

GRAHAM COUNTY ANALYSIS

JULY 2017 - JUNE 2018

EVALUATION TYPE ON QUALITY OF SERVICE	TOTAL NUMBER OF SURVEYS RECEIVED FOR EACH TYPE OF EVALUATION <i>(add the numbers on the yellow lines in each column)</i>	TOTAL NUMBER OF SURVEY QUESTIONS <i>(there are 8 questions on the survey)</i>	AVERAGE NUMBER OF CUSTOMERS FOR THIS TYPE OF EVALUATION <i>(divide the total # of surveys received for each type of evaluation by the total number of survey questions)</i>	PERCENTAGE OF CUSTOMERS FOR THIS TYPE OF EVALUATION <i>(average # of Customers for this type of evaluation / total # of customers for all types of evaluations)</i>
Very Satisfied	1203	8	150	52%
Satisfied	1086	8	136	47%
Dissatisfied	27	8	3	1%
Very Dissatisfied	6	8	1	0%