

Parksville Resident Survey 2010 - QUESTION #36

Thinking about the last time you contacted the City, Please rate your level of satisfaction:

Answer Options	VERY GOOD	GOOD	FAIR	NOT VERY GOOD	POOR	Response Count
How satisfied were you with the speed and timeliness of	284	472	192	132	81	1161
How satisfied were you with the overall quality of service	276	450	196	118	103	1143
				<i>answered question</i>		1169
				<i>skipped question</i>		750

	VERY GOOD	GOOD	FAIR	NOT VERY GOOD	POOR	
2010 - speed and timeliness of the service	25%	41%	17%	11%	7%	
2008 - speed and timeliness of the service	26%	23%	21%	9%	18%	
2010 - overall quality of service	24%	39%	17%	10%	9%	
2008 - overall quality of service	26%	27%	19%	9%	15%	