

Consumer Satisfaction Summary

Oct-10

Scoring Key:

- 1 - 1.9 = Strongly Disagree
- 2 - 2.9 = Disagree
- 3 - 3.9 = Neutral
- 4 - 4.9 = Agree
- 5 = Strongly Agree

Q1 = Registry staff was prompt, reliable and friendly

Q2 = Received a list of IP's within 48 hours

Q3 = Referral list was up-to-date and correct

Q4 = I was able to hire from the Registry*

Q5 = My overall experience was good and I would use again.

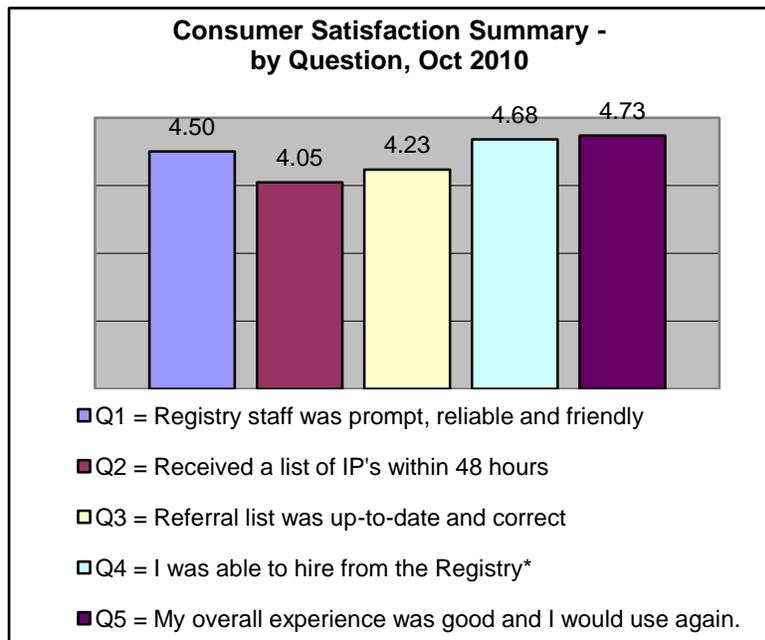
Follow-up call = I received a follow-up call from the Registry Coordinator

Average score per question by site						Avg Scr by	total pnts	return rate		points by	
Site	Q1	Q2	Q3	Q4*	Q5	Site	Svc Area	all qustns	#sent	#ret	#return'd
EC	4.33	3.67	4.00	5.00	5.00	EC	4.40	66.00	16	3	13.20
NW	3.67	4.33	4.33	5.00	4.33	NW	4.33	60.00	21	3	13.00
Oly	5.00	3.00	4.00	5.00	5.00	Oly	4.40	22.00	18	1	4.40
Pac	5.00	5.00	5.00	5.00	5.00	Pac	5.00	25.00	17	1	5.00
Prc	4.13	3.88	4.38	4.00	4.63	Prc	4.20	168.00	34	8	33.60
Sno	4.75	4.25	3.50	4.00	4.50	Sno	4.20	84.00	13	4	16.80
SS	4.67	4.33	4.11	4.11	4.89	SS	4.42	199.00	39	9	39.80
SE	5.00	5.00	5.00	5.00	5.00	SE	5.00	25.00	33	1	5.00
SW	4.00	2.00	3.00	n/a	4.00	SW	2.60	14.00	24	1	2.60
Spo	4.50	5.00	5.00	5.00	5.00	Spo	4.90	49.00	32	2	9.80
Scr Avg	4.50	4.05	4.23	4.68	4.73		4.35	712.00	247	33	143.20
% Overall Return Rate			13.36%	*Q4- see detail below							

	follow-up call		
	Yes	No	n/a
EC	100%	0%	0%
NW	33%	67%	0%
Oly	100%	0%	0%
Pac	100%	0%	0%
Prc	75%	0%	25%
Sno	75%	25%	0%
SS	56%	33%	11%
SE	100%	0%	0%
SW	100%	0%	0%
Spo	100%	0%	0%
	84%	13%	4%

	*Q4 detail - hired IP		
	Yes	No	n/a
EC	100%	0%	0%
NW	67%	0%	33%
Oly	100%	0%	0%
Pac	100%	0%	0%
Prc	75%	25%	0%
Sno	75%	25%	0%
SS	78%	22%	0%
SE	100%	0%	0%
SW	0%	100%	0%
Spo	100%	0%	0%
	79%	17%	3%

Total points all answered questions	712
Div'd by total no. of questions answered	164
equals	4.34
Overall Satisfaction score	86.83%



JLARC: Satisfaction Rate by consumer answers = 4 or 5

number of answers to questions with scores of 4 or higher =	136
divided by total number of questions answered =	82.93%