

Satisfaction  
Survey Report  
**date**

Demographics

Survey responses of the last week are broken out by several demographic categories, as follows:

* The percentage of respondents are broken out by:
  + Under age 18
  + Age 18 to 44
  + Age 45 to 64
  + Age 65 and above
* Gender
* Education level

Survey Results

**> Method of contact**

|  |  |
| --- | --- |
| Response | Count |
| Telephone | 188 |
| Live online chat | 36 |
| In person | 99 |
| No response | 2 |

**> Wait time**

|  |  |
| --- | --- |
| Response | Count |
| None | 18 |
| < 3 minutes | 114 |
| 3 - 5 minutes | 62 |
| 5 - 10 minutes | 48 |
| > 10 minutes | 75 |
| No response | 8 |