



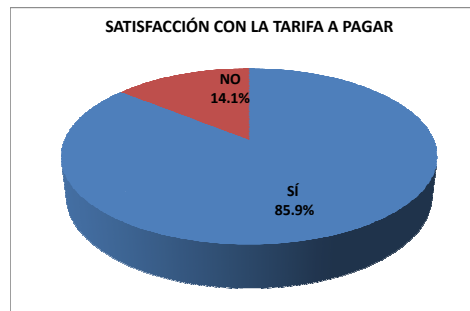
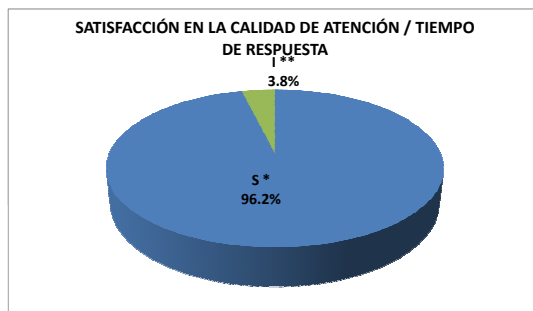
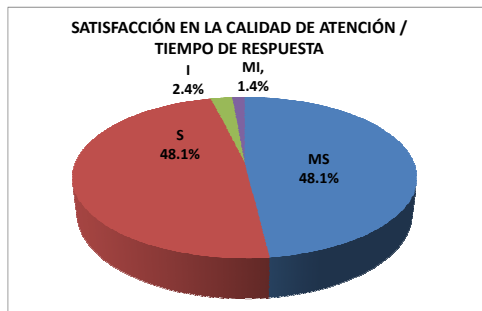
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL  
ENCUESTA DE SATISFACCIÓN DEL USUARIO

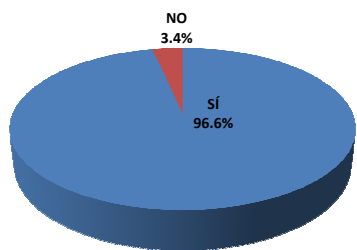
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 2do. TRIMESTRE DEL 2014

OFICINA COMERCIAL	No. DE ENCUESTADOS	TIPO DE USUARIO		1.- SATISFACCIÓN EN LOS SERVICIOS				2.- SATISFACCIÓN EN LA CALIDAD DE ATENCIÓN / TIEMPO DE RESPUESTA				3.- SUMINISTRO 24 H		4.- CONOCIMIENTO DE LA POTABILIDAD DEL AGUA		5.- CONSUMO DE AGUA POTABLE PARA BEBER		6.- SI LA UTILIZA PARA BEBER, ¿Qué OPINA DE SU SABOR?				7.- SATISFACCIÓN CON LA TARIFA A PAGAR		SATISFACCIÓN EN LOS SERVICIOS		SATISFACCIÓN EN LA CALIDAD DE ATENCIÓN / TIEMPO DE RESPUESTA		SATISFACCIÓN GLOBAL***	
		M	H	MS	S	I	MI	MS	S	I	MI	SÍ	NO	SÍ	NO	SÍ	NO	MA	AGR	DES	MD	SÍ	NO	S *	I **	S *	I **	S	I
CENTRO	160	45.0%	55.0%	61.9%	35.6%	0.6%	1.9%	61.9%	36.9%	0.6%	0.6%	97.5%	2.5%	97.5%	2.5%	81.3%	18.8%	27.5%	69.4%	3.1%	0.0%	86.3%	13.8%	97.5%	2.5%	98.8%	1.2%	94.2%	5.8%
SAN NICOLAS	230	56.5%	43.5%	47.0%	45.2%	5.7%	2.1%	50.9%	43.9%	3.5%	1.7%	97.4%	2.6%	96.1%	3.9%	66.5%	33.5%	24.8%	66.1%	8.7%	0.4%	85.2%	14.8%	92.2%	7.8%	94.8%	5.2%	90.7%	9.3%
SAN MIGUEL	270	50.0%	50.0%	40.0%	55.6%	2.2%	2.2%	45.9%	48.9%	3.0%	2.2%	95.2%	4.8%	96.3%	3.7%	66.7%	33.3%	15.9%	69.3%	14.1%	0.7%	93.7%	6.3%	95.6%	4.4%	94.8%	5.2%	94.7%	5.3%
GUADALUPE	320	51.3%	48.8%	7.5%	91.6%	0.9%	0.0%	9.7%	89.4%	0.9%	0.0%	94.1%	5.9%	96.6%	3.4%	81.3%	18.8%	12.5%	73.4%	14.1%	0.0%	86.9%	13.1%	99.1%	0.9%	99.1%	0.9%	95.0%	5.0%
CONTRY	125	66.4%	33.6%	46.4%	53.6%	0.0%	0.0%	47.2%	52.8%	0.0%	0.0%	99.2%	0.8%	92.0%	8.0%	64.0%	36.0%	20.0%	54.4%	25.6%	0.0%	84.0%	16.0%	100.0%	0.0%	100.0%	0.0%	94.7%	5.3%
FAMA	175	34.3%	65.7%	85.7%	13.7%	0.0%	0.6%	85.7%	13.7%	0.6%	0.0%	97.7%	2.3%	98.9%	1.1%	76.0%	24.0%	72.6%	4.0%	23.4%	0.0%	73.7%	26.3%	99.4%	0.6%	99.4%	0.6%	90.8%	9.2%
LINCOLN	250	41.6%	58.4%	33.2%	57.2%	6.4%	3.2%	32.4%	59.6%	6.0%	2.0%	97.6%	2.4%	98.4%	1.6%	88.8%	11.2%	53.2%	41.6%	5.2%	0.0%	90.4%	9.6%	90.4%	9.6%	92.0%	8.0%	90.9%	9.1%
APODACA	220	57.7%	42.3%	48.6%	47.3%	0.9%	3.2%	54.1%	40.0%	3.2%	2.7%	97.3%	2.7%	97.7%	2.3%	73.6%	26.4%	20.5%	63.2%	15.5%	0.8%	89.5%	10.5%	95.9%	4.1%	94.1%	5.9%	93.2%	6.8%
OBISPADO	200	43.5%	56.5%	47.5%	45.0%	5.0%	2.5%	45.0%	48.0%	4.0%	3.0%	92.0%	8.0%	96.0%	4.0%	76.0%	24.0%	28.0%	60.5%	11.0%	0.5%	83.0%	17.0%	92.5%	7.5%	93.0%	7.0%	89.5%	10.5%
<b>TOTAL</b>	<b>1,950</b>	<b>49.6%</b>	<b>50.4%</b>	<b>46.4%</b>	<b>49.4%</b>	<b>2.4%</b>	<b>1.8%</b>	<b>48.1%</b>	<b>48.1%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>96.4%</b>	<b>3.6%</b>	<b>96.6%</b>	<b>3.4%</b>	<b>74.9%</b>	<b>25.1%</b>	<b>30.6%</b>	<b>55.8%</b>	<b>13.4%</b>	<b>0.2%</b>	<b>85.9%</b>	<b>14.1%</b>	<b>95.8%</b>	<b>4.2%</b>	<b>96.2%</b>	<b>3.78%</b>	<b>92.6%</b>	<b>7.4%</b>

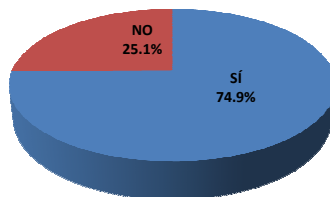
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO  
\* SUMA DE MS + S \*\* SUMA DE I + MI



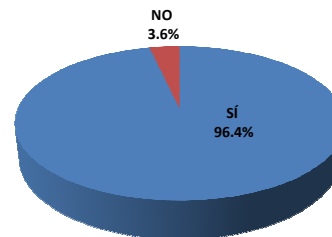
**CONOCIMIENTO DE LA POTABILIDAD DEL AGUA**



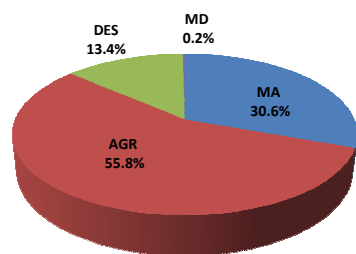
**CONSUMO DE AGUA POTABLE PARA BEBER**



**SUMINISTRO 24 H**



**SABOR DEL AGUA**



**SATISFACCIÓN GLOBAL**

