



Performance Excellence Program

Category 7

Customer Care Center Support Results

Answered Calls and Support Requests

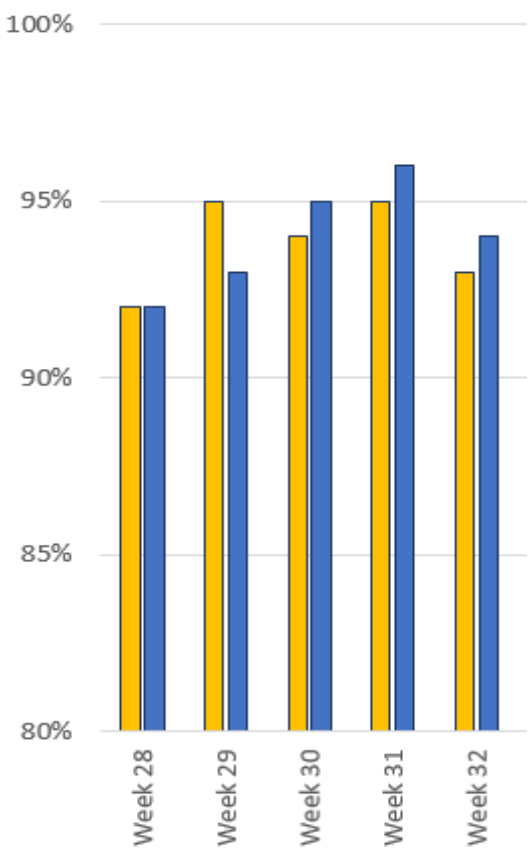
Week Ending February 5, 2016 - 96%



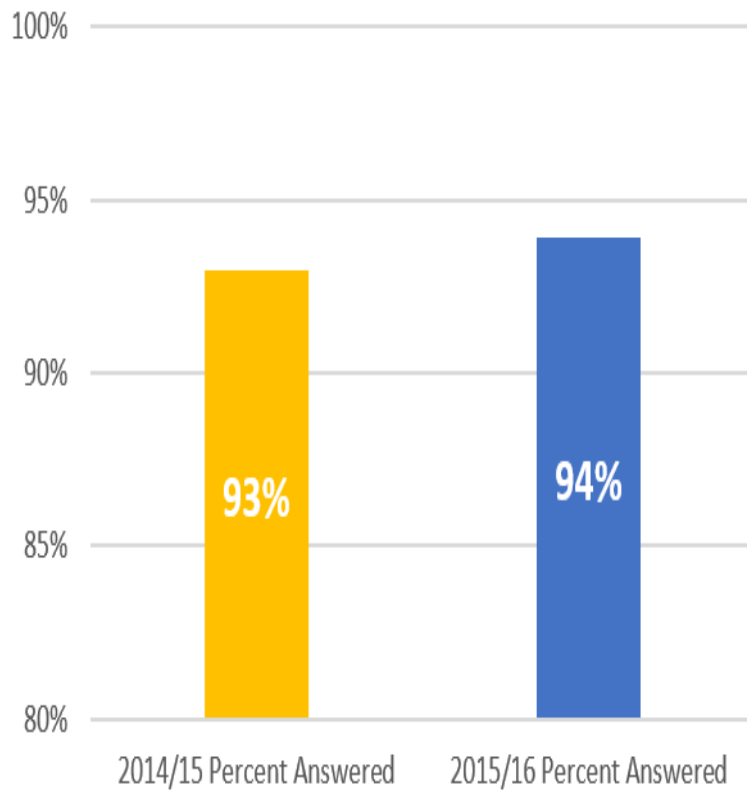
2014/15
Compared To
2015/16

2014-2015 Information
2015-2016 Information

Result Comparison



Week 32 Comparison



Answer 90% of the calls and support requests coming in to the Customer Care Center.