

Caller Satisfaction Survey
Oct - Dec 2004

Date	# callers surveyed	Was the phone number easy to obtain?	Was the amount of time spent on your call adequate?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?
Dec 2004	25	100% yes	100% yes	100% yes	100% yes

Comments: Pam is amazing – she's great. The poison jingle is surreal: too light-hearted for the subject matter. (Staff) calmed me down. Very handy number to have. It's nice that no one was accusatory. (Staff) was:

- quite courteous
- very helpful
- very professional
- terrific
- very good
- really so nice.