

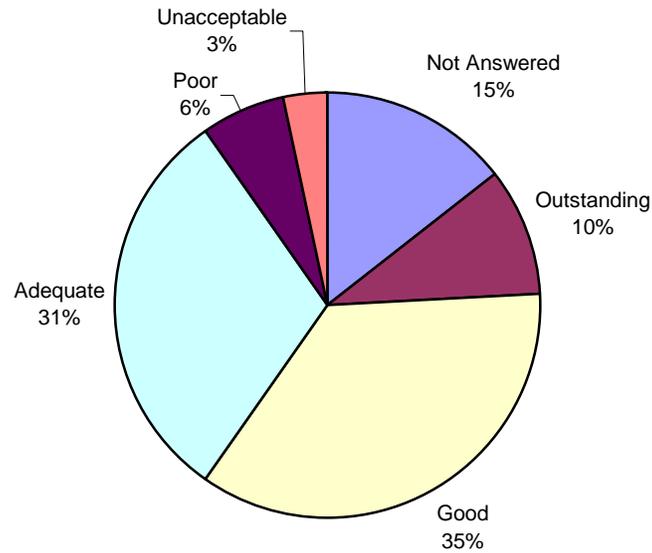


Appendix C

Swimming Pool and Tourist Accommodation Program Customer Satisfaction Survey

2004

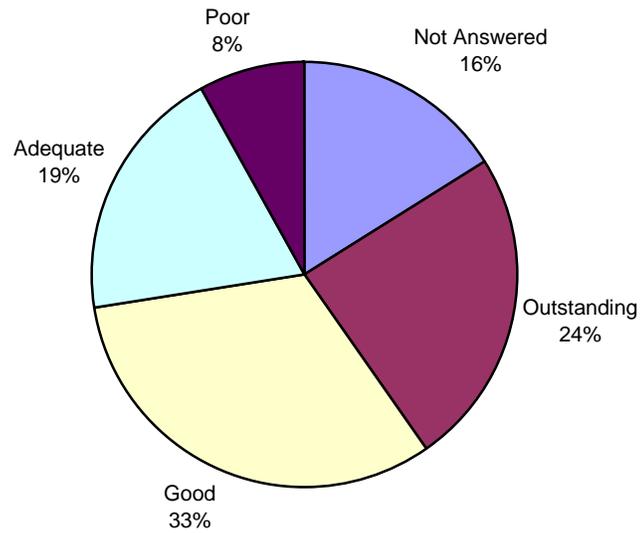
Swimming Pool and Tourist Accommodation Programs Survey Results



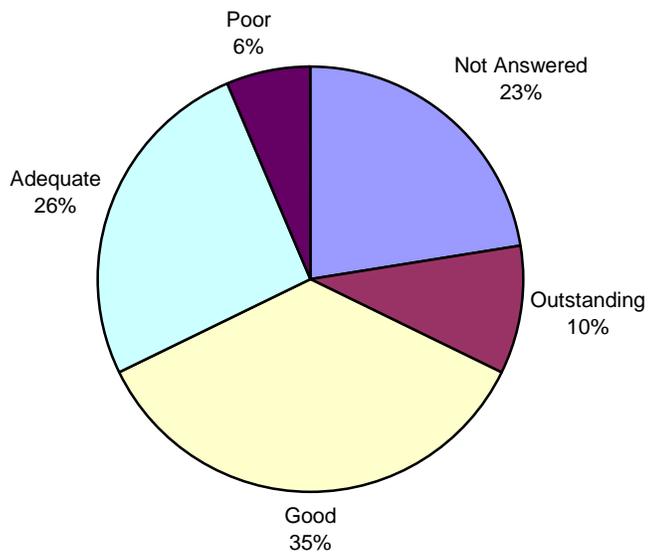
Seventy-five percent of the respondents rated the overall performance of the swimming pool program consultation staff as adequate, good or outstanding.



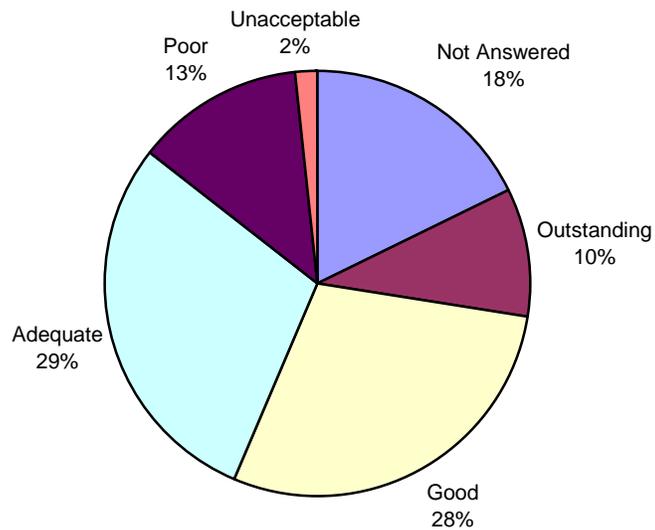
Seventy percent rated staff as adequate, good or outstanding in the tourist accommodation program.



Seventy-six percent of the respondents rated the technical advice given out by staff in the swimming pool program as adequate, good or outstanding.



Seventy percent thought technical advice given out by the tourist accommodation staff was adequate, good or outstanding.



Sixty-eight percent of the respondents rated the response time for the swimming pool and tourist accommodation programs consultation staff as adequate, good or outstanding.

Common suggestions and recommendations for ways to improve the swimming pool and tourist accommodation programs:

1. Decrease response time to technical questions
 - Assure adequate coverage of phone calls during office hours- provide more staff
 - Update voice mail message daily
 - Staff commits to returning phone calls/e-mails within a 24-hour period, even if it is to let the person know that further research is needed before providing the answer to their question

2. Provide more technical staff
 - A temporary person has been hired to help out in the pool program

Other suggestions received from the survey:

- Provide more information on key, critical issues that inspectors should focus on when conducting inspections
- Clearly identify on pool/spa inspection reports the critical safety/health issues and require a re-inspection if the violation is not corrected at the time of the inspection
- Continue to provide CPO courses and annual training conferences
- Provide onsite pool trainings