

Customer Service

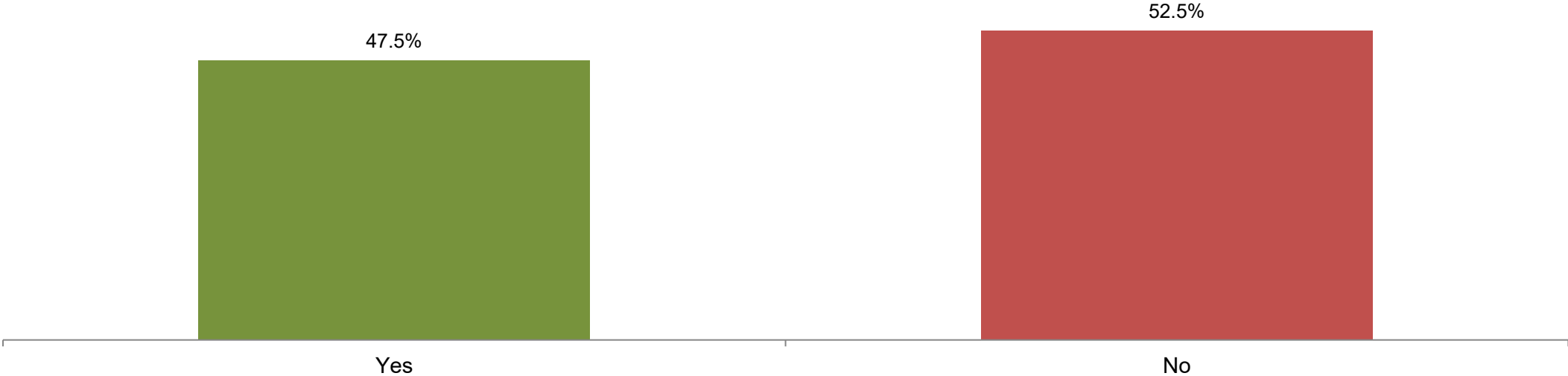
Key Findings

53% of residents have not contacted the County with a question, service request, or complaint within the past year

Among those who did contact the County – most did so by either phone or email

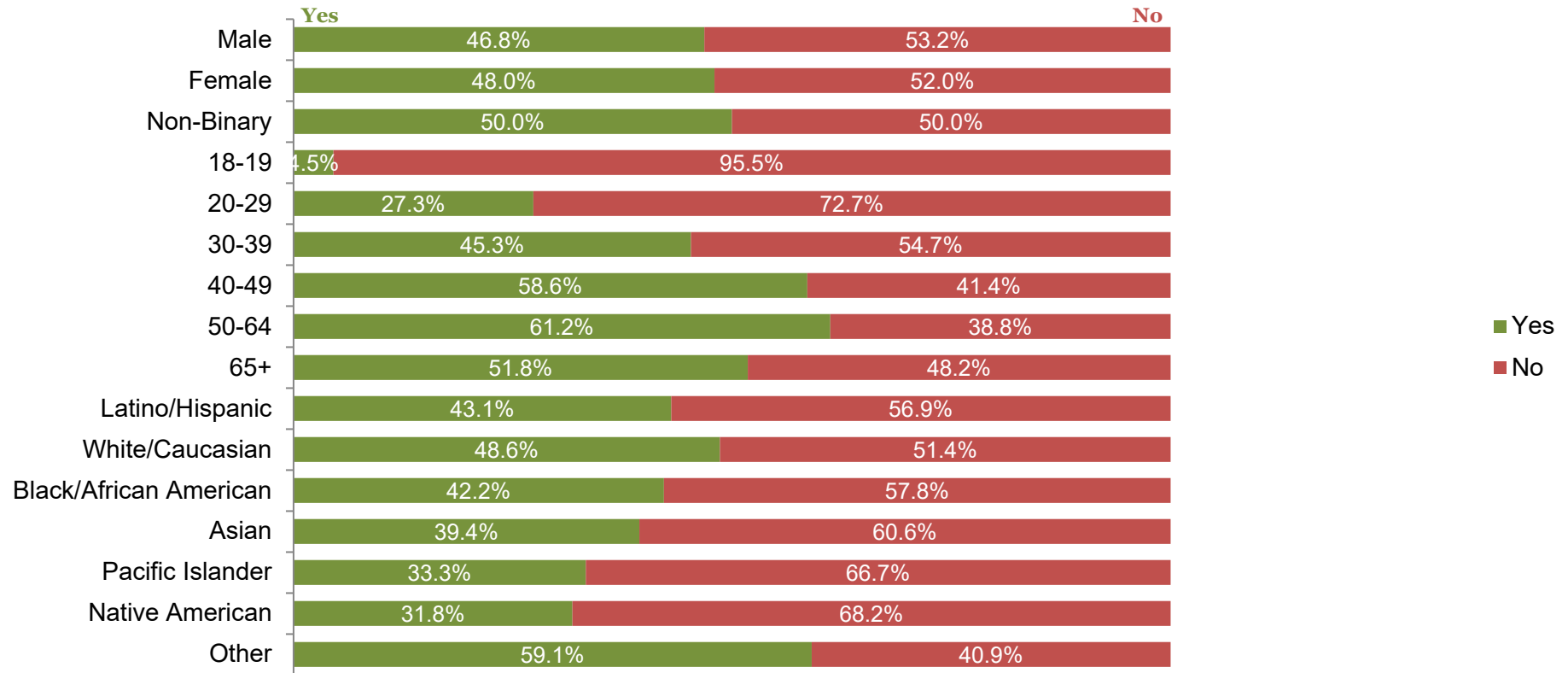
53% have not contacted the County with a question, service request, or complaint during the past year

Question 3B: Have you contacted the County with a question, service request, or complain during the past year?



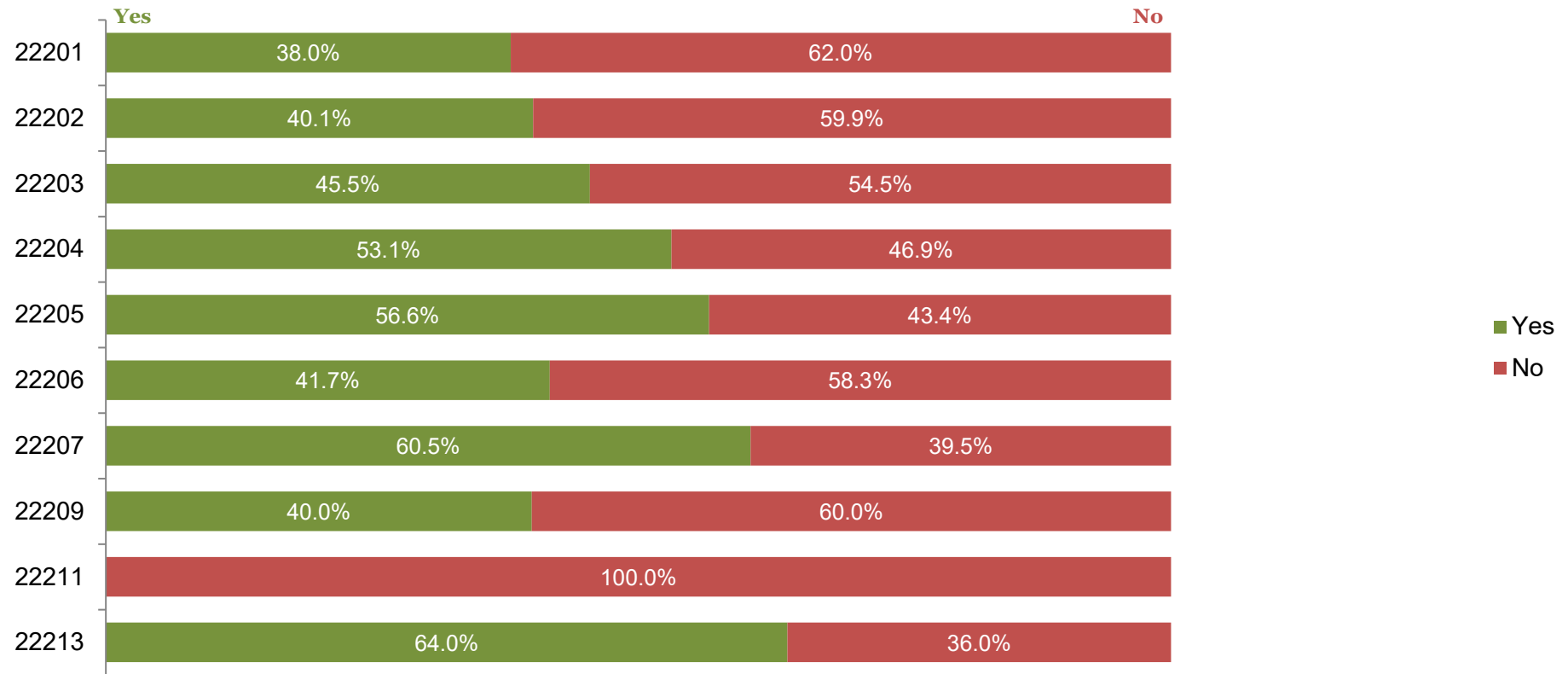
Results by gender, age group and ethnicity

Question 3B: Have you contacted the County with a question, service request, or complain during the past year?



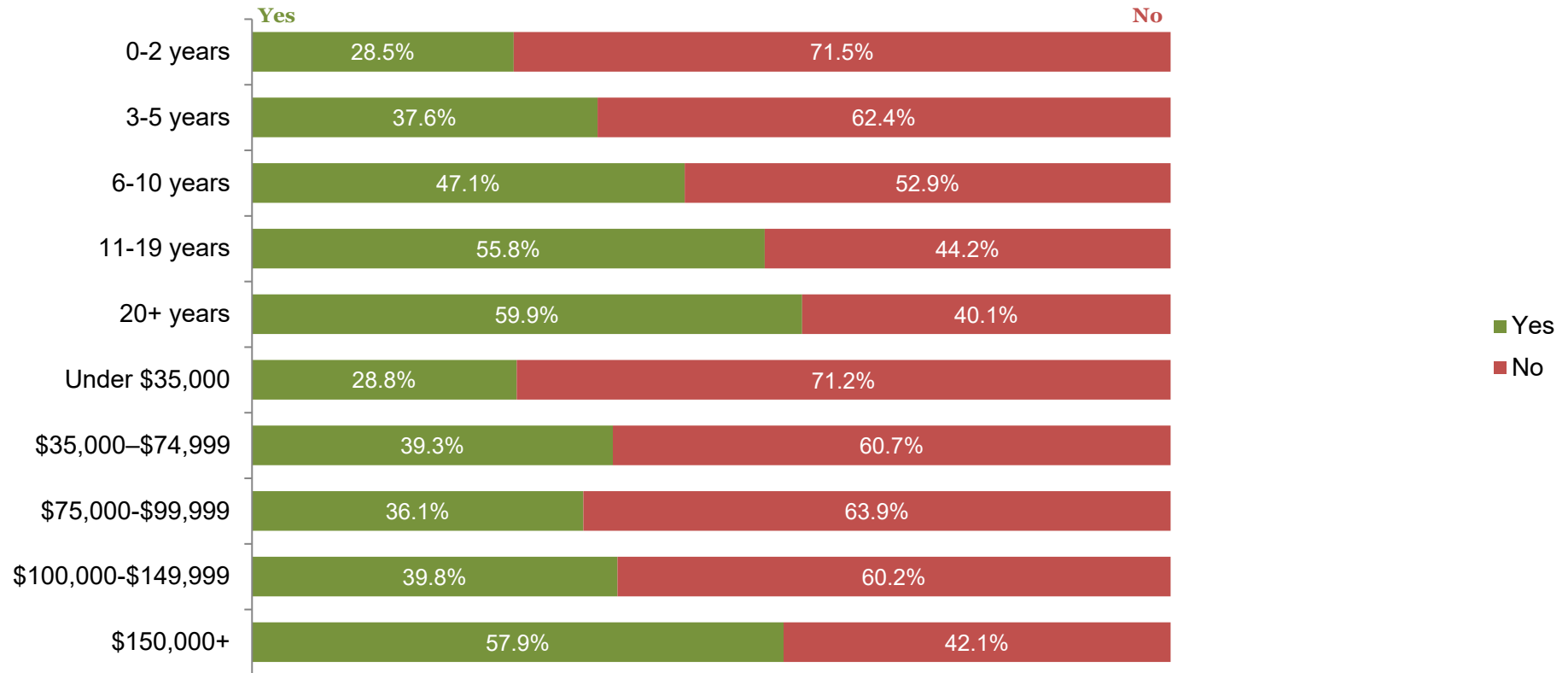
Results by zip code

Question 3B: Have you contacted the County with a question, service request, or complain during the past year?



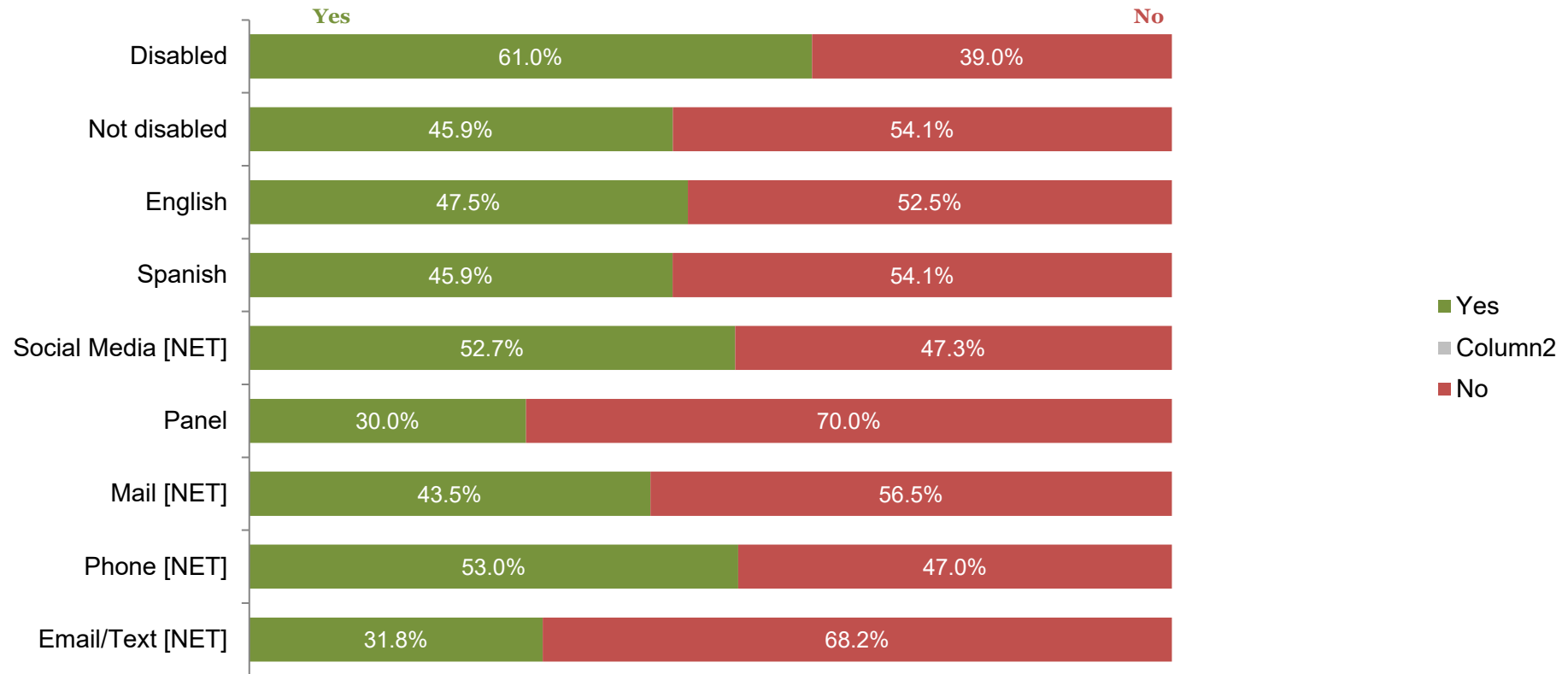
Results by years of residency and household income

Question 3B: Have you contacted the County with a question, service request, or complain during the past year?



Results by disability status, survey language and survey mode

Question 3B: Have you contacted the County with a question, service request, or complain during the past year?



Phone is the top mode for contacting the county among those who have

Question 3C: How have you contacted the County during the past year?

[IF ANSWERED "YES" TO Q3B]

