

2018 Customer Satisfaction Survey Results

The Bi-Annual Customer Satisfaction Survey was sent to all District customers on July 17th. The Survey closed on August 11th , giving customers just over 4 weeks to respond. There were a total of 128 responses received out of 756 customers. Following are the highlights of the 2018 Customer Survey as compared with the 2016 Customer Survey.

Thank you to all who participated in the year's Survey!

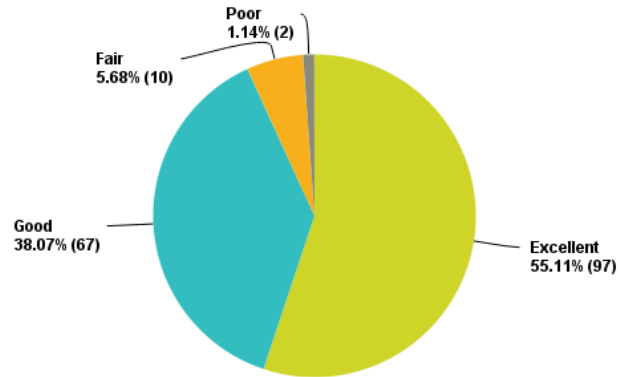
Q20: Overall how would you rate the District as a provider of services for the Kirkwood community in meeting your expectations?

Answered: 128 Skipped: 0

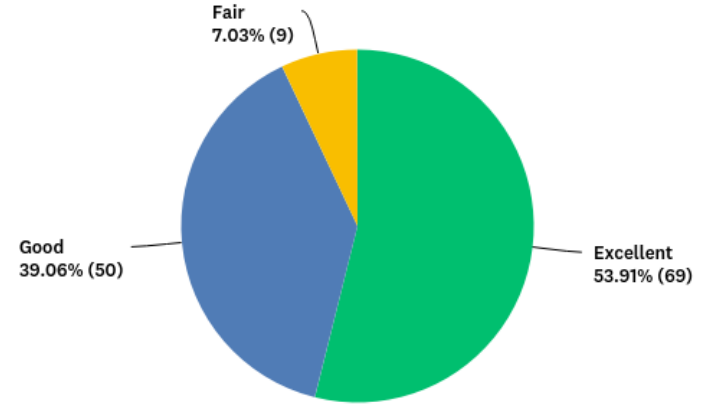
2016

Q16 Overall how would you rate the District as a provider of services for the Kirkwood community in meeting your expectations?

Answered: 176 Skipped: 6



2018

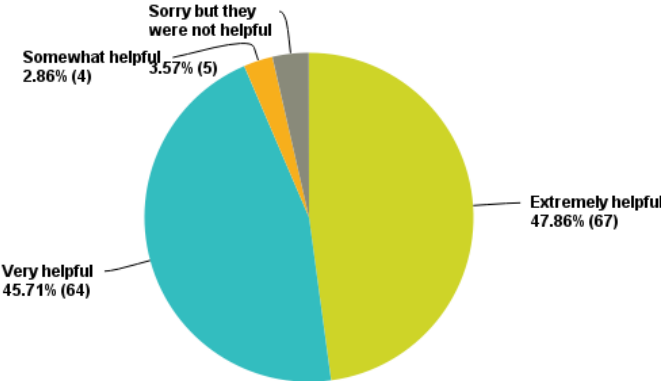


Q9: Overall how helpful do you find the District's customer service staff?

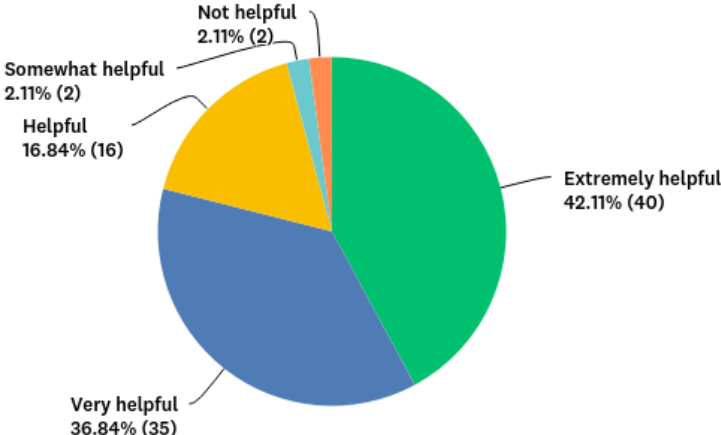
2016

Q9 Overall how helpful do you find the District's customer service staff?

Answered: 140 Skipped: 42



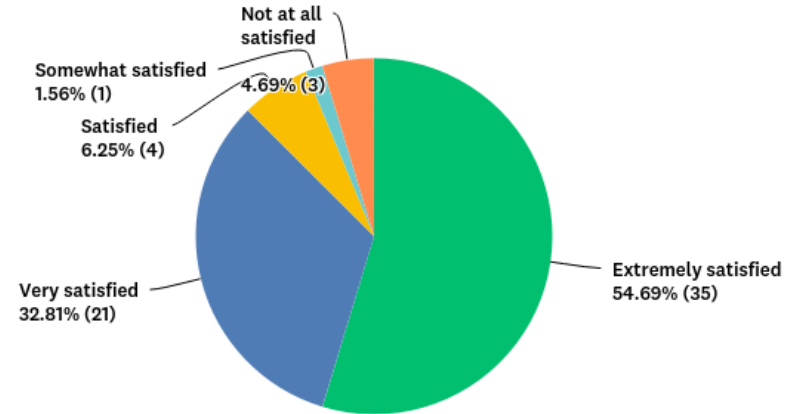
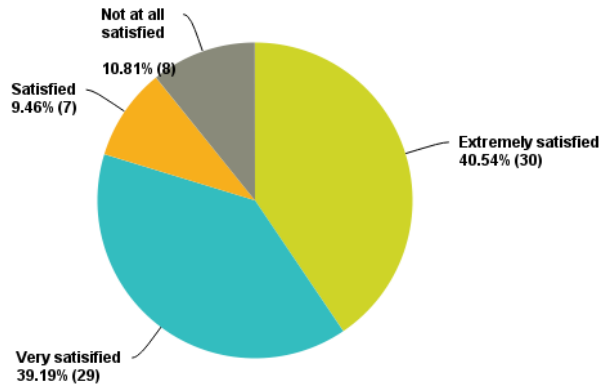
2018



Q3: On your most recent contact with our customer service staff, how satisfied were you with the outcome?

Q3 On your most recent contact with our customer service staff, how satisfied were you with the outcome?

Answered: 74 Skipped: 108

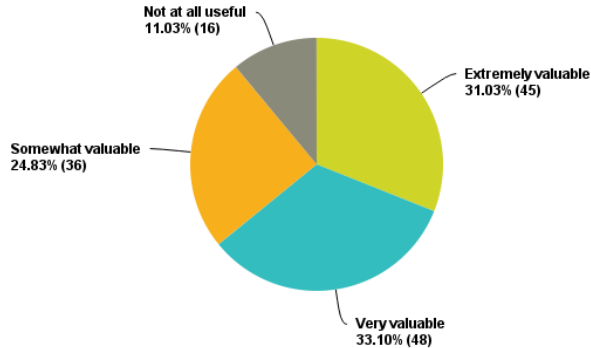


Q13: The District provides its customers the ability to remotely and securely monitor your ongoing water, propane and electrical usage from kmpud.com once you register your property on the website. Have you found this valuable for you and your Kirkwood home?

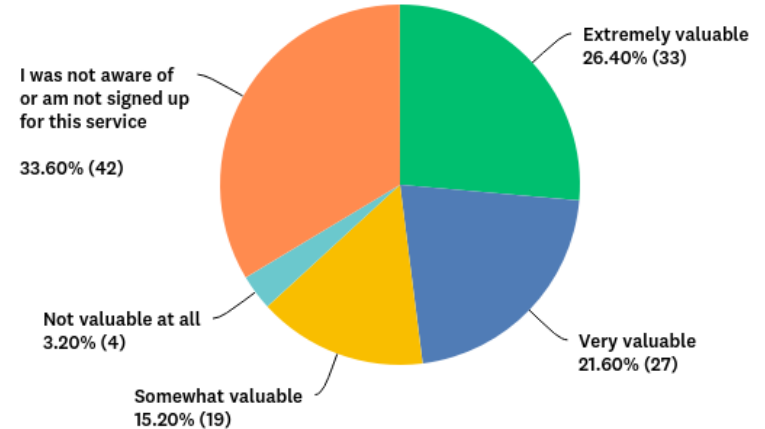
2016

Q13 The District has added the ability for you to remotely and securely monitor your ongoing water, propane and electrical usage from KMPUD.com once you register your property on the website. Have you found this feature to be valuable for you and your Kirkwood home?

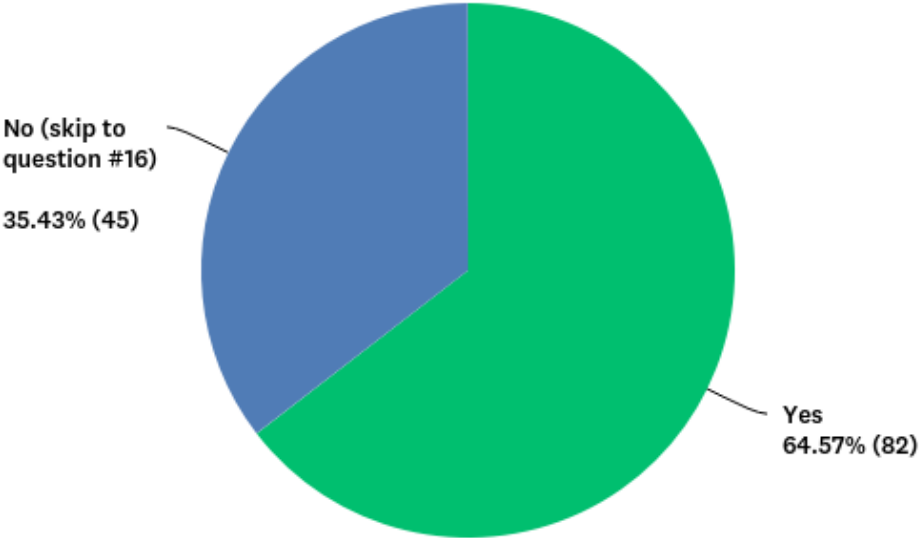
Answered: 145 Skipped: 37



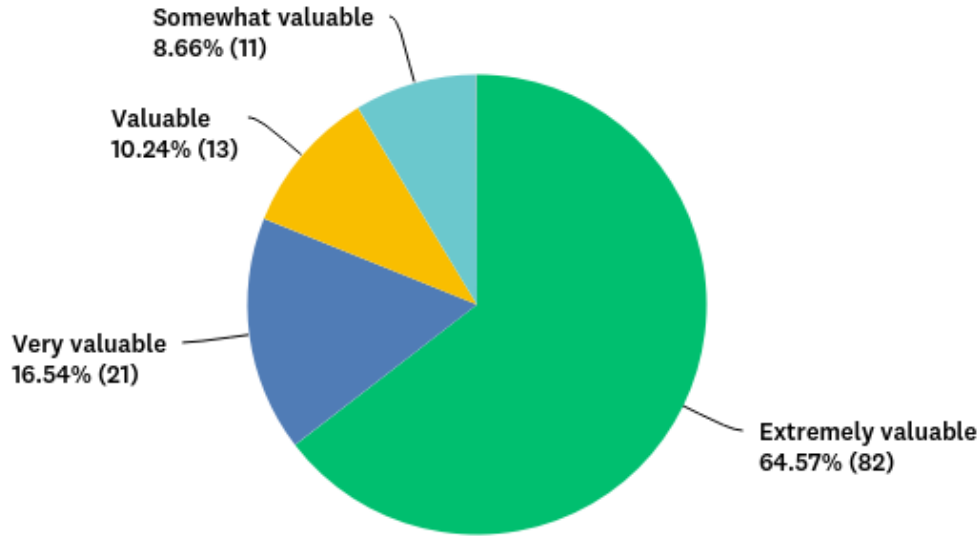
2018



Q14: The District provides its customers the ability to sign up for emergency notifications (via phone call, text, or email) for issues related to KMPUD services. Have you signed up to receive emergency notifications?

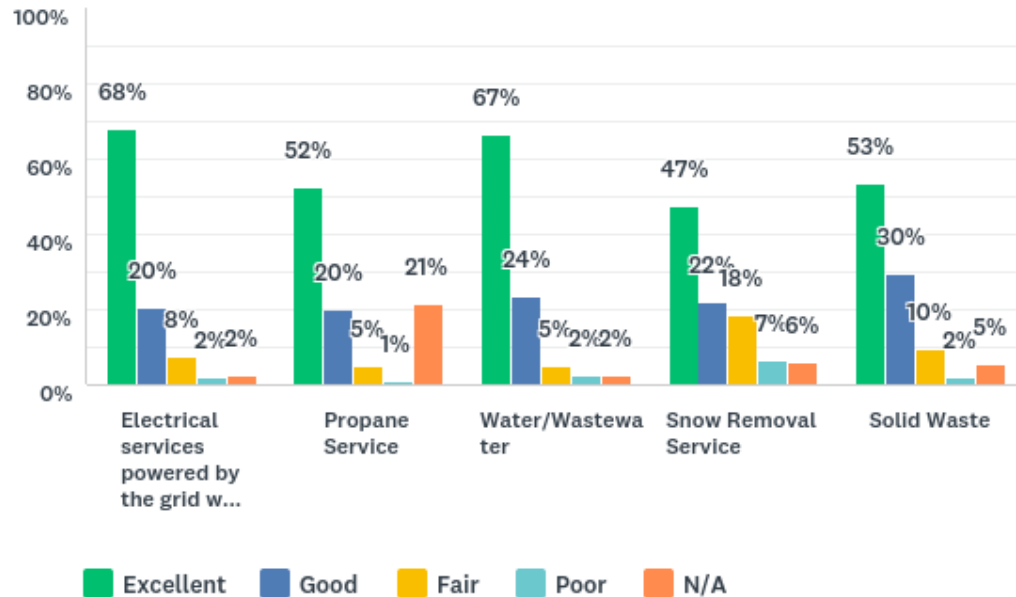


Q17: Thinking about the emergency notification services above, would it be valuable for the District to add notifications (when available) about Caltrans pass closures, accidents, and construction on Highway 88?



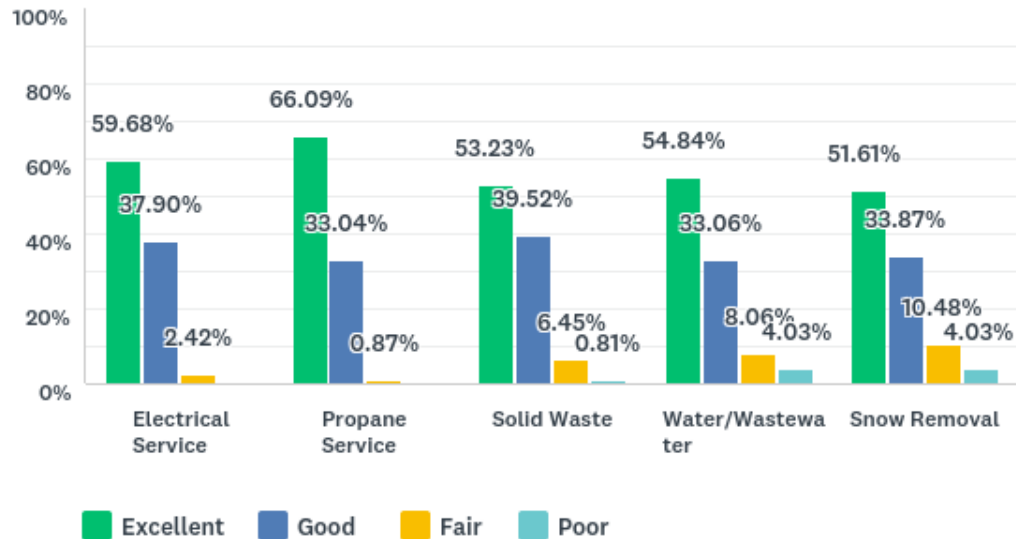
2016

Q15 Please evaluate the District's performance in providing the following service(s).
Comments to support your evaluation are welcome.

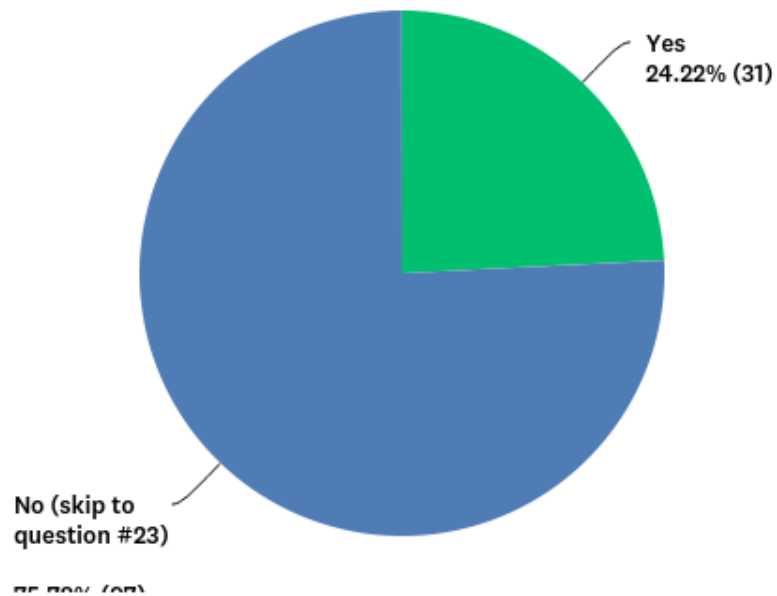


2018

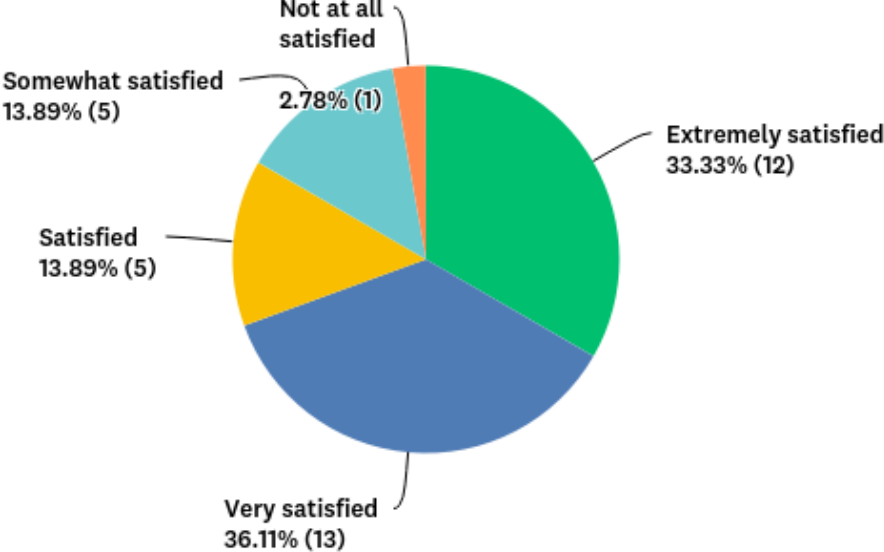
Q19 Currently the District provides Electricity, Propane, Water, Wastewater, Fire/Emergency Response, Snow Removal, Solid Waste and maintains a Playground. Please evaluate the District's performance in providing the following service(s). Comments to support your evaluation are welcome.



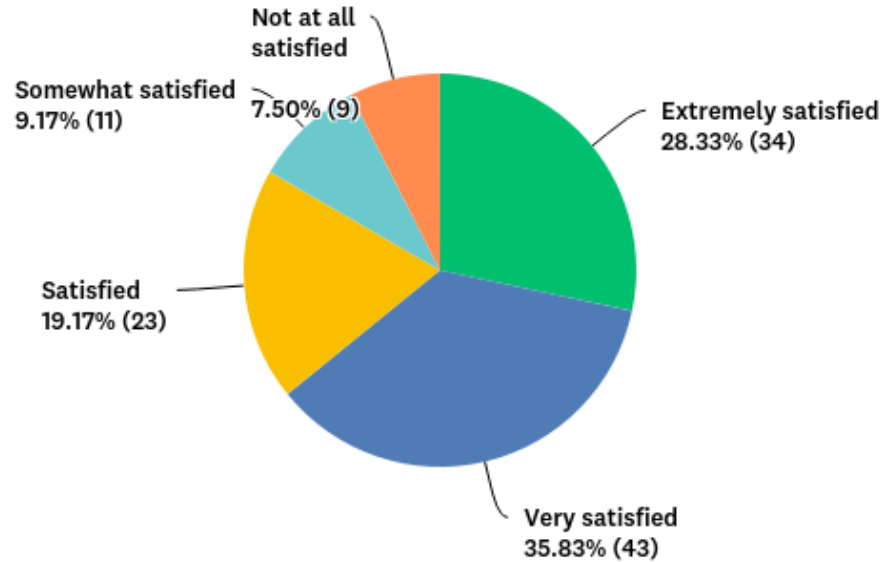
Q21 Do you have a private driveway snow removal contract?



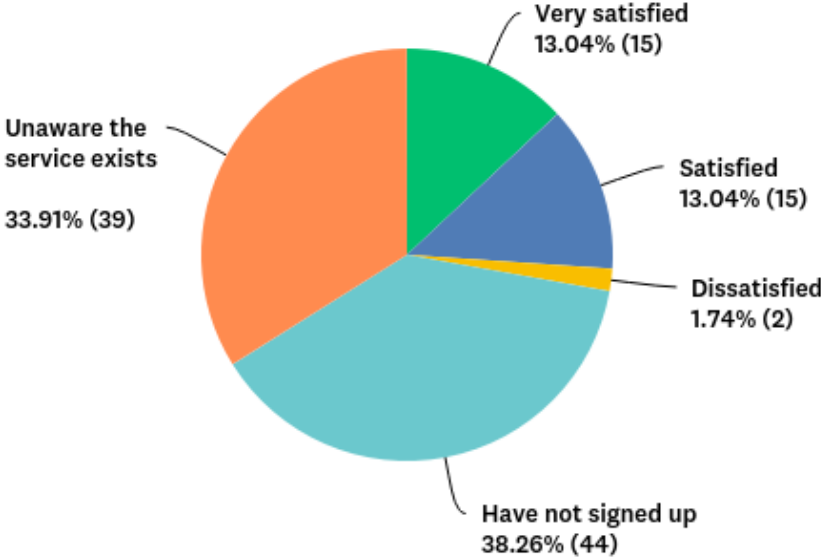
Q22: If Yes, what is your overall satisfaction with the service?



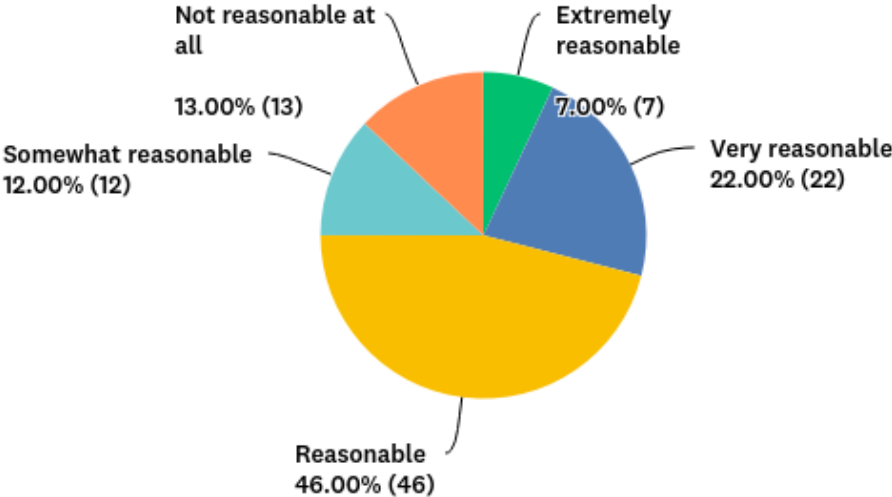
Q23: What is your overall satisfaction with the Snow Removal Service for your Homeowners Association (HOA)?



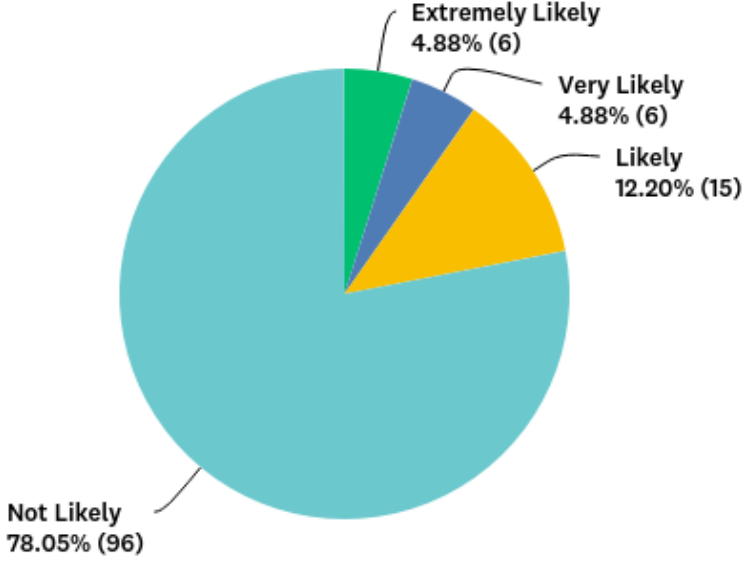
Q24: Thinking about Snow Removal services, do you utilize the on-line service to request and receive notifications when snow is plowed and how do you rate it?



Q25: Regarding Snow Removal services, do you believe the District rates are:



Q27: What is the likelihood that you would attend regular District Board of Director meetings if the meetings were changed to take place on the second Friday evening of each month?



Q28: What is the likelihood that you would attend regular District Board of Director meetings if the meetings continued on the current schedule of the second Saturday morning of each month?

