**Section 411.340 Yes/No Questions**

a) For the questions in the results of the customer satisfaction survey where the response is "yes/no," the following descriptive statistics shall be included:

1) The number and percent of responses and non-responses; and

2) The number and percent of yes and no responses.

b) Yes/no questions shall also be cross-tabulated with demographic questions to show how respondents in different categories answered the questions, including the number and percent of responses in each demographic category.

c) Statistically significant cross-tabulated statistics describing responses by income shall present the income as the income per household. Jurisdictional entities shall only report relationships with a statistically significant correlation of, and/or differences of, .5 or higher at the .05 probability level.

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