



Constant Contact Survey Results

Survey Name: Rain Check Post-Installation Survey_11-7-12

Response Status: Partial & Completed

Filter: None

11/19/2015 3:17 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	37
Last Name	37
Email Address	36
Address 1	33

Which contracting business installed your Green Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
Avant Gardens			3	9.6 %
Buckminster Green			1	3.2 %
Cedar Run Landscapes			7	22.5 %
D&L Professional Siding			2	6.4 %
Home Science			0	0.0 %
Environmental Construction Services			1	3.2 %
GMF Interior Installations			13	41.9 %
Graceful Gardens			0	0.0 %
J. Paul, Inc.			0	0.0 %
JMB Landscape Designs			0	0.0 %
Komex EPC			4	12.9 %
MW Corner, Inc.			0	0.0 %
Urban Ecoforms			0	0.0 %
Totals			31	100%

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Very satisfied			31	83.7 %
Moderately satisfied			6	16.2 %
Neutral			0	0.0 %
Slightly dissatisfied			0	0.0 %
Dissatisfied			0	0.0 %
No Response(s)			0	0.0 %
Totals			37	100%

Was the installer respectful of your property during the installation?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			37	100.0 %
No (please explain)			0	0.0 %
Totals			37	100%

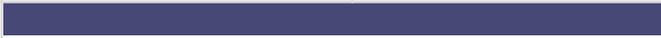
About how many hours did the installer spend at your property?

Answer	0%	100%	Number of Response(s)	Response Ratio
1 hour			3	8.3 %
2 hours			2	5.5 %
3 hours			9	25.0 %
4 hours			2	5.5 %
More than 4 hours			18	50.0 %
Totals			36	100%

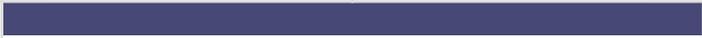
How many people came to install your Green Tool?

Answer	0%	100%	Number of Response(s)	Response Ratio
1 person			6	16.2 %
2 people			14	37.8 %
3 people			10	27.0 %
More than 3 people			5	13.5 %
Totals			37	100%

Was the installer able to answer all of your questions?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			35	94.5 %
No (please explain)			1	2.7 %
Totals			37	100%

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			37	100.0 %
No (please explain)			0	0.0 %
Totals			37	100%

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

25 Response(s)