

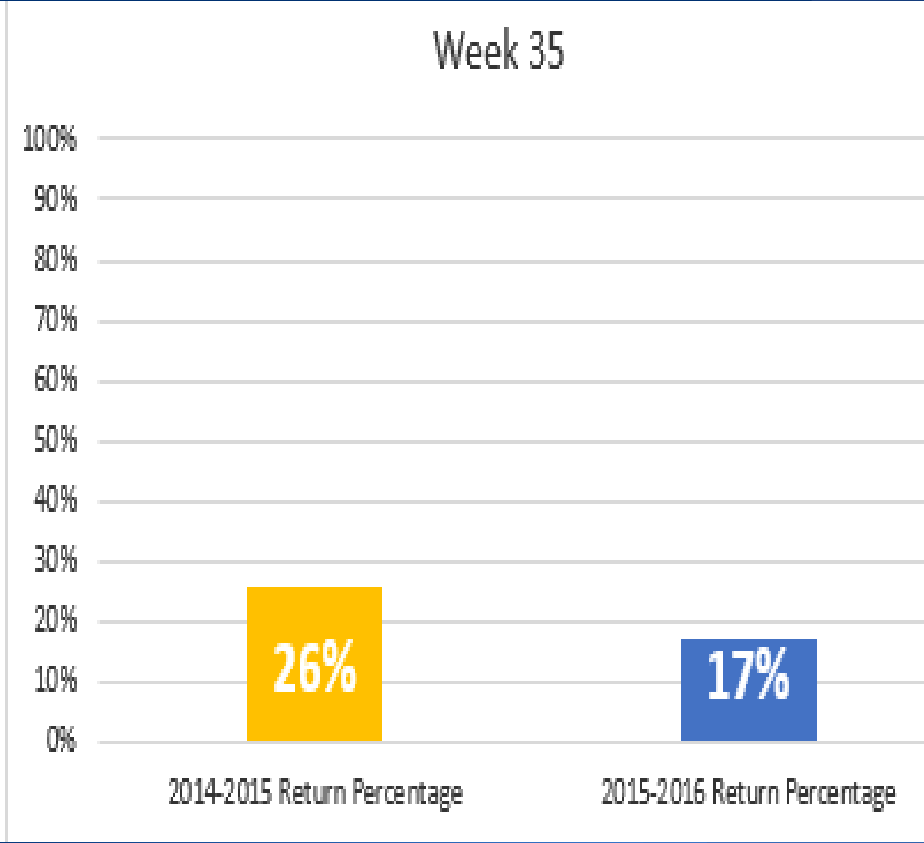
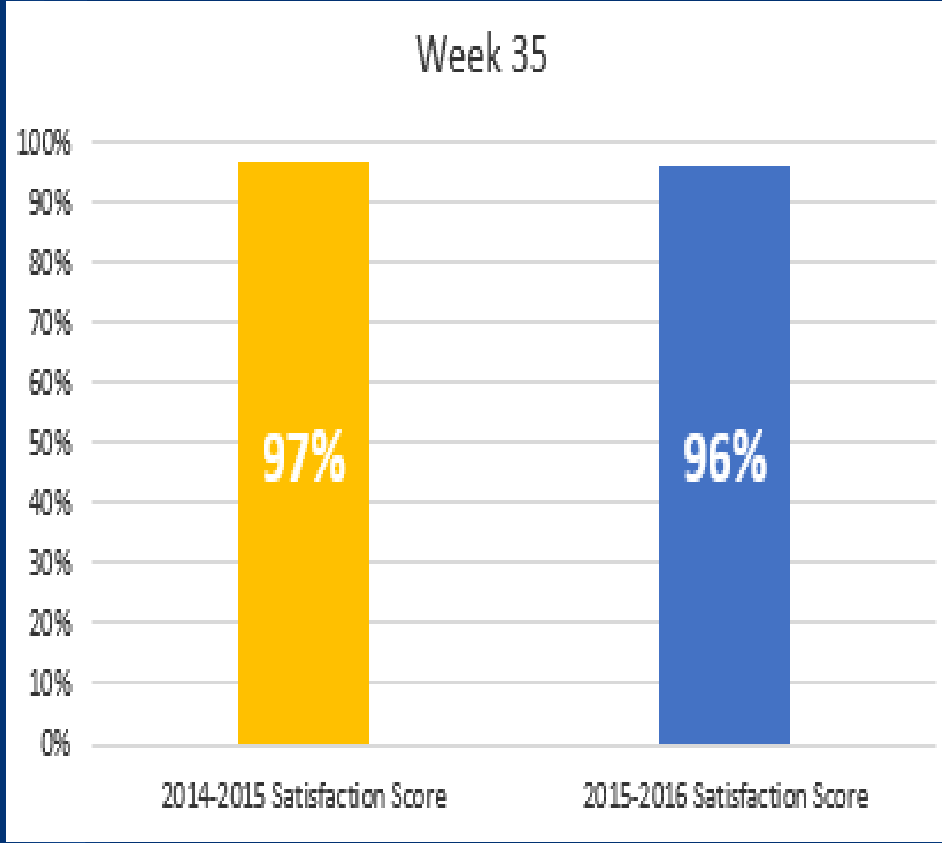


Performance Excellence Program

Category 7

Results

Customer Satisfaction Survey Results Week Ending February 26, 2016



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

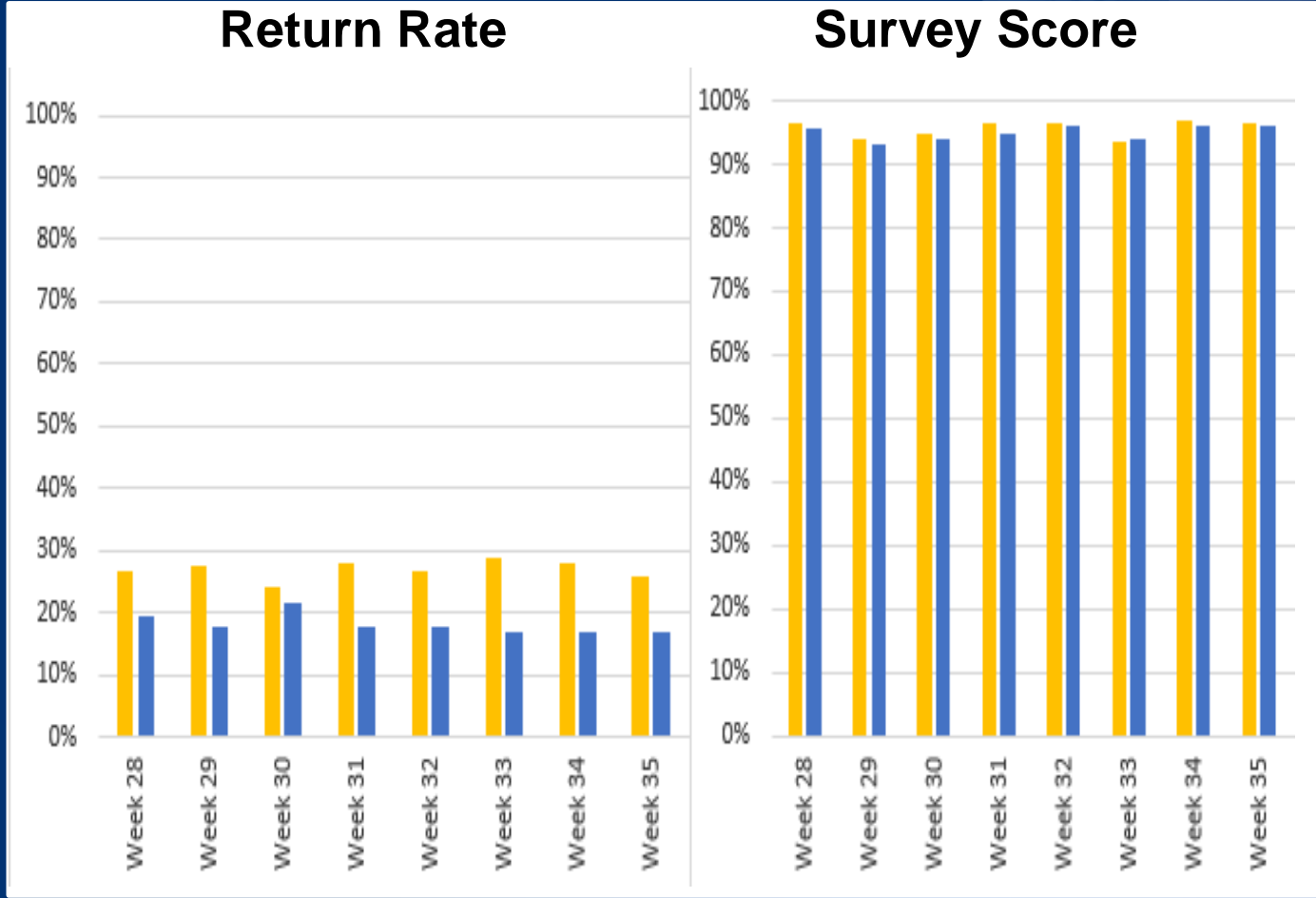
Category 7 Results



Second Semester Customer Satisfaction Survey Comparison Results

**2014-2015
Information**

**2015-2016
Information**



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