

**Hamilton County Secret Shopper Program
Mid-Year Report**

Department Shopped	Shopping Method	Completed Shops	Average Rating
Grand Total		244	3.27
Administrative Services	Total	38	3.76
	Exit Interview	2	4.00
	Recorded Message	22	3.60
	Telephone	14	3.67
Building Inspections	Total	28	3.52
	Exit Interview	13	3.47
	In-Person	1	3.33
	Recorded Message	6	3.91
	Telephone	8	3.39
Clerk of Courts	Total	26	3.04
	Exit Interview	12	2.82
	Recorded Message	7	3.22
	Telephone	6	3.13
	Website	1	3.00
County Commissioners	Total	28	3.33
	Recorded Message	19	3.01
	Telephone	9	3.64
Communications	Total	8	3.00
	Recorded Message	4	2.98
	Telephone	4	3.01
Community Development	Total	13	3.07
	Exit Interview	3	2.87
	Recorded Message	6	3.23
	Telephone	3	3.18
	Website	1	3.00
County Administration	Total	18	3.52
	Exit Interview	3	3.71
	In-Person	1	4.00
	Recorded Message	8	3.40
	Telephone	5	3.98
	Website	1	2.50
Environmental Services	Total	9	3.52
	Recorded Message	6	3.40
	Telephone	2	3.66
	Website	1	3.50
Personnel	Total	17	3.51
	Exit Interview	4	3.58
	In-Person	2	3.65
	Recorded Message	6	3.64
	Telephone	4	3.83
	Website	1	2.83
Facilities	Total	14	3.55
	Recorded Message	10	3.34
	Telephone	4	3.77
HCDC	Total	9	2.87
	Recorded Message	5	2.29
	Telephone	4	3.45
JFS	Total	5	2.61
	In-Person	1	1.80
	Recorded Message	1	2.13
	Telephone	1	3.86
	Website	2	2.67
Planning & Zoning	Total	6	3.39
	In-Person	1	3.57
	Recorded Message	2	3.13
	Telephone	2	3.94
	Website	1	2.90
Public Works	Total	15	3.02
	Recorded Message	6	2.88
	Telephone	8	3.27
	Website	1	2.92
Soil & Water	Total	10	3.29
	In-Person	1	4.00
	Recorded Message	1	2.38
	Telephone	4	3.76
	Website	4	3.00

Scores are based on a 1 (below average, exceptionally poor) to 4 (above average, exceptionally good) rating system.