



# Performance Excellence Program

## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests

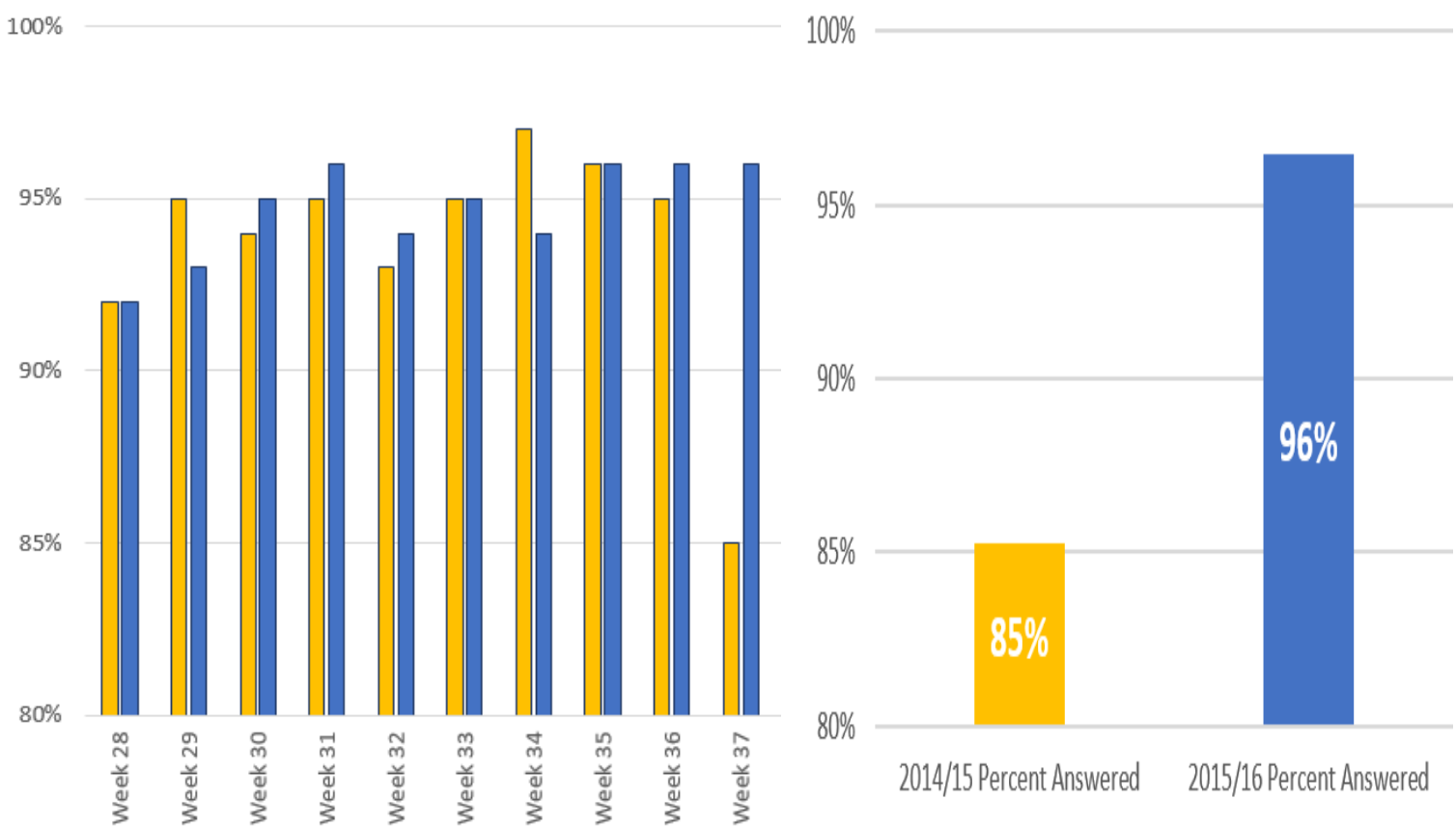
Week Ending March 11, 2016 - 96%



2014/15  
Compared To

### Result Comparison

### Week 37 Comparison



2014-2015 Information

2015-2016 Information



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