Customer Satisfaction Survey Results

June 2018

97.5% Customer Satisfaction Rate
(the combined percentage of “excellent” and “good” ratings)

Survey Locations

- Florence: 69%
- Covington: 23%
- Carroll Co.: 8%

Satisfaction Ratings

- Excellent: 92%
- Good: 6%
- Fair: 1%
- Needs Improvement: 1%

Completed Surveys

- Jul-17: 99.29%
- Aug-17: 98.03%
- Sep-17: 98.17%
- Oct-17: 97.83%
- Nov-17: 97.45%
- Dec-17: 97.54%
- Jan-18: 95.71%
- Feb-18: 96.32%
- Mar-18: 96.67%
- Apr-18: 96.77%
- May-18: 97.20%
- Jun-18: 97.46%

Survey Responses

- Completed Surveys
- YTD Trend