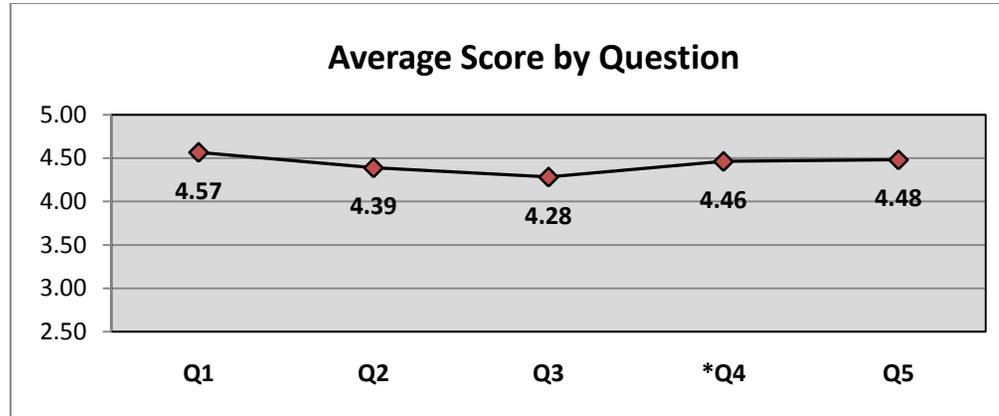


HCRR Consumer Satisfaction Trends



**Questions:**

- 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.

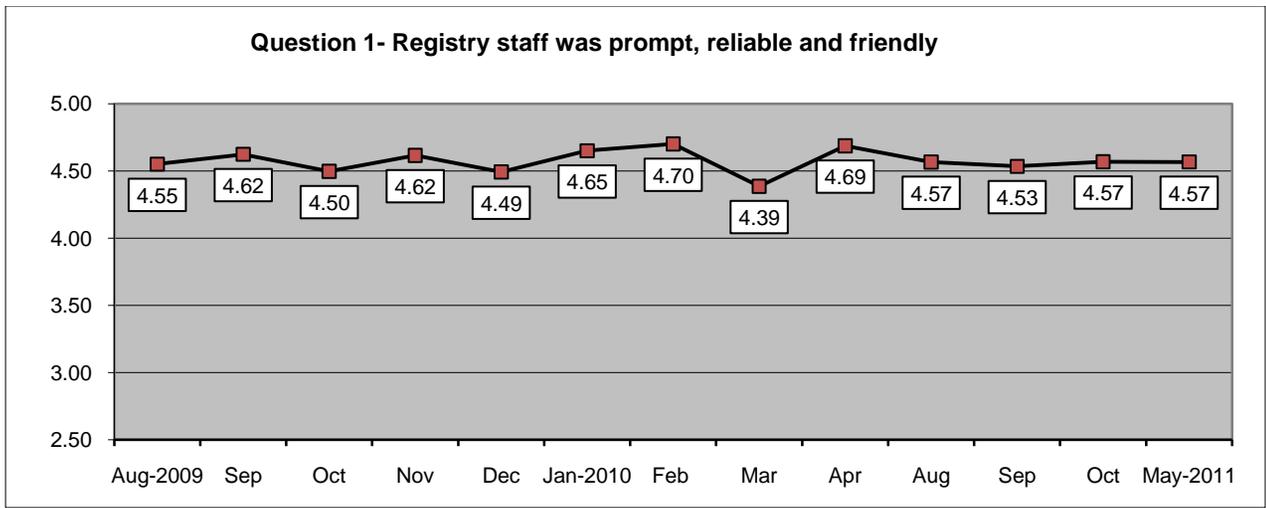
**Scoring Key:**

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

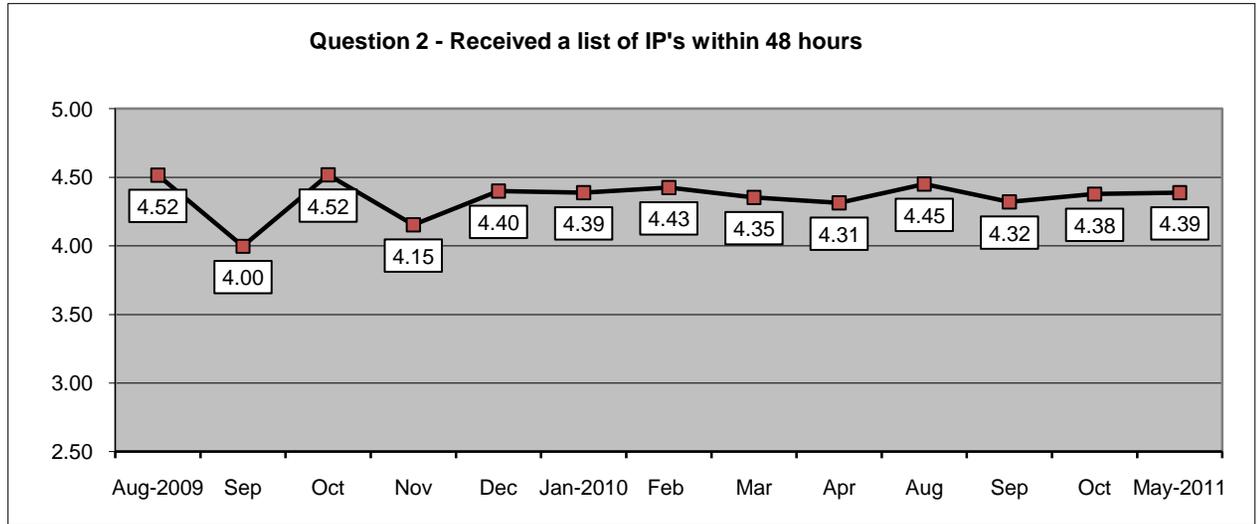
	Average Score by Question					follow-up call			*Q4 - Hired IP		
	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Aug-09	4.55	4.52	3.97	4.11	4.51	77%	12%	11%	49%	14%	37%
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct	4.50	4.52	4.29	4.56	4.37	88%	9%	3%	88%	12%	0%
Nov	4.62	4.15	4.24	4.29	4.52	46%	11%	43%	77%	18%	5%
Dec	4.49	4.40	4.01	4.40	4.30	48%	20%	32%	57%	12%	31%
Jan-10	4.65	4.23	4.22	4.70	3.88	68%	20%	12%	81%	5%	14%
Feb	4.70	4.43	4.36	4.20	4.58	84%	14%	2%	88%	22%	0%
Mar	4.39	4.35	4.18	4.27	4.45	78%	16%	6%	78%	18%	4%
Apr	4.69	4.31	4.33	4.65	4.75	69%	26%	5%	90%	10%	0%
Aug	4.57	4.45	4.41	4.50	4.48	88%	11%	1%	79%	19%	2%
Sep	4.53	4.32	4.35	4.58	4.52	72%	23%	5%	87%	12%	1%
Oct	4.50	5.00	5.00	5.00	5.00	100%	0%	0%	100%	0%	0%
May-11	4.57	4.38	4.31	4.49	4.48	83%	17%	0%	82%	13%	6%
Avg Scr:	4.57	4.39	4.28	4.46	4.48	75%	15%	10%	80%	13%	8%

### HCRR Consumer Satisfaction Trends

Question:	Q1
Aug-2009	4.55
Sep	4.62
Oct	4.50
Nov	4.62
Dec	4.49
Jan-2010	4.65
Feb	4.70
Mar	4.39
Apr	4.69
Aug	4.57
Sep	4.53
Oct	4.57
May-2011	4.57
<b>AVG</b>	<b>4.57</b>

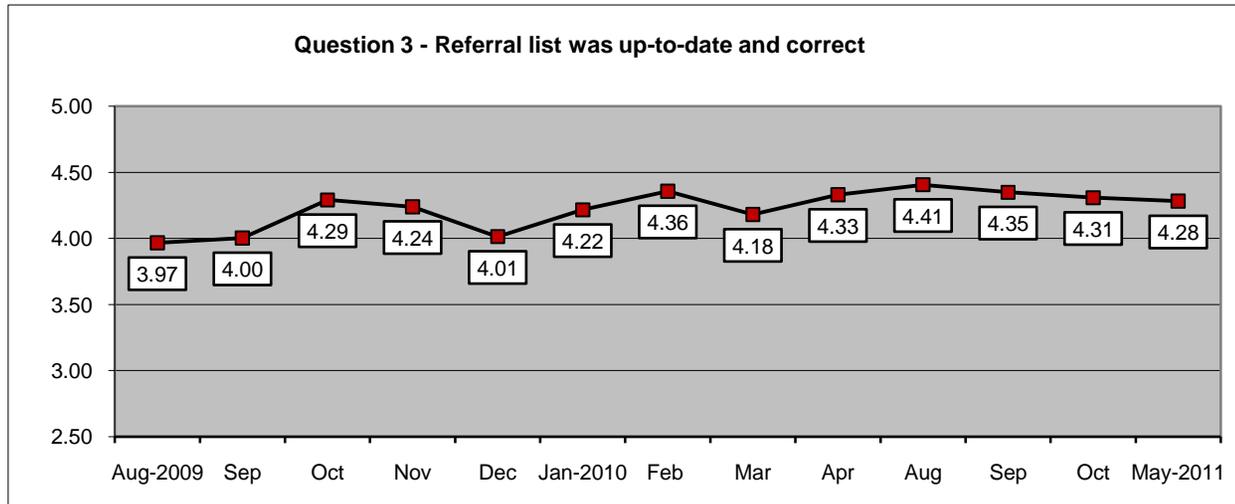


Question:	Q2
Aug-2009	4.52
Sep	4.00
Oct	4.52
Nov	4.15
Dec	4.40
Jan-2010	4.39
Feb	4.43
Mar	4.35
Apr	4.31
Aug	4.45
Sep	4.32
Oct	4.38
May-2011	4.39
<b>AVG</b>	<b>4.35</b>

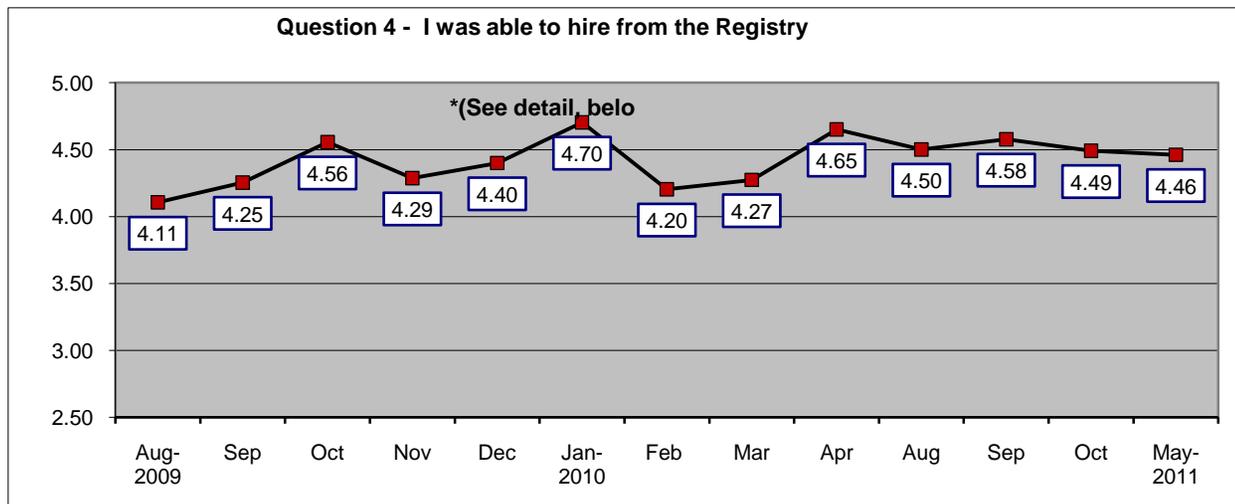


### HCRR Consumer Satisfaction Trends

Question:	Q3
Aug-2009	3.97
Sep	4.00
Oct	4.29
Nov	4.24
Dec	4.01
Jan-2010	4.22
Feb	4.36
Mar	4.18
Apr	4.33
Aug	4.41
Sep	4.35
Oct	4.31
May-2011	4.28
<b>AVG</b>	<b>4.23</b>

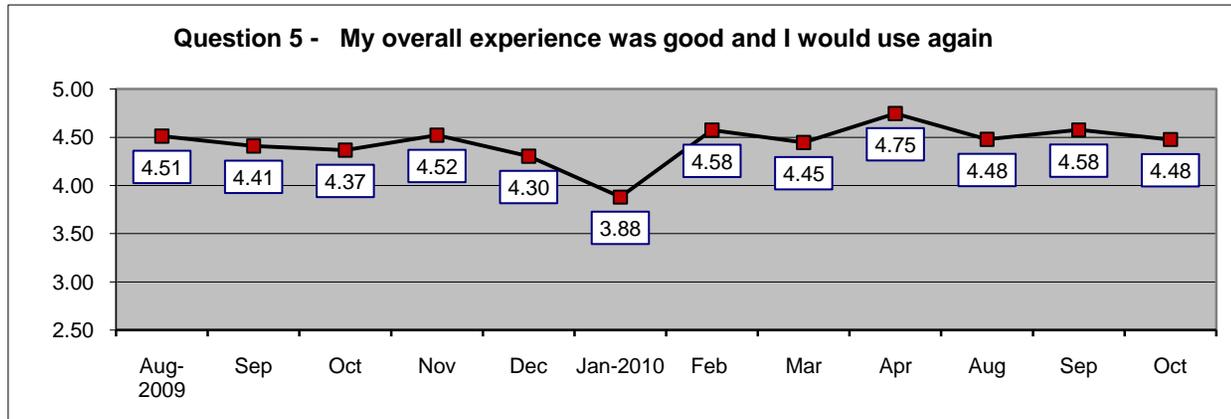


Question:	Q4*
Aug-2009	4.11
Sep	4.25
Oct	4.56
Nov	4.29
Dec	4.40
Jan-2010	4.70
Feb	4.20
Mar	4.27
Apr	4.65
Aug	4.50
Sep	4.58
Oct	4.49
May-2011	4.46
<b>AVG</b>	<b>4.42</b>

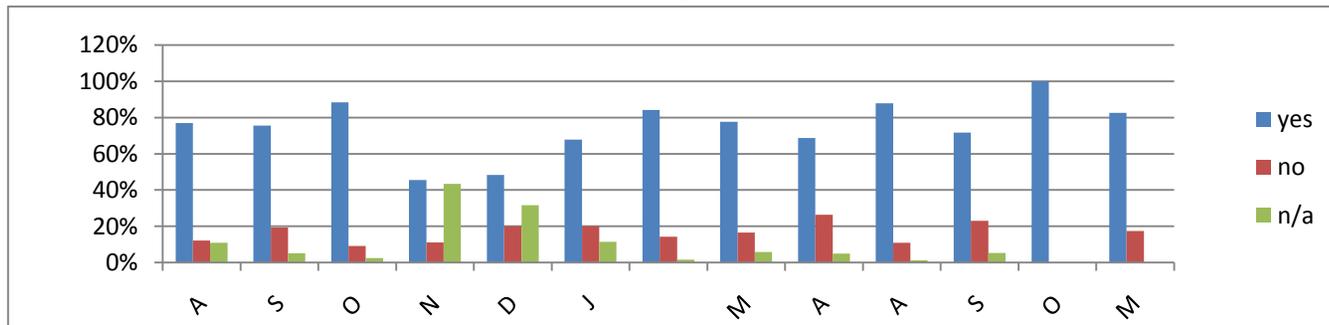


### HCRR Consumer Satisfaction Trends

Question:	Q5
Aug-2009	4.51
Sep	4.41
Oct	4.37
Nov	4.52
Dec	4.30
Jan-2010	3.88
Feb	4.58
Mar	4.45
Apr	4.75
Aug	4.48
Sep	4.58
Oct	4.48
May-2011	4.48
<b>AVG</b>	<b>4.44</b>



**Question: I received a follow-up call from the Registry Coordinator**



**\*Question 4: I was able to hire someone from the Referral Registry**

