

County	District	Survey Year	Respondents	Service*	Used	Solved	Shared	Accurate	Timely	Relevant	Easy
STATEWIDE AVERAGE		2006-16	7268	93.8%	79.9%	84.9%	70.6%	95.0%	93.8%	92.3%	94.8%
Alachua	NE	2014	224	93.2%	81.6%	80.8%	68.7%	92.8%	92.8%	88.4%	92.9%
Baker	NE	2012	71	97.2%	78.3%	90.6%	79.4%	98.6%	98.6%	95.7%	95.7%
Bay	NW	2016	32	96.9%	81.3%	80.0%	68.8%	96.7%	90.7%	87.5%	93.8%
Bradford	NE	2013	78	94.8%	75.7%	92.5%	77.3%	92.2%	92.2%	90.9%	90.8%
Brevard	CE	2013	112	90.0%	81.1%	84.7%	73.4%	92.8%	90.0%	90.0%	91.8%
Broward	SO	2015	265	90.3%	84.9%	85.8%	74.5%	92.8%	92.8%	90.6%	93.2%
Calhoun	NW	2012	27	100.0%	69.2%	89.5%	51.9%	100.0%	100.0%	96.3%	100.0%
Charlotte	SC	2016	111	98.1%	82.7%	77.2%	78.9%	98.2%	96.4%	92.8%	97.3%
Citrus	CE	2016	87	97.7%	79.1%	75.0%	68.2%	97.7%	94.2%	91.9%	95.3%
Clay	NE	2013	84	92.6%	74.1%	87.1%	69.2%	96.3%	93.9%	92.7%	96.4%
Collier	SC	2015	241	93.3%	85.9%	78.3%	77.9%	95.0%	94.2%	93.7%	94.6%
Columbia	NE	2015	76	92.1%	80.3%	84.7%	70.3%	92.1%	92.0%	89.3%	93.3%
DeSoto	SC	2014	34	86.7%	68.8%	95.5%	67.9%	88.2%	88.3%	94.1%	94.1%
Dixie	NE	2008	26	92.0%	80.0%	85.0%	59.1%	92.0%	92.0%	88.0%	95.7%
Duval	NE	2012	285	96.8%	77.5%	88.2%	80.0%	97.9%	97.9%	96.1%	98.2%
Escambia	NW	2009	117	92.0%	72.6%	87.0%	69.8%	95.1%	93.5%	91.7%	93.3%
Flagler	CE	2014	139	93.4%	82.4%	83.8%	70.8%	93.5%	91.4%	91.3%	92.7%
Franklin	NW	2015	5	100.0%	80.0%	66.7%	60.0%	100.0%	100.0%	80.0%	100.0%
Gadsden	NW	2015	14	85.7%	50.0%	85.7%	57.1%	85.7%	85.8%	85.7%	85.7%
Gilchrist	NE	2014	19	94.8%	89.5%	93.3%	78.9%	94.8%	94.8%	89.5%	94.8%
Glades	SO	2012	32	96.8%	80.6%	91.3%	71.0%	96.9%	93.8%	93.8%	100.0%
Gulf	NW	2014	32	93.8%	81.8%	88.5%	75.8%	96.9%	93.9%	94.0%	96.9%
Hamilton	NE	2014	80	91.2%	74.4%	93.1%	59.7%	97.5%	95.0%	96.3%	98.8%
Hardee	SC	2016	51	94.1%	84.0%	66.7%	65.3%	96.1%	100.0%	94.1%	98.1%
Hendry	SO	2013	167	97.6%	81.1%	83.5%	77.9%	98.8%	96.4%	95.8%	97.6%
Hernando	CE	2014	57	86.0%	87.3%	72.3%	72.2%	87.7%	89.3%	82.2%	92.6%
Highlands	SO	2012	72	94.3%	79.7%	83.3%	60.3%	94.4%	95.8%	93.0%	97.1%
Hillsborough	SC	2016	268	93.9%	81.1%	81.7%	75.8%	96.1%	94.6%	90.4%	94.3%
Holmes	NW	2012	76	97.4%	73.0%	88.9%	62.0%	94.8%	94.8%	96.1%	97.4%
Indian River	SO	2015	66	68.7%	76.6%	73.5%	62.1%	78.8%	71.2%	87.7%	84.6%
Jackson	NW	2016	118	93.2%	78.0%	70.5%	60.7%	96.6%	93.3%	89.9%	93.3%
Jefferson	NW	2012	34	90.6%	74.2%	88.0%	59.4%	93.9%	93.9%	90.9%	93.9%
Lafayette	NE	2016	15	100.0%	93.3%	92.3%	57.1%	100.0%	100.0%	100.0%	100.0%
Lake	CE	2013	157	93.5%	80.9%	88.2%	68.7%	93.6%	89.0%	91.6%	94.8%
Lee	SC	2014	139	90.7%	84.1%	86.8%	83.6%	92.8%	92.8%	90.7%	94.3%
Leon	NW	2014	182	92.8%	76.4%	91.5%	70.2%	91.8%	92.8%	91.1%	93.9%
Levy	NE	2016	46	97.8%	84.4%	86.8%	68.9%	97.8%	97.8%	100.0%	95.5%
Liberty	NW	2013	25	100.0%	80.0%	94.7%	64.0%	96.0%	95.8%	96.0%	96.0%
Madison	NE	2013	43	100.0%	87.8%	91.4%	70.7%	100.0%	97.7%	100.0%	100.0%
Manatee	SC	2016	171	93.5%	75.6%	70.2%	61.4%	95.9%	94.1%	89.5%	94.2%
Marion	CE	2016	137	93.2%	80.3%	80.6%	62.4%	95.6%	92.5%	89.5%	91.8%
Martin	SO	2014	201	89.6%	75.9%	86.8%	66.5%	93.5%	92.5%	92.0%	95.1%
Miami-Dade	SO	2014	67	93.9%	81.8%	84.9%	65.1%	94.1%	92.6%	88.1%	92.6%
Monroe	SO	2013	35	94.2%	87.9%	83.3%	84.8%	94.0%	94.0%	97.0%	94.1%
Nassau	NE	2016	99	91.9%	85.9%	77.3%	66.0%	95.9%	95.9%	94.9%	95.9%
Okaloosa	NW	2012	183	94.9%	86.9%	89.1%	75.4%	96.0%	93.8%	92.6%	92.0%
Okeechobee	SO	2006	25	96.0%	75.0%	90.0%	70.8%	100.0%	96.0%	100.0%	100.0%
Orange	CE	2015	150	93.9%	89.2%	83.5%	73.5%	96.7%	95.4%	96.0%	96.0%
Osceola	CE	2012	126	96.7%	85.4%	91.2%	77.3%	95.1%	97.6%	96.7%	95.9%
Palm Beach	SO	2013	217	96.1%	82.9%	83.6%	77.6%	94.4%	93.0%	92.0%	95.3%
Pasco	SC	2012	76	91.8%	71.8%	86.8%	71.6%	92.0%	90.6%	90.4%	90.5%
Pinellas	SC	2015	211	92.8%	77.0%	82.2%	70.5%	96.7%	94.8%	94.3%	95.3%
Polk	SC	2012	63	84.1%	93.5%	81.8%	76.7%	87.3%	84.1%	84.2%	85.7%
Putnam	CE	2015	100	94.0%	75.5%	86.3%	65.7%	96.0%	95.0%	89.9%	96.9%
Santa Rosa	NW	2015	115	93.8%	81.4%	86.7%	82.0%	95.7%	94.0%	93.9%	94.8%
Sarasota	SC	2016	223	94.1%	75.2%	76.7%	73.4%	95.4%	91.9%	87.4%	94.6%
Seminole	CE	2012	199	92.9%	87.0%	78.8%	76.7%	94.9%	94.8%	93.3%	95.4%
St. Johns	CE	2013	70	98.6%	71.0%	82.4%	70.1%	97.1%	97.1%	97.1%	97.2%
St. Lucie	SO	2015	104	92.1%	61.8%	91.8%	72.0%	95.2%	94.1%	91.3%	95.2%
Sumter	CE	2013	360	96.9%	82.0%	87.2%	74.6%	96.9%	95.5%	94.1%	96.3%
Suwannee	NE	2014	86	92.0%	84.9%	91.7%	75.3%	96.6%	91.9%	95.4%	95.4%
Taylor	NE	2014	66	98.5%	79.0%	91.7%	88.7%	100.0%	100.0%	98.5%	98.4%
Union	NE	2016	15	100.0%	85.7%	83.3%	66.7%	100.0%	100.0%	86.7%	93.4%
Volusia	CE	2012	172	94.5%	81.4%	86.1%	74.5%	92.9%	90.6%	90.0%	92.3%
Wakulla	NW	2013	44	97.6%	88.4%	91.4%	70.7%	100.0%	100.0%	97.7%	97.7%
Walton	NW	2015	143	91.0%	85.1%	83.9%	72.0%	90.2%	87.5%	87.6%	89.5%
Washington	NW	2015	103	98.0%	72.0%	91.8%	80.0%	96.1%	96.1%	93.2%	94.1%

\* Question wording on back page.

### *Selected Questions from the Customer Satisfaction Survey (2016)*

**Service** – “Overall, how satisfied or dissatisfied are you with the service provided by the Extension office?”

(Response = % saying they are Very Satisfied or Satisfied)

**Used** – “Have you had an opportunity to use [the information you received]?”

(Response = % saying Yes)

**Solved**–If yes... “Did it solve the problem or answer your question?”

(Response = % saying Yes)

**Shared** – “Have you shared the information with anyone?”

(Response = % saying Yes)

**Accurate** – “How up to date was the information?”

(Response = % saying Completely or Mostly)

**Timely** – “How timely was the information given to you in order to be useful?”

(Response = % saying Completely or Mostly)

**Relevant** – “How relevant was the information to your situation?”

(Response = % saying Completely or Mostly)

**Easy** – “How easy to understand was the information?”

(Response = % saying Completely or Mostly)

### *Selected Questions from the Customer Satisfaction Survey (prior to 2016)*

**Service** – “Overall, how do you feel about the service provided by the Extension office?”

(Response = % saying they are Very Satisfied or Satisfied)

**Used** – “Have you had the opportunity to use the information?”

(Response = % saying Yes)

**Solved**–If yes... “Did it solve the problem or answer your question?”

(Response = % saying Yes)

**Shared** – “Have you shared the information with anyone?”

(Response = % saying Yes)

**Accurate** – “How satisfied or dissatisfied are you that the information was up to date and accurate?”

(Response = % saying they are Very Satisfied or Satisfied)

**Timely** – “How satisfied or dissatisfied are you that the information was delivered in time to be useful?”

(Response = % saying they are Very Satisfied or Satisfied)

**Relevant** – “How satisfied or dissatisfied are you that information was relevant to your situation?”

(Response = % saying they are Very Satisfied or Satisfied)

**Easy** – “How satisfied or dissatisfied are you that the information was easy to understand?”

(Response = % saying they are Very Satisfied or Satisfied)