

## 2005 Client Service Survey Results

Our fourth annual Client Service Survey was mailed out on November 28, 2005 to 611 current clients. This year's client database was developed using projects active from July 1, 2004 through September 30, 2005. Surveys were sent to clients whose project billing during that period was greater than \$3,000.

Surveys were mailed to 611 clients this year and a total of 187 surveys were returned for a response rate of 30%, an increase of 6% over last year.

Our goal again this year was to determine overall client satisfaction and to identify where to improve on our quality of services. The consistency of the past two years' results show that we are on the right path. The survey did bring to light many very positive interactions, and also some specific concerns. We appreciate the honesty, as we need to know our strengths and weaknesses. One of our firm's core values is client care and service. With your honest input, we can focus on improving our interactions. When we have clients who are genuinely satisfied, the result is typically a very healthy relationship between the client and our staff. That satisfaction and relationship creates the foundation for success and thus a cornerstone is cast for Draper Aden Associates to become the "Firm of Choice" for our employees and for you, our clients.

In 2005, our overall grade averages 8.64 out of 10 possible points for a percentage score of 87%, which is consistent with last year's overall score of 8.69 and 87%. Ten questions were asked with each being scored as follows:

POOR				AVERAGE				EXCELLENT	
1	2	3	4	5	6	7	8	9	10

Our final grade for this year's survey falls in the near *EXCELLENT* range, with a median score of 8.9. Final scores ranged from 4.3 to 10. We received a total of 38 perfect 10's from our 187 participants which accounts for 20% of the returns. No individual question's average score fell below 8.3. In fact 48%, or almost half, were above the 90 percentile. The following chart reflects the average survey scores.

<b>Average Survey Score</b>	10	9.0-9.9	8.0-8.9	7.0-7.9	6.0-6.9	5.0-5.9	4.0-4.9
<b>Percentage of Replies</b>	20%	28%	29%	12%	6%	3%	2%

<b>Client Service Indicators</b> <i>Our clients determined that Draper Aden Associates Employees:</i>	<b>2003 Score</b>	<b>2004 Score</b>	<b>2005 Score</b>
1. Show an understanding of their needs	8.27	8.60	8.64
2. Provide friendly and courteous service	8.96	9.28	9.16
3. Are helpful, knowledgeable and prepared	8.46	8.79	8.67
4. Answer questions satisfactorily	8.27	8.62	8.77
5. Answer questions promptly	8.21	8.61	8.49
6. Listen attentively to client concerns	8.58	8.82	8.81
7. Inform client of project's progress	7.90	8.43	8.35
8. Deliver project on schedule	7.88	8.39	8.31
9. Accomplish project scope within expected fee	7.97	8.59	8.47
<i>Our clients also determined:</i>			
10. The overall quality of our finished product	8.21	8.72	8.67
<b>Total Average Score</b>	8.27	8.69	8.64

<b>Client Service Indicators</b> <i>Our clients told us:</i>	<b>2003 Percentage Score</b>	<b>2004 Percentage Score</b>	<b>2005 Percentage Score</b>
We met their needs or solved their problem	91%	98%	99%
They will do business with us again	93%	97%	99%
They would recommend us to others	91%	97%	98%

The Board of Directors, Office Managers and Quality Control Committee received copies of all survey results including individual client comments for review and discussion. All employees were given access to score results. Follow-up for any surveys requiring special attention is underway to help clarify some of our scores and identify specific measures to be taken for improvement. Even with these respectable results, we remain steadfast in our determination to provide our clients with the best service possible. Thank you for entrusting your projects to us and for taking the time to offer constructive feedback.

We plan to build on our strengths and address our weaknesses as we commit to you our continued efforts to become your "The Firm of Choice."