

2007 Elevator Survey Results

NOTE: When an inspector completes a routine elevator inspection or any other lifting device, he provides the elevator owner an invoice for inspection fees. The inspector also provides each owner a survey card that provides them an opportunity to tell us about the inspector's job performance and potential improvements.

1. Did the inspector you dealt with identify himself/herself with proper credentials?

	#	%
Yes	201	98.5
No	3	1.5
Total	204	100

2. Did the inspector you dealt with act in a friendly and helpful manner?

	#	%
Yes	205	100
No	0	0
Total	205	100

3. Did the inspector you dealt with exhibit proper courtesy and respect?

	#	%
Yes	203	99.5
No	1	0.5
Total	204	100

4. Did the inspector you dealt with explain why the inspection was necessary?

	#	%
Yes	195	97.5
No	5	2.5
Total	200	100

5. Did the inspector you dealt with explain, so you understood, the need for any repairs?

	#	%
Yes	178	94.7
No	10	5.3
Total	188	100

6. What was your impression of the service you received?

	#	%
Excellent	177	87.2
Good	24	11.8
Fair	1	0.5
Poor	1	0.5