**Section 411.355 Tracking the Results of the Customer Satisfaction Survey**

a) The initial results of the customer satisfaction survey shall establish a baseline of responses and serve as a point of comparison for future responses.

b) After the first year that each question is used, each jurisdictional entity shall provide a comparison of the current year responses to the historical responses. For years two, three and four, the jurisdictional entities shall show historical responses for two, three and four years, respectively. For the fifth year and after, jurisdictional entities shall show comparative responses for the current year and the preceding four years (five years in total).

c) If a question is deleted, then it shall not be necessary to present historical information in the annual report for the deleted question.

d) If a question is modified, then the modified question shall establish a new baseline of responses and serve as a point of comparison for future responses.

e) For modified questions, after the first year, each jurisdictional entity shall provide a comparison of the current year responses to the historical responses. For years two, three and four, the jurisdictional entities shall show historical responses for two, three and four years, respectively. For the fifth year and after, jurisdictional entities shall show comparative responses for the current year and the preceding four years (five years in total).

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