



Constant Contact Survey Results

Survey Name: Rain Check Post-Installation Survey_10-14-13

Response Status: Partial & Completed

Filter: None

11/19/2015 3:58 PM EST

TextBlock:

Thank you for your participation in Rain Check! Please help us improve the installation process by answering the following questions.

Please enter the information indicated below. Any personal information will only be used for the Rain Check Program.

Answers	Number of Response(s)
First Name	46
Last Name	45
Email Address	44
Address 1	42

Which contracting business installed your Stormwater Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
Avant Gardens			2	5.1 %
Cedar Run Landscapes			4	10.2 %
D&L Professional Siding			2	5.1 %
GMF Interior Installations			10	25.6 %
Komex EPC			1	2.5 %
Think Green			1	2.5 %
Other			20	51.2 %
Totals			39	100%

Overall, were you satisfied with the installation of your Stormwater Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very satisfied			41	89.1 %
Moderately satisfied			4	8.6 %
Neutral			1	2.1 %
Slightly dissatisfied			0	0.0 %
Dissatisfied			0	0.0 %
No Response(s)			0	0.0 %
Totals			46	100%

Was the installer respectful of your property during the installation?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			44	95.6 %
No (please explain)			2	4.3 %
Totals			46	100%

About how many hours did the installer spend at your property?

Answer	0%	100%	Number of Response(s)	Response Ratio
1 hour			6	13.0 %
2 hours			13	28.2 %
3 hours			9	19.5 %
4 hours			4	8.6 %
More than 4 hours			12	26.0 %
Totals			46	100%

How many people came to install your Stormwater Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
1 person			7	15.2 %
2 people			24	52.1 %
3 people			8	17.3 %
More than 3 people			4	8.6 %
Totals			46	100%

Was the installer able to answer all of your questions?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			41	93.1 %
No (please explain)			3	6.8 %
Totals			44	100%

Do you have a clear understanding of how to maintain your Stormwater Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			44	97.7 %
No (please explain)			1	2.2 %
Totals			45	100%

How can we improve the Stormwater Tool installation process? Please explain.

32 Response(s)