

Customer Service 2008 Results

01/01/2008-12/29/2008

The following is a tabular depiction of the responses to each survey question.

Section - Questions

1. What was the nature of your business with PERSI on your most recent visit?

80.0%	535	Retirement
7.6%	51	General Information
4.2%	28	Choice Plan
3.9%	26	Other:
2.5%	17	Problem Resolution
1.8%	12	Disability

2. When you arrived, did you find the Persi staff courteous and helpful?

71.6%	443	Exceeded expectations
28.1%	174	Met expectations
0.3%	2	Below expectations

3. If you came into PERSI without an appointment, how long did you wait before you met with a person to address your issue?

63.3%	335	N/A
21.6%	114	1 minute or less
8.3%	44	2-3 minutes
6.2%	33	3-5 minutes
0.6%	3	More than 5 minutes

4. Did you contact PERSI more than once with the same question, or about the same issue?

73.3%	430	No
26.7%	157	Yes

5. If yes, why did you feel it was necessary to contact PERSI more than once?

52.3%	192	N/A
21.3%	78	I had additional questions
15.3%	56	I needed to provide PERSI with additional information/documents
6.5%	24	Other:
4.6%	17	PERSI needed to gather/provide additional information

6. If you had an appointment, how long after your appointment time did you wait before meeting with someone?

46.8%	267	1 minute or less
24.4%	139	2-3 minutes
18.1%	103	N/A
8.4%	48	3-5 minutes
2.3%	13	Longer than 5 minutes

7. How easy or difficult was it to schedule your appointment?

71.1%	414	Very easy
14.3%	83	Easy
10.0%	58	N/A
3.1%	18	Somewhat easy
1.0%	6	Difficult
0.5%	3	Very Difficult

8. How would you rate the person you met with on their ability to assist you?

85.4%	519	Excellent
12.2%	74	Very good
2.0%	12	Good
0.3%	2	Fair
0.2%	1	Poor

9. How would you rate your overall experience with PERSI today?

76.0%	425	Exceeded expectations
23.3%	130	Met expectations
0.7%	4	Below expectations

10. If you were dissatisfied with your visit today, which of the following best describes the reason why?

91.5%	204	I wasn't dissatisfied
3.1%	7	Other:
1.8%	4	I felt rushed
1.3%	3	Given wrong information
0.4%	1	I didn't understand what I was told
0.4%	1	My problem was not resolved
0.4%	1	PERSI was disorganized
0.4%	1	Questions weren't answered
0.4%	1	Unhappy with a PERSI employee