

County	District	Survey Year	Respondents	Service*	Used	Solved	Shared	Accurate	Timely	Relevant	Easy
STATEWIDE AVERAGE		2015-21	7253	94.5%	78.2%	76.1%	67.8%	95.9%	94.2%	92.1%	95.5%
Alachua	NE	2019	149	89.3%	77.2%	71.7%	63.1%	95.3%	88.8%	83.2%	95.3%
Baker	NE	2017	74	94.1%	73.5%	75.0%	62.5%	94.1%	97.1%	85.3%	88.2%
Bay	NW	2021	22	86.4%	81.8%	94.4%	59.1%	100.0%	90.9%	90.9%	95.4%
Bradford	NE	2018	47	97.9%	78.7%	84.2%	61.7%	95.8%	95.8%	87.2%	97.8%
Brevard	SE	2018	231	91.2%	81.9%	70.6%	71.4%	94.8%	92.2%	93.0%	93.0%
Broward	SE	2020	252	94.4%	66.4%	69.5%	61.2%	92.8%	92.8%	90.6%	93.2%
Calhoun	NW	2017	58	93.9%	75.8%	74.1%	63.6%	97.0%	91.1%	87.9%	97.0%
Charlotte	SW	2021	71	92.9%	88.7%	84.4%	77.5%	95.7%	95.7%	93.0%	95.7%
Citrus	NE	2021	70	100.0%	64.3%	66.7%	72.5%	100.0%	100.0%	89.8%	97.1%
Clay	NE	2018	102	97.9%	77.2%	75.3%	78.0%	98.0%	96.0%	94.1%	99.0%
Collier	SW	2021	119	86.2%	70.9%	70.7%	72.2%	91.5%	88.1%	84.8%	94.0%
Columbia	NE	2020	33	75.8%	78.1%	57.1%	59.4%	92.1%	92.0%	89.3%	93.3%
DeSoto	SW	2019	39	84.7%	64.1%	62.1%	42.1%	87.2%	87.2%	82.0%	97.5%
Dixie	NE	2018	5	100.0%	100.0%	80.0%	40.0%	100.0%	100.0%	100.0%	100.0%
Duval	NE	2017	510	96.1%	78.1%	77.4%	60.9%	98.5%	95.0%	90.7%	96.9%
Escambia	NW	2019	210	94.8%	79.6%	76.0%	63.0%	93.8%	92.8%	90.9%	94.7%
Flagler	CE	2019	35	94.3%	74.3%	81.5%	68.6%	91.4%	94.2%	94.3%	97.2%
Franklin	NW	2021	14	92.8%	100.0%	92.9%	78.6%	92.8%	92.8%	100.0%	100.0%
Gadsden	NW	2021	18	100.0%	61.1%	66.7%	61.1%	100.0%	100.0%	100.0%	94.5%
Gilchrist	NE	2019	14	100.0%	71.4%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%
Glades	SE	2017	49	100.0%	77.8%	57.1%	77.8%	100.0%	100.0%	100.0%	100.0%
Gulf	NW	2019	36	97.1%	88.9%	90.6%	97.2%	100.0%	94.3%	100.0%	94.2%
Hamilton	NE	2019	61	100.0%	84.7%	79.6%	68.3%	100.0%	98.4%	96.7%	98.3%
Hardee	SW	2021	6	83.4%	83.3%	80.0%	100.0%	83.4%	83.4%	83.3%	83.3%
Hendry	SE	2018	65	95.3%	76.9%	67.9%	70.8%	92.3%	96.9%	93.8%	93.8%
Hernando	CE	2019	47	90.9%	74.5%	82.4%	58.7%	95.6%	89.1%	97.8%	95.6%
Highlands	SE	2017	67	94.9%	84.6%	67.7%	73.7%	97.3%	100.0%	89.7%	100.0%
Hillsborough	SW	2021	202	93.5%	72.8%	78.1%	56.5%	97.0%	94.1%	95.1%	92.6%
Holmes	NW	2017	225	92.2%	75.0%	76.5%	67.0%	96.6%	93.3%	88.7%	91.0%
Indian River	SE	2020	51	90.0%	62.0%	75.0%	61.2%	78.8%	71.2%	87.7%	84.6%
Jackson	NW	2021	84	92.8%	70.2%	67.9%	45.8%	92.9%	94.1%	86.9%	94.0%
Jefferson	NW	2017	107	100.0%	64.6%	69.4%	65.4%	96.1%	96.2%	84.6%	96.1%
Lafayette	NE	2021	19	100.0%	84.2%	72.2%	58.8%	100.0%	100.0%	100.0%	94.8%
Lake	CE	2018	139	95.0%	81.0%	72.5%	65.0%	97.8%	95.7%	92.1%	95.7%
Lee	SW	2019	30	100.0%	86.2%	56.0%	72.4%	93.3%	100.0%	93.3%	90.0%
Leon	NW	2020	124	99.2%	73.4%	74.2%	65.0%	91.8%	92.8%	91.1%	93.9%
Levy	NE	2021	57	94.7%	80.4%	71.1%	66.1%	98.3%	94.6%	89.5%	98.3%
Liberty	NW	2018	31	100.0%	86.7%	81.5%	73.3%	100.0%	100.0%	93.3%	96.8%
Madison	NE	2018	60	100.0%	82.1%	89.1%	70.2%	100.0%	98.4%	90.0%	95.0%
Manatee	SW	2021	239	94.9%	71.1%	75.4%	65.1%	97.9%	96.7%	91.6%	94.9%
Marion	CE	2021	117	96.6%	81.0%	76.3%	68.4%	100.0%	94.8%	94.9%	100.0%
Martin	SE	2019	97	92.8%	73.2%	63.4%	72.2%	94.8%	93.7%	83.5%	95.9%
Miami-Dade	SE	2019	169	95.3%	76.9%	71.1%	69.6%	95.8%	92.3%	91.7%	96.5%
Monroe	SE	2018	128	92.2%	87.5%	77.1%	75.8%	96.9%	95.3%	92.2%	94.5%
Nassau	NE	2021	36	94.4%	75.0%	85.2%	62.9%	97.2%	94.5%	97.2%	97.2%
Okaloosa	NW	2017	292	98.8%	88.3%	80.3%	73.4%	96.7%	96.1%	94.8%	95.5%
Okeechobee	SE	2021	53	96.1%	81.1%	81.4%	69.8%	96.3%	92.5%	96.2%	100.0%
Orange	CE	2021	142	91.5%	80.6%	76.1%	65.0%	94.2%	93.7%	91.4%	95.0%
Osceola	CE	2017	327	93.4%	79.2%	67.8%	72.4%	97.2%	93.5%	94.4%	94.4%
Palm Beach	SE	2018	210	96.6%	81.6%	81.7%	79.3%	99.5%	95.2%	90.9%	96.2%
Pasco	SW	2017	231	95.0%	74.6%	76.9%	63.0%	96.6%	95.1%	92.5%	97.5%
Pinellas	SW	2021	116	92.3%	80.9%	81.5%	59.1%	94.8%	95.6%	93.9%	96.5%
Polk	SW	2017	194	90.1%	76.5%	72.5%	62.4%	95.1%	90.2%	91.1%	92.2%
Putnam	CE	2021	88	96.5%	71.3%	71.7%	62.8%	96.6%	96.5%	89.7%	96.6%
Santa Rosa	NW	2021	52	94.2%	84.3%	62.2%	69.2%	98.1%	98.1%	94.3%	98.0%
Sarasota	SW	2021	142	98.6%	81.0%	74.8%	63.8%	100.0%	94.3%	90.8%	97.2%
Seminole	CE	2017	205	94.5%	66.3%	77.2%	72.2%	97.7%	93.3%	88.7%	97.8%
St. Johns	CE	2018	91	94.5%	79.1%	77.8%	70.3%	97.8%	96.7%	92.3%	98.9%
St. Lucie	SE	2021	97	92.1%	61.8%	91.8%	72.0%	87.6%	83.1%	87.6%	93.7%
Sumter	CE	2018	221	94.6%	80.9%	62.6%	66.4%	97.2%	93.7%	91.9%	94.1%
Suwannee	NE	2019	18	100.0%	83.3%	81.3%	88.9%	100.0%	94.5%	100.0%	100.0%
Taylor	NE	2019	39	94.9%	84.0%	68.8%	69.2%	94.7%	92.1%	89.5%	89.5%
Union	NE	2021	12	91.6%	75.0%	88.9%	33.3%	100.0%	100.0%	100.0%	100.0%
Volusia	CE	2017	218	93.8%	88.5%	83.5%	74.2%	95.8%	94.9%	91.8%	95.9%
Wakulla	NW	2018	58	98.3%	93.1%	81.1%	77.6%	96.6%	98.2%	94.8%	96.5%
Walton	NW	2020	25	88.0%	76.0%	76.2%	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 (2017-)

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 2017)

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)