**Section 411.320 Format for Results of the Customer Satisfaction Survey**

Each jurisdictional entity shall present the survey responses as part of the annual report to the Commission as required by 83 Ill. Adm. Code 411.120(b)(3)(G)(v). The annual report shall include the following information regarding the results of the customer satisfaction survey, described in greater detail in Sections 411.325 through 411.360 of this Part:

a) General information regarding the survey population, sampling frame, sample size and response rates;

b) An executive summary;

c) Summary descriptive information about survey responses for each question and for correlated questions, known as descriptive statistics, according to a standard format for all jurisdictional entities;

d) Statistically significant contingency between demographic questions cross-tabulated with each of: rating questions, yes/no questions, and categorical questions;

e) Statistically significant contingency between rating questions cross-tabulated with each of: yes/no questions, demographic questions, and categorical questions; and

f) Comparative responses for the current year and the preceding four years.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)