

The survey was conducted from mid- August through early September, 2018. One of our employees, Judy Sanchez, conducted the surveys by phone and during this phone interview, she entered responses to multiple choice questions at the Survey Monkey website, which hosted the survey and tabulated the data for us. 48 households received Household Crisis assistance with air conditioners with 42 households completing the survey (not all clients were available when we called). The results are below.

Q1: How satisfied were you with the amount/quality of communication & courtesy from DMOS staff?
Dissatisfied = 0 No Opinion = 0 Satisfied = 0 Very Satisfied = 42

Q2: How satisfied were you with the quality of the air conditioning equipment & the quality of the labor performed by our contractor (Terry Letz Services)?
Dissatisfied = 0 No Opinion = 0 Satisfied = 1 Very Satisfied – 41

Q3: If you answered that you were dissatisfied to any of the previous questions, would you explain?
No response because none were dissatisfied.

Q4: Do you have any comments about your recent air conditioner service?

There were no multiple choice responses here because we let the client/customer say whatever they wanted. All 42 responses were very positive and most commonly expressed gratitude, with nothing negative. All comments will be available for inspection at the next board meeting on October 26, 2018, if you would like to see them. The most common response made was “works/working great.” I’ll give you a random comment sampling below (every 6th response).

1. “Thank y’all very much. My house was so hot.”
6. “Works great. Very thankful.”
12. “Working great, keeping house very cool. Thank God.”
18. “Really pleased how fast we got them. Thank you.”
24. “They are really good. Thank you. Men were really good that put them in.”
30. “Very grateful for your help.”
36. “Guys were very professional. They were great, thank you.”
42. “Working great.”