

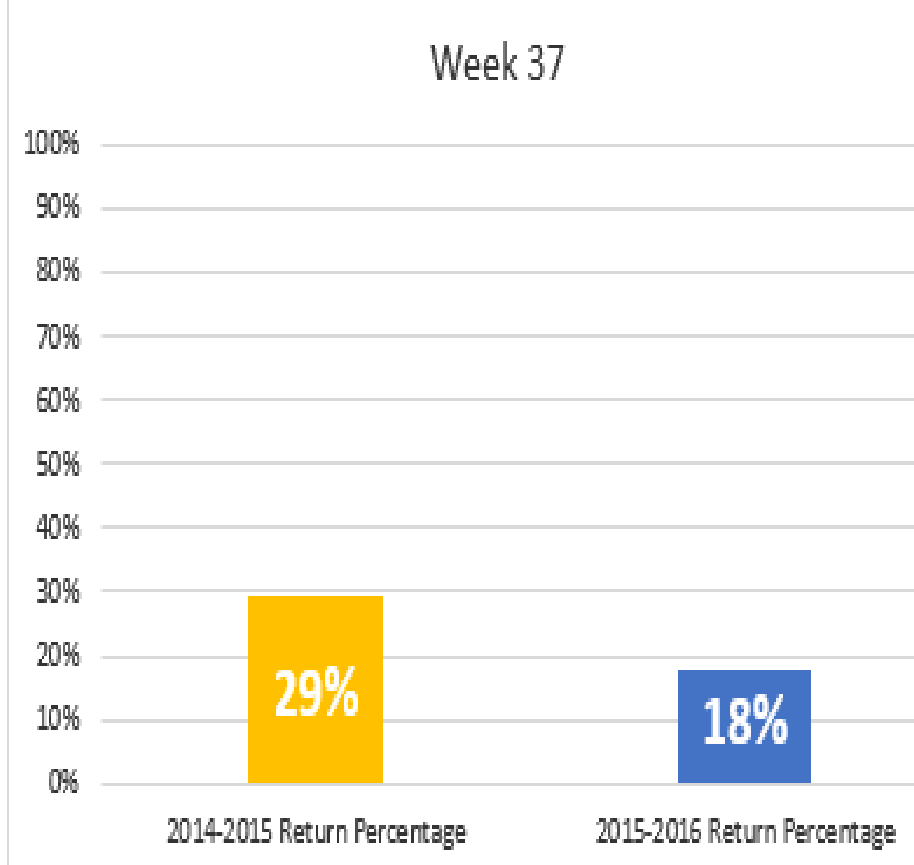
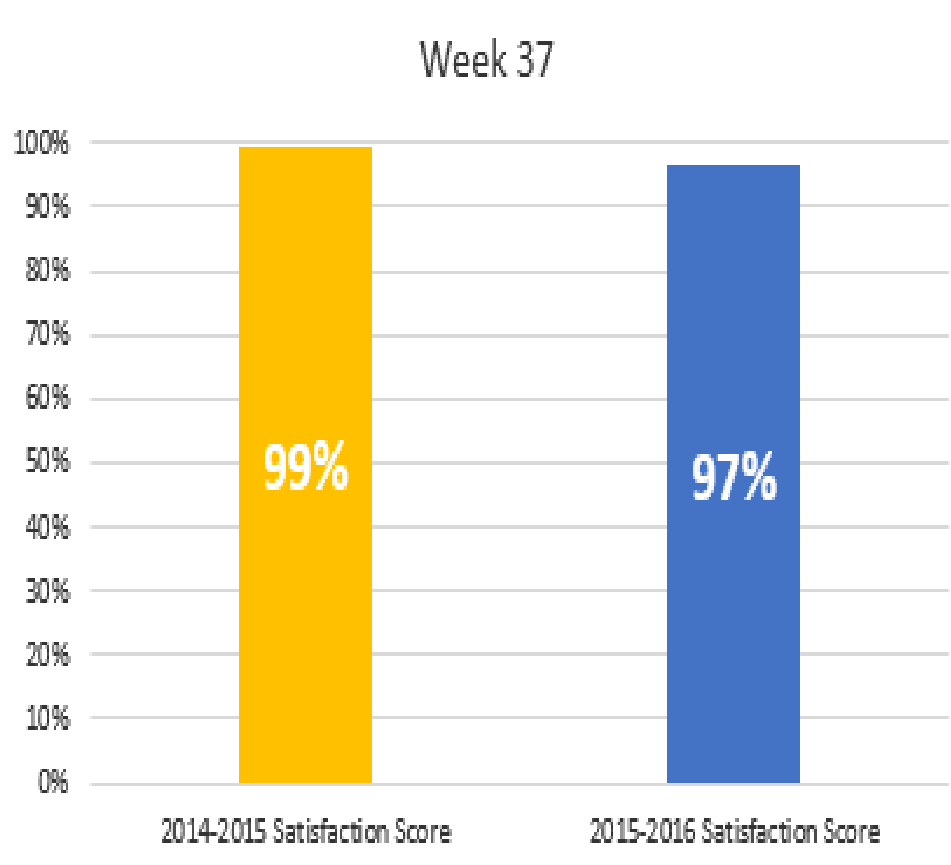


Performance Excellence Program

Category 7

Results

Customer Satisfaction Survey Results Week Ending March 11, 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

PEP Category 7



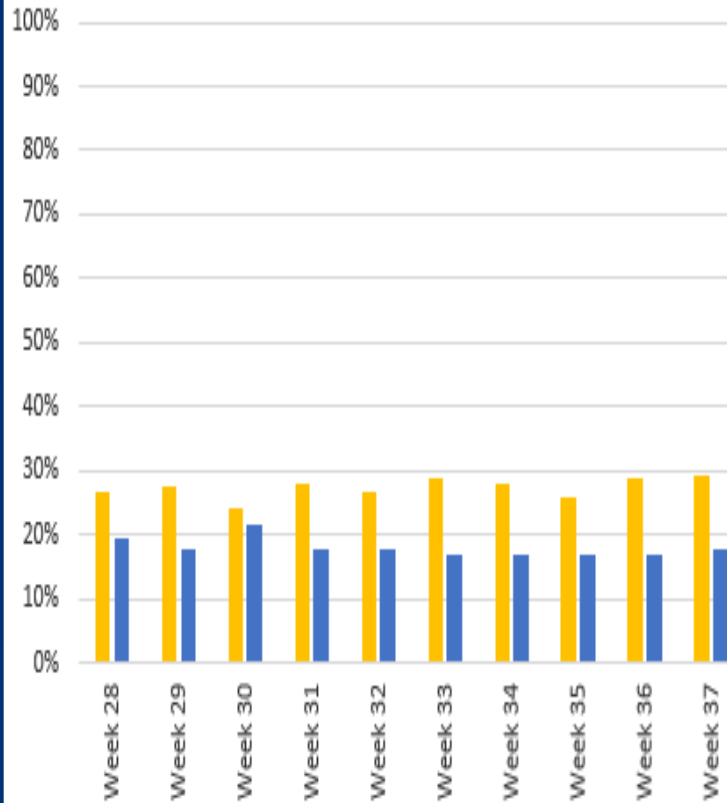
Second Semester

Customer
Satisfaction Survey
Comparison Results

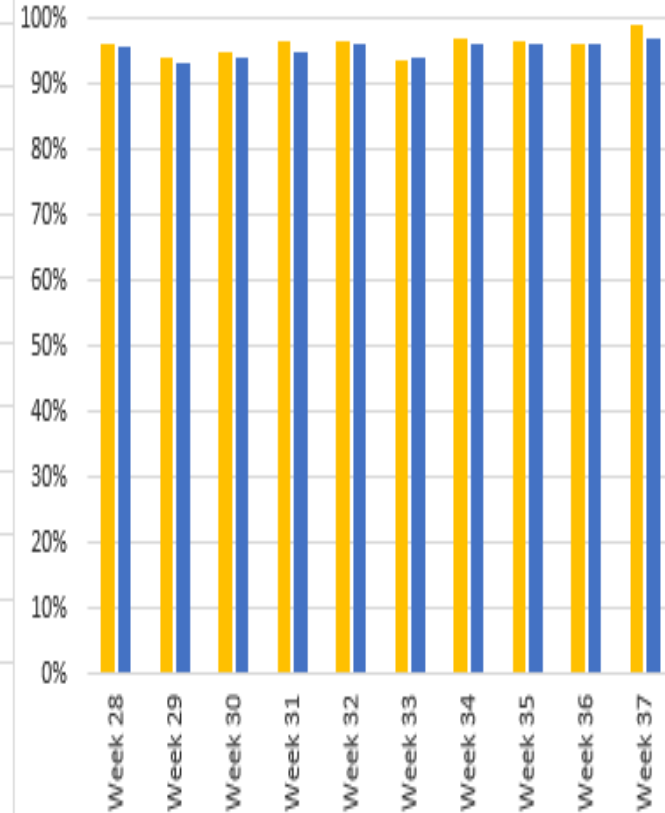
2014-2015
Information

2015-2016
Information

Return Rate



Survey Score



kpi

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