



## Legislation Details (With Text)

**File #:** 19-0494      **Version:** 1      **Name:** Annual Permits Customer Service Survey  
**Type:** Report      **Status:** Filed  
**File created:** 11/25/2019      **In control:** FPD Board of Commissioners  
**On agenda:** 12/17/2019      **Final action:** 12/17/2019  
**Title:** REPORT

Department: Department of Permits, Rentals and Concessions

Request: Receive and File

Report Title: Annual Permits Customer Service Survey

Report Period: 2019

Summary: The Department of Permits, Rentals and Concessions (“PRC”) contracts with a third-party consultant, Penn and Associates, to survey customers who hold picnics or special events in our groves on a weekly basis throughout the summer months. This year, seven hundred ninety-four (794) patrons completed questionnaires, a 17% response rate. Overall, customer satisfaction increased in 2019 compared to a year ago and the results showed continuous month-by-month improvement throughout the 2019 season. PRC, Department of Landscape Maintenance, and Department of Law Enforcement staff who interacted with customers all received extremely high ratings. The full report and presentation include detailed findings. Results of the survey are reviewed by all relevant staff on a weekly basis during the summer months to gauge and improve areas of operations within the Forest Preserves of Cook County.

**Sponsors:**

**Indexes:** (Inactive) ARNOLD RANDALL, General Superintendent

**Code sections:**

**Attachments:** 1. PR3\_Final\_Report\_withES

Date	Ver.	Action By	Action	Result
12/17/2019	1	FPD Board of Commissioners	receive and filed	Pass

### REPORT

**Department:** Department of Permits, Rentals and Concessions

**Request:** Receive and File

**Report Title:** Annual Permits Customer Service Survey

**Report Period:** 2019

**Summary:** The Department of Permits, Rentals and Concessions (“PRC”) contracts with a third-party consultant, Penn and Associates, to survey customers who hold picnics or special events in our groves on a weekly basis throughout the summer months. This year, seven hundred ninety-four (794) patrons completed questionnaires, a 17% response rate.

Overall, customer satisfaction increased in 2019 compared to a year ago and the results showed continuous month-by-month improvement throughout the 2019 season. PRC, Department of Landscape Maintenance, and Department of Law Enforcement staff who interacted with customers all received extremely high ratings. The full report and presentation include detailed findings. Results of the survey are reviewed by all relevant staff on a weekly basis during the summer months to gauge and improve areas of operations within the Forest Preserves of Cook County.