



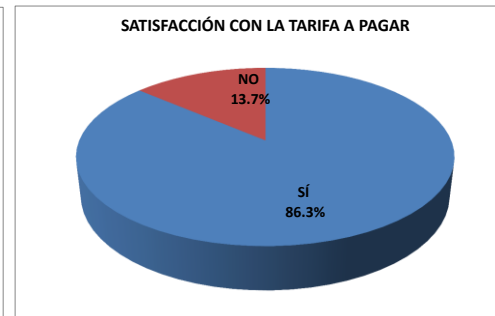
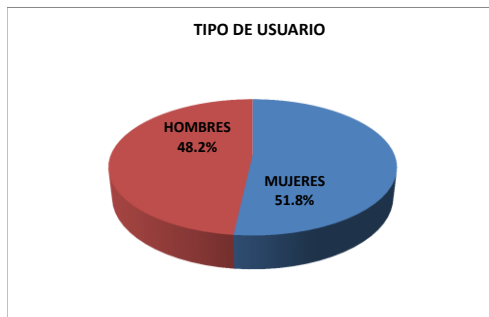
SERVICIOS DE AGUA Y DRENAJE DE MONTERREY, I.P.D.

DIRECCIÓN GENERAL
ENCUESTA DE SATISFACCIÓN DEL USUARIO

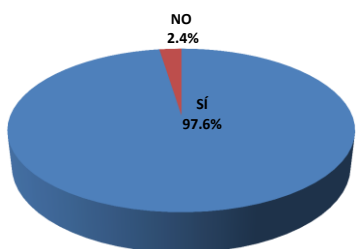
RESUMEN DE RESULTADOS CORRESPONDIENTE AL 4TO TRIMESTRE DEL 2015

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	49.4%	50.6%	50.6%	49.4%	0.0%	0.0%	58.8%	41.2%	0.0%	0.0%	98.8%	1.3%	95.6%	4.4%	82.5%	17.5%	28.1%	62.5%	9.4%	0.0%	91.3%	8.8%	100.0%	0.0%	100.0%	0.0%	97.1%	2.9%
SAN NICOLAS	230	51.7%	48.3%	51.3%	43.9%	3.0%	1.8%	56.1%	40.0%	2.2%	1.7%	98.7%	1.3%	97.8%	2.2%	74.8%	25.2%	30.9%	60.9%	7.8%	0.4%	89.6%	10.4%	95.2%	4.8%	96.1%	3.9%	93.6%	6.4%
SAN MIGUEL	270	35.6%	64.4%	34.4%	64.1%	1.5%	0.0%	36.7%	62.6%	0.7%	0.0%	96.3%	3.7%	98.9%	1.1%	72.2%	27.8%	8.5%	78.1%	12.2%	1.2%	91.9%	8.1%	98.5%	1.5%	99.3%	0.7%	96.6%	3.4%
GUADALUPE	320	55.9%	44.1%	4.4%	93.1%	2.5%	0.0%	2.8%	94.1%	3.1%	0.0%	93.1%	6.9%	98.4%	1.6%	93.1%	6.9%	0.9%	96.9%	2.2%	0.0%	80.0%	20.0%	97.5%	2.5%	96.9%	3.1%	91.5%	8.5%
CONTRY	125	86.4%	13.6%	36.0%	62.4%	0.8%	0.8%	39.2%	60.0%	0.0%	0.8%	98.4%	1.6%	94.4%	5.6%	67.2%	32.8%	10.4%	78.4%	9.6%	1.6%	80.8%	19.2%	98.4%	1.6%	99.2%	0.8%	92.8%	7.2%
FAMA	175	41.7%	58.3%	37.7%	58.9%	0.0%	3.4%	40.0%	57.1%	0.6%	2.3%	96.0%	4.0%	98.9%	1.1%	84.6%	15.4%	30.9%	60.6%	8.0%	0.5%	87.4%	12.6%	96.6%	3.4%	97.1%	2.9%	93.7%	6.3%
LINCOLN	250	53.6%	46.4%	34.0%	59.6%	4.4%	2.0%	35.6%	58.0%	5.6%	0.8%	96.4%	3.6%	96.8%	3.2%	76.8%	23.2%	20.0%	73.2%	5.6%	1.2%	76.8%	23.2%	93.6%	6.4%	93.6%	6.4%	88.0%	12.0%
APODACA	220	50.0%	50.0%	50.5%	47.3%	0.9%	1.3%	53.6%	44.1%	0.5%	1.8%	98.6%	1.4%	98.6%	1.4%	71.8%	28.2%	14.1%	67.3%	17.7%	0.9%	86.8%	13.2%	97.8%	2.2%	97.7%	2.3%	94.1%	5.9%
OBISPADO	200	41.5%	58.5%	62.0%	35.0%	2.5%	0.5%	63.5%	34.5%	2.0%	0.0%	93.0%	7.0%	98.5%	1.5%	91.0%	9.0%	58.0%	38.0%	3.5%	0.5%	92.0%	8.0%	97.0%	3.0%	98.0%	2.0%	95.7%	4.3%
TOTAL	1,950	51.8%	48.2%	40.1%	57.1%	1.7%	1.1%	42.9%	54.6%	1.6%	0.9%	96.6%	3.4%	97.6%	2.4%	79.3%	20.7%	22.4%	68.4%	8.4%	0.8%	86.3%	13.7%	97.2%	2.8%	97.5%	2.5%	93.7%	6.3%

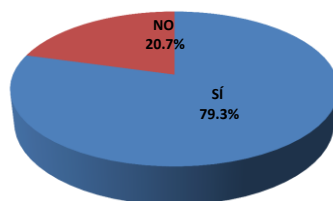
NOTA: H = HOMBRES M = MUJERES MS = MUY SATISFECHO S = SATISFECHO I = INSATISFECHO MI = MUY INSATISFECHO
* SUMA DE MS + S ** SUMA DE I + MI



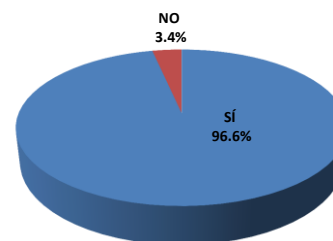
CONOCIMIENTO DE LA POTABILIDAD DEL AGUA



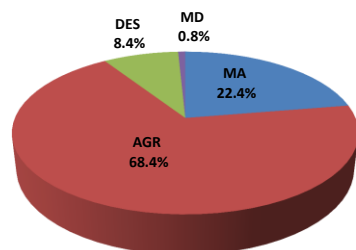
CONSUMO DE AGUA POTABLE PARA BEBER



SUMINISTRO 24 H



SABOR DEL AGUA



SATISFACCIÓN GLOBAL

