



Performance Excellence Program

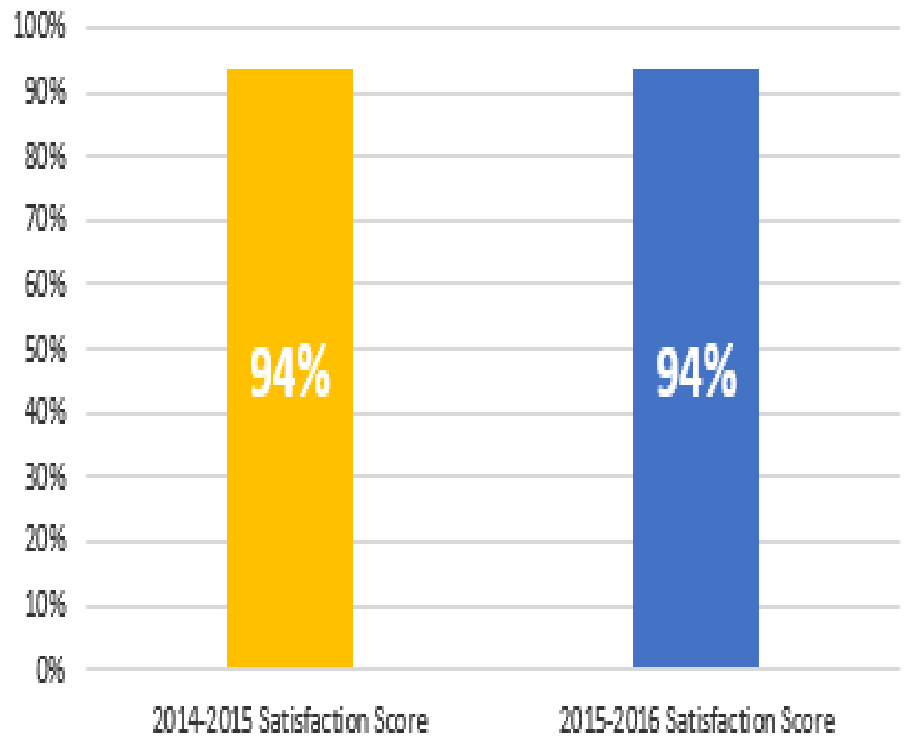
Category 7

Results

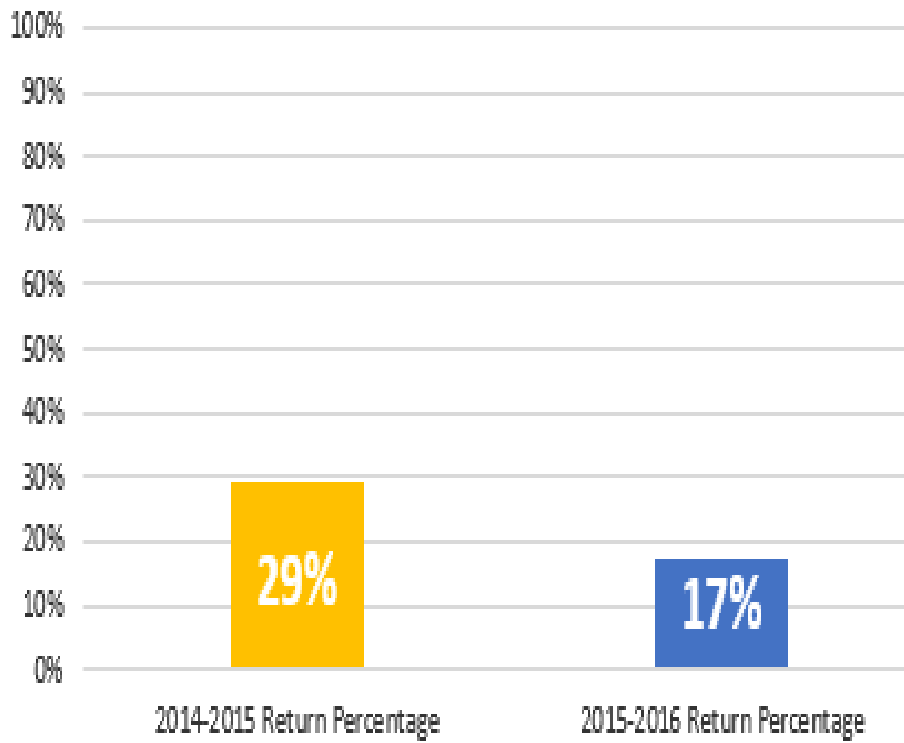
Customer Satisfaction Survey Results Week Ending February 12, 2016



Week 33



Week 33



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



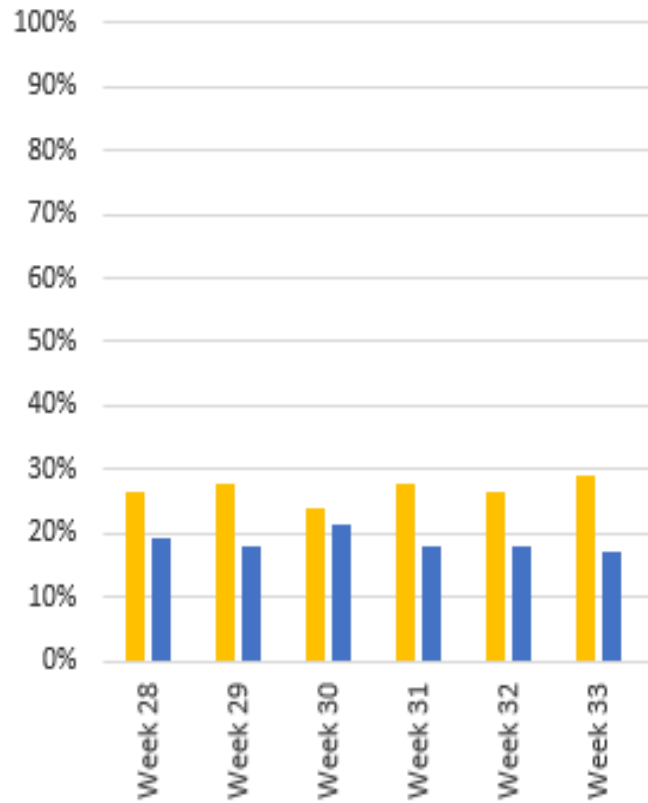
Second Semester

Customer Satisfaction Survey Comparison Results

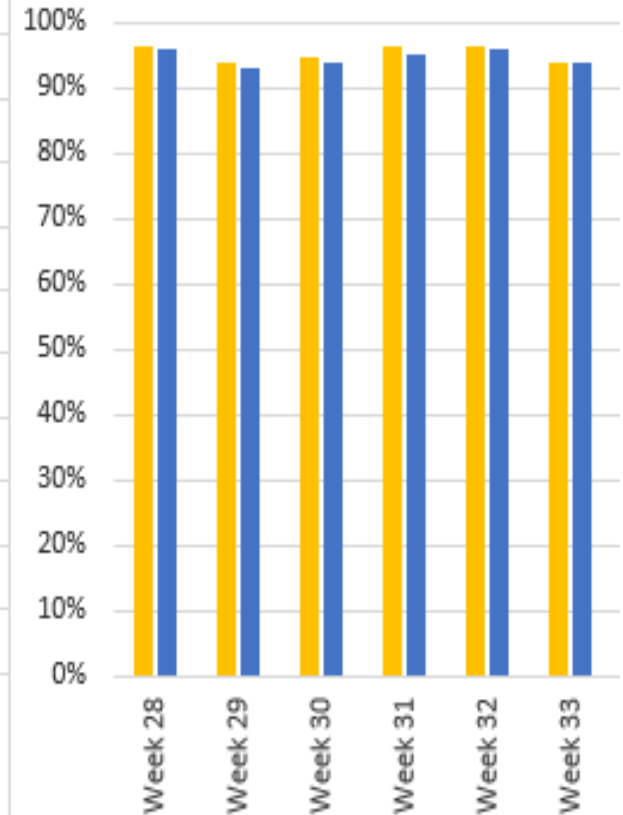
2014-2015 Information

2015-2016 Information

Return Rate



Survey Score



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