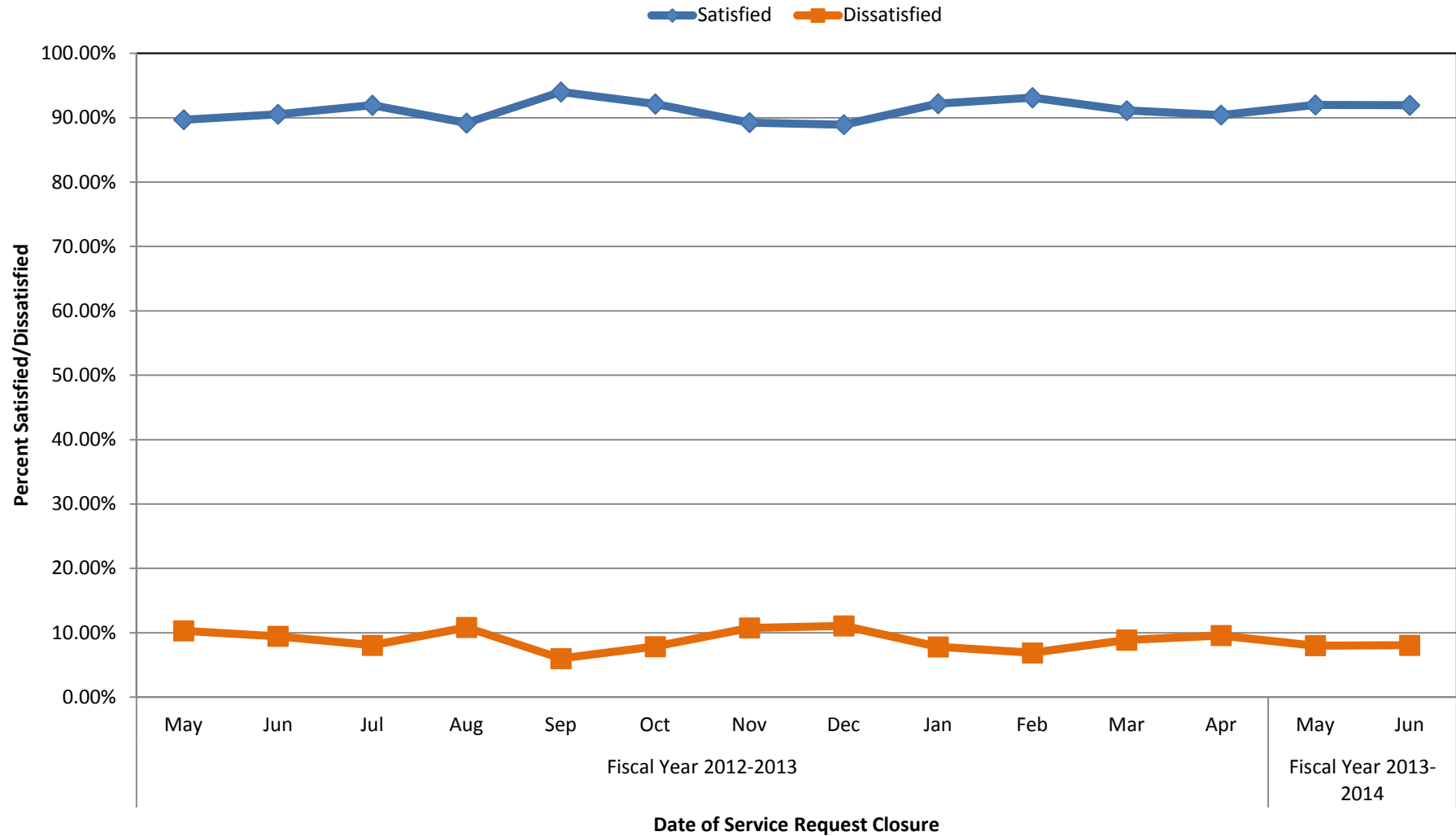




## Satisfaction with Customer Service for KCMO 311 Service Requests (Survey Cards Received Through 6/30/13)



When service requests are closed, requesters are sent a survey via mail or email that asks them to rate the quality of customer service from the 311 call center as Excellent, Good, Acceptable, Poor, or Unacceptable. Results are shown here as Satisfied (Excellent+Good+Acceptable) and Dissatisfied (Poor+Unacceptable).