

## RESULTS OF EXTERNAL SURVEYS

The tabulated results denoted represent scores out of a possible range of 1 to 5

### Pilot Agency A

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>Tangibles</i>	4.4	1.4
<i>Reliability</i>	4.8	1.8
<i>Responsiveness</i>	4.9	1.9
<i>Competence</i>	4.8	1.8
<i>Courtesy</i>	4.8	1.8
<i>Credibility</i>	4.7	1.7
<i>Security</i>	4.8	1.8
<i>Access</i>	4.7	1.7
<i>Communication</i>	4.8	1.8
<i>Understanding the Customer</i>	4.7	1.7

### Pilot Agency B

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>Tangibles</i>	4.4	1.4
<i>Reliability</i>	4.6	1.6
<i>Responsiveness</i>	4.8	1.8
<i>Competence</i>	4.8	1.8
<i>Courtesy</i>	4.7	1.7
<i>Credibility</i>	4.7	1.7
<i>Security</i>	4.8	1.8
<i>Access</i>	4.7	1.7
<i>Communication</i>	4.7	1.7
<i>Understanding the Customer</i>	4.7	1.7

**Pilot Agency C**

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>Tangibles</i>	4.6	1.6
<i>Reliability</i>	5.0	2.0
<i>Responsiveness</i>	4.9	1.9
<i>Competence</i>	4.8	1.8
<i>Courtesy</i>	4.9	1.9
<i>Credibility</i>	4.9	1.9
<i>Security</i>	5.0	2.0
<i>Access</i>	4.9	1.9
<i>Communication</i>	4.9	1.9
<i>Understanding the Customer</i>	4.9	1.9

**Pilot Agency D**

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>Tangibles</i>	4.5	1.5
<i>Reliability</i>	4.6	1.6
<i>Responsiveness</i>	4.7	1.7
<i>Competence</i>	4.7	1.7
<i>Courtesy</i>	4.7	1.7
<i>Credibility</i>	4.6	1.6
<i>Security</i>	4.6	1.6
<i>Access</i>	4.6	1.6
<i>Communication</i>	4.7	1.7
<i>Understanding the Customer</i>	4.7	1.7

**Pilot Agency E**

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>Tangibles</i>	4.5	1.5
<i>Reliability</i>	4.7	1.7

<i>Responsiveness</i>	4.8	1.8
<i>Competence</i>	4.8	1.8
<i>Courtesy</i>	4.8	1.8
<i>Credibility</i>	4.7	1.7
<i>Security</i>	4.8	1.8
<i>Access</i>	4.9	1.9
<i>Communication</i>	4.7	1.7
<i>Understanding the Customer</i>	4.7	1.7

**Pilot Agency F**

<i>Dimensions</i>	<i>Level of Importance</i>	<i>Level of Satisfaction</i>
<i>The information I receive is easy to understand</i>	4.8	4.1
<i>The information I receive is reliable</i>	4.8	4.1
<i>My phone calls are quickly transferred to the person who can best answer my question (s)</i>	4.7	4.0
<i>The information I receive is accurate</i>	4.8	4.0
<i>Staff is courteous</i>	4.8	3.9
<i>Staff handle my telephone calls appropriately</i>	4.8	3.9
<i>Staff is professional</i>	4.8	3.7