



Customer Survey Results 2019

Summary

We received back 11.11% of all customer satisfaction surveys sent out, which is an increase of about 3.6% from 2018. We sent out a total of 189 surveys and 21 people responded.

Customers were asked to rate us on:

- Customer service/Sales
 - 100% Satisfied or very satisfied
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 99% 2014 = 100%
 - 0% were neutral
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 1% 2014 = 0%
 - We received no dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 1% 2016 = 0% 2015 = 0% 2014 = 0%

- Driver satisfaction
 - 100% Satisfied or very satisfied.
 - 2018 – 87.52% 2017 = 97% 2016 = 97.8% 2015 = 100% 2014 = 100%
 - 0 % were neutral
 - 2018 = 4.16% 2017 = 3% 2016 = 2.2% 2015 = 0% 2014 = 0%
 - No one was dissatisfied.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
 - 0% Very Dissatisfied
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- When asked if the customer felt their documents were being destroyed in a safe secure manner they answered:
 - 100% Satisfied or very satisfied.
 - 2018 = 100% 2017 = 87.5% 2016 = 97.8% 2015 = 100% 2014 = 100%
 - 0% were neutral
 - 2018 = 0% 2017 = 2.5% 2016 = 2.2% 2015 = 0% 2014 = 0%
 - No dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- When asked if they will work with DocuShred in the future:
 - 100% Absolutely will.
 - 2018 = 93.7% 2017 = 92.5% 2016 = 83.3% 2015 = 83.3% 2014 = 86%
 - 0% Most likely will.
 - 2018 = 6.2% 2017 = 7.5% 2016 = 13.8% 2015 = 13.8% 2014 = 13.8%
 - 0% Were not sure.
 - 2018 = 0% 2017 = 0% 2016 = 2.7% 2015 = 2.7% 2014 = 0%
 - We received no customers that were probably won't or for sure would not work with DocuShred again in the future.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- When asked to rate their over all experience with DocuShred the customers replied:
 - 100% Satisfied or very satisfied.
 - 2018 = 100% 2017 = 100% 2016 = 97.5% 2015 = 100% 2016 = 96%
 - We received no neutral response, dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- When asked if they would recommend DocuShred with business partners and associates:
 - 100% Said yes they would.
 - 2018 = 100% 2017 = 95% 2016 = 97.7% 2015 = 97.2% 2014 = 97.2%
 - 0% Responded that they were not sure if they would recommend DocuShred.
 - 2018 = 0% 2017 = 2.5% 2016 = 2.2% 2015 = 2.7% 2014 = 0%
 - None of the customers responded that they probably wouldn't recommend or for sure would not recommend.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

Trend Analysis

Survey trends are from 2009 through 2019. DocuShred continues to stay strong in regards to the satisfaction of our customers, this year seeing 100% satisfaction in all areas. We continue to work as a team to provide excellent service to our customers.

Plan for the Future

Administration of WACOSA will continue to monitor our DocuShred operation, making improvements and gaining efficiencies when possible. DocuShred is implementing a new pick-up service schedule to reach customers who want consoles but not monthly pick-up. We continue to explore expanding our service area or creating special events.