

## Q13 Please rate your satisfaction with Town employees on the following behaviors.

Answered: 543 Skipped: 334

	USUALLY	SOMETIMES	SELDOM	N/A	TOTAL	WEIGHTED AVERAGE
Windham employees are courteous/professional	87.5% 474	9.2% 50	3.0% 16	0.4% 2	542	1.24
It was easy to find someone to address my request	83.2% 451	10.5% 57	5.7% 31	0.6% 3	542	1.33
I was satisfied with my experience	81.1% 439	12.0% 65	6.1% 33	0.7% 4	541	1.36
The response time was reasonable	77.9% 419	13.6% 73	6.7% 36	1.9% 10	538	1.41
I was able to get my question/concern resolved	75.7% 408	14.1% 76	8.7% 47	1.5% 8	539	1.46
The Windham employee went the extra mile	66.9% 359	18.6% 100	10.2% 55	4.3% 23	537	1.60