	1	3.70	0	0.00	96.30
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	57.14	2	28.57	1	14.29	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	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	4	50.00	1	12.50	1	12.50	1	12.50	1	12.50	75.00
	<b>Y-T-D</b>	16	59.26	6	22.22	2	7.41	1	3.70	2	7.41	88.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	4	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	18	66.67	7	25.93	2	7.41	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	4	57.14	2	28.57	1	14.29	0	0.00	0	0.00	100.00
	2	2	28.57	4	57.14	1	14.29	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	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
	<b>Y-T-D</b>	15	55.56	8	29.63	3	11.11	1	3.70	0	0.00	96.30

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.14	1.86	1.43	1.86	1.43	1.86	1.57	1.29	1.57	100.00
<b>Quarter 2:</b>	2.00	2.43	1.71	1.43	2.00	2.00	2.00	1.71	1.86	93.65
<b>Quarter 3:</b>	1.40	1.00	1.00	1.00	1.00	1.40	1.00	1.20	1.00	100.00
<b>Quarter 4:</b>	2.38	1.63	1.38	1.38	2.13	2.00	2.25	1.38	1.88	93.06
<b>Y-T-D</b>	2.04	1.78	1.41	1.44	1.70	1.85	1.78	1.41	1.63	96.30

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 07

07/06 THROUGH 09/06

They could send a letter w/all necessary requirement before the FAA appointment date at least 3 weeks before.

I don't have a phone at home & its hard to make so many calls – I have nice neighbor who help by letting me use there's , but usually not home from 8:00 - 5:00 which are your business hours, it be better to receive my information by mail. Thank you

I had very good luck at service in your office. My case worker assigned was very helpful & courteous. Thanx

Your office is ok.

creo q' es necesario q' nos pogan alguna indicacion para cuando hacemos fila para la informacion ay veces nos acemos vola y la gente se molesta x q' no respetan la fila y se meten.

**I think that it is necessary that they put some indication for where we are to line up for information. Sometimes we are in line and people will bother us, they don't respect the line and cut in front.**

I had an 8:45 am arrival time 9:00 am appt checked in and waited 45 mins before anyone even addressed me and explained why it took an hour from appt time. A little more courtesy when behind schedule due to FAA not me other than that visit ok! Thank you

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 223**

**SFY 07**

**10/06 THROUGH 12/06**

Doing a great job already no complaints because only delt with my caseworker one time which was great!

Con mas Respecto a los mayores de edad(paciencia y dignidad)

**Give more respect, patience and dignity to the elderly**

Lobby smells real bad all the time. FAA staff should be ready to answer questions to help get people off the system not encourage to be welfare dependent.

No tengo comentarios gracias

**I have no comments, thank you**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 223**

**SFY 07**

**01/07 THROUGH 03/07**

Just thanks for the help that's all.

At this time, everything is fine.

Thank you so much for your kindness and help when I and my family needed it the most. God Bless you

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 223

SFY 07

04/07 THROUGH 6/07

Contestando el telefono y devolviendo el mensaje que no sean tan larga la espera en la oficina que digan a cierta hora y que asi sea. Gracias

**Answering the telephone and returning the message and don't make us wait so long in the office when you say a certain time. And that would be like that.**

Esta bien por que antes si hera mos trardado y havia una resepcionista muy despota. Y la senora que esta ahora es muy educada y no le hace el feo a nadien y no es racista que es lo principal tiene muy Buenos principios de educacion. Gracias y disculpe que exprece mi opinion.

**It is good because before if we were late and there was a despotic receptionist. And the woman that is there now is very well mannered and does not get ugly to anyone and is not racist. That is key she has good principles of etiquette. Thank you and forgive that I expressed my opinion.**

Don't make people feel like didn't get treated with respect.

Your rep came here I cant go to the office.

My interviewer was day dreaming or his mind was some where else, kind of rude. Everyone else was good to me especially Miriam she was very helpful and she is a star of your business. Good worker!!

Get better office equipment to in able the employees to process our information and to communicate it to other offices and back to us.

I'm disabled no transportation I had to go to business and be their by 7:00 am it was tough but everything worked out. Thanks

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
16	0	0.00	Q1
15	1	6.67	Q2
11	1	9.09	Q3
13	2	15.38	Q4
55	4	7.27	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **225** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	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	1	100.00	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	2	50.00	1	25.00	0	0.00	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	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	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	3	75.00	0	0.00	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	1	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	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
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	1	100.00	0.00
	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	0	0.00	0	0.00	1	25.00	75.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	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	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00	75.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	1	100.00	0.00
	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	0	0.00	0	0.00	1	25.00	75.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	1	100.00	0.00
	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	0	0.00	0	0.00	1	25.00	75.00
<b>9: The overall quality of service at the FAA office was:</b>	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	1	100.00	0.00
	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	0	0.00	0	0.00	1	25.00	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	1.00	4.00	4.00	2.00	5.00	4.00	5.00	5.00	5.00	22.22
<b>Quarter 4:</b>	1.00	1.50	1.00	1.00	1.50	1.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.00	2.00	1.75	1.25	2.25	1.75	2.00	2.00	2.00	80.56

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 225**

**SFY 07**

**01/07 THROUGH 03/07**

Be helpful tell all the clients exactly what needs to be right of hand – people don't understand English or speak Indian employee should speak up in native language especially at the Sells office.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 225**

**SFY 07**

**04/07 THROUGH 6/07**

I think FAA is doing everything right & helping the people in what they need. For me I am very happy with the help FAA is giving me. 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	
57	8	14.04	Q1
47	7	14.89	Q2
62	12	19.35	Q3
50	5	10.00	Q4
216	32	14.81	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **228** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	25.00	3	37.50	2	25.00	1	12.50	0	0.00	87.50
	2	3	42.86	4	57.14	0	0.00	0	0.00	0	0.00	100.00
	3	7	58.33	4	33.33	1	8.33	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
	<b>Y-T-D</b>	13	40.63	14	43.75	4	12.50	1	3.13	0	0.00	96.88
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	2	4	57.14	1	14.29	1	14.29	0	0.00	1	14.29	85.71
	3	10	83.33	2	16.67	0	0.00	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
	<b>Y-T-D</b>	21	65.63	5	15.63	4	12.50	1	3.13	1	3.13	93.75
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	50.00	3	37.50	1	12.50	0	0.00	0	0.00	100.00
	2	4	57.14	2	28.57	0	0.00	0	0.00	1	14.29	85.71
	3	9	75.00	2	16.67	1	8.33	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
	<b>Y-T-D</b>	21	65.63	8	25.00	2	6.25	0	0.00	1	3.13	96.88
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	62.50	2	25.00	1	12.50	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	12	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
	<b>Y-T-D</b>	24	75.00	6	18.75	2	6.25	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	7	87.50	0	0.00	1	12.50	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	12	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
	<b>Y-T-D</b>	26	81.25	4	12.50	1	3.13	0	0.00	1	3.13	96.88

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **228** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	25.00	2	25.00	3	37.50	1	12.50	0	0.00	87.50
	2	4	57.14	1	14.29	0	0.00	1	14.29	1	14.29	71.43
	3	9	75.00	3	25.00	0	0.00	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
	<b>Y-T-D</b>	16	50.00	8	25.00	5	15.63	2	6.25	1	3.13	90.63
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	2	4	57.14	0	0.00	1	14.29	1	14.29	1	14.29	71.43
	3	10	83.33	2	16.67	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
	<b>Y-T-D</b>	20	62.50	7	21.88	3	9.38	1	3.13	1	3.13	93.75
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	50.00	2	25.00	2	25.00	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	11	91.67	1	8.33	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
	<b>Y-T-D</b>	24	75.00	5	15.63	2	6.25	0	0.00	1	3.13	96.88
<b>9: The overall quality of service at the FAA office was:</b>	1	5	62.50	1	12.50	2	25.00	0	0.00	0	0.00	100.00
	2	4	57.14	2	28.57	0	0.00	0	0.00	1	14.29	85.71
	3	10	83.33	2	16.67	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
	<b>Y-T-D</b>	22	68.75	7	21.88	2	6.25	0	0.00	1	3.13	96.88

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.25	1.50	1.63	1.50	1.25	2.38	1.50	1.75	1.63	97.22
<b>Quarter 2:</b>	1.57	2.00	1.86	1.43	1.71	2.14	2.29	1.71	1.86	85.71
<b>Quarter 3:</b>	1.50	1.17	1.33	1.00	1.00	1.25	1.17	1.08	1.17	100.00
<b>Quarter 4:</b>	2.00	2.40	1.20	1.60	1.60	2.20	2.00	1.20	1.40	97.78
<b>Y-T-D</b>	1.78	1.63	1.50	1.31	1.31	1.88	1.63	1.41	1.47	95.83

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 07

07/06 THROUGH 09/06

I'm home bound unable to walk down stairs or get in car, person who interviewed me was most helpful in explaining everything. I'm 90 years old and don't remember when I went to the office but I'm sure I wasn't kept waiting.

When you have a appointment they should see you on time, and not make you wait.

Me gustaria que cuando llamen las personas ala oficina contesten personalmente. Porque siempre anda contestando la maquina y no sale la persona de ningun apuro. Yo en lo personal siempre ando marcando ala operadora para que me de informacion.

**I would like that when people call the office, that they would answer personally. Because the machine always answers and never a single person. In my experience I always go calling the operator in order to get information.**

Todos muy amables. Gracias

**Everyone was friendly. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 07

10/06 THROUGH 12/06

Too much time waiting, especially handicap people like myself waiting in line, help is needed in interviews especially in the caseloads.

Yo les doy las gracias a todo el grupo de trabajadores porque se a portado muy amables - principalmente ala sra Enrique.

**I give thanks to the whole group of workers because they have behaved very friendly. especially Mrs. Enrique**

Siempre es dificil complacer a todos al mismo tiempo pero mi consejo seria que no cambien, sigan siempre es proposito de querer ser mejor cada dia. Gracias por todo. Dios bendiga sus finanzas y su tiempo.

**It is always difficult to please everyone at the same time. But my advice would be to not change, always continue is the purpose of wanting to be better each day. Thank you for every thing. May God bless your.**

Que cuando la citen a una hora la reciban ha esa hora. Gracias

**That when they make an appointment, that you would get your appointment at that hour. Thank you**

El servicio ha mejorado bastante. Unicamente las llamadas no son devueltas adecuadamente. (emplados tratan bien a los clientes). Felicidades No tengo malos comentarios con nadien en particular.

**The service has gotten better. Only the calls are not returned adequately. (employees treat the clients well) Congratulations, I have no bad comments against anyone in particular.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 228

SFY 07

01/07 THROUGH 03/07

Trabajando juntos y con cortesia como yo puedo atistiguar.

**Working together and with courtesy as I can testify**

You can't, your doing such a great job already! I do sometimes wonder why with the constant elevating cost of everything why my annual cost of living raise (SSI) cost me less in food stamps?

Con lo que nos estan ayudando es suficiente y muchas gracias por lo que hacen por mi y por mi hija. Gracias

**With what you are helping us with, it is sufficient. Many thanks for what you have done for me and my daughter. Thank you.**

Todo esta bien. Gracias

**Everything is good thank you**

I feel very good about my DES office you can help us by those who are on FAA by making us get our GED so we can get off DES help. Those who don't go should have their money taken away.

Que sigan como hasta ahora con sus buenos servicios.

**That you would continue as up to now with your good services**

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 228**

**SFY 07**

**04/07 THROUGH 6/07**

Que a la hora de la cita sean uno atendida y no esperar hasta una hora.

**That when you have an appointment, you are taken care of and don't have to wait up to an hour**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
57	6	10.53	Q1
47	2	4.26	Q2
48	3	6.25	Q3
57	6	10.53	Q4
209	17	8.13	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **230** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	2	0	0.00	1	50.00	0	0.00	0	0.00	1	50.00	50.00
	3	1	33.33	0	0.00	1	33.33	0	0.00	1	33.33	66.67
	4	2	33.33	2	33.33	2	33.33	0	0.00	0	0.00	100.00
	Y-T-D	6	35.29	5	29.41	3	17.65	1	5.88	2	11.76	82.35
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	66.67	0	0.00	1	16.67	1	16.67	0	0.00	83.33
	2	0	0.00	1	50.00	0	0.00	0	0.00	1	50.00	50.00
	3	0	0.00	2	66.67	1	33.33	0	0.00	0	0.00	100.00
	4	2	33.33	4	66.67	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	6	35.29	7	41.18	2	11.76	1	5.88	1	5.88	88.24
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	0	0.00	3	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	10	58.82	7	41.18	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	2	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	3	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	4	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
	Y-T-D	9	52.94	5	29.41	1	5.88	2	11.76	0	0.00	88.24
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	2	2	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	4	66.67	2	33.33	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	12	70.59	4	23.53	0	0.00	0	0.00	1	5.88	94.12

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **230** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	66.67	0	0.00	1	16.67	0	0.00	1	16.67	83.33
	2	0	0.00	0	0.00	2	100.00	0	0.00	0	0.00	100.00
	3	0	0.00	2	66.67	0	0.00	0	0.00	1	33.33	66.67
	4	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	7	41.18	3	17.65	4	23.53	0	0.00	3	17.65	82.35
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	2	0	0.00	0	0.00	2	100.00	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	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	<b>Y-T-D</b>	8	47.06	4	23.53	4	23.53	1	5.88	0	0.00	94.12
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	83.33	1	16.67	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	0	0.00	2	66.67	1	33.33	0	0.00	0	0.00	100.00
	4	3	50.00	1	16.67	2	33.33	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	47.06	5	29.41	4	23.53	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	4	66.67	0	0.00	1	16.67	0	0.00	1	16.67	83.33
	2	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	3	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	4	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	<b>Y-T-D</b>	8	47.06	5	29.41	1	5.88	2	11.76	1	5.88	82.35

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.83	1.83	1.17	1.50	1.83	2.00	1.50	1.17	2.00	90.74
<b>Quarter 2:</b>	3.50	3.50	1.50	2.00	1.00	3.00	3.00	2.50	2.00	88.89
<b>Quarter 3:</b>	3.00	2.33	2.00	2.33	1.33	3.00	2.00	2.33	2.33	85.19
<b>Quarter 4:</b>	2.00	1.67	1.33	1.67	1.33	2.17	1.83	1.83	1.83	92.59
<b>Y-T-D</b>	2.29	2.06	1.41	1.76	1.47	2.35	1.88	1.76	2.00	90.20

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 230**

**SFY 07**

**07/06 THROUGH 09/06**

Sara M was very rude person - didn't greet us at all trying to (push) get ride of us ASAP - cold talking - Left a message and she never responded I called two days after. There are other people there that have more

Serve beer and hot dogs

The job that the staff is doing is great, but we feel that they are under staff and could use more help in performing their job better. Thank you

More attentive to needs of handi cap - no locked doors - easier opening doors to public areas-front doors & rest rooms - handi cap push buttons for same

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 230**

**SFY 07**

**10/06 THROUGH 12/06**

A supervisor used loud speaker system to tell all employees and all "customers" that sensitive information - he said "social security" "number and names" & were found in the dumpster in the back of the mini-mall and to please shred client information. All those waiting in the lobby raised their eyebrows! If we had anything to lose I would have been very upsetting - as it was, people just muttered, "typical."

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 230**

**SFY 07**

**01/07 THROUGH 03/07**

Friendly front desk clerks, disrespectful.

Mejorar un poquito en todo, un poquito solamente.

**Improve a little in everything, only a little**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 230**

**SFY 07**

**04/07 THROUGH 6/07**

Gracias

**Thank you**

Give the new patient the opportunity to see there doctor soon as possible when is the same day.

If you have an appointment please call us within the time scheduled. The chairs are so uncomfortable to be sitting on for a 30-45 minutes length of time.

The girl at the front desk is always much more pre-occupied with who she is gossiping with on the phone or chit chatting with another employee. Every time I have been there she has been short or annoyed

Much better this time. Thank you

**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
3	0	0.00	Q2
7	2	28.57	Q3
0	0	0.00	Q4
13	3	23.08	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **231** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	2	66.67	1	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	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	2	66.67	1	33.33	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	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	2	66.67	1	33.33	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	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	3	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	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00



Number of Survey by Quarter			
Mailed	Returned	Percent	
95	12	12.63	Q1
109	12	11.01	Q2
96	17	17.71	Q3
112	15	13.39	Q4
412	56	13.59	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **233** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	16.67	5	41.67	3	25.00	1	8.33	1	8.33	83.33
	2	3	25.00	4	33.33	4	33.33	1	8.33	0	0.00	91.67
	3	6	35.29	5	29.41	5	29.41	0	0.00	1	5.88	94.12
	4	1	6.67	7	46.67	1	6.67	2	13.33	4	26.67	60.00
	Y-T-D	12	21.43	21	37.50	13	23.21	4	7.14	6	10.71	82.14
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	8	66.67	4	33.33	0	0.00	0	0.00	0	0.00	100.00
	2	7	58.33	4	33.33	1	8.33	0	0.00	0	0.00	100.00
	3	9	52.94	5	29.41	1	5.88	1	5.88	1	5.88	88.24
	4	3	20.00	6	40.00	2	13.33	3	20.00	1	6.67	73.33
	Y-T-D	27	48.21	19	33.93	4	7.14	4	7.14	2	3.57	89.29
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	9	75.00	3	25.00	0	0.00	0	0.00	0	0.00	100.00
	2	10	83.33	2	16.67	0	0.00	0	0.00	0	0.00	100.00
	3	12	70.59	5	29.41	0	0.00	0	0.00	0	0.00	100.00
	4	4	26.67	6	40.00	2	13.33	0	0.00	3	20.00	80.00
	Y-T-D	35	62.50	16	28.57	2	3.57	0	0.00	3	5.36	94.64
4: The FAA staff at the front desk were courteous and respectful.	1	10	83.33	1	8.33	1	8.33	0	0.00	0	0.00	100.00
	2	6	50.00	2	16.67	2	16.67	0	0.00	2	16.67	83.33
	3	11	64.71	2	11.76	2	11.76	0	0.00	2	11.76	88.24
	4	4	26.67	6	40.00	1	6.67	3	20.00	1	6.67	73.33
	Y-T-D	31	55.36	11	19.64	6	10.71	3	5.36	5	8.93	85.71
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	10	83.33	2	16.67	0	0.00	0	0.00	0	0.00	100.00
	2	7	58.33	3	25.00	2	16.67	0	0.00	0	0.00	100.00
	3	11	64.71	4	23.53	1	5.88	0	0.00	1	5.88	94.12
	4	7	46.67	3	20.00	1	6.67	3	20.00	1	6.67	73.33
	Y-T-D	35	62.50	12	21.43	4	7.14	3	5.36	2	3.57	91.07

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	33.33	3	25.00	1	8.33	2	16.67	2	16.67	66.67
	2	3	25.00	1	8.33	2	16.67	1	8.33	5	41.67	50.00
	3	8	47.06	3	17.65	1	5.88	1	5.88	4	23.53	70.59
	4	1	6.67	1	6.67	5	33.33	2	13.33	6	40.00	46.67
	<b>Y-T-D</b>	16	28.57	8	14.29	9	16.07	6	10.71	17	30.36	58.93
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	7	58.33	4	33.33	1	8.33	0	0.00	0	0.00	100.00
	2	4	33.33	4	33.33	2	16.67	1	8.33	1	8.33	83.33
	3	11	64.71	3	17.65	0	0.00	2	11.76	1	5.88	82.35
	4	4	26.67	2	13.33	2	13.33	4	26.67	3	20.00	53.33
	<b>Y-T-D</b>	26	46.43	13	23.21	5	8.93	7	12.50	5	8.93	78.57
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	9	75.00	2	16.67	1	8.33	0	0.00	0	0.00	100.00
	2	8	66.67	2	16.67	2	16.67	0	0.00	0	0.00	100.00
	3	13	76.47	3	17.65	0	0.00	0	0.00	1	5.88	94.12
	4	4	26.67	4	26.67	3	20.00	2	13.33	2	13.33	73.33
	<b>Y-T-D</b>	34	60.71	11	19.64	6	10.71	2	3.57	3	5.36	91.07
<b>9: The overall quality of service at the FAA office was:</b>	1	8	66.67	3	25.00	1	8.33	0	0.00	0	0.00	100.00
	2	6	50.00	4	33.33	0	0.00	1	8.33	1	8.33	83.33
	3	12	70.59	3	17.65	0	0.00	0	0.00	2	11.76	88.24
	4	5	33.33	4	26.67	3	20.00	1	6.67	2	13.33	80.00
	<b>Y-T-D</b>	31	55.36	14	25.00	4	7.14	2	3.57	5	8.93	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
<b>Quarter 1:</b>	2.50	1.33	1.25	1.25	1.17	2.58	1.50	1.33	1.42	94.44
<b>Quarter 2:</b>	2.25	1.50	1.17	2.17	1.58	3.33	2.25	1.50	1.92	87.96
<b>Quarter 3:</b>	2.12	1.82	1.29	1.82	1.59	2.41	1.76	1.41	1.65	88.89
<b>Quarter 4:</b>	3.07	2.53	2.47	2.40	2.20	3.73	3.00	2.60	2.40	68.15
<b>Y-T-D</b>	2.48	1.84	1.57	1.93	1.66	3.00	2.14	1.73	1.86	84.33

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 07

07/06 THROUGH 09/06

me parece que sigan igual pues he ido pocas veces y me han tratado bien.

**It seems to me that you should continue the same, well, I have been a few times and they have treated me well.**

the people, the man allowed, I don't see how - respectfully

You all were good because you hooked me up with food stamps. Thank that helped a lot!

actualmente en mi opinion estan muy bien, excelente en cuanto altrato con el publico amabilidad y respeto solo les falta un poco de agilidad para atender a todo el publico, pero es comprensible porque es demasiada gente la que asiste diariamente.

**Actually, in my opinion, they are very good, excellent, concerning how they treat the public friendliness and respect. Only they lack a little flexibility to take care of all the public. but it is understandable because there are too many people who attend daily**

For the front desk people to be more attentive instead of talking to each other and taking their time. I feel if you could make an appt. over the phone, so people could make one trip only instead of two one to drop off application and another for appt. it would be better so people whom don't have much resources to waste gas or pay for a babysitter 2x instead of

Being disabled they have very long lines to wait in to even get signed in.

They either need more people working or at least have the ones that were there pay more attention to the clients instead of discussing their own plans & private lives while we have to wait.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 233**

**SFY 07**

**07/06 THROUGH 09/06**

Lo que me molesta que si tiene una cita porque tiene la persona estarse mas de una hora, no se me hace correcto. Gracias

**What bothers me is that if one has an appointment why the person has to wait more than an hour. I do not think this is right 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 07

10/06 THROUGH 12/06

t is becoming more difficult for me to stand and/or walk far even at home using a cane or the walls to help me support myself very discouraging at this point-perhaps my next scheduled appointment will allow me to fax information and have a phone interview?

They are very rude!

You are already doing a good job. keep it up

Solo tener paciencia y que sean mas rapido.

**Only have patience and be faster.**

The wait to turn in the application for a interview was very long. You can be there all day...need more workers at front desk at Irvington office.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 07

01/07 THROUGH 03/07

Pues el trato que a mi me dieron fue muy bueno, me trataron muy bien.  
No tengo queja ninguna mil gracias.

**Well, the treatment they have given me is good. They have treated me well. I have no complaint. Thanks a million.**

Keep doing a good job.

Everything is good for me

Yo soy una persona que tengo 74 anos edad recibo de mi seguro social  
347.00 dolls. No me alcanza nesequito el acces por mi enfermedad.

**I am a 74 year old person I receive my social security of \$347.00. I don't reach, I need AHCCCS for my illness. Thank you.**

Try to call back

More knowledgeable staff who answer the phones. Keep o top of the  
caseworkers to make sure their paper work is completed in a timely

Hire more knowledgeable workers willing to go out of them way to serve  
customers. Be polite and treat people respectfully. If asked an unknown  
question get some one that can give an answer. No I don't know.  
Overall DES employees are not very helpful, in the front.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 07

01/07 THROUGH 03/07

Pues por mi parte me han servido muy bien y estoy muy agradecida del servicio que me han dado y se han portado en atenderme bien, espero que el programa siga igual para toda la humanidad. Gracias muy

**Well for my part they have served me very well and I am very grateful for the service you have given me, and they have behaved in serving me well I hope that the program continues the same for all humanity. Thank you. I am very grateful**

Falta mas personal, por ejemplo cada vez que voy a entregar mi solicitud y agarrar una cita me toma mas de una hora para que me atiendan. Gracias

**You lack more staff, for example each time that I go to deliver my application and make an appointment it takes me more than an hour to get service. Thank you.**

Teniendonos paciencia y dandonos confianza en todo el sentido de la palabra. Yo estoy muy agusto con el trato que me han dado. Muchas Gracias

**Having patience and giving us confidence in every sense of the Word. I am very happy with the treatment they have given me**

Some staff members need better attitudes and need to keep better track of important documents and paper work needs to be better organized and much more courteous.

creo que todo esta bien asi como esta.

**I think that all is good as it is.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 233

SFY 07

04/07 THROUGH 6/07

Pues you esperando que ayuden porque tengo 2 anos y medio sin trabajar y tengo muchas nescidades que arreglar y pido que lo mas pronto mejor. Gracias

**Well, I was waiting for your help because I am 2 ½ years without work and I have many needs to take care of and I ask the sooner the better. Thank you**

Have a cleaner facility.

Keep cutting my stamps, and I go with out food. This is 1 ½ wks before my stamps are good... I am a senior person I have lost over 50 because of NO FOOD!! I can not go get food boxes, have no car & can not walk and you keep cutting the amount its now \$122.00 for a month???

Que sigan como hasta hora o mejor que ahora.

**That you continue as up to now or better than now**

Yo estoy muy de acuredo en todo, muchas gracias

**I am happy with everything, thank you very much**

Talvez con mas personal por que es mucho el tiempo que se espera para entrar a las entrevista.

**Maybe with more staff because it is a long time we have to wait for the interview.**

A veces por telefono cuando he hablado me dicen que en espanol hable despues de la 1 pm y yo le entiendo. Pero todo esta muy bien. Gracias

**Sometimes by telephone when I have talked they tell me that Spanish is spoken after 1 pm and I understand it. But all is 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 233

SFY 07

04/07 THROUGH 6/07

Pues you esperando que ayuden porque tengo 2 anos y medio sin trabajar y tengo muchas nescidades que arreglar y pido que lo mas pronto mejor. Gracias

**Well, I was waiting for your help because I am 2 ½ years without work and I have many needs to take care of and I ask the sooner the better. Thank you**

Have a cleaner facility.

Keep cutting my stamps, and I go with out food. This is 1 ½ wks before my stamps are good... I am a senior person I have lost over 50 because of NO FOOD!! I can not go get food boxes, have no car & can not walk and you keep cutting the amount its now \$122.00 for a month???

Que sigan como hasta hora o mejor que ahora.

**That you continue as up to now or better than now**

Yo estoy muy de acuredo en todo, muchas gracias

**I am happy with everything, thank you very much**

Talvez con mas personal por que es mucho el tiempo que se espera para entrar a las entrevista.

**Maybe with more staff because it is a long time we have to wait for the interview.**

A veces por telefono cuando he hablado me dicen que en espanol hable despues de la 1 pm y yo le entiendo. Pero todo esta muy bien. Gracias

**Sometimes by telephone when I have talked they tell me that Spanish is spoken after 1 pm and I understand it. But all is 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 233**

**SFY 07**

**04/07 THROUGH 6/07**

Have agents return calls and inform these who need to get assistance ahead of time of any changes not a day prior.

You can do better by training your staff at 195 W. Irvington to be more courteous and not be like or as if benefits are coming out of there pockets some interviewers there can be very disrespectful and impolite to people. We are there for a reason and so are they, so get them to do there jobs done right and not be so rude and hateful!

Be a little more respectful and courteous.

The only comment I have is that I find that some of the staff need to be a little more discrete with their attitudes when they are having a long day, we all work too. Good service with a smile is important!

**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
14	4	28.57	Q2
13	1	7.69	Q3
15	1	6.67	Q4
55	8	14.55	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **241** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	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	1	12.50	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	1	25.00	1	25.00	2	50.00	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	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	0	0.00	1	12.50	87.50
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	2	100.00	0	0.00	0	0.00	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	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	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	1	50.00	1	50.00	0	0.00	0	0.00	100.00
	2	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	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	4	50.00	1	12.50	2	25.00	1	12.50	0	0.00	87.50
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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	1	12.50	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	1	25.00	0	0.00	2	50.00	1	25.00	0	0.00	75.00
	3	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	50.00	0	0.00	2	25.00	1	12.50	1	12.50	75.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	62.50	1	12.50	1	12.50	0	0.00	1	12.50	87.50
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	100.00	0	0.00	0	0.00	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	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
	<b>Y-T-D</b>	7	87.50	0	0.00	1	12.50	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	75.00	1	25.00	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	75.00	2	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
<b>Quarter 1:</b>	1.00	1.00	1.00	2.50	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.75	2.25	1.50	2.25	1.75	2.75	1.75	1.50	1.25	94.44
<b>Quarter 3:</b>	1.00	5.00	2.00	1.00	1.00	5.00	5.00	1.00	2.00	66.67
<b>Quarter 4:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.38	2.13	1.38	2.00	1.38	2.38	1.88	1.25	1.25	93.06

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 241**

**SFY 07**

**07/06 THROUGH 09/06**

Regarding discretion of situation cause, liability form not conducive to animal encounter while riding motorcycle on two lane rural road.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 241**

**SFY 07**

**10/06 THROUGH 12/06**

You guys already do a great job!

Although there are some who abuse the system, I sometimes feel as if I am treated like I'm not "as good" as the people who work there. I try to do what is best for my family & expect to be treated so. Also the EBT cards wont work at Walmart.

This office needs cleaning, I got cobwebs in my hair coming in the door.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 241**

**SFY 07**

**01/07 THROUGH 03/07**

Train your people thoroughly re: require means for enrolling and keeping Medicare advantage programs.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 241**

**SFY 07**

**04/07 THROUGH 6/07**

Higher pay for staff, and bigger staff!!

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
89	10	11.24	Q1
90	13	14.44	Q2
71	15	21.13	Q3
76	9	11.84	Q4
<b>326</b>	<b>47</b>	<b>14.42</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **772** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	20.00	6	60.00	0	0.00	2	20.00	0	0.00	80.00
	2	7	53.85	5	38.46	0	0.00	0	0.00	1	7.69	92.31
	3	4	26.67	6	40.00	1	6.67	2	13.33	2	13.33	73.33
	4	3	33.33	2	22.22	1	11.11	3	33.33	0	0.00	66.67
	<b>Y-T-D</b>	16	34.04	19	40.43	2	4.26	7	14.89	3	6.38	78.72
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	30.00	3	30.00	4	40.00	0	0.00	0	0.00	100.00
	2	8	61.54	2	15.38	2	15.38	0	0.00	1	7.69	92.31
	3	6	40.00	6	40.00	2	13.33	0	0.00	1	6.67	93.33
	4	5	55.56	3	33.33	1	11.11	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	22	46.81	14	29.79	9	19.15	0	0.00	2	4.26	95.74
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	5	50.00	3	30.00	1	10.00	0	0.00	1	10.00	90.00
	2	12	92.31	0	0.00	1	7.69	0	0.00	0	0.00	100.00
	3	8	53.33	4	26.67	2	13.33	1	6.67	0	0.00	93.33
	4	8	88.89	0	0.00	0	0.00	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	33	70.21	7	14.89	4	8.51	2	4.26	1	2.13	93.62
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00	100.00
	2	7	53.85	4	30.77	1	7.69	0	0.00	1	7.69	92.31
	3	7	46.67	6	40.00	1	6.67	0	0.00	1	6.67	93.33
	4	6	66.67	2	22.22	0	0.00	1	11.11	0	0.00	88.89
	<b>Y-T-D</b>	26	55.32	15	31.91	3	6.38	1	2.13	2	4.26	93.62
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	60.00	1	10.00	1	10.00	1	10.00	1	10.00	80.00
	2	9	69.23	2	15.38	2	15.38	0	0.00	0	0.00	100.00
	3	8	53.33	5	33.33	1	6.67	0	0.00	1	6.67	93.33
	4	6	66.67	3	33.33	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	29	61.70	11	23.40	4	8.51	1	2.13	2	4.26	93.62

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **772** District: **2**

		<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		% 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	20.00	2	20.00	4	40.00	1	10.00	1	10.00	80.00
	2	5	38.46	3	23.08	2	15.38	0	0.00	3	23.08	76.92
	3	7	46.67	3	20.00	2	13.33	1	6.67	2	13.33	80.00
	4	3	33.33	2	22.22	3	33.33	0	0.00	1	11.11	88.89
	Y-T-D	17	36.17	10	21.28	11	23.40	2	4.26	7	14.89	80.85
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	30.00	3	30.00	3	30.00	1	10.00	0	0.00	90.00
	2	7	53.85	4	30.77	1	7.69	1	7.69	0	0.00	92.31
	3	7	46.67	4	26.67	3	20.00	0	0.00	1	6.67	93.33
	4	3	33.33	4	44.44	1	11.11	1	11.11	0	0.00	88.89
	Y-T-D	20	42.55	15	31.91	8	17.02	3	6.38	1	2.13	91.49
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	50.00	2	20.00	2	20.00	1	10.00	0	0.00	90.00
	2	9	69.23	2	15.38	2	15.38	0	0.00	0	0.00	100.00
	3	10	66.67	2	13.33	1	6.67	1	6.67	1	6.67	86.67
	4	6	66.67	2	22.22	1	11.11	0	0.00	0	0.00	100.00
	Y-T-D	30	63.83	8	17.02	6	12.77	2	4.26	1	2.13	93.62
<b>9: The overall quality of service at the FAA office was:</b>	1	6	60.00	0	0.00	2	20.00	2	20.00	0	0.00	80.00
	2	9	69.23	2	15.38	1	7.69	1	7.69	0	0.00	92.31
	3	7	46.67	6	40.00	1	6.67	0	0.00	1	6.67	93.33
	4	6	66.67	2	22.22	1	11.11	0	0.00	0	0.00	100.00
	Y-T-D	28	59.57	10	21.28	5	10.64	3	6.38	1	2.13	91.49

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
<b>Quarter 1:</b>	2.20	2.10	1.90	1.50	2.00	2.70	2.20	1.90	2.00	87.78
<b>Quarter 2:</b>	1.69	1.77	1.15	1.77	1.46	2.46	1.69	1.46	1.54	93.16
<b>Quarter 3:</b>	2.47	1.93	1.73	1.80	1.73	2.20	1.93	1.73	1.80	88.89
<b>Quarter 4:</b>	2.44	1.56	1.33	1.56	1.33	2.33	2.00	1.44	1.44	91.36
<b>Y-T-D</b>	2.19	1.85	1.53	1.68	1.64	2.40	1.94	1.64	1.70	90.31

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 772**

**SFY 07**

**07/06 THROUGH 09/06**

Every employee is courteous and caring. They try their best to help everyone to feel worth while, and seem to realize everyone tries to do the best they can under their circumstances. I myself rally appreciate help from the state that helps to make my grandchildren & my life more bearable under our circumstances.

I am so grateful for all the support I have received from DES. I have no complaints, although when I left messages for my case worker, she never called me back so I had to speak with the supervisor. (It was after one week of calling once, sometimes twice a day for a straight week & leaving messages).

Give job

More front desk staff would make the current be less burden &

The wait time is bad, after the interview had to wait 45 minutes to get finger prints & food stamp card. Have more workers in that area.

Get all facts and things people need together (all you ducks in a row) too many hassels!!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 07

10/06 THROUGH 12/06

Call back when a message is left. I called and haven't received a call back in over six weeks.

A mi solo me queda felicitarlos por su buen servicio y sus atenciones. A pesar de que yo no hablo Ingles, siempre me buscan a una persona que me atienda en mi idioma. Nuevamente muchas felicidades y muchas

**I only have to congratulate you for your good service and attention. In spite of the fact. that I don't speak English, you have always looked for a person who can help me in my own language. Again, best wishes and many thanks.**

By answering some of questions over phone.

For the most part, your Tucson East side office is doing fine work. The telephone answering system tries my patience but at age 68, that could just be me. If you like- share this with Tucson East staff.

Don't Know

When I finally got to a staffer she was extremely helpful.

Most of the employees I dealt with were like programmed robots, I know they put up with a lot of unpleasant situations and/or people, but they need to keep in mind that the people that come to seek their help are usually in a bad situation. Treat us with respect & kindness until we show we don't deserve it.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 772

SFY 07

01/07 THROUGH 03/07

Siempre que voy a la oficina recibo un buen trato el personal es muy  
**Every time I go to the office I receive very good treatment the staff is very nice.**

Next time I go Dec 07 I have no car I'm worried how I'll get there my daughter will be on new job the last job she went some days eleven ore noon. Thank you I appreciate your help I'll find a ride. I'm sorry this got layed aside forgotten.

To make sure that persons with appointments are seen in an orderly fashion try to call back and stand by appointments.

Rebuild your system! Still to many cracks in the system it is costing tax payer's to much (wasted money on your part & paper work is in supportive of client when they are disputes & disagreements! We

I've always been treated respectfully never any problems.

Make more of an effort to make appointments during the times people are available. Otherwise I have been happy with my service from DES.

You doing very fine job.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 772**

**SFY 07**

**04/07 THROUGH 6/07**

It's been a long time since I've these but the time I've gone I did have good services.

The FAA at the front desk need to be more respectful and fast. People have to wait for a long time to see EI.

I have had a little trouble getting calls back on some occasions. Other than that I've had a positive experience.

Well, I only go to office (DES) once a year and everytime I go I see all these people with no manners whatsoever even the staff at the front desk lose their posture, in other words these is no order in the waiting room it happened at the office on 22nd St in Tucson, AZ.

Thanks for everything!

My overall experience was good; don't really have any suggestions as of right now.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
22	4	18.18	Q1
23	2	8.70	Q2
26	3	11.54	Q3
36	8	22.22	Q4
107	17	15.89	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **773** District: **2**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	50.00	1	25.00	1	25.00	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	Y-T-D	12	70.59	3	17.65	2	11.76	0	0.00	0	0.00	100.00
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	2	1	50.00	0	0.00	1	50.00	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	50.00	0	0.00	2	25.00	2	25.00	0	0.00	75.00
	Y-T-D	10	58.82	0	0.00	4	23.53	2	11.76	1	5.88	82.35
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	1	50.00	0	0.00	1	50.00	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	75.00	0	0.00	0	0.00	1	12.50	1	12.50	75.00
	Y-T-D	14	82.35	0	0.00	1	5.88	1	5.88	1	5.88	88.24
4: The FAA staff at the front desk were courteous and respectful.	1	2	50.00	1	25.00	1	25.00	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	66.67	0	0.00	0	0.00	1	33.33	0	0.00	66.67
	4	4	50.00	1	12.50	1	12.50	2	25.00	0	0.00	75.00
	Y-T-D	9	52.94	3	17.65	2	11.76	3	17.65	0	0.00	82.35
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	1	50.00	1	50.00	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	62.50	1	12.50	1	12.50	0	0.00	1	12.50	87.50
	Y-T-D	12	70.59	2	11.76	2	11.76	0	0.00	1	5.88	94.12

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **773** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	50.00	1	25.00	1	25.00	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	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	2	25.00	3	37.50	3	37.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	35.29	6	35.29	5	29.41	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	25.00	1	25.00	2	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	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	3	37.50	2	25.00	1	12.50	2	25.00	0	0.00	75.00
	<b>Y-T-D</b>	7	41.18	5	29.41	3	17.65	2	11.76	0	0.00	88.24
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	50.00	0	0.00	1	25.00	0	0.00	1	25.00	75.00
	2	1	50.00	0	0.00	1	50.00	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	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	10	58.82	3	17.65	3	17.65	0	0.00	1	5.88	94.12
<b>9: The overall quality of service at the FAA office was:</b>	1	3	75.00	0	0.00	1	25.00	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	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	4	50.00	2	25.00	0	0.00	1	12.50	1	12.50	75.00
	<b>Y-T-D</b>	10	58.82	4	23.53	1	5.88	1	5.88	1	5.88	88.24

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.75	2.00	1.00	1.75	1.50	1.75	2.25	2.50	1.50	94.44
<b>Quarter 2:</b>	1.00	2.00	2.00	1.50	1.50	2.50	1.50	2.00	1.50	100.00
<b>Quarter 3:</b>	1.00	1.67	1.00	2.00	1.00	1.33	1.33	1.33	1.33	96.30
<b>Quarter 4:</b>	1.50	2.25	1.88	2.13	1.88	2.13	2.25	1.50	2.13	84.72
<b>Y-T-D</b>	1.41	2.06	1.53	1.94	1.59	1.94	2.00	1.76	1.76	90.85

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 773**

**SFY 07**

**07/06 THROUGH 09/06**

Need to have more employees that are nice and polite to people not have to wait 30 minutes after your time of appointment.

I have been to the DES office twice and so far I haven't run into any problem. They have been all very helpful.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 773**

**SFY 07**

**10/06 THROUGH 12/06**

We want to know what exactly are the requirements to qualify for assistance, but on specific way. Sometimes is confusing to not know exactly why we are, or not.

Your letters/notices of appointments, etc, come a day or more later than the appt date! Waste of paper and man hours - the interview was cordial - though not too friendly.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 773

SFY 07

01/07 THROUGH 03/07

Todo esta bien para mi.

**Everything is good for me.**

the dark haired lady at the front desk is in need of customer service training every time I've come in she doesn't look you in the eye & treat you like you're a nuisance! She treats everyone this way not just me. Everyone else in the office very nice.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 773**

**SFY 07**

**04/07 THROUGH 6/07**

Maybe explain the benefits that each insurance covers and more than one person at the front desk. Other than that, everything was written out as far as what you need to do and bring with you.

Know what other programs are available in case I don't qualify for DES help EX:

TAFNF or telling me I could claim "good cause" for not receiving any child support. They should be more aware of other important programs

The most important aspect for us was how we were treated as human beings. I know we are the ones in need of assistance but I want to feel like our situation is unique and that the attitude set forth towards is positive and helpful. Many times, in fact most of the time, I felt that the integrity and respect. I feel that even though they deal with many people in one day that they understand that it matters to us on how we are treated and that we deserve the quality treatment that we treat them with when we walk into their office. Also they did not take the initiative to explain what we needed in the beginning of the process and was very frustrating when we receive phone calls on the last possible day to complete the necessary requirements, and then in turn deny us. I feel that their best interest is to have an easy work load, not help their clients.

Everyone at the office was very nice & very helpful!

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

**DISTRICT III-NORTH**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
18	3	16.67	Q1
23	4	17.39	Q2
21	7	33.33	Q3
15	1	6.67	Q4
<b>77</b>	<b>15</b>	<b>19.48</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **314** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	4	100.00	0	0.00	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	10	66.67	4	26.67	1	6.67	0	0.00	0	0.00	100.00
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	2	66.67	0	0.00	1	33.33	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	5	71.43	1	14.29	1	14.29	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	66.67	2	13.33	3	20.00	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	66.67	0	0.00	1	33.33	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	6	85.71	0	0.00	1	14.29	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	10	66.67	3	20.00	2	13.33	0	0.00	0	0.00	100.00
4: The FAA staff at the front desk were courteous and respectful.	1	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	2	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
	3	5	71.43	1	14.29	1	14.29	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	11	73.33	2	13.33	2	13.33	0	0.00	0	0.00	100.00
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	2	66.67	0	0.00	1	33.33	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	5	71.43	1	14.29	1	14.29	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	11	73.33	2	13.33	2	13.33	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	66.67	0	0.00	1	33.33	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	2	28.57	2	28.57	1	14.29	2	28.57	0	0.00	71.43
	4	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	7	46.67	2	13.33	4	26.67	2	13.33	0	0.00	86.67
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	2	3	75.00	1	25.00	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	60.00	4	26.67	2	13.33	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	2	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
	3	4	57.14	1	14.29	2	28.57	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
	<b>Y-T-D</b>	10	66.67	2	13.33	3	20.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	66.67	0	0.00	1	33.33	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	5	71.43	0	0.00	2	28.57	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
	<b>Y-T-D</b>	12	80.00	0	0.00	3	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
<b>Quarter 1:</b>	1.33	1.67	1.67	1.67	1.67	1.67	1.67	1.67	1.67	100.00
<b>Quarter 2:</b>	1.00	1.75	1.50	1.25	1.00	1.50	1.25	1.25	1.00	100.00
<b>Quarter 3:</b>	1.71	1.43	1.29	1.43	1.43	2.43	1.71	1.71	1.57	96.83
<b>Quarter 4:</b>	1.00	1.00	2.00	1.00	2.00	3.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.40	1.53	1.47	1.40	1.40	2.07	1.53	1.53	1.40	98.52

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 314**

**SFY 07**

**10/06 THROUGH 12/06**

I greatly appreciate being able to do the interview over the phone. Keep up the good work! Thank you

This time it ok to go in the office and last time it was long time to sit and wait to call your name to interview, and that's all I wanted to say to you.

Para mi fue maravillosa tener la entrevista me gusto como la trabajadora atiende estoy completamente satisfecha. Gracias "Dios las Bendiga"

**For me it was marvelous to have an interview I like how the worker took care of me. I am completely satisfied. Thank you. May God bless you.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 314**

**SFY 07**

**01/07 THROUGH 03/07**

It would help is there was more thorough follow up in on line billing. Sometimes the St. George Hospital bills 3 times before they get a response. Thank you & have a nice day!

If the interviewer could explain clearly why certain benefits (i.e. FS/or CA asst) don't apply with such a low disability income.

Continue doing what your staff does best their service. Thank you

Due to concern, I would like to say the FAA is very good standing with a good outstanding effort, to us. Hopeful the staff make a good effort

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 314**

**SFY 07**

**04/07 THROUGH 6/07**

I appreciate your efforts to serve. Thanks

**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
9	1	11.11	Q2
18	5	27.78	Q3
12	0	0.00	Q4
54	8	14.81	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **315** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	1	50.00	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	1	20.00	3	60.00	1	20.00	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	25.00	4	50.00	2	25.00	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	1	20.00	2	40.00	2	40.00	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	37.50	3	37.50	2	25.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	40.00	2	40.00	0	0.00	1	20.00	0	0.00	80.00
	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	0	0.00	1	12.50	0	0.00	87.50
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	40.00	1	20.00	2	40.00	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	1	12.50	2	25.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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	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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	1	20.00	1	20.00	2	40.00	1	20.00	0	0.00	80.00
	4	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	3	37.50	2	25.00	2	25.00	1	12.50	0	0.00	87.50
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	40.00	2	40.00	1	20.00	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
	<b>Y-T-D</b>	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	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	0	0.00	0	0.00	0.00
	<b>Y-T-D</b>	6	75.00	1	12.50	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
<b>Quarter 1:</b>	2.50	1.50	1.00	1.00	1.00	1.50	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	2.00	2.20	2.00	2.00	1.60	2.60	1.60	1.80	1.60	95.56
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	2.00	1.88	1.63	1.63	1.38	2.13	1.38	1.50	1.38	97.22

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 315**

**SFY 07**

**07/06 THROUGH 09/06**

You are all doing a great 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	
5	1	20.00	Q1
9	0	0.00	Q2
11	3	27.27	Q3
10	0	0.00	Q4
35	4	11.43	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **320** District: **3-N**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
	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

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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	33.33	1	33.33	1	33.33	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	1	25.00	1	25.00	0	0.00	1	25.00	75.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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	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
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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	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
<b>9: The overall quality of service at the FAA office was:</b>	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	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	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
<b>Quarter 1:</b>	5.00	3.00	1.00	4.00	4.00	5.00	3.00	3.00	3.00	55.56
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	2.00	1.33	1.00	1.67	1.00	2.00	1.00	1.67	1.00	100.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	2.75	1.75	1.00	2.25	1.75	2.75	1.50	2.00	1.50	88.89

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 320**

**SFY 07**

**07/06 THROUGH 09/06**

In-service training on "customer service". This is probably 90% of the problem customer service.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 320**

**SFY 07**

**01/07 THROUGH 03/07**

keep up the good work.

Can't really say or add anything to good job.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
28	3	10.71	Q1
32	4	12.50	Q2
22	1	4.55	Q3
26	2	7.69	Q4
<b>108</b>	<b>10</b>	<b>9.26</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **324** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	3	75.00	0	0.00	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	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	8	80.00	0	0.00	2	20.00	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	1	25.00	1	25.00	2	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	60.00	1	10.00	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	2	50.00	0	0.00	2	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	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	8	80.00	0	0.00	2	20.00	0	0.00	0	0.00	100.00
4: The FAA staff at the front desk were courteous and respectful.	1	1	33.33	0	0.00	2	66.67	0	0.00	0	0.00	100.00
	2	2	50.00	0	0.00	2	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	5	50.00	0	0.00	5	50.00	0	0.00	0	0.00	100.00
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	25.00	1	25.00	2	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	4	40.00	3	30.00	2	20.00	1	10.00	0	0.00	90.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	2	1	25.00	0	0.00	3	75.00	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	50.00	1	50.00	0.00
	<b>Y-T-D</b>	4	40.00	0	0.00	4	40.00	1	10.00	1	10.00	80.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	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	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
	<b>Y-T-D</b>	7	70.00	2	20.00	1	10.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	33.33	0	0.00	2	66.67	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	0	0.00	1	50.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	40.00	2	20.00	4	40.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	2	3	75.00	1	25.00	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	0	0.00	1	50.00	0	0.00	50.00
	<b>Y-T-D</b>	6	60.00	3	30.00	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
<b>Quarter 1:</b>	1.00	1.00	1.00	2.33	1.33	1.67	1.00	2.33	1.33	100.00
<b>Quarter 2:</b>	1.50	2.25	2.00	2.00	2.25	2.50	1.75	1.75	1.25	100.00
<b>Quarter 3:</b>	3.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	1.00	2.00	1.00	2.00	3.00	4.50	1.50	2.50	3.00	77.78
<b>Y-T-D</b>	1.40	1.70	1.40	2.00	2.00	2.50	1.40	2.00	1.60	95.56

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 324**

**SFY 07**

**07/06 THROUGH 09/06**

There a lot of customers, that might have questions at times I have witness there employee they don't really explain information or caseworkers sometimes they have bad attitude so they need to talk nicely to all customers that come thru the door every day. Some

None at this time. Thank you

The Chinle office has been extremely courteous and helpful, and

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 324**

**SFY 07**

**10/06 THROUGH 12/06**

I think its ok every office they helping very good and good for questions they tell us what to do all the time, nothing wrong. Thanks

Keep up the good work

You guys are doing a pretty good; all the staff are friendly and helpful. Thanks for everything you're doing a pretty good jobs. Thanks

As I now, I am satisfied with all of your services. 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 07**

**01/07 THROUGH 03/07**

Respectful & courteous. Help with the information. Good to tell how much benefits will be. Be kind and be a good friendly work not mean or not listen to your people who need help. Thanks

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 324**

**SFY 07**

**04/07 THROUGH 6/07**

Take serious work in what you do. Have a bigger waiting room. Act more nicer.

**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
7	3	42.86	Q2
8	0	0.00	Q3
12	1	8.33	Q4
<b>40</b>	<b>6</b>	<b>15.00</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **325** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00	100.00
	Y-T-D	2	33.33	3	50.00	1	16.67	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	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	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	2	33.33	3	50.00	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	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	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	1	50.00	1	50.00	0	0.00	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	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	16.67	5	83.33	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	3	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	2	33.33	4	66.67	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	0	0.00	1	50.00	0	0.00	1	50.00	50.00
	2	0	0.00	1	33.33	2	66.67	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
	<b>Y-T-D</b>	0	0.00	2	33.33	3	50.00	0	0.00	1	16.67	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00	50.00
	2	0	0.00	3	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00	83.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	50.00	1	50.00	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	33.33	3	50.00	1	16.67	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	0	0.00	1	50.00	1	50.00	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	1	16.67	3	50.00	2	33.33	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
<b>Quarter 1:</b>	1.50	1.50	1.00	1.50	1.50	4.00	2.50	1.50	2.50	88.89
<b>Quarter 2:</b>	1.67	2.00	1.33	2.00	2.00	2.67	2.00	2.33	2.33	100.00
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	3.00	2.00	1.00	2.00	1.00	2.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.83	1.83	1.17	1.83	1.67	3.00	2.00	1.83	2.17	96.30

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 325**

**SFY 07**

**07/06 THROUGH 09/06**

Some of the EI ask question that are not for FAA they even ask question about your personal things.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 325**

**SFY 07**

**10/06 THROUGH 12/06**

FAA staff could be more respectful, courteous, understanding and put a friendly smile on their faces; sometimes they appear as zombies or they lack enthusiasm.

Clerk needs to check with interviewer schedule before making

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
5	0	0.00	Q1
5	1	20.00	Q2
8	1	12.50	Q3
8	2	25.00	Q4
26	4	15.38	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **329** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	1	100.00	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	Y-T-D	1	25.00	0	0.00	2	50.00	0	0.00	1	25.00	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	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	1	100.00	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	0	0.00	1	25.00	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	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	1	100.00	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	0	0.00	1	25.00	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	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	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00	50.00
	Y-T-D	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	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	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	1	50.00	1	50.00	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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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
	<b>Y-T-D</b>	2	50.00	0	0.00	1	25.00	1	25.00	0	0.00	75.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	1	100.00	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
	<b>Y-T-D</b>	1	25.00	1	25.00	1	25.00	0	0.00	1	25.00	75.00
<b>9: The overall quality of service at the FAA office was:</b>	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	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
	<b>Y-T-D</b>	1	25.00	1	25.00	1	25.00	0	0.00	1	25.00	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	3.00	2.00	2.00	3.00	2.00	4.00	3.00	2.00	5.00	77.78
<b>Quarter 3:</b>	5.00	5.00	5.00	1.00	1.00	3.00	1.00	3.00	2.00	66.67
<b>Quarter 4:</b>	2.00	1.00	1.00	2.50	1.50	1.00	1.00	3.00	2.00	88.89
<b>Y-T-D</b>	3.00	2.25	2.25	2.25	1.50	2.25	1.50	2.75	2.75	80.56

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 329**

**SFY 07**

**10/06 THROUGH 12/06**

We need your staff to be more respectful and cheerful to their clients.  
Not just to be mean when they answer question.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 329**

**SFY 07**

**04/07 THROUGH 6/07**

By not turning some disabled or need of money, especially who has no work down.

The service at the FAA office were doing very good job I like the way they interview the people keep up the good work. I like it.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
19	5	26.32	Q1
12	3	25.00	Q2
14	3	21.43	Q3
17	3	17.65	Q4
<b>62</b>	<b>14</b>	<b>22.58</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **332** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	4	80.00	1	20.00	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	2	66.67	1	33.33	0	0.00	0	0.00	100.00
	Y-T-D	5	35.71	6	42.86	3	21.43	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	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	1	33.33	2	66.67	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	10	71.43	4	28.57	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	4	80.00	1	20.00	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	3	100.00	0	0.00	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	9	64.29	4	28.57	1	7.14	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	2	66.67	1	33.33	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	2	66.67	1	33.33	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
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	1	33.33	2	66.67	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	33.33	2	66.67	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	9	64.29	5	35.71	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00
	2	0	0.00	0	0.00	3	100.00	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	33.33	0	0.00	2	66.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	42.86	2	14.29	6	42.86	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	80.00	0	0.00	1	20.00	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	100.00	0	0.00	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
	<b>Y-T-D</b>	10	71.43	3	21.43	1	7.14	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	80.00	1	20.00	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	2	66.67	0	0.00	0	0.00	1	33.33	66.67
	<b>Y-T-D</b>	9	64.29	3	21.43	1	7.14	0	0.00	1	7.14	92.86
<b>9: The overall quality of service at the FAA office was:</b>	1	4	80.00	1	20.00	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	1	33.33	0	0.00	2	66.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	64.29	3	21.43	2	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
<b>Quarter 1:</b>	1.20	1.40	1.20	1.00	1.20	1.80	1.40	1.20	1.20	100.00
<b>Quarter 2:</b>	2.00	1.00	2.00	1.33	1.67	3.00	1.33	1.67	1.67	100.00
<b>Quarter 3:</b>	2.33	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	2.33	1.67	1.67	1.33	1.67	2.33	1.67	3.00	2.33	96.30
<b>Y-T-D</b>	1.86	1.29	1.43	1.14	1.36	2.00	1.36	1.64	1.50	99.21

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 332**

**SFY 07**

**07/06 THROUGH 09/06**

Keep up the good work.

Nothing, its good.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 332**

**SFY 07**

**10/06 THROUGH 12/06**

They all doing good job by helping other people too.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 332**

**SFY 07**

**01/07 THROUGH 03/07**

Update your meeting with clients if possible.

We thank you all for doing a very good job serving us well and I thank all workers for doing 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 332**

**SFY 07**

**04/07 THROUGH 6/07**

No comment, because the FAA in Kayenta are doing a really good job, and very respectful.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
8	2	25.00	Q1
10	1	10.00	Q2
10	2	20.00	Q3
11	5	45.45	Q4
<b>39</b>	<b>10</b>	<b>25.64</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **333** District: **3-N**

	QTR	<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		% 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	1	50.00	0	0.00	0	0.00	1	50.00	50.00
	2	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	3	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00	50.00
	4	0	0.00	2	40.00	0	0.00	0	0.00	3	60.00	40.00
	<b>Y-T-D</b>	0	0.00	4	40.00	0	0.00	1	10.00	5	50.00	40.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	4	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	50.00	1	10.00	4	40.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	1	50.00	1	50.00	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
	<b>Y-T-D</b>	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	7	70.00	2	20.00	1	10.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	1	50.00	1	50.00	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
	<b>Y-T-D</b>	6	60.00	2	20.00	2	20.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	0	0.00	1	50.00	0	0.00	1	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	1	50.00	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
	<b>Y-T-D</b>	3	30.00	1	10.00	4	40.00	1	10.00	1	10.00	80.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	0	0.00	0	0.00	2	100.00	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	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	40.00	3	30.00	3	30.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	4	1	20.00	2	40.00	1	20.00	0	0.00	1	20.00	80.00
	<b>Y-T-D</b>	4	40.00	2	20.00	3	30.00	0	0.00	1	10.00	90.00
<b>9: The overall quality of service at the FAA office was:</b>	1	0	0.00	1	50.00	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	1	50.00	0	0.00	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
	<b>Y-T-D</b>	3	30.00	3	30.00	4	40.00	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
<b>Quarter 1:</b>	3.50	2.00	2.00	1.00	2.00	4.00	3.00	2.00	2.50	88.89
<b>Quarter 2:</b>	5.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	88.89
<b>Quarter 3:</b>	3.00	2.00	1.50	1.50	1.50	2.00	1.50	2.00	2.00	94.44
<b>Quarter 4:</b>	3.80	2.00	1.40	1.60	1.60	2.60	1.80	2.60	2.20	88.89
<b>Y-T-D</b>	3.70	1.90	1.50	1.40	1.60	2.60	1.90	2.20	2.10	90.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 333**

**SFY 07**

**07/06 THROUGH 09/06**

Doing okay for now, Keep up the good work guys!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 333**

**SFY 07**

**10/06 THROUGH 12/06**

Only problem I noticed when I arrived at FAA for my appointment, was that, there were too many clients scheduled for the same time as mine. This is why I had to wait for over an hour to be interviewed.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 333**

**SFY 07**

**01/07 THROUGH 03/07**

There is nothing really their to change ever thing was okay as it was people all friendly and nice maybe provide transportation for people that don't have rides to their appointments.

Hire more employees...

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 333**

**SFY 07**

**04/07 THROUGH 6/07**

If on scheduled time for appointment, then it should be kept, instead of waiting for 1 to 2 hrs or so.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
11	3	27.27	Q1
18	1	5.56	Q2
13	2	15.38	Q3
16	1	6.25	Q4
58	7	12.07	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **365** District: **3-N**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	1	100.00	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
	<b>Y-T-D</b>	2	28.57	3	42.86	2	28.57	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	2	0	0.00	0	0.00	1	100.00	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	42.86	1	14.29	1	14.29	1	14.29	1	14.29	71.43
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	1	100.00	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
	<b>Y-T-D</b>	3	42.86	2	28.57	2	28.57	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	2	0	0.00	0	0.00	1	100.00	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	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	28.57	2	28.57	1	14.29	1	14.29	1	14.29	71.43
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	1	100.00	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	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	28.57	2	28.57	3	42.86	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00	33.33
	2	0	0.00	0	0.00	1	100.00	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
	<b>Y-T-D</b>	3	42.86	0	0.00	2	28.57	2	28.57	0	0.00	71.43
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	1	100.00	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
	<b>Y-T-D</b>	2	28.57	3	42.86	2	28.57	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	33.33	0	0.00	1	33.33	1	33.33	0	0.00	66.67
	2	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00	0.00
	3	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	42.86	0	0.00	2	28.57	2	28.57	0	0.00	71.43
<b>9: The overall quality of service at the FAA office was:</b>	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	1	100.00	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	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	28.57	3	42.86	2	28.57	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
<b>Quarter 1:</b>	2.00	2.33	1.67	2.33	2.00	3.00	2.00	2.67	2.00	81.48
<b>Quarter 2:</b>	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	3.00	88.89
<b>Quarter 3:</b>	2.00	3.00	2.00	3.00	2.00	2.00	2.00	2.00	1.50	88.89
<b>Quarter 4:</b>	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00	2.00	100.00
<b>Y-T-D</b>	2.00	2.43	1.86	2.57	2.14	2.43	2.00	2.43	2.00	87.30

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 365**

**SFY 07**

**07/06 THROUGH 09/06**

Be more truthful and, what you say. More willing to do and serve your customers money - transaction. Have less holidays more work. Plus be on time for pay period.

Just keep good work!

The front staff or people at the front desk could be more courteous and could smile more often. Thank you

**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
6	0	0.00	Q2
1	0	0.00	Q3
7	2	28.57	Q4
20	5	25.00	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **372** District: **3-N**

	<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		% 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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	0	0.00	2	66.67	1	33.33	0	0.00	66.67
	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	50.00	1	50.00	0	0.00	50.00
	<b>Y-T-D</b>	0	0.00	0	0.00	3	60.00	2	40.00	0	0.00	60.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
	<b>Y-T-D</b>	1	20.00	1	20.00	3	60.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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
	<b>Y-T-D</b>	3	60.00	0	0.00	2	40.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	0	0.00	2	66.67	1	33.33	0	0.00	66.67
	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	1	50.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	0	0.00	1	20.00	3	60.00	1	20.00	0	0.00	80.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	0	0.00	0	0.00	2	66.67	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	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
	<b>Y-T-D</b>	0	0.00	1	20.00	3	60.00	0	0.00	1	20.00	80.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	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	20.00	2	40.00	2	40.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	0	0.00	1	33.33	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	4	0	0.00	0	0.00	2	100.00	0	0.00	0	0.00	100.00
	Y-T-D	0	0.00	1	20.00	4	80.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	0	0.00	1	33.33	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	0	0.00	0	0.00	0	0.00	0	0.00	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	1	20.00	1	20.00	3	60.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	0	0.00	2	66.67	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	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	1	20.00	3	60.00	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
<b>Quarter 1:</b>	3.33	2.33	2.33	3.33	3.67	2.00	2.67	2.67	2.33	88.89
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	3.50	2.50	1.00	2.50	2.50	2.50	3.00	2.00	1.50	94.44
<b>Y-T-D</b>	3.40	2.40	1.80	3.00	3.20	2.20	2.80	2.40	2.00	91.11

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 372**

**SFY 07**

**07/06 THROUGH 09/06**

Place people who have more respect and not listen to what people say about other people say, and get mad at people. Thank you

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 372**

**SFY 07**

**04/07 THROUGH 6/07**

Be more courteous & respectful, smiles, they always look mean, never say may I help you, or what can I help with.

**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
3	0	0.00	Q2
9	2	22.22	Q3
4	0	0.00	Q4
22	5	22.73	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **376** District: **3-N**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
	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	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	2	40.00	3	60.00	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	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	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	3	60.00	1	20.00	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	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	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	2	40.00	3	60.00	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	0	0.00	0	0.00	2	66.67	0	0.00	33.33
	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	2	40.00	1	20.00	0	0.00	2	40.00	0	0.00	60.00
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	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	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	33.33	0	0.00	1	33.33	1	33.33	0	0.00	66.67
	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
	<b>Y-T-D</b>	2	40.00	1	20.00	1	20.00	1	20.00	0	0.00	80.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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
	<b>Y-T-D</b>	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	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
	<b>Y-T-D</b>	2	40.00	1	20.00	1	20.00	1	20.00	0	0.00	80.00
<b>9: The overall quality of service at the FAA office was:</b>	1	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	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
	<b>Y-T-D</b>	2	40.00	2	40.00	0	0.00	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
<b>Quarter 1:</b>	1.67	2.33	1.67	3.00	2.00	2.67	2.00	2.33	2.33	77.78
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	1.50	1.00	1.50	1.50	1.50	1.50	1.50	2.00	1.50	100.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	1.60	1.80	1.60	2.40	1.80	2.20	1.80	2.20	2.00	86.67

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 376**

**SFY 07**

**07/06 THROUGH 09/06**

Could sent appointment notice at least 1 ½ weeks before date of appointment not 1-2 days before.

Front desk takes too long in taking care of customers always on the phone or talking to other workers.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 376**

**SFY 07**

**01/07 THROUGH 03/07**

Thank very much about the DES, I'm satisfy with the assistance and

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

**DISTRICT III-SOUTH**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
24	3	12.50	Q1
22	1	4.55	Q2
23	0	0.00	Q3
38	4	10.53	Q4
107	8	7.48	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **310** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	50.00	1	25.00	1	25.00	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
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	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	2	50.00	2	50.00	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
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	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	2	50.00	2	50.00	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
4: The FAA staff at the front desk were courteous and respectful.	1	2	66.67	1	33.33	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	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	Y-T-D	4	50.00	3	37.50	0	0.00	1	12.50	0	0.00	87.50
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	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	1	25.00	3	75.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	4	50.00	4	50.00	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	33.33	0	0.00	1	33.33	1	33.33	0	0.00	66.67
	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	0	0.00	0	0.00	0	0.00	0.00
	4	1	25.00	0	0.00	2	50.00	0	0.00	1	25.00	75.00
	<b>Y-T-D</b>	2	25.00	0	0.00	3	37.50	2	25.00	1	12.50	62.50
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	66.67	0	0.00	1	33.33	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	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	<b>Y-T-D</b>	4	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	66.67	0	0.00	1	33.33	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	25.00	2	50.00	1	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	50.00	2	25.00	2	25.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	66.67	1	33.33	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	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00	75.00
	<b>Y-T-D</b>	5	62.50	2	25.00	0	0.00	1	12.50	0	0.00	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
<b>Quarter 1:</b>	1.33	1.33	1.33	1.33	1.00	2.67	1.67	1.67	1.33	96.30
<b>Quarter 2:</b>	1.00	3.00	3.00	2.00	2.00	4.00	2.00	1.00	2.00	88.89
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	1.75	1.50	1.50	2.00	1.75	3.00	2.00	2.00	1.75	88.89
<b>Y-T-D</b>	1.50	1.63	1.63	1.75	1.50	3.00	1.88	1.75	1.63	91.67

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 310**

**SFY 07**

**07/06 THROUGH 09/06**

Esta bien todo lo que asen muchas gracias por toda su ayuda que nos brindan y por tener a personas que hablen nuestro idioma. Deverdad

**All is good they deserve a lot of thanks for all their help that they bring to us and for having people that speak our language. Truly, 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 07**

**10/06 THROUGH 12/06**

Make disability more accessible and faster.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 310**

**SFY 07**

**04/07 THROUGH 6/07**

All I have to say keep up the good work. Thank you

I have no complaints of your service.

Listen to clients request and act accordingly. Don't classify everyone as a con artist some people really do need help and do try hard. There are some single men who truly are incapable of total support of themselves and have to swallow their pride and ask for help. Don't harass or embarrass them for it.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
10	1	10.00	Q1
10	1	10.00	Q2
10	2	20.00	Q3
9	0	0.00	Q4
39	4	10.26	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **326** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	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
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	0	0.00	1	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	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	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	1	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	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	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	1	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	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
	<b>Y-T-D</b>	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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
	<b>Y-T-D</b>	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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
	<b>Y-T-D</b>	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	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
	<b>Y-T-D</b>	4	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
<b>Quarter 1:</b>	1.00	1.00	2.00	2.00	1.00	2.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	1.00	1.00	1.25	1.25	1.00	1.25	1.00	1.00	1.00	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 326**

**SFY 07**

**10/06 THROUGH 12/06**

I can't think of anything that you could change to do a better job. Thank you all for helping me out. I have really needed your help.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 326**

**SFY 07**

**01/07 THROUGH 03/07**

Nothing at this time.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
2	0	0.00	Q1
10	2	20.00	Q2
7	1	14.29	Q3
5	1	20.00	Q4
24	4	16.67	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **331** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	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
	<b>Y-T-D</b>	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	0	0.00	1	100.00	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
	<b>Y-T-D</b>	1	25.00	2	50.00	1	25.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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
	<b>Y-T-D</b>	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	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
	<b>Y-T-D</b>	1	25.00	3	75.00	0	0.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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
	<b>Y-T-D</b>	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	1	100.00	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	0	0.00	2	50.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	1	100.00	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
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	1.00	1.50	2.00	1.50	1.50	1.00	1.00	1.00	1.50	100.00
<b>Quarter 3:</b>	1.00	3.00	1.00	2.00	2.00	3.00	3.00	1.00	1.00	100.00
<b>Quarter 4:</b>	1.00	2.00	1.00	2.00	1.00	3.00	2.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.00	2.00	1.50	1.75	1.50	2.00	1.75	1.00	1.25	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 331**

**SFY 07**

**10/06 THROUGH 12/06**

I received excellent service. My granddaughter receives assistance as her mother is in prison and they did everything possible to assist me.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 331**

**SFY 07**

**04/07 THROUGH 6/07**

At the Holbrook, AZ office, I think there doing a very good job there.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
7	1	14.29	Q1
10	0	0.00	Q2
7	0	0.00	Q3
6	0	0.00	Q4
30	1	3.33	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **335** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	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
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	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
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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 COMMENTS**

**SITE CODE 335**

**SFY 07**

**07/06 THROUGH 09/06**

I have no comment on the FAA staff do to that they are doing a great job on helping my family survive with their help. Thank you

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
16	2	12.50	Q1
24	6	25.00	Q2
27	5	18.52	Q3
22	2	9.09	Q4
<b>89</b>	<b>15</b>	<b>16.85</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **336** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	2	1	16.67	3	50.00	1	16.67	1	16.67	0	0.00	83.33
	3	3	60.00	1	20.00	1	20.00	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	26.67	7	46.67	3	20.00	1	6.67	0	0.00	93.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	0	0.00	2	100.00	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	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	4	0	0.00	0	0.00	1	50.00	0	0.00	1	50.00	50.00
	Y-T-D	5	33.33	5	33.33	4	26.67	0	0.00	1	6.67	93.33
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	0	0.00	2	100.00	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	4	80.00	1	20.00	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	7	46.67	7	46.67	0	0.00	1	6.67	0	0.00	93.33
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	2	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
	3	3	60.00	1	20.00	1	20.00	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	53.33	4	26.67	2	13.33	1	6.67	0	0.00	93.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	1	50.00	1	50.00	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	3	60.00	1	20.00	1	20.00	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	66.67	4	26.67	1	6.67	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **336** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	0	0.00	0	0.00	1	16.67	83.33
	3	3	60.00	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	4	0	0.00	1	50.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	60.00	2	13.33	2	13.33	1	6.67	1	6.67	86.67
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	0	0.00	1	50.00	1	50.00	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	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	1	50.00	0	0.00	0	0.00	1	50.00	50.00
	<b>Y-T-D</b>	8	53.33	4	26.67	2	13.33	0	0.00	1	6.67	93.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	1	20.00	1	20.00	2	40.00	1	20.00	0	0.00	80.00
	4	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	53.33	4	26.67	2	13.33	1	6.67	0	0.00	93.33
<b>9: The overall quality of service at the FAA office was:</b>	1	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
	2	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00	83.33
	3	4	80.00	1	20.00	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
	<b>Y-T-D</b>	7	46.67	7	46.67	0	0.00	1	6.67	0	0.00	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
<b>Quarter 1:</b>	2.00	2.00	2.00	2.00	1.50	1.50	2.50	1.00	1.50	100.00
<b>Quarter 2:</b>	2.33	2.00	1.50	1.67	1.33	1.67	1.50	1.17	2.00	92.59
<b>Quarter 3:</b>	1.60	1.60	1.20	1.60	1.60	2.00	1.20	2.60	1.20	95.56
<b>Quarter 4:</b>	2.50	4.00	3.00	2.00	1.00	2.50	3.50	2.00	2.00	83.33
<b>Y-T-D</b>	2.07	2.13	1.67	1.73	1.40	1.87	1.80	1.73	1.67	93.33

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 336**

**SFY 07**

**10/06 THROUGH 12/06**

Call people back explain why I don't qualify for things so when we have problems I don't waste my time trying to get help with you I go some where else to get help.

Everything was awesome except the wait.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 336**

**SFY 07**

**01/07 THROUGH 03/07**

Question 4 is only due to only 1 person know how to schedule & they usually seem like you are invading there time. (Only has happened!) Other than that is wonderful.

I feel the service has greatly improved. Do appreciate the service.

Allow people who work to choose interview time or schedule people who are employed around their work schedule, all others can wait they have nowhere to be.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
22	4	18.18	Q1
34	6	17.65	Q2
33	7	21.21	Q3
37	7	18.92	Q4
<b>126</b>	<b>24</b>	<b>19.05</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **343** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	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	4	57.14	1	14.29	2	28.57	0	0.00	0	0.00	100.00
	4	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	17	70.83	4	16.67	2	8.33	1	4.17	0	0.00	95.83
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	25.00	2	50.00	0	0.00	1	25.00	0	0.00	75.00
	2	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
	3	5	71.43	1	14.29	0	0.00	0	0.00	1	14.29	85.71
	4	3	42.86	2	28.57	2	28.57	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	12	50.00	8	33.33	2	8.33	1	4.17	1	4.17	91.67
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	75.00	0	0.00	1	25.00	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	71.43	0	0.00	2	28.57	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
	<b>Y-T-D</b>	20	83.33	1	4.17	3	12.50	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	2	2	33.33	1	16.67	1	16.67	2	33.33	0	0.00	66.67
	3	5	71.43	1	14.29	0	0.00	0	0.00	1	14.29	85.71
	4	3	42.86	1	14.29	2	28.57	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	13	54.17	3	12.50	4	16.67	3	12.50	1	4.17	83.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	3	75.00	1	25.00	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	71.43	1	14.29	0	0.00	0	0.00	1	14.29	85.71
	4	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	19	79.17	4	16.67	0	0.00	0	0.00	1	4.17	95.83

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **343** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00	83.33
	3	4	57.14	2	28.57	1	14.29	0	0.00	0	0.00	100.00
	4	2	28.57	2	28.57	1	14.29	0	0.00	2	28.57	71.43
	<b>Y-T-D</b>	11	45.83	8	33.33	2	8.33	1	4.17	2	8.33	87.50
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00	75.00
	2	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
	3	5	71.43	1	14.29	1	14.29	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
	<b>Y-T-D</b>	15	62.50	6	25.00	2	8.33	1	4.17	0	0.00	95.83
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	75.00	0	0.00	0	0.00	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	4	57.14	0	0.00	3	42.86	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
	<b>Y-T-D</b>	17	70.83	3	12.50	3	12.50	0	0.00	1	4.17	95.83
<b>9: The overall quality of service at the FAA office was:</b>	1	3	75.00	0	0.00	1	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	5	71.43	1	14.29	0	0.00	0	0.00	1	14.29	85.71
	4	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	66.67	3	12.50	4	16.67	0	0.00	1	4.17	95.83

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.00	2.25	1.50	1.50	1.25	1.50	1.75	2.00	1.50	91.67
<b>Quarter 2:</b>	1.33	1.50	1.17	2.50	1.17	1.83	1.50	1.17	1.83	94.44
<b>Quarter 3:</b>	1.71	1.71	1.57	1.71	1.71	1.57	1.43	1.86	1.71	93.65
<b>Quarter 4:</b>	1.57	1.86	1.00	2.14	1.14	2.71	1.57	1.29	1.43	93.65
<b>Y-T-D</b>	1.46	1.79	1.29	2.00	1.33	1.96	1.54	1.54	1.63	93.52

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 343**

**SFY 07**

**07/06 THROUGH 09/06**

The only real complaint I have was one of the woman at the front was not very nice or helpful.

I think you all do good job. I thank you for you help.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 343**

**SFY 07**

**10/06 THROUGH 12/06**

I think that all other states that offer family assistance program should use you as an example. Keep up the good work!

I think they should get some more help for behind the front desk. I think that some of them could be a little nicer.

The waiting area is crowded & not very clean or welcoming. The first time I went, it was unclear what I needed to do (sign in, let the person@ the window know it was my first visit, etc.). Also the women at the front desk were unfriendly & seemed bothered by my presence. The EI interviewer seemed rushed, yet still friendly. Thank you for sending this survey to ask our opinions.

I think the job being done for me is great. I have no complaints & I appreciate the job everyone is doing for me.

The only problem I and everyone else I've talked to have had, is, if you even just have a question and you go to the window they totally ignore you and act like your not there-then eventually all they say is, "you need to sign in" I know they are busy & overwhelmed, but the front desk could be a little more friendly. (Prescott office)

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 343**

**SFY 07**

**01/07 THROUGH 03/07**

Keep doing what you are doing. I have no c/o.

First the FAA staff could be more respectful and not treat you like you were a low life. They could explain what you are eligible for with benefits and all programs. Although it must be a tough job if the employees do not want to help people or are not happy they should not work there.

You people are doing very well. I have no complaints from me. You guys have a lot more people to take care, so I think you're doing good.

I am just so grateful for the help I have received from them I can think of nothing more they could do for me. Thank you

I don't think there's any way you guys do 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 343**

**SFY 07**

**04/07 THROUGH 6/07**

Put an office in Chino Valley please.

everything is very good.

The people at the front could be nicer, it's hard enough having to go in and ask for help, just to have someone treat you like trash. I have always been the one in the family that gave help. Now for the first time in my 62 years I need help. I don't need someone making me feel like sh--, when I already feel bad enough having to go to someone for help.

I am very impressed by you sending this survey out.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
23	4	17.39	Q1
26	2	7.69	Q2
23	3	13.04	Q3
41	7	17.07	Q4
<b>113</b>	<b>16</b>	<b>14.16</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **344** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	2	1	50.00	1	50.00	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	2	28.57	3	42.86	1	14.29	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	6	37.50	7	43.75	1	6.25	2	12.50	0	0.00	87.50
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	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	1	33.33	1	33.33	1	33.33	0	0.00	0	0.00	100.00
	4	3	42.86	3	42.86	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	56.25	4	25.00	3	18.75	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	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	2	66.67	1	33.33	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
	<b>Y-T-D</b>	13	81.25	2	12.50	1	6.25	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	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	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	2	28.57	4	57.14	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	10	62.50	5	31.25	1	6.25	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	4	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	3	42.86	3	42.86	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	12	75.00	3	18.75	1	6.25	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	2	0	0.00	1	50.00	1	50.00	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	2	28.57	1	14.29	4	57.14	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	37.50	2	12.50	7	43.75	0	0.00	1	6.25	93.75
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	75.00	0	0.00	1	25.00	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	66.67	0	0.00	0	0.00	1	33.33	0	0.00	66.67
	4	3	42.86	1	14.29	2	28.57	1	14.29	0	0.00	85.71
	<b>Y-T-D</b>	9	56.25	2	12.50	3	18.75	2	12.50	0	0.00	87.50
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	75.00	0	0.00	1	25.00	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	33.33	2	66.67	0	0.00	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
	<b>Y-T-D</b>	9	56.25	5	31.25	2	12.50	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	75.00	1	25.00	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	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	3	42.86	4	57.14	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	10	62.50	6	37.50	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
<b>Quarter 1:</b>	2.00	1.00	1.00	1.00	1.00	2.00	1.50	1.50	1.25	94.44
<b>Quarter 2:</b>	1.50	2.00	1.00	1.00	1.00	2.50	1.50	1.50	1.00	100.00
<b>Quarter 3:</b>	1.67	2.00	1.33	1.33	1.00	2.33	2.00	1.67	1.33	96.30
<b>Quarter 4:</b>	2.14	1.71	1.43	1.86	1.71	2.29	2.14	1.57	1.57	96.83
<b>Y-T-D</b>	1.94	1.63	1.25	1.44	1.31	2.25	1.88	1.56	1.38	96.53

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 344**

**SFY 07**

**07/06 THROUGH 09/06**

Having our caseworker accessible - they are not and never return calls.

I have the most respect for all the staff at your DES office, considering all they must deal with especially the receptionist who has been there for a very long time. She has always been very kind and helpful to me and I appreciate here professionalism, and her concern re: my case. Thank you for all your help!

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 344**

**SFY 07**

**01/07 THROUGH 03/07**

Keep up the good work! Thank you for all your help!!!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 344**

**SFY 07**

**04/07 THROUGH 6/07**

Make these benefits for children.

I Believe your office is doing an excellent job now, keep up the great

Not have to wait so long when you have an appointment for a specific time with your case worker.

I've been trying for weeks to get our medical approval date pushed back by just a day or two so our hospital bill would be covered and keep getting a run-around. If you could help with that! Thanks

**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
34	9	26.47	Q2
27	6	22.22	Q3
34	1	2.94	Q4
<b>121</b>	<b>18</b>	<b>14.88</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **367** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	2	4	44.44	2	22.22	3	33.33	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	44.44	7	38.89	3	16.67	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	6	66.67	2	22.22	0	0.00	0	0.00	1	11.11	88.89
	3	2	33.33	3	50.00	0	0.00	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
	<b>Y-T-D</b>	11	61.11	5	27.78	0	0.00	1	5.56	1	5.56	88.89
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	6	66.67	0	0.00	2	22.22	0	0.00	1	11.11	88.89
	3	3	50.00	3	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
	<b>Y-T-D</b>	12	66.67	3	16.67	2	11.11	0	0.00	1	5.56	94.44
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	33.33	3	33.33	1	11.11	1	11.11	1	11.11	77.78
	3	3	50.00	0	0.00	1	16.67	1	16.67	1	16.67	66.67
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	7	38.89	5	27.78	2	11.11	2	11.11	2	11.11	77.78
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	7	77.78	1	11.11	1	11.11	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	77.78	3	16.67	1	5.56	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	33.33	2	22.22	1	11.11	1	11.11	2	22.22	66.67
	3	3	50.00	0	0.00	1	16.67	1	16.67	1	16.67	66.67
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	7	38.89	4	22.22	2	11.11	2	11.11	3	16.67	72.22
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	33.33	2	22.22	2	22.22	1	11.11	1	11.11	77.78
	3	3	50.00	1	16.67	1	16.67	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
	<b>Y-T-D</b>	9	50.00	3	16.67	3	16.67	2	11.11	1	5.56	83.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	7	77.78	1	11.11	1	11.11	0	0.00	0	0.00	100.00
	3	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
	4	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	13	72.22	2	11.11	2	11.11	0	0.00	1	5.56	94.44
<b>9: The overall quality of service at the FAA office was:</b>	1	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	33.33	5	55.56	1	11.11	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	44.44	8	44.44	1	5.56	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
<b>Quarter 1:</b>	2.00	1.00	1.00	2.00	1.00	2.00	1.00	1.00	1.50	100.00
<b>Quarter 2:</b>	1.89	1.67	1.89	2.33	1.33	2.67	2.44	1.33	1.78	88.89
<b>Quarter 3:</b>	1.50	2.00	1.50	2.50	1.33	2.50	2.00	2.17	1.83	85.19
<b>Quarter 4:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.72	1.67	1.61	2.28	1.28	2.44	2.06	1.56	1.72	89.51

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 367**

**SFY 07**

**10/06 THROUGH 12/06**

Because of my unique situation I had to go back 3 different times. With 3 different case workers. All though all of them were very nice. The only one that really helped me was Kim. I needed quite bit of information in order to bring in the proper paper work needed, to complete my application. Kim was the only one that told me exactly what I needed and what to bring in.

My opinion is that some one knowledgeable should be able to talk to the clients and help them to be ready when they come in to meet with there case workers. I think that would save time and the state money. I also think that when a client calls the first time they should be told how much money that they are allowed to make to be eligible for benefits. So if we make to much money, why even waste our or your time. Just a thought. Thank you for the opportunity of expressing my opinion. Hope it helps.

Some of the people could use better pay & vacations.

Be more courteous and not act like they are better than low income people. They might be in our situation one day.

Need to have nicer people greeting you. The people at the front desk were pretty snotty and I was not happy.

You were great

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 367**

**SFY 07**

**01/07 THROUGH 03/07**

The women in the front office were very rude in the past, but lately I've been treated more respected. So hopefully the problem is fixed.

Front desk personnel were rude and condescending. I was scheduled for date not requested, spent a long time on long distance phone call to get the same date requested. Scheduled for office visit instead of phone interview.. Latest worker was nice and helpful.

I have no transportation. All interviews and conversations have been over the phone. My picture and prints were done in Phoenix. I was waited on immediately over a room full of clients because it was all I needed done - I have no complaints. All nice people

Me gustaria que siguieran como asta ora.

**I would like that you continue as you have up to now.**

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 367**

**SFY 07**

**04/07 THROUGH 6/07**

Call me when your coming to my home time & date.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
22	1	4.55	Q1
20	3	15.00	Q2
16	2	12.50	Q3
0	0	0.00	Q4
58	6	10.34	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **374** District: **3-S**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	2	1	33.33	2	66.67	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	2	33.33	3	50.00	0	0.00	0	0.00	1	16.67	83.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	3	50.00	0	0.00	2	33.33	0	0.00	1	16.67	83.33
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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	50.00	2	33.33	1	16.67	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00	0.00
	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	3	50.00	1	16.67	1	16.67	1	16.67	0	0.00	83.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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	50.00	2	33.33	1	16.67	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **374** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	2	1	33.33	1	33.33	1	33.33	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	1	16.67	2	33.33	2	33.33	0	0.00	1	16.67	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00	0.00
	2	2	66.67	1	33.33	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00	83.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
<b>9: The overall quality of service at the FAA office was:</b>	1	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67	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
<b>Quarter 1:</b>	5.00	5.00	3.00	4.00	3.00	5.00	4.00	5.00	5.00	22.22
<b>Quarter 2:</b>	1.67	1.67	1.33	1.33	1.33	2.00	1.33	1.00	1.33	100.00
<b>Quarter 3:</b>	1.50	2.00	1.50	2.00	1.50	2.50	1.00	1.50	1.50	100.00
<b>Quarter 4:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Y-T-D</b>	2.17	2.33	1.67	2.00	1.67	2.67	1.67	1.83	2.00	87.04

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 374

SFY 07

10/06 THROUGH 12/06

More clear as to why all household income has to be counted when the 3 families are all separately now.

Estoy muy bien aci como me an tratado asta la ora espero que aci me siegan tratando gracias.

**I am very good like this, as they have treated me, up to now. I hope that they continue treating me the same. Thank you.**

Es de mucha ayuda que haya personal bilingue. Gracias

**It would help a lot to have bilingual staff.**

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

**DISTRICT IV**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
12	2	16.67	Q1
12	0	0.00	Q2
22	6	27.27	Q3
16	7	43.75	Q4
62	15	24.19	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **405** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	0	0.00	2	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	2	33.33	2	33.33	2	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	5	33.33	6	40.00	4	26.67	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	4	57.14	2	28.57	1	14.29	0	0.00	0	0.00	100.00
	Y-T-D	10	66.67	3	20.00	1	6.67	0	0.00	1	6.67	93.33
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	5	83.33	0	0.00	0	0.00	1	16.67	0	0.00	83.33
	4	3	42.86	3	42.86	1	14.29	0	0.00	0	0.00	100.00
	Y-T-D	10	66.67	3	20.00	1	6.67	1	6.67	0	0.00	93.33
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	0	0.00	0	0.00	0.00
	3	4	66.67	2	33.33	0	0.00	0	0.00	0	0.00	100.00
	4	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	11	73.33	3	20.00	0	0.00	1	6.67	0	0.00	93.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	5	83.33	0	0.00	0	0.00	0	0.00	1	16.67	83.33
	4	6	85.71	0	0.00	1	14.29	0	0.00	0	0.00	100.00
	Y-T-D	13	86.67	0	0.00	1	6.67	0	0.00	1	6.67	93.33

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **405** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	0	0.00	0	0.00	0.00
	3	5	83.33	1	16.67	0	0.00	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
	<b>Y-T-D</b>	10	66.67	3	20.00	1	6.67	1	6.67	0	0.00	93.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	4	4	57.14	2	28.57	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	60.00	3	20.00	2	13.33	0	0.00	1	6.67	93.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	5	83.33	0	0.00	1	16.67	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
	<b>Y-T-D</b>	11	73.33	2	13.33	2	13.33	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	5	83.33	0	0.00	0	0.00	0	0.00	1	16.67	83.33
	4	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	11	73.33	1	6.67	2	13.33	0	0.00	1	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
<b>Quarter 1:</b>	2.00	1.00	1.00	2.50	1.00	2.50	2.00	1.00	2.00	88.89
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	2.00	1.83	1.50	1.33	1.67	1.17	1.83	1.33	1.67	90.74
<b>Quarter 4:</b>	1.86	1.57	1.71	1.14	1.29	1.57	1.57	1.57	1.43	100.00
<b>Y-T-D</b>	1.93	1.60	1.53	1.40	1.40	1.53	1.73	1.40	1.60	94.81

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 405**

**SFY 07**

**07/06 THROUGH 09/06**

Front office staff needs to have respect for everyone.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 405**

**SFY 07**

**01/07 THROUGH 03/07**

Keep up the good work.

I had to show up for an appt. w/my son, James who was 4 at the time. The case worker accused me of lying & that I didn't need any help & I was doing just fine by myself. I was verbally & mentally attacked in front of my baby. He didn't understand why his mommy was crying so hard! The woman was abusive & needs to get a job where she doesn't have to deal w/the public. Her nickname from me is MEAN IRENE! I don't even want her looking at my files or paperwork. I do have that right to not be humiliated, alone or specially w/my son! Thank you

Every one was very nice & friendly

I'm still waiting for new medical card with update info. Doctor office says my card is getting old wrong info.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 405**

**SFY 07**

**04/07 THROUGH 6/07**

My experience has always been good for my last visit. Have never been so ridiculed & made to feel so insignificant to the point of making me cry.

A particular case worker. Her name was Debbie.

Jobs are very well done no complaints

Think your doing the best you can sometimes office is crowed and appointments might be spaced out better is all. Thank you.

I' am a Vietnam Vet and didn't like showing proof of American ship

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
35	5	14.29	Q1
31	7	22.58	Q2
37	7	18.92	Q3
41	4	9.76	Q4
144	23	15.97	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **411** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	2	4	57.14	2	28.57	0	0.00	1	14.29	0	0.00	85.71
	3	3	42.86	4	57.14	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	3	75.00	1	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	11	47.83	10	43.48	1	4.35	1	4.35	0	0.00	95.65
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	60.00	2	40.00	0	0.00	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	6	85.71	0	0.00	1	14.29	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
	<b>Y-T-D</b>	16	69.57	4	17.39	3	13.04	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	60.00	2	40.00	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	6	85.71	0	0.00	1	14.29	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	18	78.26	4	17.39	1	4.35	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	4	57.14	0	0.00	2	28.57	1	14.29	0	0.00	85.71
	3	6	85.71	0	0.00	1	14.29	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
	<b>Y-T-D</b>	17	73.91	1	4.35	4	17.39	1	4.35	0	0.00	95.65
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	3	60.00	2	40.00	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	6	85.71	0	0.00	1	14.29	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	69.57	5	21.74	2	8.70	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **411** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	80.00	0	0.00	1	20.00	0	0.00	0	0.00	100.00
	2	3	42.86	0	0.00	2	28.57	1	14.29	1	14.29	71.43
	3	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
	4	1	25.00	0	0.00	2	50.00	0	0.00	1	25.00	75.00
	<b>Y-T-D</b>	13	56.52	1	4.35	6	26.09	1	4.35	2	8.70	86.96
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	80.00	0	0.00	1	20.00	0	0.00	0	0.00	100.00
	2	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00	85.71
	3	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
	4	2	50.00	0	0.00	0	0.00	2	50.00	0	0.00	50.00
	<b>Y-T-D</b>	16	69.57	2	8.70	2	8.70	3	13.04	0	0.00	86.96
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	2	3	42.86	2	28.57	2	28.57	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	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	17	73.91	3	13.04	3	13.04	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	100.00
	2	4	57.14	2	28.57	1	14.29	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	25.00	2	50.00	1	25.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	69.57	5	21.74	2	8.70	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
<b>Quarter 1:</b>	1.20	1.40	1.40	1.00	1.40	1.40	1.40	1.20	1.20	100.00
<b>Quarter 2:</b>	1.71	1.43	1.29	2.00	1.71	2.57	1.57	1.86	1.57	92.06
<b>Quarter 3:</b>	1.57	1.29	1.29	1.29	1.29	1.43	1.43	1.29	1.00	100.00
<b>Quarter 4:</b>	2.25	1.75	1.00	1.75	1.00	3.00	2.50	1.00	2.00	91.67
<b>Y-T-D</b>	1.65	1.43	1.26	1.52	1.39	2.04	1.65	1.39	1.39	96.14

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 411**

**SFY 07**

**07/06 THROUGH 09/06**

Have had no problems with FAA.

They said I would receive a pamphlet in mail didn't get it.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 411**

**SFY 07**

**10/06 THROUGH 12/06**

You guys are great! Thank you

I can't

My worker was very helpful. I am so pleased with my treatment!

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 411**

**SFY 07**

**01/07 THROUGH 03/07**

Keep up the good work!

I have never had any problems with anyone or anything.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 411**

**SFY 07**

**04/07 THROUGH 6/07**

Get people that aren't as snippy at the front desk and have them return phone calls. Thank you

I was told I would receive my FS the next day if the supervisor agreed but it actually took 2 weeks. Even when intake new I had income. Miscommunication is a big factor, the worker should have either known I had to wait or not get my hopes up then stressed for having to wait

Waiting area isn't set up to well all kids running everywhere & parents not paying any attentions - awful noisy.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
39	7	17.95	Q1
42	3	7.14	Q2
45	11	24.44	Q3
43	6	13.95	Q4
<b>169</b>	<b>27</b>	<b>15.98</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **415** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	14.29	2	28.57	2	28.57	2	28.57	0	0.00	71.43
	2	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00	66.67
	3	4	36.36	4	36.36	2	18.18	0	0.00	1	9.09	90.91
	4	2	33.33	1	16.67	0	0.00	3	50.00	0	0.00	50.00
	<b>Y-T-D</b>	8	29.63	8	29.63	4	14.81	6	22.22	1	3.70	74.07
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	5	71.43	1	14.29	1	14.29	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	36.36	3	27.27	4	36.36	0	0.00	0	0.00	100.00
	4	3	50.00	0	0.00	1	16.67	1	16.67	1	16.67	66.67
	<b>Y-T-D</b>	14	51.85	4	14.81	7	25.93	1	3.70	1	3.70	92.59
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	5	71.43	1	14.29	1	14.29	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	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
	4	3	50.00	1	16.67	0	0.00	2	33.33	0	0.00	66.67
	<b>Y-T-D</b>	19	70.37	4	14.81	2	7.41	2	7.41	0	0.00	92.59
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	57.14	1	14.29	1	14.29	1	14.29	0	0.00	85.71
	2	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	3	4	36.36	3	27.27	3	27.27	0	0.00	1	9.09	90.91
	4	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	14	51.85	5	18.52	5	18.52	1	3.70	2	7.41	88.89
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	5	71.43	1	14.29	1	14.29	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	6	54.55	2	18.18	2	18.18	1	9.09	0	0.00	90.91
	4	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67	83.33
	<b>Y-T-D</b>	18	66.67	4	14.81	3	11.11	1	3.70	1	3.70	92.59

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	28.57	3	42.86	2	28.57	0	0.00	0	0.00	100.00
	2	0	0.00	1	33.33	1	33.33	0	0.00	1	33.33	66.67
	3	5	45.45	2	18.18	2	18.18	1	9.09	1	9.09	81.82
	4	1	16.67	2	33.33	0	0.00	1	16.67	2	33.33	50.00
	<b>Y-T-D</b>	8	29.63	8	29.63	5	18.52	2	7.41	4	14.81	77.78
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	71.43	2	28.57	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	5	45.45	1	9.09	5	45.45	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
	<b>Y-T-D</b>	15	55.56	7	25.93	5	18.52	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	71.43	1	14.29	1	14.29	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	8	72.73	0	0.00	3	27.27	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
	<b>Y-T-D</b>	20	74.07	3	11.11	4	14.81	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	5	71.43	2	28.57	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	6	54.55	1	9.09	3	27.27	1	9.09	0	0.00	90.91
	4	2	33.33	3	50.00	1	16.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	59.26	6	22.22	4	14.81	1	3.70	0	0.00	96.30

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.71	1.43	1.43	1.86	1.43	2.00	1.29	1.43	1.29	95.24
<b>Quarter 2:</b>	2.33	1.67	1.00	1.67	1.00	3.33	1.33	1.00	1.00	92.59
<b>Quarter 3:</b>	2.09	2.00	1.36	2.18	1.82	2.18	2.00	1.55	1.91	93.94
<b>Quarter 4:</b>	2.67	2.50	2.17	1.83	1.83	3.17	1.50	1.33	1.83	77.78
<b>Y-T-D</b>	2.41	1.93	1.52	1.96	1.63	2.48	1.63	1.41	1.63	90.53

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 415

SFY 07

07/06 THROUGH 09/06

The Department of Economic Security should not give benefits according to gross pay on our paychecks. We all have money deducted out of our checks, which is a lot different from gross. I am thankful for the help I do get. Thanks

I think that they do ok.

Taking customers as close to appointment time as possible. Continue screening FAA workers for their competent.

ustedes son muy amable les quiero agradecer por todo la ayuda que mean brindado y todo el tiempo que yo eido asu oficina mean tratado muy bien gracias. Tambien las beses que e llamado.

**You are very friendly, I want to thank you for all the help you have brought and all the time that went to your office, they have treated me very well thank you. Also the times that I have called**

Just by trying to keep appointments on time so that we are not waiting and are on time to work after the appointment.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 415**

**SFY 07**

**10/06 THROUGH 12/06**

Try to be patient & friendly with people.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 415**

**SFY 07**

**01/07 THROUGH 03/07**

Don't change anything.

Keep doing he good work, to help people.

Give more time to applicant to participate in the jobs program if you mail the applicant a participation letter. Because I got mine 1 day before the deadline and I didn't qualify for assistance because the letter was so late.

Hire people who want to be there. Realize not every person who goes in to apply is a lazy useless bum looking 4 hand-outs. Every employee should know every program & offer them periodically.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 415**

**SFY 07**

**04/07 THROUGH 6/07**

Benefits should be better explained. Staff at front desk is not working properly, taking long breaks, only 1 staff member is at the front desk thus people have to wait about 1 hour. Staff members should not treat poor people with disrespect. Thank you

Mas informacion de beneficios, derechos, responsabilidades y mas personal en recepcion.

**More information about benefits, rights and responsibilities and more staff in reception**

Have more than one person at the front desk.

Maybe hire more front desk help. There is usually only one person at the window and 30 to 30 people waiting to be seen.

I know you are all very busy I wish I didn't have to wait so long at the front window. At the same time I do appreciate all the help you all have done for my son and me. Thanks again

Everyone was very nice & made me feel like a human being, instead of a piece of trash I've been dealing with BHC offices for 2 ¾ years & everyone is very nice. I really appreciate that. 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
22	6	27.27	Q2
25	5	20.00	Q3
30	5	16.67	Q4
95	18	18.95	

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	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	2	40.00	2	40.00	1	20.00	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	12	66.67	4	22.22	2	11.11	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	100.00	0	0.00	0	0.00	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	3	60.00	1	20.00	1	20.00	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	10	55.56	4	22.22	3	16.67	1	5.56	0	0.00	94.44
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	5	100.00	0	0.00	0	0.00	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	15	83.33	1	5.56	1	5.56	0	0.00	1	5.56	94.44
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	100.00	0	0.00	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	4	80.00	0	0.00	1	20.00	0	0.00	0	0.00	100.00
	4	2	40.00	1	20.00	1	20.00	1	20.00	0	0.00	80.00
	Y-T-D	11	61.11	4	22.22	2	11.11	1	5.56	0	0.00	94.44
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	4	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00	100.00
	Y-T-D	12	66.67	3	16.67	3	16.67	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **421** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	4	2	40.00	0	0.00	0	0.00	1	20.00	2	40.00	40.00
	<b>Y-T-D</b>	11	61.11	3	16.67	1	5.56	1	5.56	2	11.11	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	100.00	0	0.00	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	2	40.00	3	60.00	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
	<b>Y-T-D</b>	8	44.44	8	44.44	1	5.56	1	5.56	0	0.00	94.44
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	100.00	0	0.00	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	5	100.00	0	0.00	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
	<b>Y-T-D</b>	13	72.22	4	22.22	1	5.56	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	4	80.00	1	20.00	0	0.00	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
	<b>Y-T-D</b>	12	66.67	3	16.67	2	11.11	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
<b>Quarter 1:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.50	1.83	1.17	1.50	1.17	1.33	1.50	1.50	1.33	100.00
<b>Quarter 3:</b>	1.80	1.60	1.00	1.40	1.60	1.60	1.60	1.00	1.20	100.00
<b>Quarter 4:</b>	1.20	2.00	2.20	2.20	2.00	3.20	2.40	1.60	2.40	82.22
<b>Y-T-D</b>	1.44	1.72	1.39	1.61	1.50	1.89	1.72	1.33	1.56	95.06

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 421**

**SFY 07**

**07/06 THROUGH 09/06**

You do an excellent job.

At this time I really appreciate the help I'm getting.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 421**

**SFY 07**

**10/06 THROUGH 12/06**

When leaving papers or copies for my case worker we shouldn't have to take a number if we don't know our case #, and maybe app time will be shorter if there's more than one receptionist. Thank you

I think you all have been very helpful. Thank you !

When walking in- hard to get questions answered.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 421**

**SFY 07**

**01/07 THROUGH 03/07**

Appointment scheduling letting people know that you're in office for appointments.

Make insurance by what you take home after bills and difference in food for one person is very hard because where at the 59 age on and if no Medicaid we can even afford our medicine (I don't in any way blame on any of you, because that is not any way your fault but us 59, till were 65 have not enough to pay insurance and medicine for my blood pressure or thyroid and so we stop taking it if we don't have the money for ins or meds. P.S. Your staff has always been wonderful to me.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 421

SFY 07

04/07 THROUGH 6/07

Call if there is something needed.

En mi experiencia algunas trabajadoras muy buenas personas, pero hay otras que humillan a uno muy feo y no quieren entender la situacion de uno como el caso mio yo tengo un nina con incapacidades y yo los doctores me dejaron un poco mal de salud y la trabajadora una de ellas que se llama Lupe se burlo muy mal de mi familia para mi no me gustaria que esa persona estuvieran trabajando para ustedes por que son

**In my experience, some workers are good people, but there are others that humiliate you in an ugly way and don't want to understand your situation. As in my case I have a girl with disabilities and the doctors left me a little under the weather and the one of her workers, called Lupe joked in very bad taste about my family. As for me, I would not like people like that working for you because they are racist.**

Be nice to people don't yell at them don't have a rude attitude. Try to understand what they want. Don't shot them out.

The amount of assistance are Food Stamps is going down where my monthly income and what I pay out to service has stayed the same. Example: apporx 1 yr ago I received \$144 a month this has been steadily reduce to where I now receive \$109. Yet my bills have gone up if

Keep the quality staff who actually do their job with care. Concern, accuracy, and a pleasant attitude. Pay them more.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
17	5	29.41	Q1
15	2	13.33	Q2
17	3	17.65	Q3
20	2	10.00	Q4
69	12	17.39	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **422** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	3	60.00	1	20.00	1	20.00	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	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	8	66.67	2	16.67	1	8.33	0	0.00	1	8.33	91.67
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	80.00	1	20.00	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	33.33	1	33.33	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	8	66.67	3	25.00	0	0.00	0	0.00	1	8.33	91.67
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	60.00	2	40.00	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	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	8	66.67	3	25.00	1	8.33	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	3	60.00	2	40.00	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	33.33	2	66.67	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	8	66.67	4	33.33	0	0.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00	80.00
	2	2	100.00	0	0.00	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	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	8	66.67	3	25.00	0	0.00	1	8.33	0	0.00	91.67

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	1	33.33	1	33.33	0	0.00	0	0.00	1	33.33	66.67
	4	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00	50.00
	<b>Y-T-D</b>	8	66.67	1	8.33	1	8.33	0	0.00	2	16.67	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	60.00	1	20.00	1	20.00	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	33.33	0	0.00	1	33.33	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
	<b>Y-T-D</b>	7	58.33	2	16.67	2	16.67	0	0.00	1	8.33	91.67
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	4	80.00	1	20.00	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	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
	<b>Y-T-D</b>	10	83.33	2	16.67	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	60.00	1	20.00	1	20.00	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	33.33	0	0.00	0	0.00	1	33.33	1	33.33	33.33
	4	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	66.67	1	8.33	1	8.33	1	8.33	1	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
<b>Quarter 1:</b>	1.60	1.20	1.40	1.40	1.80	1.00	1.60	1.20	1.60	97.78
<b>Quarter 2:</b>	1.50	1.00	2.00	1.00	1.00	2.00	1.50	1.00	1.00	100.00
<b>Quarter 3:</b>	2.33	2.67	1.33	1.67	1.67	2.67	3.00	1.33	3.33	77.78
<b>Quarter 4:</b>	1.00	1.50	1.00	1.00	1.00	3.00	1.00	1.00	1.00	94.44
<b>Y-T-D</b>	1.67	1.58	1.42	1.33	1.50	1.92	1.83	1.17	1.83	92.59

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 422**

**SFY 07**

**07/06 THROUGH 09/06**

Good as is

You did fast fine.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 422**

**SFY 07**

**01/07 THROUGH 03/07**

For interviewer to be nice with people & don't treat people bad, or put people down like they did to me, and I made complain w/supervisor & she did not do anything. Those people at Parker office they act like they own that place.

More employee's with more experience.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 422**

**SFY 07**

**04/07 THROUGH 6/07**

You already do a good job. Thank you

When I call the main office for La Paz in Parker I have never received a call back! but because of my response from that office I do everything by mail or in the Salome Office on the 2nd Tuesday of each month.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
89	11	12.36	Q1
86	16	18.60	Q2
80	11	13.75	Q3
79	13	16.46	Q4
334	51	15.27	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **433** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%									
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	3	27.27	4	36.36	3	27.27	1	9.09	0	0.00	90.91
	2	6	37.50	5	31.25	3	18.75	0	0.00	2	12.50	87.50
	3	2	18.18	7	63.64	1	9.09	1	9.09	0	0.00	90.91
	4	5	38.46	6	46.15	1	7.69	1	7.69	0	0.00	92.31
	<b>Y-T-D</b>	16	31.37	22	43.14	8	15.69	3	5.88	2	3.92	90.20
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	10	90.91	0	0.00	1	9.09	0	0.00	0	0.00	100.00
	2	8	50.00	5	31.25	1	6.25	2	12.50	0	0.00	87.50
	3	5	45.45	4	36.36	2	18.18	0	0.00	0	0.00	100.00
	4	8	61.54	4	30.77	1	7.69	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	31	60.78	13	25.49	5	9.80	2	3.92	0	0.00	96.08
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	10	90.91	0	0.00	1	9.09	0	0.00	0	0.00	100.00
	2	13	81.25	2	12.50	0	0.00	0	0.00	1	6.25	93.75
	3	10	90.91	1	9.09	0	0.00	0	0.00	0	0.00	100.00
	4	11	84.62	2	15.38	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	44	86.27	5	9.80	1	1.96	0	0.00	1	1.96	98.04
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	7	63.64	1	9.09	3	27.27	0	0.00	0	0.00	100.00
	2	9	56.25	1	6.25	4	25.00	0	0.00	2	12.50	87.50
	3	5	45.45	1	9.09	4	36.36	1	9.09	0	0.00	90.91
	4	9	69.23	2	15.38	1	7.69	0	0.00	1	7.69	92.31
	<b>Y-T-D</b>	30	58.82	5	9.80	12	23.53	1	1.96	3	5.88	92.16
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
	2	12	75.00	2	12.50	1	6.25	0	0.00	1	6.25	93.75
	3	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
	4	10	76.92	2	15.38	0	0.00	1	7.69	0	0.00	92.31
	<b>Y-T-D</b>	38	74.51	8	15.69	3	5.88	1	1.96	1	1.96	96.08

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	6	54.55	0	0.00	0	0.00	2	18.18	3	27.27	54.55
	2	7	43.75	0	0.00	4	25.00	2	12.50	3	18.75	68.75
	3	3	27.27	5	45.45	2	18.18	1	9.09	0	0.00	90.91
	4	6	46.15	3	23.08	1	7.69	1	7.69	2	15.38	76.92
	<b>Y-T-D</b>	22	43.14	8	15.69	7	13.73	6	11.76	8	15.69	72.55
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	7	63.64	1	9.09	3	27.27	0	0.00	0	0.00	100.00
	2	11	68.75	2	12.50	0	0.00	2	12.50	1	6.25	81.25
	3	7	63.64	3	27.27	1	9.09	0	0.00	0	0.00	100.00
	4	10	76.92	2	15.38	1	7.69	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	35	68.63	8	15.69	5	9.80	2	3.92	1	1.96	94.12
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	8	72.73	1	9.09	1	9.09	1	9.09	0	0.00	90.91
	2	12	75.00	1	6.25	0	0.00	0	0.00	3	18.75	81.25
	3	8	72.73	2	18.18	1	9.09	0	0.00	0	0.00	100.00
	4	10	76.92	3	23.08	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	38	74.51	7	13.73	2	3.92	1	1.96	3	5.88	92.16
<b>9: The overall quality of service at the FAA office was:</b>	1	6	54.55	2	18.18	3	27.27	0	0.00	0	0.00	100.00
	2	8	50.00	5	31.25	2	12.50	0	0.00	1	6.25	93.75
	3	5	45.45	4	36.36	2	18.18	0	0.00	0	0.00	100.00
	4	8	61.54	4	30.77	0	0.00	1	7.69	0	0.00	92.31
	<b>Y-T-D</b>	27	52.94	15	29.41	7	13.73	1	1.96	1	1.96	96.08

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.18	1.18	1.18	1.64	1.36	2.64	1.64	1.55	1.73	92.93
<b>Quarter 2:</b>	2.19	1.81	1.38	2.06	1.50	2.63	1.75	1.81	1.81	86.11
<b>Quarter 3:</b>	2.09	1.73	1.09	2.09	1.36	2.09	1.45	1.36	1.73	96.97
<b>Quarter 4:</b>	1.85	1.46	1.15	1.62	1.38	2.23	1.31	1.23	1.54	94.02
<b>Y-T-D</b>	2.08	1.57	1.22	1.86	1.41	2.41	1.55	1.51	1.71	91.94

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 07

07/06 THROUGH 09/06

me siento con mucha confianza con usted. Por como me atendieron por que si tengo una pregunta se las puedo hacer con toda confianza Brenda Sandoval & Narda Gavez son muy especiales en su trabajo lo desarrollan con mucho empeño.

**I am very pleased with you. For how you took care of me because if I have a question I can ask you with all confidence. Brenda Sandoval and Narda Gavez are very special in their work they have developed a lot of determination.**

Lo pienso que todo está correcto por que a mí me han atendido muy bien en mis citas esta vez fue por teléfono a la hora que me pusieron a esa hora fue. Gracias

**I think that all is good because they have treated me very well in my appointments. This time was by phone at the scheduled time. Thank you.**

Instruct whoever takes message to return calls. I called five times, left message, but no one returned my calls.

en general el servicio es bueno, pero quiero mencionar que algunos empleados son hostiles y despotas me gustaría que trataran mejor a las personas y por teléfono que contesten las llamadas porque es difícil comunicarse por teléfono a la oficina contestan grabadoras y no regresan las llamadas.

**In general the service is good, but I want to mention that some employees are hostile and despotic, I would like that they treat the people better and on the phone, that they answer the calls because it is difficult to communicate by phone to the office and only get machines and they don't return the calls.**

Have someone answer the phones and return calls!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 433**

**SFY 07**

**07/06 THROUGH 09/06**

Answering phones and returning messages. I have to leave message after message and it takes a long time for someone to answer the phone almost every time.

I don't understand why if nothing has changed you have to do everything over again each year. I f its only the medical no money or food stamps we are grandparents nothing changes!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 07

10/06 THROUGH 12/06

Keep going like that

One way is to have the worker call you back ASAP. I've called so many times & never got a call back. Be more polite.

Shorter wait to get into EI

No habia visitado la oficina en mucho tiempo y hoy fui y me lleve una muy buena empresion. Por parte de todos. Me atendieron muy bien.

**I have not visited the office in a while, and I went today and it left me with a very good impression. In all aspects they took very good care of me.**

They never return calls. I miss interviews because they don't work around my schedule

Que pongan recepcionistas del frente mad educadas una de ellas es muy despota y contesta de mala gana y abienta los papeles.

**That they put better mannered receptionists at the front, one of them is very despotic and she answers grudgingly and loses the papers.**

Stand by appointments are pretty much a waste of time for both parties.

aquin corresponda hago saber que en lo que ami coniente todo esta muy bien me han atendido con cortesia y respeto gracias.

**To Whom It May Concern: I let you know what concerns me. all is very good. They have treated me with courtesy and respect.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 433**

**SFY 07**

**01/07 THROUGH 03/07**

Put a nicer person of the front desk for the information window please. Need a person with a better attitude and more information please. It would make it more comfortable for us who are asking questions. Thank

Most of the time I do the interviews over the phone.

The caseworker told me that as soon as I got everything n need and turned all of them papers into jobs and child support I was approved and my cash would be on my card, it's already been 10 days already and every time I have called she tells me that she has several cases before mine. I have not had any income for the last 3 months and I have had two shut off notices for APS and I owe so much money and I have a child and it's hard on her. The case worker should not tell you that your approved and once all the paper in turned in you will have you cash on your card and its not and when you call they tell you that they have several cases before yours, they should tell you that on the first time.

The biggest & most awesome difference I notice, since 2 years ago is I received a phone call for an appointment the day after I dropped off my application. The appt was the following day. Awesome - Thanks

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 433

SFY 07

04/07 THROUGH 6/07

People at the front need to have some training on how to be friendly.  
Have a different line for people who are disable & unable to stand long.

Todo fue muy satisfecho para mi el personal hace muy bien su trabajo lo  
ue no me gusta es al hablar por telefono haces mucho tiempo esperando  
entrar ala recepcion y cuando ya entras entra la grabadora y batallas  
otras para comuincate por que desgraciadamente no me sel la ext.

**All was very good for me, the staff does their job very well, what I don't  
like is to speak by phone, you make us wait a long time to enter in  
reception and when you already entered, here comes the tape recorder  
and you battle others to communicate because unfortunately I don't  
know the extension**

The ladies, do a great job!

If you've not been in the U.S.A. long enough to speak & write English  
then you've not been here long enough to receive benefits. If they want  
to receive benefits they can at least learn our language.

Keep up the good work.

Que cuando llamemos por telefono nos contesten lla llamada o si nos la  
contestan, si dejamos mensaje al trabajador nos regresen la llamada que  
la recepcionista sean mas amables.

**That when we call by phone that you answer the call or if you answer us**

**If we leave a message for the worker, they should return the call, that**

The staff at the Yuma office has always given me respect and quality  
service from the first visit for AHCCCS insurance and food stamps.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 433**

**SFY 07**

**04/07 THROUGH 6/07**

I never had trouble with the office staff

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
16	4	25.00	Q1
18	0	0.00	Q2
12	2	16.67	Q3
17	2	11.76	Q4
63	8	12.70	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **435** District: **4**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	50.00	1	25.00	1	25.00	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	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	50.00	3	37.50	1	12.50	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	50.00	0	0.00	1	25.00	0	0.00	1	25.00	75.00
	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	6	75.00	0	0.00	1	12.50	0	0.00	1	12.50	87.50
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	75.00	1	25.00	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	87.50	1	12.50	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	50.00	1	25.00	1	25.00	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	6	75.00	1	12.50	1	12.50	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	3	75.00	1	25.00	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	87.50	1	12.50	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **435** District: **4**

		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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	50.00	1	25.00	1	25.00	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
	<b>Y-T-D</b>	<b>4</b>	<b>50.00</b>	<b>2</b>	<b>25.00</b>	<b>2</b>	<b>25.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>100.00</b>
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	75.00	1	25.00	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
	<b>Y-T-D</b>	<b>7</b>	<b>87.50</b>	<b>1</b>	<b>12.50</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>100.00</b>
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	50.00	2	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	50.00	0	0.00	1	50.00	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
	<b>Y-T-D</b>	<b>5</b>	<b>62.50</b>	<b>2</b>	<b>25.00</b>	<b>1</b>	<b>12.50</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>100.00</b>
<b>9: The overall quality of service at the FAA office was:</b>	1	3	75.00	1	25.00	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
	<b>Y-T-D</b>	<b>7</b>	<b>87.50</b>	<b>1</b>	<b>12.50</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>100.00</b>

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	1.75	2.50	1.25	1.75	1.25	1.75	1.25	1.50	1.25	97.22
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	2.00	1.00	1.00	1.00	1.00	1.50	1.00	2.00	1.00	100.00
<b>Quarter 4:</b>	1.00	1.00	1.00	1.00	1.00	2.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.63	1.75	1.13	1.38	1.13	1.75	1.13	1.50	1.13	98.61

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 435

SFY 07

07/06 THROUGH 09/06

que fue un trato muy bueno el que nos dijeron sigan asi simpre.

**The treatment was very good which they have given us, keep it up always.**

solo que nos explican mas detalladamente sobre el programa en lo demas  
esta muy bien. Felicidades y gracias

**Only that they explain to us more details about the program. Everything  
else is very good. Greetings and thank you**

I think you are doing just what you can. You helped a lot of people.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 435**

**SFY 07**

**01/07 THROUGH 03/07**

Just leave it the way it is!!

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 435**

**SFY 07**

**04/07 THROUGH 6/07**

Seguir igual

**Continue the same**

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
31	6	19.35	Q1
21	1	4.76	Q2
25	4	16.00	Q3
28	5	17.86	Q4
<b>105</b>	<b>16</b>	<b>15.24</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **442** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00	83.33
	2	0	0.00	1	100.00	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	1	20.00	2	40.00	1	20.00	1	20.00	0	0.00	80.00
	<b>Y-T-D</b>	4	25.00	7	43.75	3	18.75	2	12.50	0	0.00	87.50
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	50.00	2	33.33	1	16.67	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	50.00	1	25.00	0	0.00	1	25.00	0	0.00	75.00
	4	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	50.00	5	31.25	2	12.50	1	6.25	0	0.00	93.75
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	5	83.33	1	16.67	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	50.00	2	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
	<b>Y-T-D</b>	12	75.00	4	25.00	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	33.33	4	66.67	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	50.00	0	0.00	2	50.00	0	0.00	0	0.00	100.00
	4	3	60.00	0	0.00	2	40.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	50.00	4	25.00	4	25.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	5	83.33	1	16.67	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	25.00	3	75.00	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
	<b>Y-T-D</b>	11	68.75	4	25.00	1	6.25	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	66.67	0	0.00	2	33.33	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	25.00	0	0.00	2	50.00	1	25.00	0	0.00	75.00
	4	3	60.00	0	0.00	1	20.00	0	0.00	1	20.00	80.00
	<b>Y-T-D</b>	8	50.00	0	0.00	6	37.50	1	6.25	1	6.25	87.50
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	83.33	1	16.67	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	25.00	2	50.00	0	0.00	1	25.00	0	0.00	75.00
	4	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	9	56.25	5	31.25	1	6.25	1	6.25	0	0.00	93.75
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	83.33	1	16.67	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	50.00	2	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
	<b>Y-T-D</b>	11	68.75	4	25.00	1	6.25	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	33.33	4	66.67	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	25.00	2	50.00	1	25.00	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
	<b>Y-T-D</b>	6	37.50	8	50.00	2	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
<b>Quarter 1:</b>	2.00	1.67	1.17	1.67	1.17	1.67	1.17	1.17	1.67	98.15
<b>Quarter 2:</b>	2.00	2.00	1.00	1.00	1.00	3.00	2.00	2.00	2.00	100.00
<b>Quarter 3:</b>	2.25	2.00	1.50	2.00	1.75	2.75	2.25	1.50	2.00	91.67
<b>Quarter 4:</b>	2.40	1.60	1.20	1.80	1.40	2.20	1.60	1.40	1.60	95.56
<b>Y-T-D</b>	2.19	1.75	1.25	1.75	1.38	2.19	1.63	1.38	1.75	95.83

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 442

SFY 07

07/06 THROUGH 09/06

me gustaria que las encargadas de mostrador fueran mas amables.

**I would like that the front counter staff were friendlier.**

Thank you

tratar de atender ala gente mas rapido porque me imagino que la gente se ha de desesperar.

**Try to help the people faster because I imagine that it drives the people to distraction.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 442**

**SFY 07**

**01/07 THROUGH 03/07**

Todo sus servicios son muy buenos. Gracias

**All of your services are 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 442

SFY 07

04/07 THROUGH 6/07

No tengo ninguna queja todo el servicio que nos prestan es muy bueno.  
Gracias

**I have no complaint. All the service you have given us has been very good. Thank you**

A mi punto de vista esta bien el servicios. Muchas gracias

**From my point of view, the services are good. Thank you very much**

Deberian de atender a la gente ala hora que les dan su cita por que tardan mucho tiempo.

**They should take care of the people at the time they made the appointment because they are very late.**

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

**DISTRICT V**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
86	13	15.12	Q1
78	8	10.26	Q2
87	15	17.24	Q3
99	15	15.15	Q4
<b>350</b>	<b>51</b>	<b>14.57</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **126** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	30.77	0	0.00	4	30.77	1	7.69	4	30.77	61.54
	2	4	50.00	0	0.00	1	12.50	3	37.50	0	0.00	62.50
	3	3	20.00	4	26.67	6	40.00	0	0.00	2	13.33	86.67
	4	6	40.00	4	26.67	2	13.33	1	6.67	2	13.33	80.00
	<b>Y-T-D</b>	17	33.33	8	15.69	13	25.49	5	9.80	8	15.69	74.51
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	7	53.85	2	15.38	2	15.38	1	7.69	1	7.69	84.62
	2	2	25.00	2	25.00	1	12.50	2	25.00	1	12.50	62.50
	3	8	53.33	4	26.67	2	13.33	0	0.00	1	6.67	93.33
	4	7	46.67	3	20.00	2	13.33	1	6.67	2	13.33	80.00
	<b>Y-T-D</b>	24	47.06	11	21.57	7	13.73	4	7.84	5	9.80	82.35
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	53.85	3	23.08	0	0.00	1	7.69	2	15.38	76.92
	2	4	50.00	2	25.00	1	12.50	0	0.00	1	12.50	87.50
	3	11	73.33	1	6.67	2	13.33	0	0.00	1	6.67	93.33
	4	10	66.67	1	6.67	3	20.00	1	6.67	0	0.00	93.33
	<b>Y-T-D</b>	32	62.75	7	13.73	6	11.76	2	3.92	4	7.84	88.24
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	15.38	6	46.15	1	7.69	2	15.38	2	15.38	69.23
	2	3	37.50	1	12.50	1	12.50	2	25.00	1	12.50	62.50
	3	6	40.00	2	13.33	3	20.00	0	0.00	4	26.67	73.33
	4	5	33.33	1	6.67	5	33.33	2	13.33	2	13.33	73.33
	<b>Y-T-D</b>	16	31.37	10	19.61	10	19.61	6	11.76	9	17.65	70.59
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	46.15	3	23.08	1	7.69	0	0.00	3	23.08	76.92
	2	3	37.50	2	25.00	2	25.00	1	12.50	0	0.00	87.50
	3	10	66.67	1	6.67	2	13.33	1	6.67	1	6.67	86.67
	4	9	60.00	2	13.33	1	6.67	2	13.33	1	6.67	80.00
	<b>Y-T-D</b>	28	54.90	8	15.69	6	11.76	4	7.84	5	9.80	82.35

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **126** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	23.08	3	23.08	2	15.38	0	0.00	5	38.46	61.54
	2	2	25.00	0	0.00	2	25.00	0	0.00	4	50.00	50.00
	3	4	26.67	2	13.33	4	26.67	2	13.33	3	20.00	66.67
	4	5	33.33	3	20.00	2	13.33	1	6.67	4	26.67	66.67
	<b>Y-T-D</b>	14	27.45	8	15.69	10	19.61	3	5.88	16	31.37	62.75
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	5	38.46	4	30.77	2	15.38	0	0.00	2	15.38	84.62
	2	3	37.50	1	12.50	3	37.50	0	0.00	1	12.50	87.50
	3	8	53.33	3	20.00	2	13.33	1	6.67	1	6.67	86.67
	4	7	46.67	5	33.33	1	6.67	1	6.67	1	6.67	86.67
	<b>Y-T-D</b>	23	45.10	13	25.49	8	15.69	2	3.92	5	9.80	86.27
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	6	46.15	4	30.77	2	15.38	1	7.69	0	0.00	92.31
	2	4	50.00	2	25.00	1	12.50	1	12.50	0	0.00	87.50
	3	11	73.33	1	6.67	1	6.67	1	6.67	1	6.67	86.67
	4	9	60.00	1	6.67	4	26.67	1	6.67	0	0.00	93.33
	<b>Y-T-D</b>	30	58.82	8	15.69	8	15.69	4	7.84	1	1.96	90.20
<b>9: The overall quality of service at the FAA office was:</b>	1	5	38.46	3	23.08	2	15.38	0	0.00	3	23.08	76.92
	2	3	37.50	2	25.00	0	0.00	2	25.00	1	12.50	62.50
	3	7	46.67	1	6.67	3	20.00	3	20.00	1	6.67	73.33
	4	7	46.67	3	20.00	3	20.00	0	0.00	2	13.33	86.67
	<b>Y-T-D</b>	22	43.14	9	17.65	8	15.69	5	9.80	7	13.73	76.47

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	3.08	2.00	2.08	2.69	2.31	3.08	2.23	1.85	2.46	76.07
<b>Quarter 2:</b>	2.38	2.75	2.00	2.63	2.13	3.50	2.38	1.88	2.50	72.22
<b>Quarter 3:</b>	2.60	1.80	1.60	2.60	1.80	2.87	1.93	1.67	2.33	82.96
<b>Quarter 4:</b>	2.27	2.20	1.67	2.67	1.93	2.73	1.93	1.80	2.13	82.22
<b>Y-T-D</b>	2.59	2.12	1.80	2.65	2.02	2.98	2.08	1.78	2.33	79.30

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 126

SFY 07

07/06 THROUGH 09/06

The service was very prompt & she fully explained to me what I needed to do.

el personal de recepcion nesecita ayudar mas alas personas que llegamos creo hay decriminacion para el hispano y nesecitan atender mejor y no dilatar mas de 60 minutos para ser atendido.

**The reception staff needs to help the people that come more I think that there is discrimination against the Hispanic and they need to better take care and not make you wait more than 60 minutes to be seen.**

I like the drop off box paperwork. It frees up a lot of time to be used more productively.

I have applied at other offices before Chandler office is the worst. This is my 3rd time I have applied at the office and it is bad. I have applied in A.J. and PHX and never have had a problem. Everything really needs improvement.

My caseworker seems not willing to call back or to care anything about any cases. I have to talk to a supervisor to try and get any answers I heard from my day-care about my case before any letter or call from my caseworker Rosemary Garcia.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 126**

**SFY 07**

**10/06 THROUGH 12/06**

Check your phone system - very difficult to reach someone.

When someone has the first appointment in the morning and the interviewer is late, it would be nice to let the interviewer know or let them

It would be nice to have a person return my phone calls. I have never had a caseworker return a phone call even when I have stated in my message that it is urgent.

Hire more knowledgeable and courteous staff. Return phone calls!  
Make sure staff stays on top of their case files and follow-up!

When I go into your office I always feel like they look down on me, and they are usually very rude. I work very hard and don't deserve to be treated that way. You need more front desk employees and need to organize into lines, etc.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 126**

**SFY 07**

**01/07 THROUGH 03/07**

Hire more people

Be more helpful & follow up.

Hire front desk workers who are courteous and respectful in my experience the workers were so rude and looked miserable doing their job they could smile a bit more.

Front desk staff needs to be more respectful & maybe verify all information was received while there, so the process can run smoother.

You do what you do with what you got! Keep up the good work guys!!!

Maybe explain what other benefits are available w/the program or for a fee such as dental, and how to go about applying for them.

I don't have a new card- I don't have a new book of Dr. listing. I cant get any help.

Thank you!!!!!!

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 126**

**SFY 07**

**04/07 THROUGH 6/07**

Have telephone messages " get organized. Waited much too long to talk by phone. (average 30 min " 1 rh)

Better explanations of benefits.

Keep enough people employed at the front desk to keep the wait down... be more thoughtful with explaining responsibilities of clients, when to renew benefits, ect.

Have personal that know their job. The person interviewing does not make so many personal phone calls while doing the interview.

I would like to be able to go to an office that is closer to my home, I also wish the office were cleaner and more organized. I want to go to office on Guadalupe and Country club.

The gentlemen who interviewed me was very respectful.

Less waiting time when using numbers system to approach for help at window. People come in don't take a number and get served information while others sit & wait and have followed correct policy. They need to be informed to take a number & wait their turn we all need to enforce procedures.

The Chandler office treats me nice. The mesa office I used to go through treated me like a lazy criminal that was just a liar. Which is not even close to the truth I am a person that so wishes I could be out working.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 126**

**SFY 07**

**04/07 THROUGH 6/07**

When a client comes into find out information find out what it is before they have to wait 1 ½ hours to be told the computers are down to comeback tomorrow!! Answer the phones when people call! Hire a front desk secretary. I hate calling and waiting on hold for 2 hours for an

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
16	0	0.00	Q1
20	2	10.00	Q2
20	3	15.00	Q3
17	1	5.88	Q4
<b>73</b>	<b>6</b>	<b>8.22</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **334** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	66.67	1	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	2	33.33	3	50.00	1	16.67	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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	5	83.33	0	0.00	1	16.67	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	1	50.00	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	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	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	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	2	66.67	0	0.00	1	33.33	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	50.00	2	33.33	1	16.67	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	0	0.00	1	50.00	50.00
	3	2	66.67	0	0.00	1	33.33	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
	<b>Y-T-D</b>	2	33.33	2	33.33	1	16.67	0	0.00	1	16.67	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	3	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
	<b>Y-T-D</b>	4	66.67	2	33.33	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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
	<b>Y-T-D</b>	5	83.33	1	16.67	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	2	66.67	1	33.33	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
	<b>Y-T-D</b>	4	66.67	2	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	1.50	2.00	2.50	1.50	1.50	3.50	1.50	1.50	1.50	94.44
<b>Quarter 3:</b>	2.33	1.00	1.00	1.33	1.67	1.67	1.00	1.00	1.33	100.00
<b>Quarter 4:</b>	1.00	1.00	1.00	2.00	2.00	2.00	2.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.83	1.33	1.50	1.50	1.67	2.33	1.33	1.17	1.33	98.15

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 334**

**SFY 07**

**10/06 THROUGH 12/06**

Hire better workers! One that can be in CBQ on Thursdays!

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 334**

**SFY 07**

**01/07 THROUGH 03/07**

I think most of the staff are very friendly and some are very rude. But basically you're all doing a great job. I've never had any problems when I go in for interview.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 334**

**SFY 07**

**04/07 THROUGH 6/07**

create jobs and make child-care readily available.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
37	6	16.22	Q1
30	3	10.00	Q2
41	3	7.32	Q3
40	5	12.50	Q4
148	17	11.49	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **511** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00	83.33
	2	1	33.33	1	33.33	0	0.00	0	0.00	1	33.33	66.67
	3	1	33.33	2	66.67	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	2	40.00	3	60.00	0	0.00	0	0.00	100.00
<b>Y-T-D</b>	4	23.53	8	47.06	3	17.65	1	5.88	1	5.88	88.24	
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	4	66.67	1	16.67	1	16.67	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	33.33	2	66.67	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
<b>Y-T-D</b>	9	52.94	7	41.18	1	5.88	0	0.00	0	0.00	100.00	
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	4	66.67	1	16.67	1	16.67	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	33.33	2	66.67	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
<b>Y-T-D</b>	11	64.71	5	29.41	1	5.88	0	0.00	0	0.00	100.00	
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	4	66.67	0	0.00	0	0.00	0	0.00	2	33.33	66.67
	2	2	66.67	0	0.00	0	0.00	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	20.00	1	20.00	3	60.00	0	0.00	0	0.00	100.00
<b>Y-T-D</b>	8	47.06	1	5.88	5	29.41	0	0.00	3	17.65	82.35	
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	3	50.00	1	16.67	2	33.33	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	2	66.67	1	33.33	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
<b>Y-T-D</b>	11	64.71	3	17.65	2	11.76	0	0.00	1	5.88	94.12	

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	66.67	1	16.67	1	16.67	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	0	0.00	1	33.33	1	33.33	0	0.00	66.67
	4	2	40.00	1	20.00	0	0.00	0	0.00	2	40.00	60.00
	Y-T-D	9	52.94	2	11.76	2	11.76	1	5.88	3	17.65	76.47
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	3	50.00	0	0.00	3	50.00	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	66.67	1	33.33	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	9	52.94	4	23.53	4	23.53	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	50.00	0	0.00	1	16.67	1	16.67	1	16.67	66.67
	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	2	40.00	1	20.00	0	0.00	1	20.00	1	20.00	60.00
	Y-T-D	8	47.06	3	17.65	2	11.76	2	11.76	2	11.76	76.47
<b>9: The overall quality of service at the FAA office was:</b>	1	3	50.00	1	16.67	1	16.67	1	16.67	0	0.00	83.33
	2	2	66.67	0	0.00	0	0.00	0	0.00	1	33.33	66.67
	3	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	1	20.00	4	80.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	9	52.94	5	29.41	1	5.88	1	5.88	1	5.88	88.24

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9	Overall Percent Answering 1 to 3
<b>Quarter 1:</b>	2.00	1.50	1.50	2.33	1.83	1.50	2.00	2.50	2.00	88.89
<b>Quarter 2:</b>	2.67	1.33	1.33	2.33	2.33	2.33	1.67	2.00	2.33	81.48
<b>Quarter 3:</b>	1.67	1.67	1.67	2.33	1.33	2.67	1.33	1.33	1.00	96.30
<b>Quarter 4:</b>	2.60	1.60	1.20	2.40	1.20	2.80	1.60	2.60	1.80	91.11
<b>Y-T-D</b>	2.24	1.53	1.41	2.35	1.65	2.24	1.71	2.24	1.82	89.54

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 511**

**SFY 07**

**07/06 THROUGH 09/06**

You can be better at your job by letting us know when there are changes on our cases, like (address changes, increase in benefits, and or decrease.

Less paper work

Talk to workers (except for Alma) in CG at front desk about being respectful of people who work & are in college & can't come to sit all day. I was doing student teaching for NAU to become a teacher & I felt they were rude when I requested a phone interview (which they refuse). Then I had special times I needed due to my job! which most people

They doing a very good job.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 511**

**SFY 07**

**10/06 THROUGH 12/06**

The people at the Casa Grande office were very nice and helpful however at the Mesa office at Alma School and Guadalupe skipped my name & made me wait for 2 hours and wouldn't listen to me when I told them how long I was waiting.

I was impressed by how quickly my claim was processed.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 511**

**SFY 07**

**01/07 THROUGH 03/07**

Everyone within the agency is doing a great job. I believe that its up to the recipients to improve themselves and not have to rely on these blessing and kindness.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 511**

**SFY 07**

**04/07 THROUGH 6/07**

More people in the front area checking and appointment scheduling. The people in the front constantly have a chip on their shoulders and are often rude.

First of all someone could return phone calls. Second of all they be a little more nicer at the front desk, and not act like their better then those who are applying or Food Stamp or any other services.

Casa Grande office the front desk has various windows which seems confusing to others who was waiting for a long time. As the line gets longer, we are literally in the seating area. Have front desk be nicer or at last smile because I feel that I'm bothering her. I dread going to the office but I need help.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
20	0	0.00	Q1
12	2	16.67	Q2
28	6	21.43	Q3
21	2	9.52	Q4
<b>81</b>	<b>10</b>	<b>12.35</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **513** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	2	33.33	2	33.33	2	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
	<b>Y-T-D</b>	4	40.00	4	40.00	2	20.00	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	1	50.00	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	60.00	1	10.00	3	30.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	5	83.33	1	16.67	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
	<b>Y-T-D</b>	8	80.00	1	10.00	1	10.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	4	66.67	1	16.67	1	16.67	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
	<b>Y-T-D</b>	5	50.00	3	30.00	2	20.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	5	83.33	0	0.00	1	16.67	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
	<b>Y-T-D</b>	6	60.00	1	10.00	2	20.00	1	10.00	0	0.00	90.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	3	50.00	1	16.67	0	0.00	2	33.33	0	0.00	66.67
	4	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	Y-T-D	6	60.00	1	10.00	1	10.00	2	20.00	0	0.00	80.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	5	83.33	1	16.67	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	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	5	83.33	1	16.67	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	8	80.00	1	10.00	1	10.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	4	66.67	1	16.67	1	16.67	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	5	50.00	3	30.00	2	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	1.50	2.50	1.00	2.00	3.00	1.00	2.00	1.00	2.00	94.44
<b>Quarter 3:</b>	2.00	1.33	1.17	1.50	1.33	2.17	1.17	1.17	1.50	96.30
<b>Quarter 4:</b>	1.50	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	100.00
<b>Y-T-D</b>	1.80	1.70	1.30	1.70	1.80	1.90	1.50	1.30	1.70	96.67

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 513**

**SFY 07**

**10/06 THROUGH 12/06**

Not hire people who can't deal with public in other words rude interviewers who don't know how to talk to you nicely. One person ruins it for the whole company office this office is in Coolidge, AZ.

Need staff to communicate better the circumstances of each case. Had to bring in a lot of information. New case worker not sure of my case plans from old caseworker.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 513**

**SFY 07**

**01/07 THROUGH 03/07**

I think your staff are doing their job very well, I don't think they need more than what they are doing now. Thanks

Pues las trabajadoras de la ventanilla a veces no son muy amables.

**Well the workers at the front window sometimes are not very nice.**

Todo para mi esta bien y agradezco mucho sus atenciones que me dan.

**For me, all is good and I am grateful for the attention you have given me.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 513**

**SFY 07**

**04/07 THROUGH 6/07**

I have a hard time reading and understanding and all staff are very nice and helpful did repeat themselves over & over for me with out attitude.  
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
9	0	0.00	Q2
17	1	5.88	Q3
12	1	8.33	Q4
46	2	4.35	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **514** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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

**FAA Customer Satisfaction Survey - SFY 2007**  
**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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	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
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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
<b>9: The overall quality of service at the FAA office was:</b>	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	1	50.00	1	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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	2.00	1.00	2.00	2.00	1.00	1.00	1.00	1.00	2.00	100.00
<b>Quarter 4:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.50	1.00	1.50	1.50	1.00	1.00	1.00	1.00	1.50	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 514**

**SFY 07**

**01/07 THROUGH 03/07**

All is pretty good; more people need help with same number of employee at FAA offer more jobs, maybe.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
37	11	29.73	Q1
36	7	19.44	Q2
36	7	19.44	Q3
34	5	14.71	Q4
<b>143</b>	<b>30</b>	<b>20.98</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **517** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	4	36.36	4	36.36	2	18.18	1	9.09	0	0.00	90.91
	2	3	42.86	4	57.14	0	0.00	0	0.00	0	0.00	100.00
	3	4	57.14	1	14.29	2	28.57	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
	<b>Y-T-D</b>	14	46.67	11	36.67	4	13.33	1	3.33	0	0.00	96.67
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	8	72.73	0	0.00	1	9.09	1	9.09	1	9.09	81.82
	2	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	4	57.14	1	14.29	2	28.57	0	0.00	0	0.00	100.00
	4	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	<b>Y-T-D</b>	23	76.67	1	3.33	3	10.00	2	6.67	1	3.33	90.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	7	63.64	1	9.09	1	9.09	1	9.09	1	9.09	81.82
	2	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	4	57.14	1	14.29	2	28.57	0	0.00	0	0.00	100.00
	4	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	<b>Y-T-D</b>	22	73.33	2	6.67	3	10.00	2	6.67	1	3.33	90.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	8	72.73	1	9.09	0	0.00	2	18.18	0	0.00	81.82
	2	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	3	42.86	2	28.57	2	28.57	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
	<b>Y-T-D</b>	22	73.33	4	13.33	2	6.67	2	6.67	0	0.00	93.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	8	72.73	1	9.09	1	9.09	0	0.00	1	9.09	90.91
	2	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	3	42.86	2	28.57	2	28.57	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
	<b>Y-T-D</b>	22	73.33	4	13.33	3	10.00	0	0.00	1	3.33	96.67

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **517** 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	4	36.36	2	18.18	3	27.27	0	0.00	2	18.18	81.82
	2	6	85.71	0	0.00	1	14.29	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	1	20.00	2	40.00	0	0.00	1	20.00	80.00
	<b>Y-T-D</b>	14	46.67	4	13.33	8	26.67	1	3.33	3	10.00	86.67
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	6	54.55	2	18.18	1	9.09	1	9.09	1	9.09	81.82
	2	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	3	3	42.86	2	28.57	2	28.57	0	0.00	0	0.00	100.00
	4	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	<b>Y-T-D</b>	19	63.33	5	16.67	3	10.00	2	6.67	1	3.33	90.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	7	63.64	1	9.09	2	18.18	1	9.09	0	0.00	90.91
	2	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	3	4	57.14	0	0.00	3	42.86	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
	<b>Y-T-D</b>	20	66.67	3	10.00	6	20.00	1	3.33	0	0.00	96.67
<b>9: The overall quality of service at the FAA office was:</b>	1	6	54.55	2	18.18	2	18.18	0	0.00	1	9.09	90.91
	2	7	100.00	0	0.00	0	0.00	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	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	80.00
	<b>Y-T-D</b>	21	70.00	4	13.33	3	10.00	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
<b>Quarter 1:</b>	2.00	1.82	1.91	1.64	1.64	2.45	2.00	1.73	1.91	85.86
<b>Quarter 2:</b>	1.57	1.00	1.00	1.00	1.00	1.29	1.14	1.00	1.00	100.00
<b>Quarter 3:</b>	1.71	1.71	1.71	1.86	1.86	2.14	1.86	1.86	1.57	98.41
<b>Quarter 4:</b>	1.40	1.60	1.60	1.20	1.20	2.80	1.60	1.80	1.60	88.89
<b>Y-T-D</b>	1.73	1.57	1.60	1.47	1.47	2.17	1.70	1.60	1.57	92.59

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 517**

**SFY 07**

**07/06 THROUGH 09/06**

I have been to the office in AJ twice (Jon) was my worker both times no improvements needed at this office. Thanks

To understand that a person with a disability is sometimes unable to get paper work, stamps, and can use info from prior claims, if we need a phone interview they should fill out paper work & understand that we get overly stressed!!

Do keep the friendly & courteous & very helpful staff – as one of the hard up applicants I was so anxious for seeking assistance but one faint of time I hit rock bottom. With the staff so friendly I felt at ease. Thank

More courteous and greater detail of benefits and rights.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 517**

**SFY 07**

**10/06 THROUGH 12/06**

Very good everything

I had an appointment w/Brenda Jackson in Apache Jct. I found her to be very respectful & polite & she obviously works very hard, & she made me feel very comfortable & relaxed even though I was going thru a hard

My last few visits went great every one there was very courteous and

Allow lost or stolen cards be picked up at the office not mailed.

I know it has been a while since I have been to the office in Chandler for myself but I went with a friend and to me they are still rude the front

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 517**

**SFY 07**

**01/07 THROUGH 03/07**

I don't think that you can.

I guess there doing the best they can under the circumstances.

Service was good, but staff could be a little more courteous. Thank you

Returning my calls would be a vast improvement other than that, everything else was good.

This office in Apache Jctn. was very professional & polite (in Phx it is something to be deserved. They never smile & seem as if they don't want to be bother by you) It was a refreshing experience in A. V.

I'd rather not, but honestly I never had any problems until dealing with the current DES office & staff that I am assigned to now!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 517**

**SFY 07**

**04/07 THROUGH 6/07**

Para mi manera de ver las cosas pienso que el servicio es bueno en mi personal opinion. Gracias

**From my perspective, the things I think that the service is good in my personal opinion. Thank you**

She would not count SRP (electric bill) or trash collection as eligibility expenses.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
16	3	18.75	Q1
13	2	15.38	Q2
9	3	33.33	Q3
15	1	6.67	Q4
53	9	16.98	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **521** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	2	100.00	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	1	100.00	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	3	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	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	9	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	3	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	3	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	8	88.89	1	11.11	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	1	50.00	1	50.00	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	8	88.89	1	11.11	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	2	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	9	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	2	100.00	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	66.67	0	0.00	2	22.22	0	0.00	1	11.11	88.89
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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
	<b>Y-T-D</b>	8	88.89	1	11.11	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	3	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	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
	<b>Y-T-D</b>	7	77.78	1	11.11	1	11.11	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	3	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	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
	<b>Y-T-D</b>	9	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
<b>Quarter 1:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	2.00	1.00	1.00	1.50	1.00	3.00	1.50	2.00	1.00	100.00
<b>Quarter 3:</b>	1.00	1.00	1.00	1.00	1.00	2.33	1.00	1.00	1.00	96.30
<b>Quarter 4:</b>	2.00	1.00	2.00	1.00	1.00	1.00	1.00	2.00	1.00	100.00
<b>Y-T-D</b>	1.33	1.00	1.11	1.11	1.00	1.89	1.11	1.33	1.00	98.77

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 521**

**SFY 07**

**07/06 THROUGH 09/06**

I work for a group home and have a lot of appt. W/DES. 99% of the time the staff has been awesome. Thank you!

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 521**

**SFY 07**

**10/06 THROUGH 12/06**

I had a phone interview. The only thing that could be better was better scheduling my interviewer was 25 minutes late due to the fact he was already still interviewing his previous client. Maybe giving more than 30 minutes for a phone interview would be better plus there was a lack of communication. He didn't know he had me until I called to find out I was forgotten.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 521**

**SFY 07**

**01/07 THROUGH 03/07**

Always excellent client service!! Since the first time I came there all the staff has only been wonderful, efficient, kind courteous, very helpful.  
Thank you

No tengo que desir nada por que me trataron muy bien. Gracias

**I have nothing to say because they have treated my very well. Thank you**

Just keep doing what your doing I am in & out no time. Do not change a thing if you have a change you need to report to us within 10 working days. 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	2	25.00	Q1
7	1	14.29	Q2
10	0	0.00	Q3
7	0	0.00	Q4
32	3	9.38	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **523** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	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	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	2	66.67	1	33.33	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	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	3	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	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	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00
	Y-T-D	3	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	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	3	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 07**

**07/06 THROUGH 09/06**

para mi todo esta muy bien. Gracias

**For me all is very good Thank you**

But on Feb or March can't remember I had trouble getting my pills. Bashas Pharmacy said id not have insurance call Kearny (Red alert in computer) then again the next month no general assistance. Call and they solve the problem then I receive 3 bills in x-ray from ER. Call community connection they solve problem. Why did this happen?

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 523**

**SFY 07**

**10/06 THROUGH 12/06**

Carol always helps me with my things. She always answers my questions and explains things to me so that I understand them. She is very nice to me and I always feel better after talking to her. If something is wrong I know she will fix it for me. Thank you for having such a nice

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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	33.33	0	0.00	1	33.33	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	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	4	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	2	33.33	1	16.67	1	16.67	0	0.00	2	33.33	66.67
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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
	<b>Y-T-D</b>	2	33.33	1	16.67	3	50.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	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
	<b>Y-T-D</b>	5	83.33	0	0.00	1	16.67	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
<b>Quarter 1:</b>	1.67	1.33	1.33	1.67	1.67	3.00	1.67	2.33	1.67	96.30
<b>Quarter 2:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 3:</b>	5.00	1.00	1.00	2.00	2.00	5.00	2.00	3.00	1.00	77.78
<b>Quarter 4:</b>	1.50	1.00	1.00	1.00	1.00	1.50	1.00	1.50	1.00	100.00
<b>Y-T-D</b>	2.17	1.17	1.17	1.50	1.50	2.83	1.50	2.17	1.33	94.44

Number of Survey by Quarter			
Mailed	Returned	Percent	
10	3	30.00	Q1
14	0	0.00	Q2
15	1	6.67	Q3
9	2	22.22	Q4
48	6	12.50	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **524** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	4	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	2	33.33	3	50.00	0	0.00	0	0.00	1	16.67	83.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	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	1	16.67	0	0.00	0	0.00	100.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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	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	1	16.67	0	0.00	0	0.00	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 524**

**SFY 07**

**01/07 THROUGH 03/07**

Don't hang up on people when you need more information. That happen to me once.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 524**

**SFY 07**

**07/06 THROUGH 09/06**

About appt. we should be seen at the time they gave us an appointment, not to wait longer.

Nothing more my answers won't matter anyway it'll first keep as it is.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 524**

**SFY 07**

**04/07 THROUGH 6/07**

Have office hrs on sat am. Offer sub offices or certain days for rural community members.

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

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	66.67	0	0.00	1	33.33	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	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	5	71.43	1	14.29	1	14.29	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	66.67	1	33.33	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	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	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	33.33	2	66.67	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	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	5	71.43	2	28.57	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	2	66.67	1	33.33	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	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	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
<b>Quarter 1:</b>	1.33	1.00	1.00	1.33	1.00	1.67	1.33	1.67	1.33	100.00
<b>Quarter 2:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 4:</b>	2.00	1.50	1.00	3.00	2.00	1.50	1.00	1.00	1.50	94.44
<b>Y-T-D</b>	1.43	1.14	1.00	1.71	1.29	1.43	1.14	1.29	1.29	98.41

Number of Survey by Quarter			
Mailed	Returned	Percent	
10	3	30.00	Q1
12	1	8.33	Q2
10	1	10.00	Q3
16	2	12.50	Q4
48	7	14.58	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **525** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	1	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	2	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
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	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	50.00	1	50.00	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	1	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	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
4: The FAA staff at the front desk were courteous and respectful.	1	2	66.67	1	33.33	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	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	0	0.00	1	50.00	50.00
	Y-T-D	5	71.43	1	14.29	0	0.00	0	0.00	1	14.29	85.71
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	1	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	2	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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 525**

**SFY 07**

**07/06 THROUGH 09/06**

More flexible interview time for people who are working - friendlier staff - some are pretty rude.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 525**

**SFY 07**

**01/07 THROUGH 03/07**

I have no suggestions. Everything went very well.

**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
8	3	37.50	Q2
6	2	33.33	Q3
7	1	14.29	Q4
27	9	33.33	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **526** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	66.67	1	33.33	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	2	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	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	2	66.67	1	33.33	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	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	55.56	3	33.33	0	0.00	1	11.11	0	0.00	88.89
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	33.33	1	33.33	0	0.00	0	0.00	1	33.33	66.67
	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	6	66.67	2	22.22	0	0.00	0	0.00	1	11.11	88.89
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	33.33	1	33.33	0	0.00	0	0.00	1	33.33	66.67
	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	4	44.44	3	33.33	1	11.11	0	0.00	1	11.11	88.89
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	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	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	2	22.22	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	66.67	0	0.00	0	0.00	0	0.00	1	33.33	66.67
	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	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	5	55.56	2	22.22	1	11.11	0	0.00	1	11.11	88.89
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	66.67	1	33.33	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	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
	<b>Y-T-D</b>	7	77.78	2	22.22	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00	66.67
	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	8	88.89	0	0.00	0	0.00	1	11.11	0	0.00	88.89
<b>9: The overall quality of service at the FAA office was:</b>	1	2	66.67	0	0.00	1	33.33	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	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	66.67	1	11.11	2	22.22	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
<b>Quarter 1:</b>	1.33	1.33	1.00	1.67	1.33	2.33	1.33	2.00	1.67	92.59
<b>Quarter 2:</b>	1.33	2.33	2.67	2.67	1.67	1.33	1.33	1.00	1.67	88.89
<b>Quarter 3:</b>	1.00	1.50	1.50	2.00	2.00	1.50	1.00	1.00	1.50	100.00
<b>Quarter 4:</b>	2.00	1.00	1.00	1.00	1.00	3.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.33	1.67	1.67	2.00	1.56	1.89	1.22	1.33	1.56	93.83

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 526**

**SFY 07**

**07/06 THROUGH 09/06**

They do a good job!

They need to learn how to return phone calls. I have left 4 messages on May 17th, June 7th, June 26th and July 5th I have received no calls back since. Thanks

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 526**

**SFY 07**

**10/06 THROUGH 12/06**

Estamos felices por el buen trato que nos dan por el servicio que nos dan cada año. Muchas Gracias

**We are happy with the good treatment that you gave us for the services that you give us every year. Thank you very much.**

Hire people who are friendly and don't act like the benefits come out of their own pockets.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 526**

**SFY 07**

**01/07 THROUGH 03/07**

I was impressed by the service, they worked around my schedule.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 526**

**SFY 07**

**04/07 THROUGH 6/07**

I've had help from DES in the past and I see that it has really improved throughout the years. I really can't think of a way that it can improve more. They done such 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	0	0.00	Q1
12	2	16.67	Q2
12	0	0.00	Q3
6	1	16.67	Q4
43	3	6.98	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **552** District: **5**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>% That</b>
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	%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	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
	<b>Y-T-D</b>	0	0.00	3	100.00	0	0.00	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	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	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
	<b>Y-T-D</b>	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	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
	<b>Y-T-D</b>	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	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	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
	<b>Y-T-D</b>	0	0.00	1	33.33	1	33.33	1	33.33	0	0.00	66.67
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	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
	<b>Y-T-D</b>	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **552** District: **5**

		<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		% 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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	0	0.00	0	0.00	1	50.00	50.00
	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	1	33.33	0	0.00	1	33.33	66.67
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	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	0	0.00	3	100.00	0	0.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	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	33.33	0	0.00	2	66.67	0	0.00	33.33
<b>9: The overall quality of service at the FAA office was:</b>	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	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	0	0.00	2	66.67	0	0.00	1	33.33	0	0.00	66.67

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
<b>Quarter 1:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 2:</b>	2.00	1.50	1.50	3.00	2.00	3.00	2.00	3.00	3.00	77.78
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	2.00	1.00	1.00	3.00	1.00	3.00	2.00	4.00	2.00	88.89
<b>Y-T-D</b>	2.00	1.33	1.33	3.00	1.67	3.00	2.00	3.33	2.67	81.48

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 552**

**SFY 07**

**10/06 THROUGH 12/06**

Be more courteous especially the staff at the front desk!

The family assistance administration staff are not doing a bad job they are alright to me and they help a lot, for I ask them to interview me over the phone because of no transportation. Thank you

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 552**

**SFY 07**

**04/07 THROUGH 6/07**

Please have another person interview me when my worker is not in the office. I had to reschedule twice for one interview last time.

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

**DISTRICT VI**

**FAA CUSTOMER SATISFACTION SURVEY**

**SFY 07**

**LOCAL OFFICE**

Number of Survey by Quarter			
Mailed	Returned	Percent	
5	1	20.00	Q1
13	2	15.38	Q2
11	2	18.18	Q3
7	4	57.14	Q4
36	9	25.00	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **612** District: **6**

	QTR	<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		% 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	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	2	100.00	0	0.00	0	0.00	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	8	88.89	0	0.00	1	11.11	0	0.00	0	0.00	100.00
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	1	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	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	100.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	8	88.89	0	0.00	1	11.11	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	2	0	0.00	2	100.00	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	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
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	1	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	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	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	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	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	1	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	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	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	2	100.00	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	6	66.67	0	0.00	3	33.33	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	1	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	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	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	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
<b>Quarter 1:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.00	1.50	1.00	2.00	1.50	1.50	1.50	3.00	1.50	100.00
<b>Quarter 3:</b>	1.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	100.00
<b>Quarter 4:</b>	1.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.22	1.33	1.22	1.44	1.33	1.33	1.33	1.67	1.33	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 612**

**SFY 07**

**01/07 THROUGH 03/07**

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 612

SFY 07

04/07 THROUGH 6/07

The Bisbee DES office in near perfect, please don't mess with it. Kudos all around to Kurt and his staff!

You're just fine – Thank you

cuano fui ala entrevista me senti muy relagada no me senti precionada como en otras ocaciones que he salido llorando pero esta ves fue diferente la sr Gilda fue lo mas amable con migo ella sabe tratar

**When I went to the interview I felt very welcome and not harassed like on other occasions that I have left crying but this time was different, Ms Gilda was the friendliest with me. She knows how to treat people.**

eliminate some of the required documents

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
10	1	10.00	Q1
8	1	12.50	Q2
7	0	0.00	Q3
7	2	28.57	Q4
32	4	12.50	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **614** District: **6**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	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	2	50.00	2	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	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	75.00	1	25.00	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	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	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	50.00	1	50.00	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
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	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 - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	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	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	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	50.00	0	0.00	1	50.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	4	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
<b>Quarter 1:</b>	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 2:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	100.00
<b>Quarter 3:</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Quarter 4:</b>	1.50	1.50	1.00	1.50	1.00	2.00	2.00	1.00	1.00	100.00
<b>Y-T-D</b>	1.50	1.25	1.00	1.25	1.00	1.50	1.50	1.00	1.00	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 614**

**SFY 07**

**07/06 THROUGH 09/06**

If you are being waiter on! They need to finish with you 1st, not have you wait while they wait on someone new, making you wait longer, so they can help some one else!

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 614**

**SFY 07**

**10/06 THROUGH 12/06**

The offices in Wilcox have been very good, excellent in service.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 614**

**SFY 07**

**04/07 THROUGH 6/07**

My personal opinion is that your doing fantastic as far as my case was concerned.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
29	5	17.24	Q1
18	2	11.11	Q2
18	4	22.22	Q3
18	4	22.22	Q4
<b>83</b>	<b>15</b>	<b>18.07</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **615** District: **6**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	40.00	2	40.00	1	20.00	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	25.00	2	50.00	1	25.00	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	9	60.00	4	26.67	2	13.33	0	0.00	0	0.00	100.00
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	4	80.00	0	0.00	1	20.00	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	75.00	0	0.00	1	25.00	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	11	73.33	2	13.33	2	13.33	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	3	60.00	2	40.00	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	75.00	0	0.00	1	25.00	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	11	73.33	3	20.00	1	6.67	0	0.00	0	0.00	100.00
4: The FAA staff at the front desk were courteous and respectful.	1	3	60.00	2	40.00	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	3	75.00	0	0.00	1	25.00	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	9	60.00	3	20.00	3	20.00	0	0.00	0	0.00	100.00
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	2	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	Y-T-D	13	86.67	1	6.67	1	6.67	0	0.00	0	0.00	100.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	60.00	1	20.00	1	20.00	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	2	50.00	1	25.00	1	25.00	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
	<b>Y-T-D</b>	9	60.00	3	20.00	3	20.00	0	0.00	0	0.00	100.00
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	80.00	1	20.00	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	75.00	0	0.00	1	25.00	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
	<b>Y-T-D</b>	11	73.33	3	20.00	1	6.67	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	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	75.00	0	0.00	1	25.00	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	13	86.67	0	0.00	2	13.33	0	0.00	0	0.00	100.00
<b>9: The overall quality of service at the FAA office was:</b>	1	4	80.00	1	20.00	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	2	50.00	1	25.00	1	25.00	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
	<b>Y-T-D</b>	11	73.33	3	20.00	1	6.67	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
<b>Quarter 1:</b>	1.80	1.40	1.40	1.40	1.20	1.60	1.20	1.00	1.20	100.00
<b>Quarter 2:</b>	1.00	1.00	1.00	2.50	1.00	1.00	1.00	2.00	1.00	100.00
<b>Quarter 3:</b>	2.00	1.50	1.50	1.50	1.50	1.75	1.50	1.50	1.75	100.00
<b>Quarter 4:</b>	1.00	1.50	1.25	1.50	1.00	1.75	1.50	1.00	1.25	100.00
<b>Y-T-D</b>	1.53	1.40	1.33	1.60	1.20	1.60	1.33	1.27	1.33	100.00

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 615**

**SFY 07**

**10/06 THROUGH 12/06**

Todo esta bien, Gracias por ayudarnos tanto.

**Every thing is good. Thank you for helping us so much.**

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 615**

**SFY 07**

**10/06 THROUGH 12/06**

Todo esta bien, Gracias por ayudarnos tanto.

**Every thing is good. Thank you for helping us so much.**

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

# FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

**SITE CODE 615**

**SFY 07**

**01/07 THROUGH 03/07**

Todo bien para mi

**Everything is good for me.**

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 615**

**SFY 07**

**04/07 THROUGH 6/07**

You are doing just fine.

Continuar con sus buenos servicios.

**Continue with the good services**

The FAA staff at the front desk could be more courteous and manage the time spent with each person.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
6	2	33.33	Q1
8	2	25.00	Q2
9	1	11.11	Q3
4	1	25.00	Q4
27	6	22.22	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **616** District: **6**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
	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	%									
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	QTR											
	1	2	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	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0.00
	4	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00	100.00
	Y-T-D	3	50.00	1	16.67	1	16.67	0	0.00	1	16.67	83.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	2	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	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	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	2	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	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	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	2	100.00	0	0.00	0	0.00	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	0	0.00	1	100.00	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	3	50.00	0	0.00	1	16.67	2	33.33	0	0.00
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	2	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	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	5	83.33	0	0.00	1	16.67	0	0.00	0	0.00

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	2	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	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	5	83.33	0	0.00	0	0.00	1	16.67	0	0.00	83.33
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	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	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	5	83.33	0	0.00	0	0.00	1	16.67	0	0.00	83.33
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	1	50.00	0	0.00	1	50.00	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	0	0.00	1	100.00	0.00
	4	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00	0.00
	Y-T-D	3	50.00	0	0.00	1	16.67	1	16.67	1	16.67	66.67
<b>9: The overall quality of service at the FAA office was:</b>	1	2	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	0	0.00	1	100.00	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	4	66.67	0	0.00	1	16.67	1	16.67	0	0.00	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
<b>Quarter 1:</b>	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	1.00	100.00
<b>Quarter 2:</b>	1.50	1.00	1.00	2.50	1.00	1.00	1.00	1.00	1.00	94.44
<b>Quarter 3:</b>	5.00	4.00	4.00	3.00	1.00	1.00	1.00	5.00	3.00	55.56
<b>Quarter 4:</b>	3.00	2.00	2.00	4.00	3.00	4.00	4.00	4.00	4.00	44.44
<b>Y-T-D</b>	2.17	1.67	1.67	2.33	1.33	1.50	1.50	2.50	1.83	81.48

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 616**

**SFY 07**

**07/06 THROUGH 09/06**

I never applied for Family Assistance!! I do receive AHCCCS only.

The Benson office did a wonderful job and is very helpful from front to back. Thank you so much

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 616**

**SFY 07**

**10/06 THROUGH 12/06**

Good job America! One nation under god! 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 616**

**SFY 07**

**01/07 THROUGH 03/07**

It took 5 phone cancellations to finally do a 5 minute interview –

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
32	6	18.75	Q1
22	1	4.55	Q2
28	6	21.43	Q3
29	4	13.79	Q4
<b>111</b>	<b>17</b>	<b>15.32</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **631** District: **6**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	4	66.67	2	33.33	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	5	83.33	1	16.67	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	11	64.71	6	35.29	0	0.00	0	0.00	0	0.00	100.00
2: The FAA staff explained my benefits my rights, and my responsibilities.	1	5	83.33	1	16.67	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	3	50.00	1	16.67	2	33.33	0	0.00	0	0.00	100.00
	4	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	Y-T-D	11	64.71	3	17.65	2	11.76	0	0.00	1	5.88	94.12
3: The FAA staff clearly told me what to bring to the office to get benefits.	1	4	66.67	1	16.67	1	16.67	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	Y-T-D	13	76.47	2	11.76	1	5.88	0	0.00	1	5.88	94.12
4: The FAA staff at the front desk were courteous and respectful.	1	6	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	5	83.33	0	0.00	1	16.67	0	0.00	0	0.00	100.00
	4	2	50.00	1	25.00	0	0.00	0	0.00	1	25.00	75.00
	Y-T-D	13	76.47	2	11.76	1	5.88	0	0.00	1	5.88	94.12
5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.	1	5	83.33	0	0.00	1	16.67	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	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	0	0.00	1	25.00	75.00
	Y-T-D	13	76.47	2	11.76	1	5.88	0	0.00	1	5.88	94.12

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	3	50.00	2	33.33	1	16.67	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	3	50.00	1	16.67	2	33.33	0	0.00	0	0.00	100.00
	4	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	<b>Y-T-D</b>	9	52.94	3	17.65	4	23.53	0	0.00	1	5.88	94.12
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	4	66.67	1	16.67	1	16.67	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	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	4	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	<b>Y-T-D</b>	11	64.71	3	17.65	2	11.76	0	0.00	1	5.88	94.12
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	5	83.33	1	16.67	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	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00	100.00
	4	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00	75.00
	<b>Y-T-D</b>	12	70.59	2	11.76	1	5.88	1	5.88	1	5.88	88.24
<b>9: The overall quality of service at the FAA office was:</b>	1	4	66.67	2	33.33	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	82.35	3	17.65	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
<b>Quarter 1:</b>	1.33	1.17	1.50	1.00	1.33	1.67	1.50	1.17	1.33	100.00
<b>Quarter 2:</b>	2.00	2.00	2.00	2.00	2.00	3.00	2.00	4.00	2.00	88.89
<b>Quarter 3:</b>	1.17	1.83	1.00	1.33	1.00	1.83	1.50	1.50	1.00	100.00
<b>Quarter 4:</b>	1.50	2.00	2.00	2.25	2.25	2.00	2.00	2.00	1.00	80.56
<b>Y-T-D</b>	1.35	1.65	1.47	1.47	1.47	1.88	1.65	1.65	1.18	94.77

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 631**

**SFY 07**

**07/06 THROUGH 09/06**

More office hours limited time in Bylas area they report to Bylas from 9am to 3pm, need longer hours opened.

Just continue on with kindness and all the good work the staff do!

Safford office was the best service very helpful for having a tooth pulled a day before Thanksgiving!!

Maybe use some of the documents that are already in folder, birth certificate, vehicle titles, copies of photo ids & SS cards. But so far I think the changes you made are working for you & us. 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 07**

**10/06 THROUGH 12/06**

was giving a paper to write down 2 times and dates that would be good times for interviews. I wrote down 2 afternoon times and was told to come in for a “mass” interview at 7 AM. Why give me on option if it’s not really an option.

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 631

SFY 07

01/07 THROUGH 03/07

Pues yo pienso que al ir ala oficina alas entrevistas todo esta muy bieny me siento muy bien y agusto en las entrevistas. Gracias

**Well I think that to go to the office for the interviews, all is very good and I feel very good and comfortable in the interviews**

I have never had any problems with your office I've always been treated with courtesy. Thank you

The FAA has been very helpful to me and I never have any problem when I ask for their assistance.

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 631**

**SFY 07**

**04/07 THROUGH 6/07**

Have a room for the people to take there kids. Have someone to watch the kids, some have no were to take the kids and it is so hard on the kids to wait so long.

They have been very helpful whenever I needed questions answered or with any assistance.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
24	5	20.83	Q1
22	6	27.27	Q2
26	4	15.38	Q3
34	3	8.82	Q4
<b>106</b>	<b>18</b>	<b>16.98</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **640** District: **6**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
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	CASES		CASES		CASES		CASES		CASES			
		%		%		%		%		%		
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	1	20.00	2	40.00	1	20.00	1	20.00	0	0.00	80.00
	2	2	33.33	1	16.67	1	16.67	2	33.33	0	0.00	66.67
	3	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00	100.00
	4	1	33.33	0	0.00	2	66.67	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	6	33.33	5	27.78	4	22.22	3	16.67	0	0.00	83.33
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	3	60.00	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	2	3	50.00	1	16.67	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	33.33	2	66.67	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	11	61.11	3	16.67	3	16.67	1	5.56	0	0.00	94.44
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	3	60.00	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	2	5	83.33	1	16.67	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	14	77.78	2	11.11	1	5.56	1	5.56	0	0.00	94.44
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	0	0.00	3	60.00	0	0.00	1	20.00	1	20.00	60.00
	2	3	50.00	0	0.00	2	33.33	1	16.67	0	0.00	83.33
	3	3	75.00	1	25.00	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
	<b>Y-T-D</b>	7	38.89	6	33.33	2	11.11	2	11.11	1	5.56	83.33
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	2	40.00	2	40.00	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	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	12	66.67	4	22.22	1	5.56	1	5.56	0	0.00	94.44

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	1	20.00	1	20.00	2	40.00	1	20.00	0	0.00	80.00
	2	2	33.33	2	33.33	0	0.00	1	16.67	1	16.67	66.67
	3	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	4	0	0.00	0	0.00	2	66.67	1	33.33	0	0.00	66.67
	<b>Y-T-D</b>	7	38.89	3	16.67	4	22.22	3	16.67	1	5.56	77.78
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	2	40.00	1	20.00	1	20.00	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	66.67	0	0.00	0	0.00	0	0.00	1	33.33	66.67
	<b>Y-T-D</b>	12	66.67	2	11.11	2	11.11	1	5.56	1	5.56	88.89
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	2	40.00	1	20.00	2	40.00	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	4	100.00	0	0.00	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
	<b>Y-T-D</b>	13	72.22	1	5.56	3	16.67	1	5.56	0	0.00	94.44
<b>9: The overall quality of service at the FAA office was:</b>	1	1	20.00	2	40.00	2	40.00	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	3	75.00	1	25.00	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
	<b>Y-T-D</b>	9	50.00	5	27.78	4	22.22	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
<b>Quarter 1:</b>	2.40	2.00	2.00	3.00	2.00	2.60	2.20	2.00	2.20	82.22
<b>Quarter 2:</b>	2.50	1.83	1.17	2.17	1.50	2.50	1.50	1.33	1.67	90.74
<b>Quarter 3:</b>	1.50	1.00	1.25	1.25	1.00	1.00	1.00	1.00	1.25	100.00
<b>Quarter 4:</b>	2.33	1.67	1.00	1.67	1.33	3.33	2.33	2.00	1.67	88.89
<b>Y-T-D</b>	2.22	1.67	1.39	2.11	1.50	2.33	1.72	1.56	1.72	90.12

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 640**

**SFY 07**

**07/06 THROUGH 09/06**

The people at the front desk were socializing a lot.

People need more respect from the front desk people because their very rude & all they do is give you dirty looks & always watching the people in & out the front door.

By having more people at the front counter.

Try to cut down wait time, get more people at front desk. One line for new applicants, one or two for reapplying, one for changes and one for information. This may help with speeding up the process and

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 640**

**SFY 07**

**10/06 THROUGH 12/06**

Just one question. If you already have a copy of the documents I need to have, why do I have to bring them every time. My passport any citizenship papers I keep in safe place but to me is waste of time. Thank

Son todos muy amables. Gracias

**Everyone was friendly, Thank you**

You're doing great

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

## **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 640**

**SFY 07**

**01/07 THROUGH 03/07**

An extra person helping the front desk.

For me, I'm on disability indefinitely, so my situation isn't going to change, except of cost of leaving raises. I don't see why I should have to go through recertification every six months. Plus its hard for me to get there as I have no car.

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

# **FAA - CUSTOMER SATISFACTION SURVEY COMMENTS**

**SITE CODE 640**

**SFY 07**

**04/07 THROUGH 6/07**

More polite & respectful of clients.

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

Number of Survey by Quarter			
Mailed	Returned	Percent	
45	7	15.56	Q1
30	8	26.67	Q2
34	5	14.71	Q3
33	3	9.09	Q4
<b>142</b>	<b>23</b>	<b>16.20</b>	

## FAA Customer Satisfaction Survey - SFY 2007

for Site Code: **642** 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	%	
<b>1: How long did you have to wait to see your EI on your last visit to an FAA office?</b>	1	2	28.57	4	57.14	0	0.00	1	14.29	0	0.00	85.71
	2	5	62.50	2	25.00	1	12.50	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	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	12	52.17	9	39.13	1	4.35	1	4.35	0	0.00	95.65
<b>2: The FAA staff explained my benefits my rights, and my responsibilities.</b>	1	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	2	5	62.50	2	25.00	1	12.50	0	0.00	0	0.00	100.00
	3	3	60.00	0	0.00	1	20.00	1	20.00	0	0.00	80.00
	4	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	16	69.57	4	17.39	2	8.70	1	4.35	0	0.00	95.65
<b>3: The FAA staff clearly told me what to bring to the office to get benefits.</b>	1	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	2	7	87.50	0	0.00	1	12.50	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	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	20	86.96	2	8.70	1	4.35	0	0.00	0	0.00	100.00
<b>4: The FAA staff at the front desk were courteous and respectful.</b>	1	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00	85.71
	2	7	87.50	1	12.50	0	0.00	0	0.00	0	0.00	100.00
	3	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00	80.00
	4	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	18	78.26	3	13.04	0	0.00	2	8.70	0	0.00	91.30
<b>5: The FAA Eligibility Interviewers/ Supervisors were courteous and respectful.</b>	1	6	85.71	0	0.00	0	0.00	1	14.29	0	0.00	85.71
	2	7	87.50	0	0.00	1	12.50	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	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	18	78.26	3	13.04	1	4.35	1	4.35	0	0.00	95.65

## FAA Customer Satisfaction Survey - SFY 2007

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	%	
<b>6: When I called the FAA office and left a message, someone returned my call?</b>	1	5	71.43	0	0.00	0	0.00	0	0.00	2	28.57	71.43
	2	5	62.50	0	0.00	3	37.50	0	0.00	0	0.00	100.00
	3	2	40.00	0	0.00	3	60.00	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
	<b>Y-T-D</b>	14	60.87	1	4.35	6	26.09	0	0.00	2	8.70	91.30
<b>7: When I asked questions, an FAA staff member gave me the information or referral I needed?</b>	1	6	85.71	0	0.00	1	14.29	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	4	80.00	1	20.00	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
	<b>Y-T-D</b>	21	91.30	1	4.35	1	4.35	0	0.00	0	0.00	100.00
<b>8: The FAA office scheduled my interview around my work/school schedule.</b>	1	6	85.71	1	14.29	0	0.00	0	0.00	0	0.00	100.00
	2	5	62.50	2	25.00	0	0.00	0	0.00	1	12.50	87.50
	3	2	40.00	1	20.00	1	20.00	1	20.00	0	0.00	80.00
	4	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00	100.00
	<b>Y-T-D</b>	15	65.22	4	17.39	2	8.70	1	4.35	1	4.35	91.30
<b>9: The overall quality of service at the FAA office was:</b>	1	6	85.71	0	0.00	1	14.29	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	2	40.00	2	40.00	1	20.00	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
	<b>Y-T-D</b>	18	78.26	3	13.04	2	8.70	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
<b>Quarter 1:</b>	2.00	1.14	1.14	1.57	1.43	2.14	1.29	1.14	1.29	92.06
<b>Quarter 2:</b>	1.50	1.50	1.25	1.13	1.25	1.75	1.00	1.75	1.13	98.61
<b>Quarter 3:</b>	1.40	2.00	1.20	1.80	1.60	2.20	1.20	2.20	1.80	93.33
<b>Quarter 4:</b>	1.33	1.33	1.00	1.00	1.00	1.33	1.00	1.67	1.00	100.00
<b>Y-T-D</b>	1.61	1.48	1.17	1.39	1.35	1.91	1.13	1.65	1.30	95.65

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 07

07/06 THROUGH 09/06

en general el servicio que dan es bueno lo unico que cuando llamamos para pedir algun datos por telefono o alguna informacion no llaman cuando dejamos mensaje.

**In general, the service that they give is good. the only thing is that when we call to ask for any information or data, they don't call us when we leave a message**

asta el momento ma han tratado muy bien gracias espero sigan

**Up until now, they have treated me very well. Thank you. I hope you continue working like this.**

lo unico que las personas que sean un poco amables y no parescan como que ellos en lo personal estan dando la ayuda y brinden mas confianza la gente gracias por la oportunidad de espresar.

**The only thing is the people should be a little friendlier and not act like they are the ones who are personally giving the help and bring more confidence to people thank you for the opportunity to express.**

Estoy muy contenta porque ellos me visitan en mi casa, you tengo problemas para caminar espero que simepre me llenen la aplicacion en mi

**I am very happy because they visited me in my house, I have problems walking I hope that they will always fill out the application in my house.**

todo esta como hasta ahora no hay que cambiar nada

**All is up till now, there is nothing to change.**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 07

10/06 THROUGH 12/06

Gracias por la parte que ami coresponde no tengo ninguna queja.

**Thank you for letting me comment. I have no complaint.**

Keep up the good work!!

Your service & staff are delightful & helpful. Thanks

No, estube de acuerdo con la medicaciones del desabilidad, ya que yo no puedo trabajar por mi incapacidad de suficiencia personal.

**I was not in agreement with the medications for the disability, since I cannot work because of my incapacity of personal competence.**

En lo personal yo estoy muy satisfecha con la atencion que brindan.

Muchas Gracias

**In my experience, I am very satisfied with the attention you offer. 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 642

SFY 07

01/07 THROUGH 03/07

Muchas gracias por todas sus atenciones.

**Many thanks for all your services**

Que nos explicaran con mas detalle nuetros derechos y que sean amables y no discriminar con la confusion del estates legal. Thank you

**That they explain to us in more detail our rights and that they would be nicer and not discriminate with the confusion of legal status. Thank you**

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

## FAA - CUSTOMER SATISFACTION SURVEY COMMENTS

SITE CODE 642

SFY 07

04/07 THROUGH 6/07

Mi programa y de me esposa es por 6 meses o por un ano? Creo que pronto vencera, y espero que me notificquen estamos muy contentos, porque hasta hora nos han tratado muy bien los doctores y sean de clinica o dos expecilalistas de Tucson AZ. Tube que pagar m edicina gas relief porque la botica de kmart en Nogales dijo que no estan en el

**My program and that of my wife is for 6 months or for a year? I think that soon I will wing and I hope that they notify me. We are very content because up to now, we have been treated very well by the doctors and the clinic or 2 specialists from Tucson AZ. I had to pay for my medicine “gas relief” because the pharmacy @ Kmart said that it was not in the formulary.**

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