

Area Agency on Aging of Pasco-Pinellas				
Customer Satisfaction Survey Response Data				
07/01/2016 To 06/30/2017				
Intake questions				
	829	9A Intake - Was the Specialist you spoke with friendly and courteous?		
		2	No	0.241%
		6	Not sure	0.724%
		821	Yes	99.035%
	824	10A Intake- Did the Specialist listen and respond to your questions?		
		4	No	0.485%
		12	Not sure	1.456%
		809	Yes	98.18%
	826	New - 11A - Were you comfortable with the screening process and the information provided?		
		6	No	0.726%
		5	Not applicable	0.605%
		16	Not sure	1.937%
		800	Yes	96.852%
	3	Old-11A Intake- Did the Specialist help you understand the long term care Medicaid program?		
		1	Not applicable	33.333%
		1	Not sure	33.333%
		1	Yes	33.333%
	824	12A Intake - Would you call the ADRC again if you had a need?		
		1	No	0.121%
		16	Not sure	1.942%
		807	Yes	97.937%

	826	13A Intake - Do you think you will recommend the ADRC/Area Agency on Aging of Pasco-Pinellas to someone else?		
		2	No	0.242%
		27	Not sure	3.269%
		799	Yes	96.731%
Helpline questions				
	636	Was the Helpline staff person who answered your call polite?		
		9	No	1.415%
		3	No opinion/Declined to answer	0.472%
		624	Yes	98.113%
	635	Do you feel that the Helpline listened to what you had to say?		
		8	No	1.26%
		5	No opinion/Declined to answer	0.787%
		622	Yes	97.953%
	633	Was your first contact with the Helpline (by phone or email) handled promptly?		
		19	No	3.002%
		15	No opinion/Declined to answer	2.37%
		600	Yes	94.787%
	634	If you left a message for the Helpline, was it returned within a reasonable time?		
		27	No	4.259%
		143	Not applicable/No opinion/Declined to answer	22.555%
		464	Yes	73.186%

	631	Would you call the Helpline again?		
		6	No	0.951%
		22	No opinion/Declined to answer	3.487%
		603	Yes	95.563%
	637	Would you suggest contacting the Helpline to a friend?		
		3	No	0.471%
		25	No opinion/Declined to answer	3.925%
		609	Yes	95.604%
	637	Overall, how would you rate your experience with the Helpline?		
		440	Excellent	69.074%
		14	Fair	2.198%
		176	Good	27.63%
		7	No opinion/Declined to answer	1.099%
		2	Poor	0.314%
	624	Was the Helpline able to provide you with useful information?		
		11	No	1.763%
		15	No opinion/Declined to answer	2.404%
		598	Yes	95.833%