



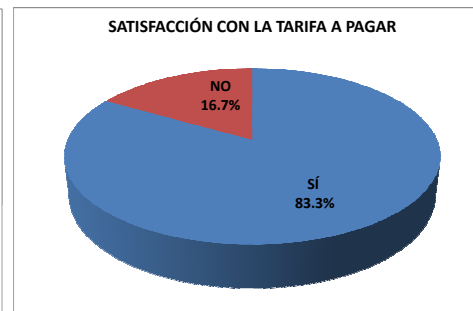
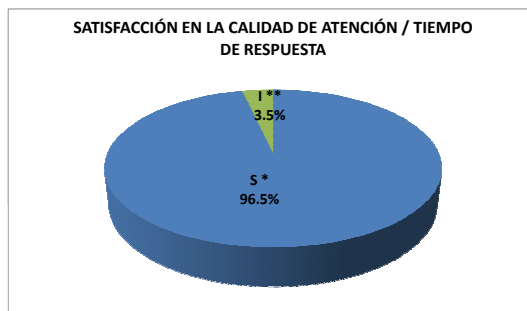
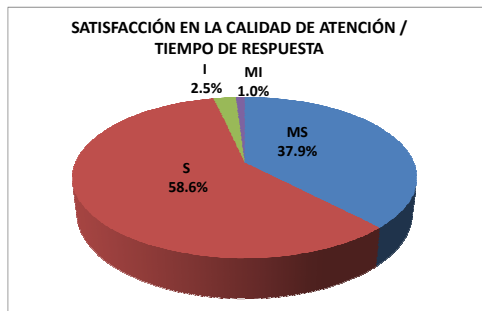
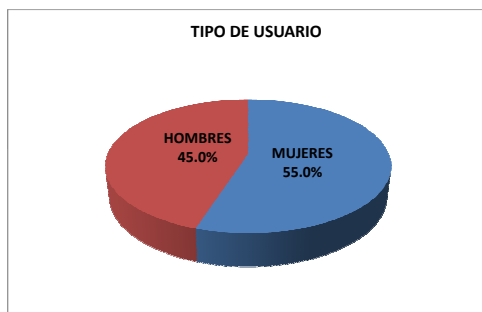
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

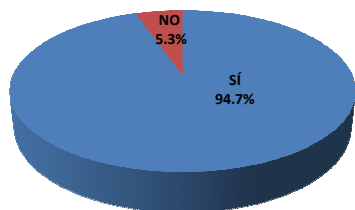
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 3ER. TRIMESTRE DEL 2012

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	105	56.2%	43.8%	34.3%	61.9%	1.9%	1.9%	37.1%	60.0%	1.0%	1.9%	89.5%	10.5%	93.3%	6.7%	85.7%	14.3%	24.8%	67.6%	5.7%	1.9%	89.5%	10.5%	96.2%	3.8%	97.1%	2.9%	94.3%	5.7%
SAN NICOLAS	220	54.1%	45.9%	49.1%	45.5%	2.3%	3.1%	45.5%	50.0%	2.7%	1.8%	95.0%	5.0%	95.9%	4.1%	70.5%	29.5%	20.9%	71.8%	5.9%	1.4%	82.3%	17.7%	94.6%	5.4%	95.5%	4.5%	90.8%	9.2%
SAN MIGUEL	250	48.0%	52.0%	48.8%	45.6%	4.4%	1.2%	60.8%	36.8%	2.0%	0.4%	95.2%	4.8%	98.0%	2.0%	67.6%	32.4%	21.2%	53.2%	21.6%	4.0%	84.8%	15.2%	94.4%	5.6%	97.6%	2.4%	92.3%	7.7%
GUADALUPE	295	54.2%	45.8%	27.5%	66.1%	6.4%	0.0%	28.8%	64.7%	6.1%	0.4%	96.9%	3.1%	92.9%	7.1%	75.9%	24.1%	20.0%	58.0%	21.4%	0.6%	87.1%	12.9%	93.6%	6.4%	93.5%	6.5%	91.4%	8.6%
CONTRY	110	56.4%	43.6%	41.8%	57.3%	0.9%	0.0%	43.6%	56.4%	0.0%	0.0%	95.5%	4.5%	92.7%	7.3%	63.6%	36.4%	51.8%	44.5%	3.6%	0.1%	87.3%	12.7%	99.1%	0.9%	100.0%	0.0%	95.5%	4.5%
FAMA	190	53.2%	46.8%	41.6%	58.4%	0.0%	0.0%	35.8%	64.2%	0.0%	0.0%	98.4%	1.6%	99.5%	0.5%	85.3%	14.7%	37.4%	57.4%	4.7%	0.5%	90.0%	10.0%	100.0%	0.0%	100.0%	0.0%	96.7%	3.3%
LINCOLN	250	58.0%	42.0%	4.4%	86.0%	8.0%	1.6%	4.8%	87.2%	6.8%	1.2%	95.2%	4.8%	92.8%	7.2%	73.6%	26.4%	3.2%	79.2%	16.4%	1.2%	68.4%	31.6%	90.4%	9.6%	92.0%	8.0%	83.6%	16.4%
APODACA	190	61.1%	38.9%	40.0%	55.8%	2.1%	2.1%	42.6%	54.7%	1.6%	1.1%	95.3%	4.7%	93.2%	6.8%	54.7%	45.3%	7.9%	69.5%	12.6%	10.0%	78.4%	21.6%	95.8%	4.2%	97.3%	2.7%	90.5%	9.5%
OBISPADO	190	53.7%	46.3%	41.6%	53.7%	3.2%	1.5%	42.1%	53.2%	2.6%	2.1%	94.7%	5.3%	94.2%	5.8%	74.7%	25.3%	15.8%	72.1%	10.5%	1.6%	82.1%	17.9%	95.3%	4.7%	95.3%	4.7%	90.9%	9.1%
TOTAL	1,800	55.0%	45.0%	36.6%	58.9%	3.2%	1.3%	37.9%	58.6%	2.5%	1.0%	95.1%	4.9%	94.7%	5.3%	72.4%	27.6%	22.6%	63.7%	11.4%	2.3%	83.3%	16.7%	95.5%	4.5%	96.5%	3.5%	91.8%	8.2%

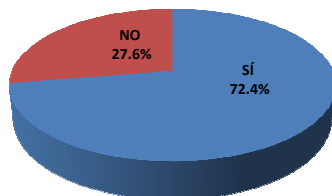
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



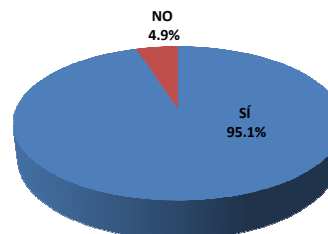
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



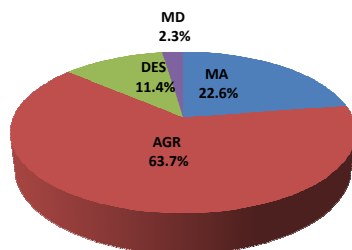
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

