



**GOVERNMENT OF THE BAHAMAS  
SERVICE IMPROVEMENT PROGRAMME  
COMMENT CARD**

Ministry / Department \_\_\_\_\_  
Date \_\_\_\_\_

In order to ensure that we are meeting your needs and delivering the best services possible, we need to hear from you. Please take a moment to rate our services– we value your opinion.

How did you contact us:

in person       telephone       mail       e-mail

<b>Service Ratings</b>	<b>Very Dissatisfied</b>				<b>Very Satisfied</b>
<b>Cheerful / Friendly</b>	1	2	3	4	5
<b>Speed of service</b>	1	2	3	4	5
<b>Service requested delivered</b>	1	2	3	4	5
<b>Overall quality of Service</b>	1	2	3	4	5

Please indicate a specific area of our services you would wish to see improved: \_\_\_\_\_

If you wish to receive a personal response from The Service Improvement Unit, Department of Public Service, please provide the following information:

**Name:**

**P.O. Box:**

Tel#:

E-mail:

THANK YOU FOR YOUR INPUT!

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<b>ANALYSIS OF COMMENT CARDS COLLECTED FOR THE PERIOD 27th MARCH - 15th MAY, 2009</b>							
<b>AGENCY</b>	<b>No. OF CARDS COLLECTED</b>	<b>CHEERFUL/ FRIENDLY</b>	<b>SPEED OF SERVICE</b>	<b>FAIRNESS OF SERVICE</b>	<b>SERVICE REQUESTED DELIVERED</b>	<b>QUALITY OF SERVICE</b>	<b>OVERALL SCORE</b>
Department of Public Service	28	139	131	132	134	139	<b>675</b>
Registrar General's Department	30	100	92	92.5	104	94	<b>486.5</b>
Passport Office		-	-	-	-	-	-
Building Control	9	42	40	41	42	42	<b>207</b>
Road Traffic Department	141	616	597	623	596	614	<b>3,046</b>
Department of Physical Planning	115	565	554	557	533	559.5	<b>2,768.5</b>

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<b>ANALYSIS OF COMMENT CARDS COLLECTED FOR THE PERIOD 27th MARCH - 15th MAY, 2009 <u>By percentages</u></b>							
<b>SERVICE RATINGS</b>							
<b>AGENCY</b>	<b>No. OF CARDS COLLECTED</b>	<b>CHEERFUL/ FRIENDLY</b>	<b>SPEED OF SERVICE</b>	<b>FAIRNESS OF SERVICE</b>	<b>SERVICE REQUESTED DELIVERED</b>	<b>QUALITY OF SERVICE</b>	<b>TOTAL SCORE</b>

<b>Department of Public Service</b>	28	99%	86%	89%	92%	99%	<b>86%</b>
<b>Registrar General's Department</b>	30	44%	38%	38%	48%	39%	<b>27%</b>
<b>Passport Office</b>	-	-	-	-	-	-	<b>-</b>
<b>Building Control</b>	9	60%	55%	83%	87%	87%	<b>40%</b>
<b>Road Traffic Department</b>	141	76%	72%	78%	71%	78%	<b>56%</b>
<b>Department of Physical Planning</b>	115	97%	93%	94%	86%	95%	<b>86%</b>

**ANALYSIS OF COMMENT CARDS  
COLLECTED FOR THE PERIOD  
16th MAY - 30th JUNE, 2009**

<b>AGENCY</b>	<b>No. OF CARDS COLLECTED</b>	<b>CHEERFUL/ FRIENDLY</b>	<b>SPEED OF SERVICE</b>	<b>FAIRNESS OF SERVICE</b>	<b>SERVICE REQUESTED DELIVERED</b>	<b>QUALITY OF SERVICE</b>	<b>OVERALL SCORE</b>
<b>Department of Public Service</b>	8	39	40	40	39	40	<b>198</b>
<b>Registrar General's Department</b>	14	52	50	50	39	52	<b>193</b>
<b>Passport Office</b>	30	115	102	114	104	110	<b>545</b>
<b>Building Control</b>	77	341	317	314	323	330	<b>1,625</b>
<b>Road Traffic Department</b>	73	302	323	318	308	311	<b>1,562</b>
<b>Department of Physical Planning</b>	102	491	365	436	432	436	<b>2,160.00</b>

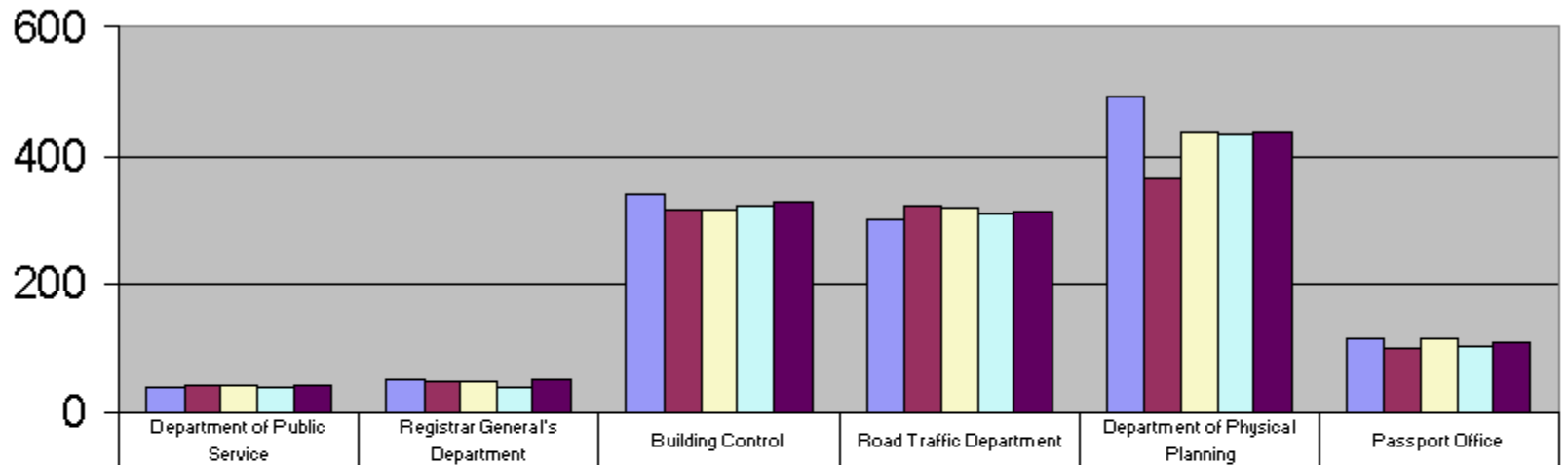
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**TOTAL CARDS COLLECTED BY CATEGORY  
COLLECTED FOR THE PERIOD  
16th MAY - 30th JUNE, 2009**

<b>AGENCY</b>	<b>CHEERFUL/FRIENDLY</b>	<b>SPEED OF SERVICE</b>	<b>FAIRNESS OF SERVICE</b>	<b>SERVICE REQUESTED DELIVERED</b>	<b>QUALITY OF SERVICE</b>
<b>Department of Public Service</b>	39	40	40	39	40
<b>Registrar General's Department</b>	52	50	50	39	52
<b>Building Control</b>	341	317	314	323	330
<b>Road Traffic Department</b>	302	323	318	308	311
<b>Department of Physical Planning</b>	491	365	436	432	436
<b>Passport Office</b>	115	102	114	104	110

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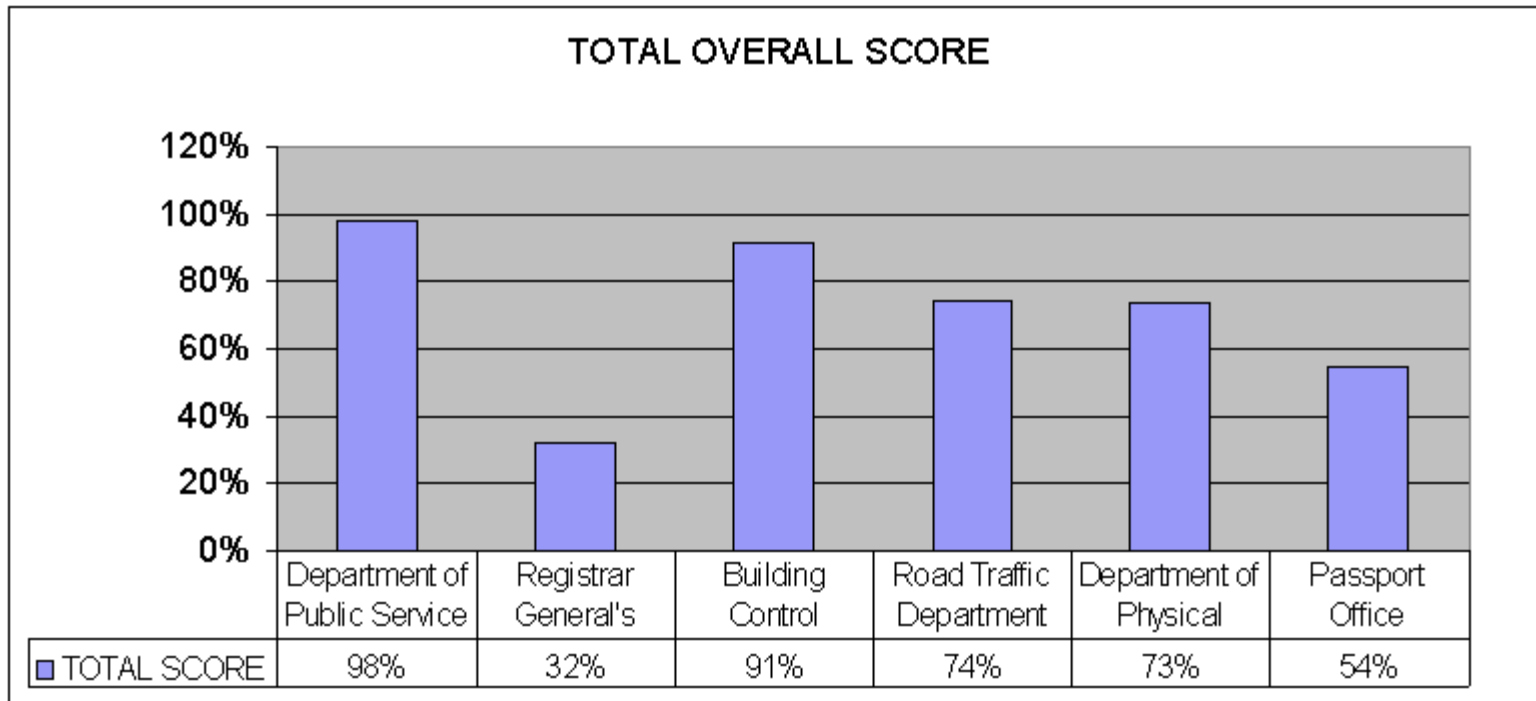
## TOTAL CARDS COLLECTED BY CATEGORY



	Department of Public Service	Registrar General's Department	Building Control	Road Traffic Department	Department of Physical Planning	Passport Office
■ CHEERFUL/FRIENDLY	39	52	341	302	491	115
■ SPEED OF SERVICE	40	50	317	323	365	102
□ FAIRNESS OF SERVICE	40	50	314	318	436	114
□ SERVICE REQUESTED DELIVERED	39	39	323	308	432	104
■ QUALITY OF SERVICE	40	52	330	311	436	110

**TOTAL OVERALL SCORE  
COLLECTED FOR THE PERIOD  
16th MAY - 30th JUNE, 2009**

AGENCY	TOTAL SCORE
Department of Public Service	98%
Registrar General's Department	32%
Building Control	91%
Road Traffic Department	74%
Department of Physical Planning	73%
Passport Office	54%

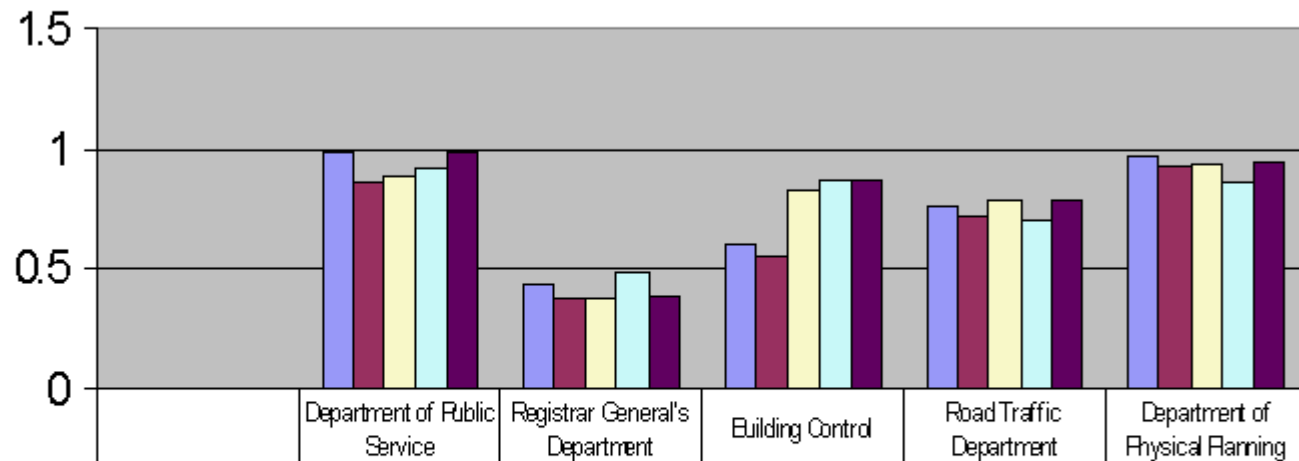


**SCORES BY PERCENTAGE**

**FOR THE PERIOD ENDING  
16th MAY - 30th JUNE, 2009**

<b>AGENCY</b>	<b>CHEERFUL/ FRIENDLY</b>	<b>SPEED OF SERVICE</b>	<b>FAIRNESS OF SERVICE</b>	<b>SERVICE REQUESTED DELIVERED</b>	<b>QUALITY OF SERVICE</b>
<b>Department of Public Service</b>	99%	86%	89%	92%	99%
<b>Registrar General's Department</b>	44%	38%	38%	48%	39%
<b>Passport Office</b>	60%	47%	58%	49%	55%
<b>Building Control</b>	60%	55%	83%	87%	87%
<b>Road Traffic Department</b>	76%	72%	78%	71%	78%
<b>Department of Physical Planning</b>	97%	93%	94%	86%	95%

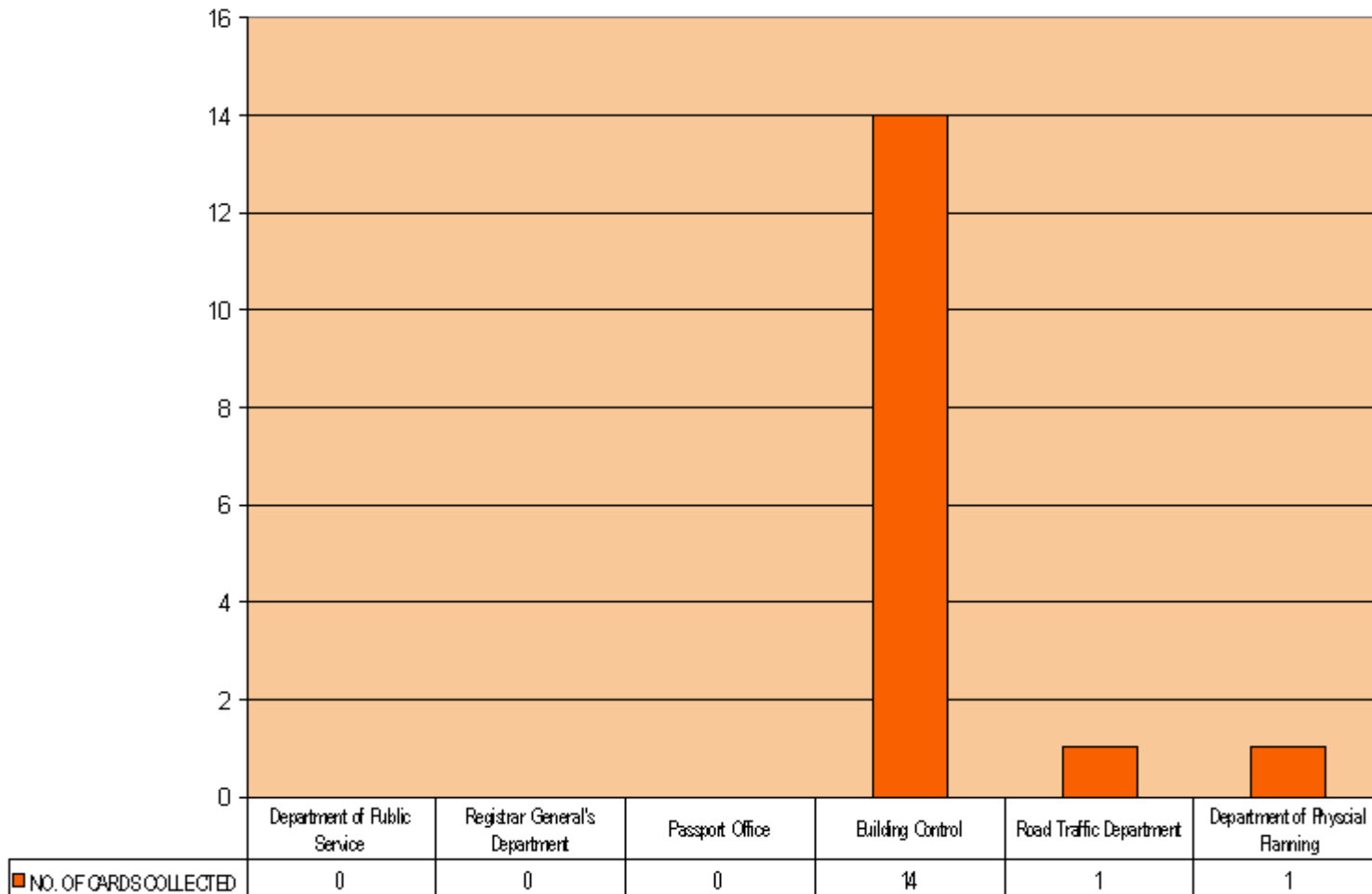
## SCORES BY PERCENTAGE



■ CHEERFUL	0	99%	44%	60%	76%	97%
■ SPEED OF SERVICE		86%	38%	55%	72%	93%
■ FAIRNESS OF SERVICE		89%	38%	63%	78%	94%
■ SERVICE REQUESTED DELIVERED		92%	48%	67%	71%	66%
■ QUALITY OF SERVICE		99%	39%	67%	78%	95%

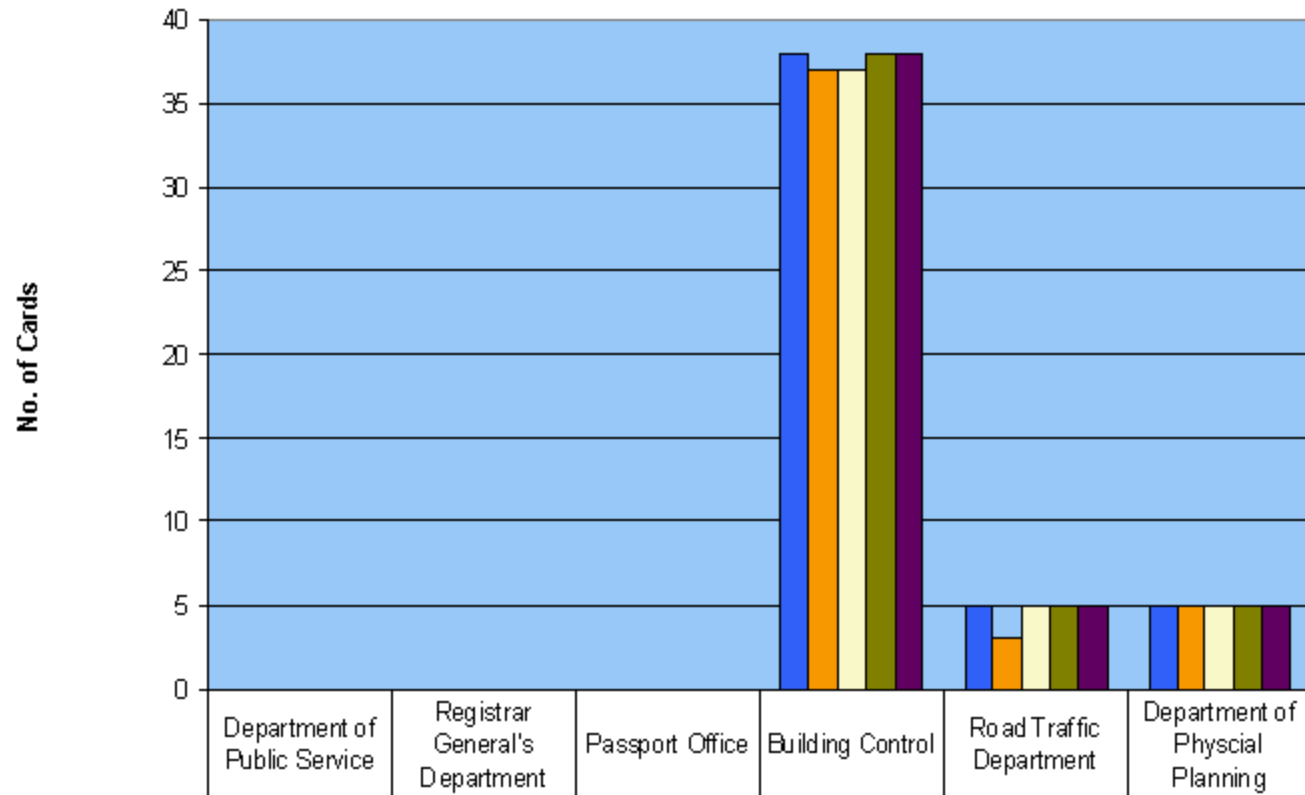


Number of Cards Collected for the period  
1 December - 31 December, 2009





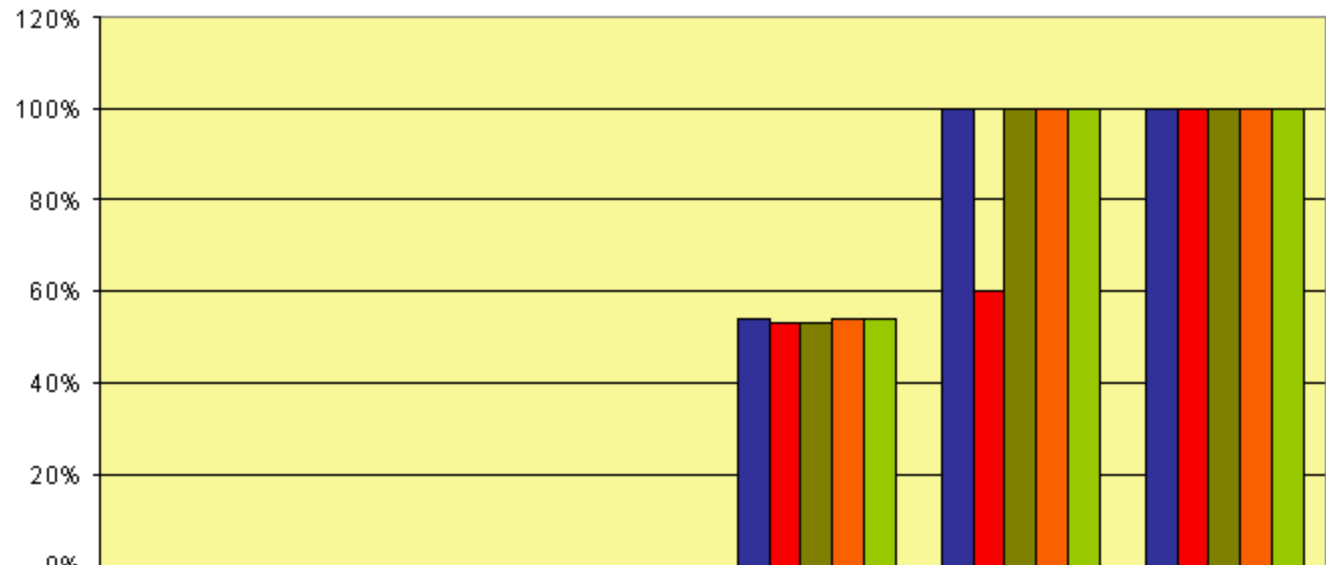
**ANALYSIS OF COMMENT CARDS COLLECTED**  
**1 December - 31 December, 2009**  
**Service Ratings by Department**



	Department of Public Service	Registrar General's Department	Passport Office	Building Control	Road Traffic Department	Department of Physical Planning
■ CHEERFUL / FRIENDLY	0	0	0	38	5	5
■ SPEED OF SERVICE	0	0	0	37	3	5
■ FAIRNESS OF SERVICE	0	0	0	37	5	5
■ SERVICE REQUESTED DELIVERED	0	0	0	38	5	5
■ QUALITY OF SERVICE	0	0	0	38	5	5



**Scores by Percentage**  
**1 December - 31 December, 2009**  
**Service Ratings by Department**



	Department of Public Service	Registrar General's Department	Passport Office	Building Control	Road Traffic Department	Department of Physical Planning
<span style="color: blue;">■</span> CHEERFUL / FRIENDLY	0%	0%	0%	54%	100%	100%
<span style="color: red;">■</span> SPEED OF SERVICE	0%	0%	0%	53%	60%	100%
<span style="color: olive;">■</span> FAIRNESS OF SERVICE	0%	0%	0%	53%	100%	100%
<span style="color: orange;">■</span> SERVICE REQUESTED DELIVERED	0%	0%	0%	54%	100%	100%
<span style="color: lightgreen;">■</span> QUALITY OF SERVICE	0%	0%	0%	54%	100%	100%

**TOTAL OVERALL SCORE  
COLLECTED FOR THE PERIOD  
1 December - 31 December 2009**

<b>AGENCY</b>	<b>TOTAL SCORE</b>
<b>Department of Public Service</b>	0%
<b>Registrar General's Department</b>	0%
<b>Passport Office</b>	0%
<b>Building Control</b>	54%
<b>Road Traffic Department</b>	92%
<b>Department of Physical Planning</b>	100%

## Total Overall Score 1 Dec. - 31 Dec., 2009

