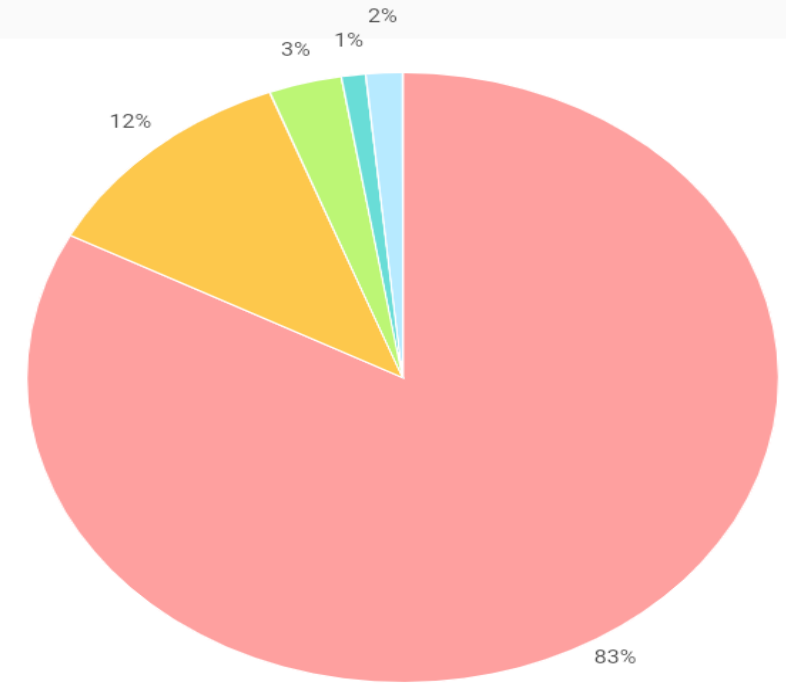


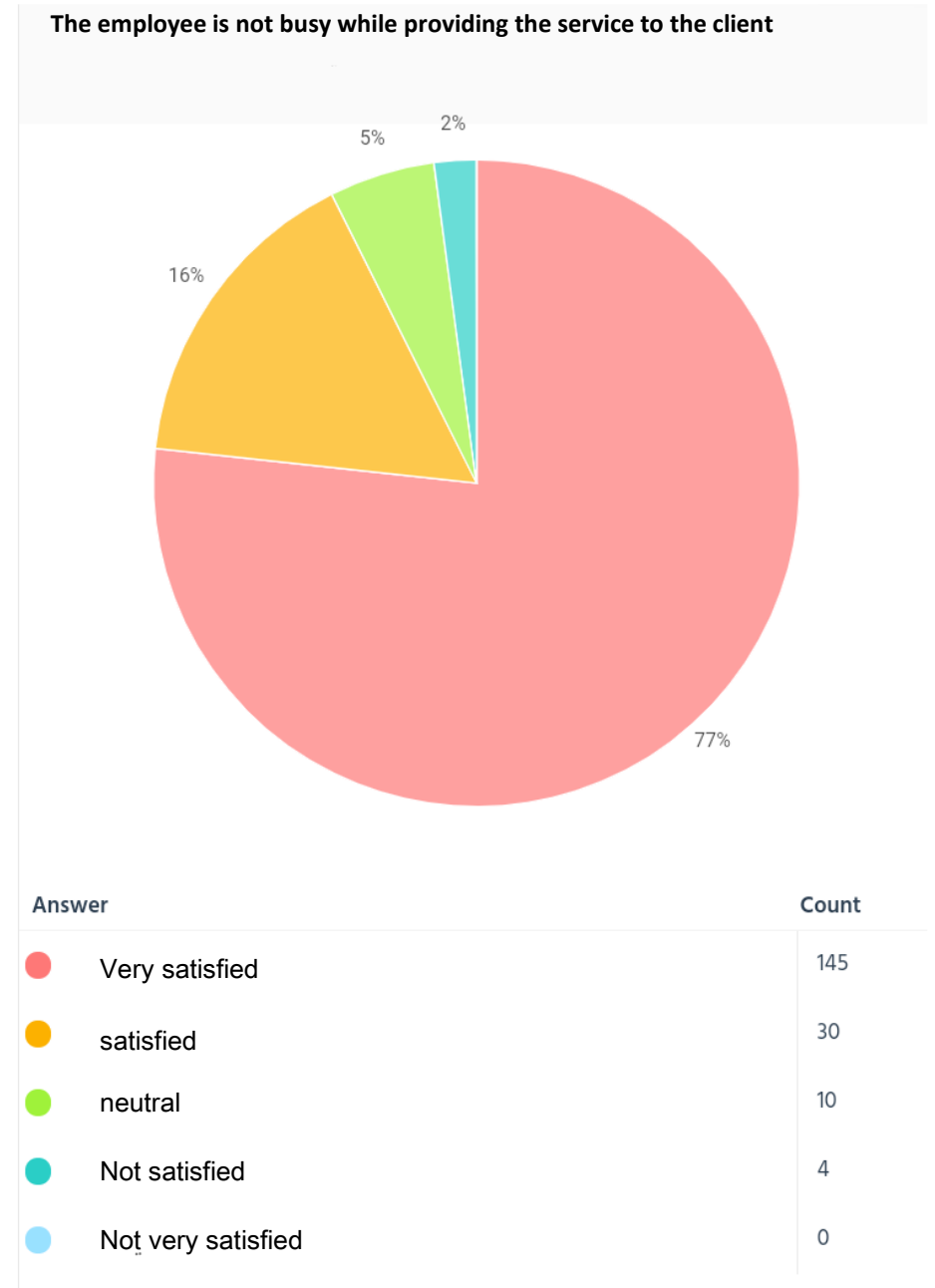
Customer satisfaction was 83%, neutral was 3% and 1% not satisfied regarding the employees welcome.

How satisfied customers are with employees welcome



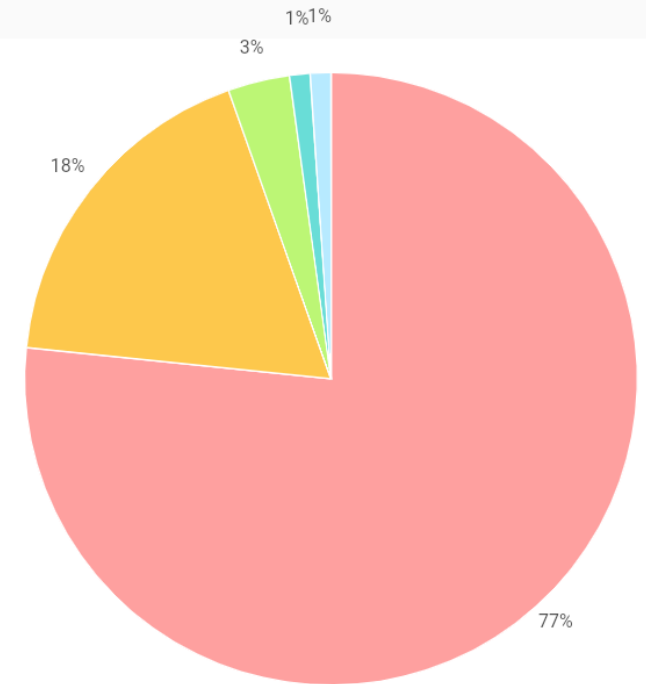
Answer	Count
Very satisfied	158
satisfied	22
neutral	6
Not satisfied	2
Not very satisfied	3

Customer satisfaction regarding the employee attention for them during the service was 77%, 5% were neutral and 2% were not satisfied.



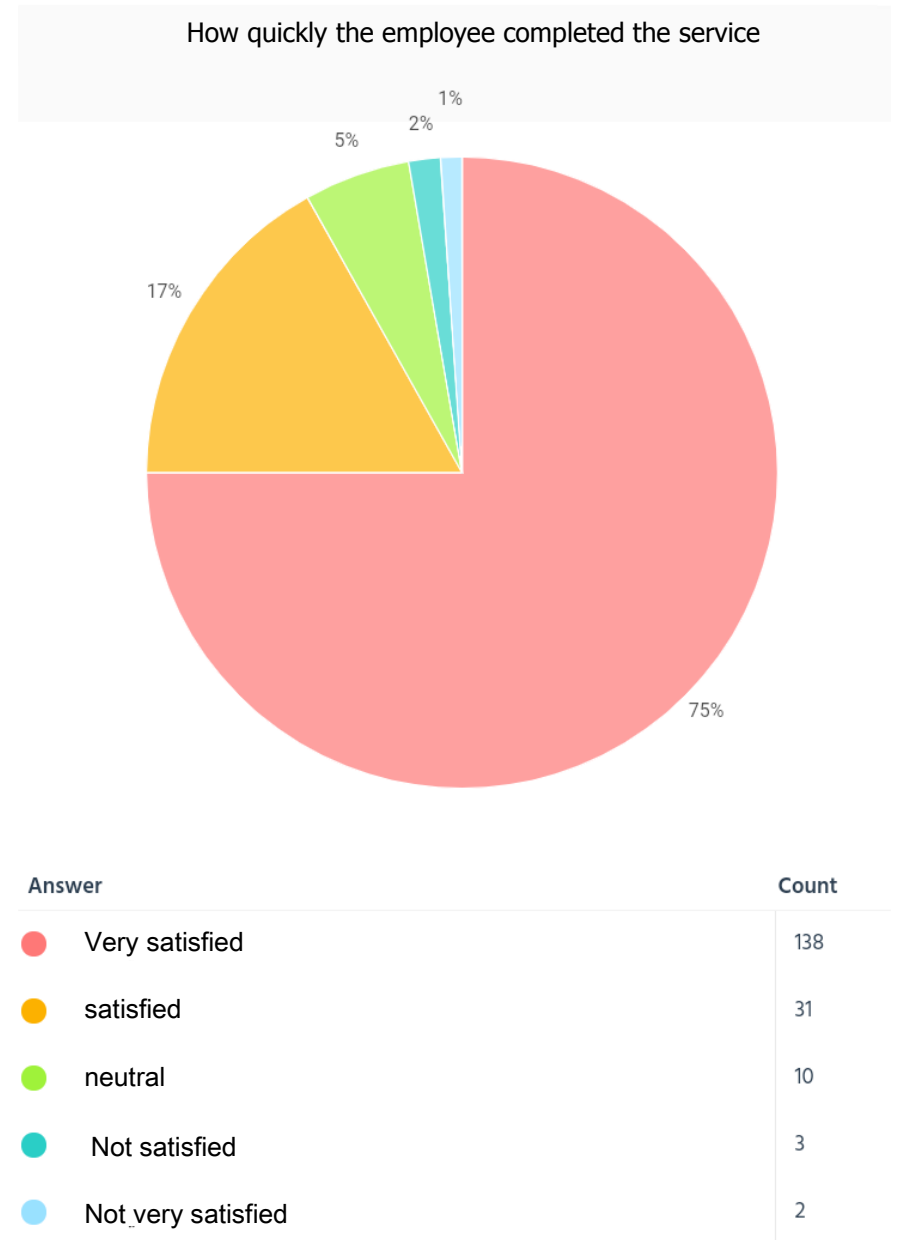
Percentage of employee knowledge of service related information and response to customer inquiries about the service reached 77%, which is customer satisfaction, 3% neutral and 1% not satisfied.

Employee information related about service



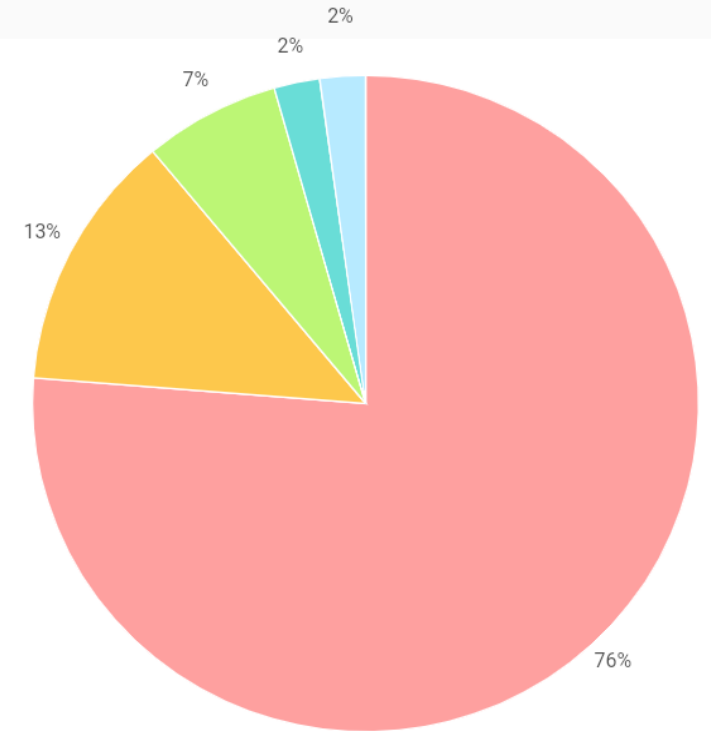
Answer	Count
Very satisfied	141
satisfied	33
neutral	6
Not satisfied	2
Not very satisfied	2

Percentage of customer satisfaction rate on the speed of completion of the employee service was 75%, 5% neutral and 1% not satisfied.



Customer satisfaction with the steps required to complete the transaction and no need to move between several offices reached 76%, 7% neutral and 2% not satisfied

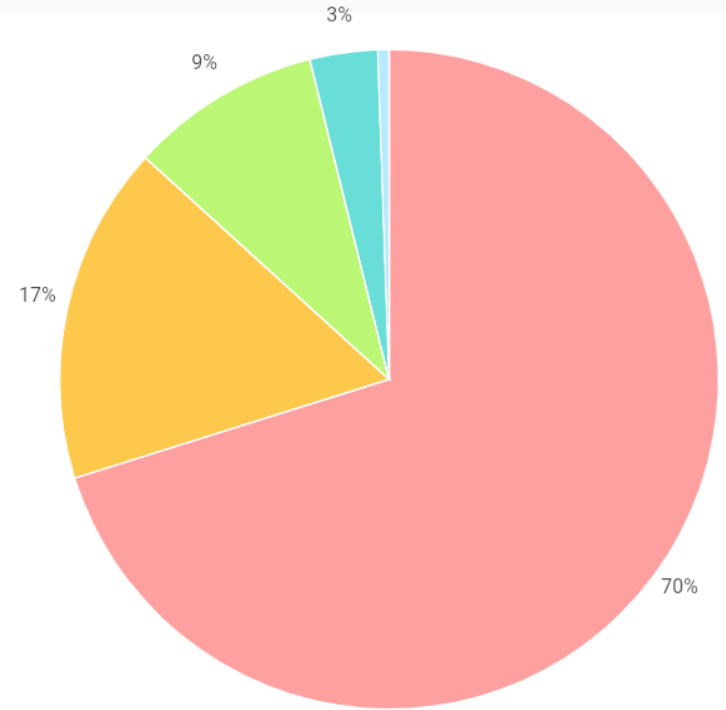
Customer satisfaction with the steps required to complete the transaction



Answer	Count
Very satisfied	138
satisfied	23
neutral	12
Not satisfied	4
Not very satisfied	4

Customer satisfaction with the number of paper documents required to complete the service was 70%, 9% neutral and 3% not satisfied

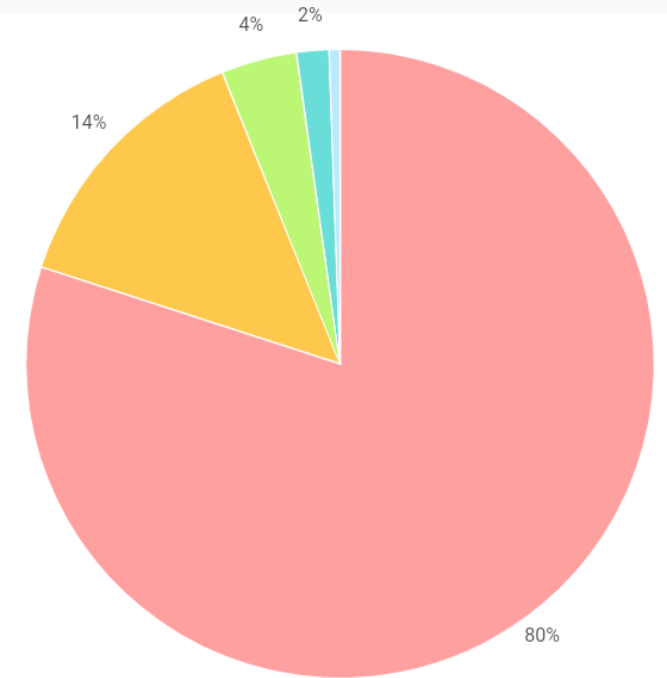
The number of paper documents required to complete the service



Answer	Count
Very satisfied	127
satisfied	30
neutral	17
Not satisfied	6
Not very satisfied	1

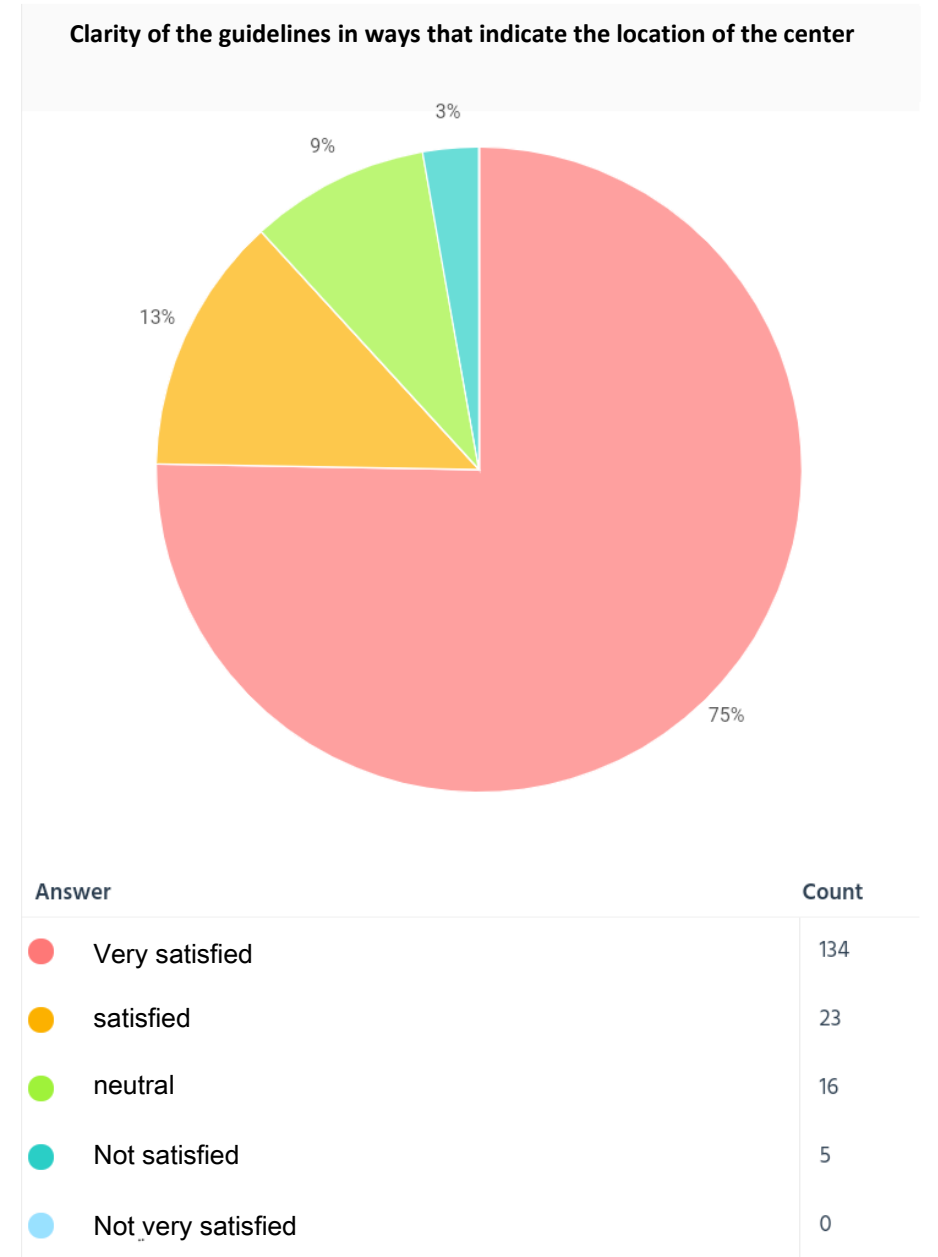
Customer satisfaction with respect to the geographical location of the center in terms of accessibility was 80%, 4% neutral and 2% not satisfied

The geographical location of the center in terms of accessibility



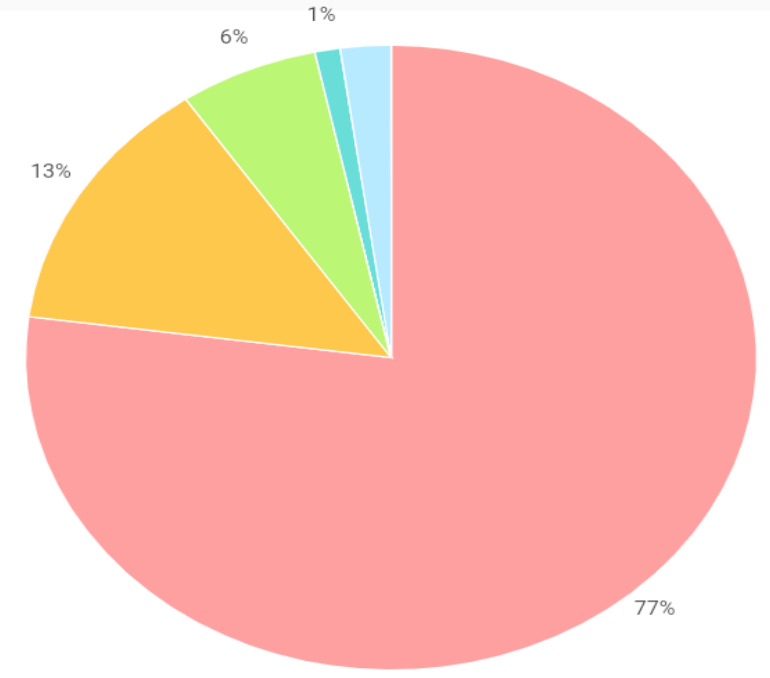
Answer	Count
Very satisfied	144
satisfied	25
neutral	7
Not satisfied	3
Not very satisfied	1

The percentage of customer satisfaction with regard to the instructions in the roads indicating the center location was 75%, 9% neutral and 3% not satisfied



Customer satisfaction with the cleanliness and appropriateness of the facilities was 77%, neutral 6% and 2% not satisfied

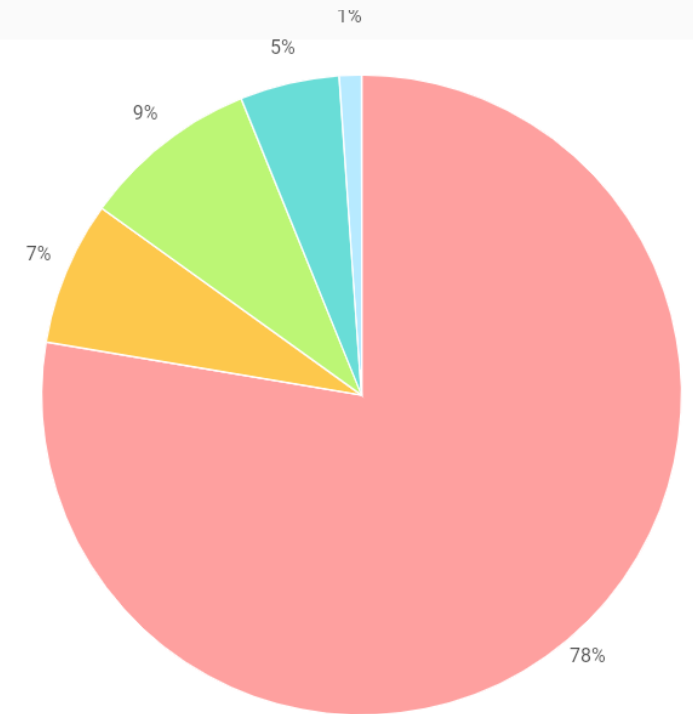
Cleanliness of the facilities of the Center and the suitability of their use



Answer	Count
Very satisfied	138
satisfied	24
neutral	11
Not satisfied	2
Not very satisfied	4

Satisfaction with parking availability and accessibility was 78%, 9% neutral and 5% not satisfied

Extent of satisfaction with the availability and accessibility of parking



Answer	Count
Very satisfied	139
satisfied	13
neutral	16
Not satisfied	9
Not very satisfied	2