

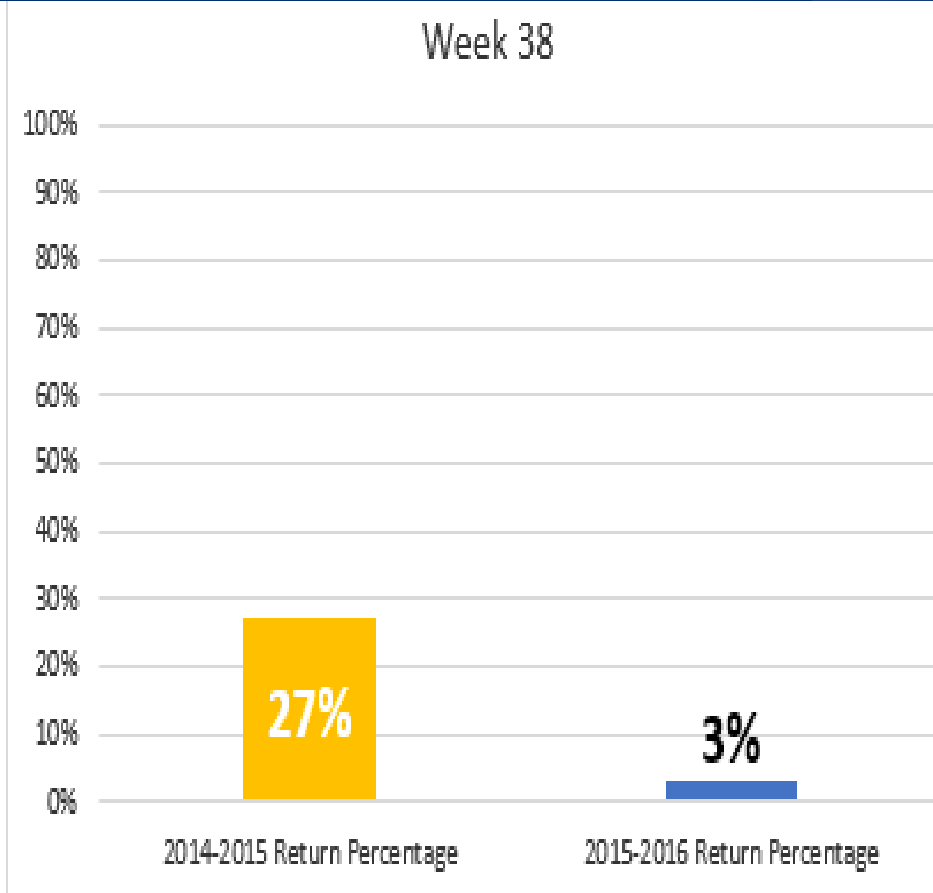
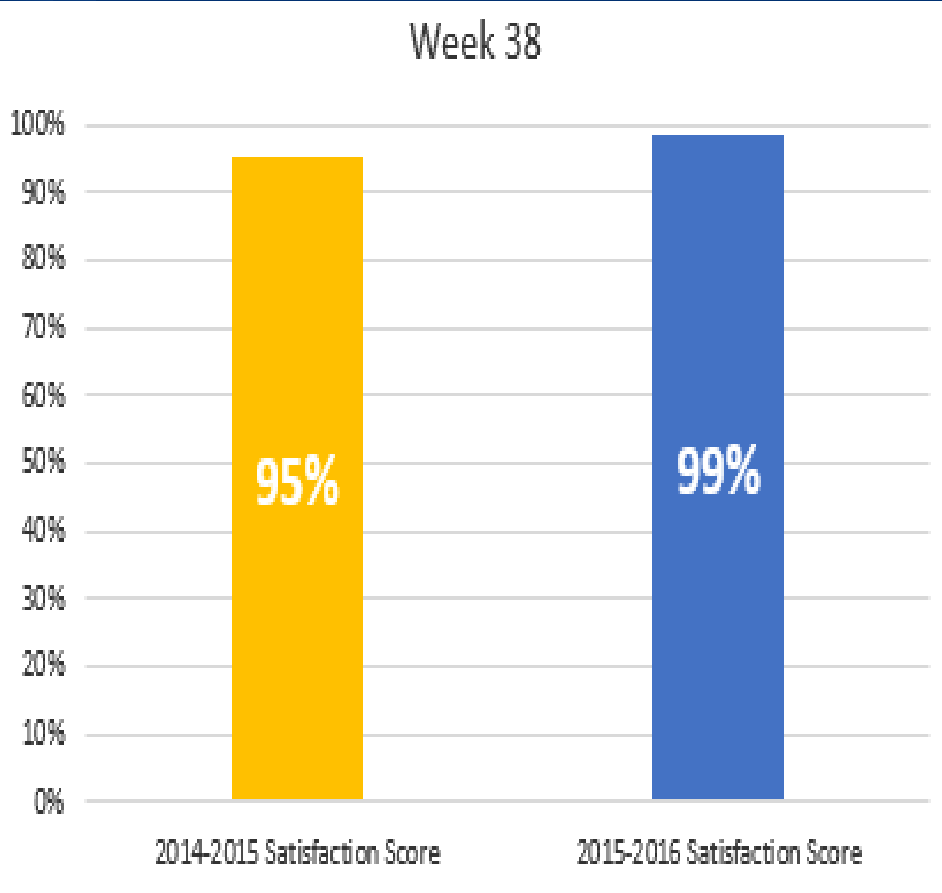


# Performance Excellence Program

## Category 7

### Results

## Customer Satisfaction Survey Results Week Ending March 18, 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



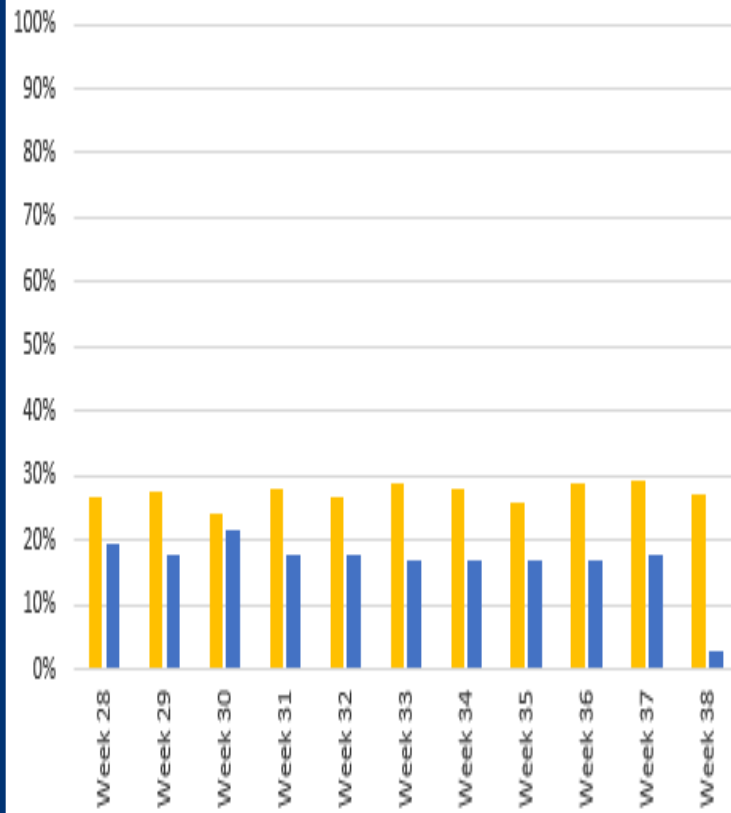
Second Semester

Customer  
Satisfaction Survey  
Comparison Results

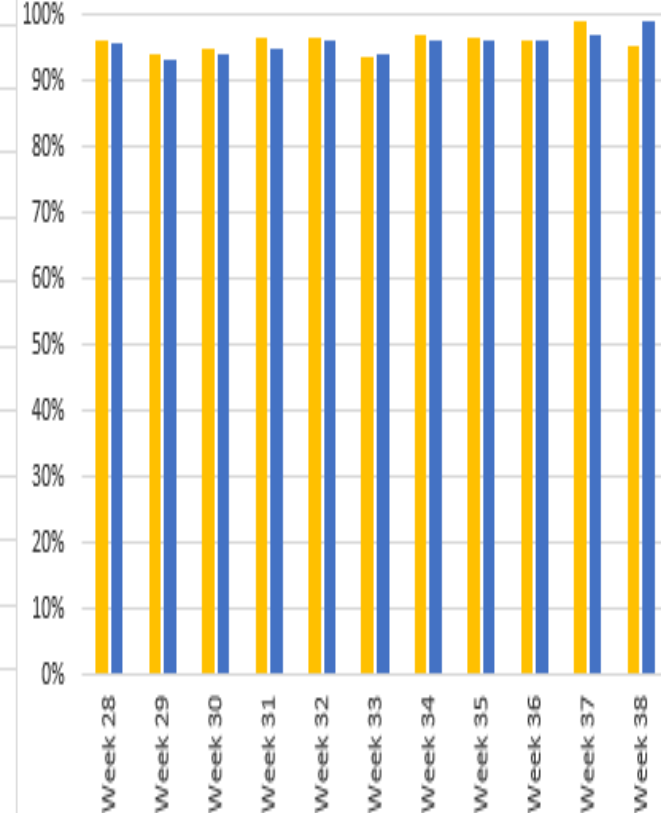
2014-2015  
Information

2015-2016  
Information

### Return Rate



### Survey Score



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