



Performance Excellence Program

Category 7

Customer Care Center Support Results

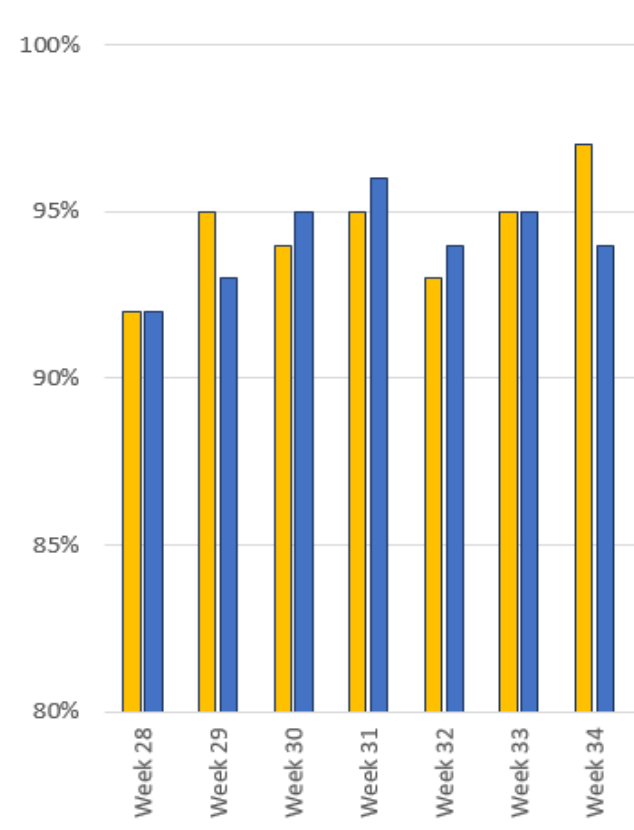
Answered Calls and Support Requests
Week Ending February 19, 2016 - 94%



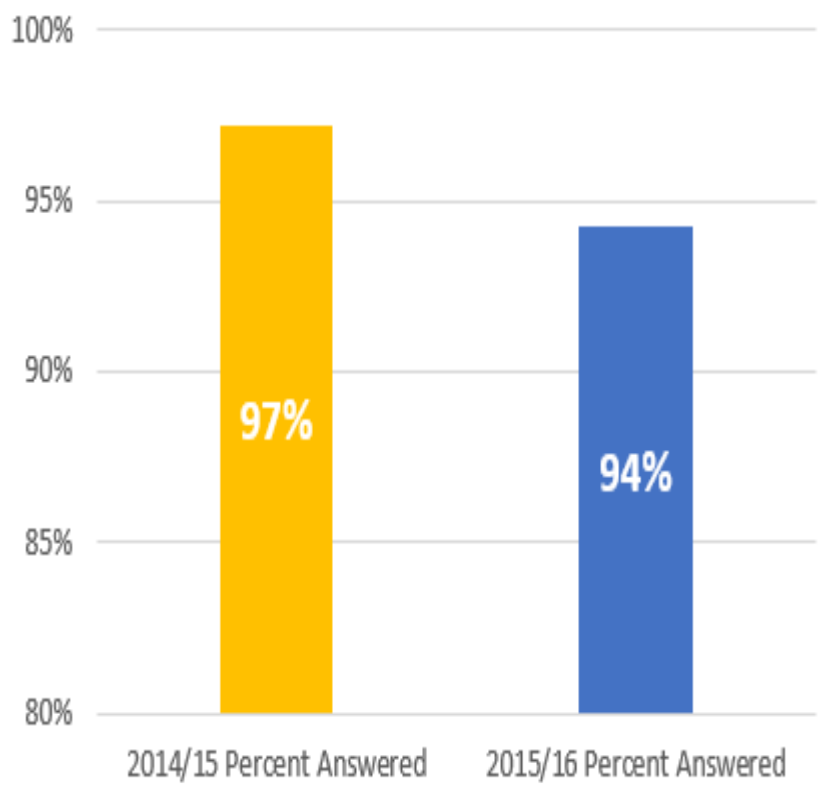
2014/15
Compared To
2015/16

2014-2015
Information
2015-2016
Information

Result Comparison



Week 33 Comparison



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