



# Performance Excellence Program

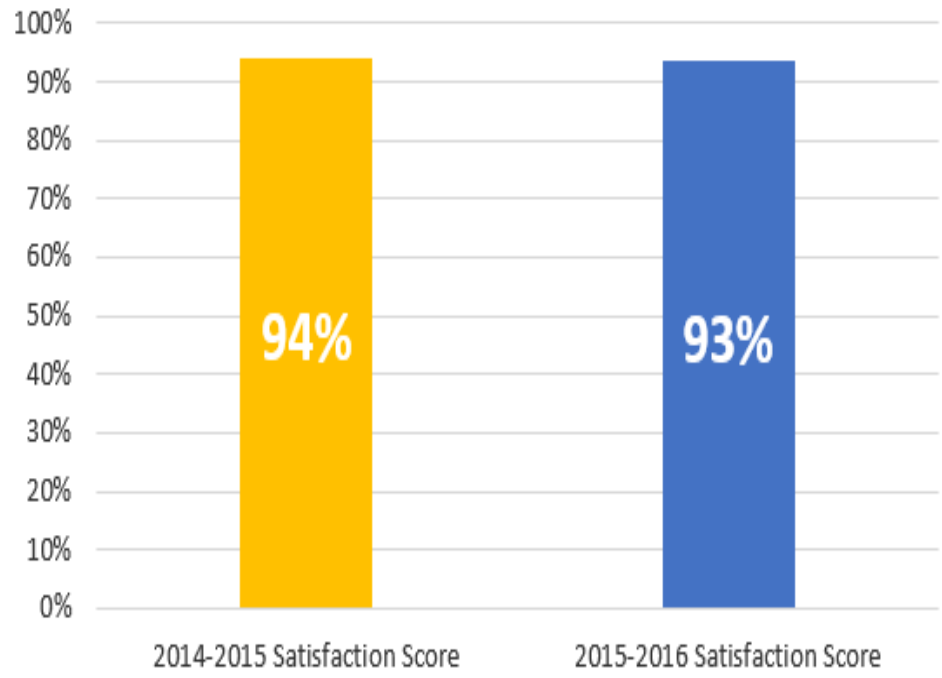
## Category 7

### Results

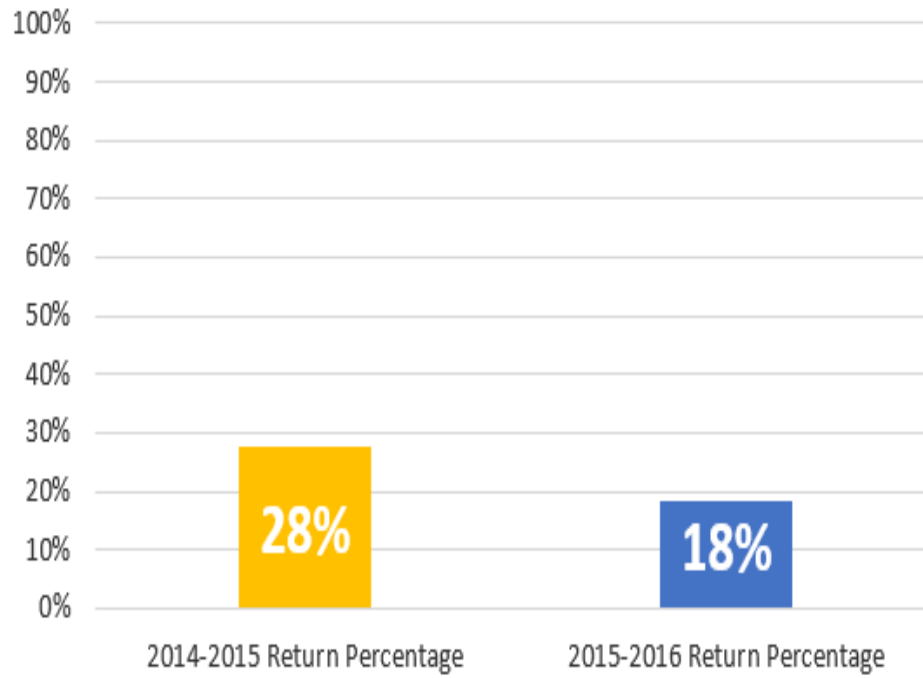
## Customer Satisfaction Survey Results Week Ending January 15, 2016



### Customer Satisfaction Score Week 29 Comparison



### Customer Satisfaction Return Percentage Week 29 Comparison



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.

# Performance Excellence Program

Category 7

## Results

PEP Category 7



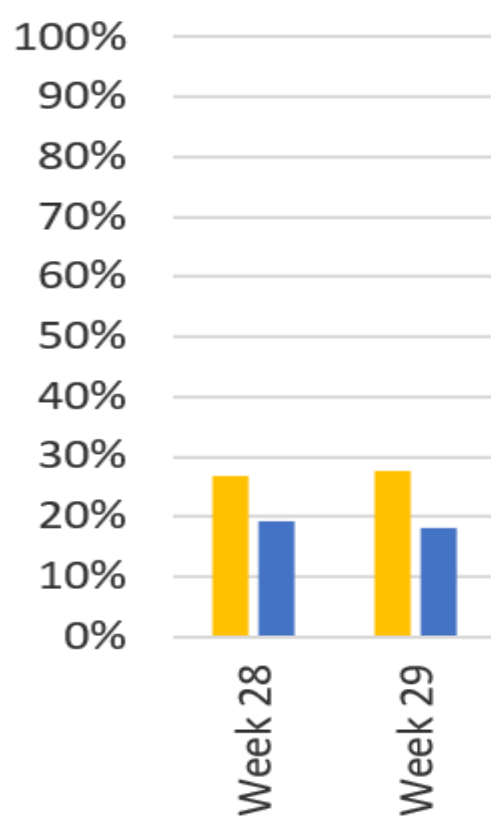
Second Semester

Customer  
Satisfaction Survey  
Comparison Results

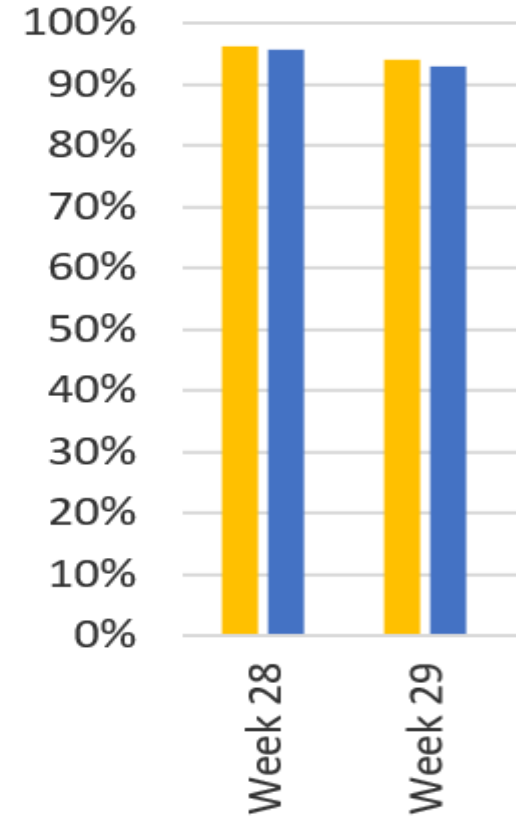
2014-2015  
Information

2015-2016  
Information

### Return Rate



### Survey Score



kpi

Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.