**2017 Consumer Experience Survey Results**

The survey is offered at every WNYIL location to every person who comes to an Agency for any reason or is provided a service by a staff person who works for WNYIL.

Total Responses for 2017: 730

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Yes** | | **No** | |
| **Please let us know if your business today has been:** | **#** | **%** | **#** | **%** |
| TIMELY: Did we respond to your needs in a reasonable amount of time? | 722 | 99.04% | 7 | 0.96% |
| EMPOWERING: Were you the decision maker at all times? | 722 | 99.18% | 6 | 0.82% |
| WILLINGNESS: Did our staff readily accept that you were in control of your goals and your chosen course of action? | 723 | 99.31% | 5 | 0.69% |
| PRODUCTIVE: Did you find your time here enhanced your ability to be successful in the completion of your goals? | 720 | 99.31% | 5 | 0.69% |
| ATTENTIVE: Did you find our staff attentive, alert and observant about your issues and concerns? | 725 | 99.32% | 5 | 0.68% |
| COURTEOUS: Was our interaction with you courteous and polite? | 725 | 99.45% | 4 | 0.55% |
| OPEN: Was our staff accommodating with regard to your beliefs, ideas, goals, and perspectives? | 724 | 99.45% | 4 | 0.55% |
| FRIENDLY: Did you find our staff to be kind and pleasant to work with? | 718 | 99.45% | 4 | 0.55% |
| WELCOMING: Did you find our offices to be a clean, inviting, and safe environment? | 709 | 99.58% | 3 | 0.42% |
| HONEST: Was our staff always truthful while conducting business with you? | 727 | 99.86% | 1 | 0.14% |

Comments:

* Emily is fantastic!
* Telephone contact only.
* Pat is very personable
* She's always on her phone
* Cathie is super pleasant to be working with.
* Very courteous
* Give him an award
* Dori was very kind, courteous and informative with us
* Want to use my talents. Wellness, photo, music, etc.
* She was so amazing!
* She changed my whole life she gave me hope and Independence. I’m so grateful Ind. Living has such persons working here.
* Your Staff member was wonderful!
* Empowering: She Encourages"
* Productive: provides w/info.
* Timely: Within a couple of days
* Open: Trying
* Productive: Almost
* David went above and beyond for me. He even gave me a pen!
* I felt very good after meeting with Anne. She was very nice.
* "Very" written under the 'yes' box for Courteous and Attentive.
* Word "VERY" is hand written next to Honest, Empowering and Friendly.
* Friendly: Very much, yes!!!
* A++
* Beautiful Smile