



# Performance Excellence Program

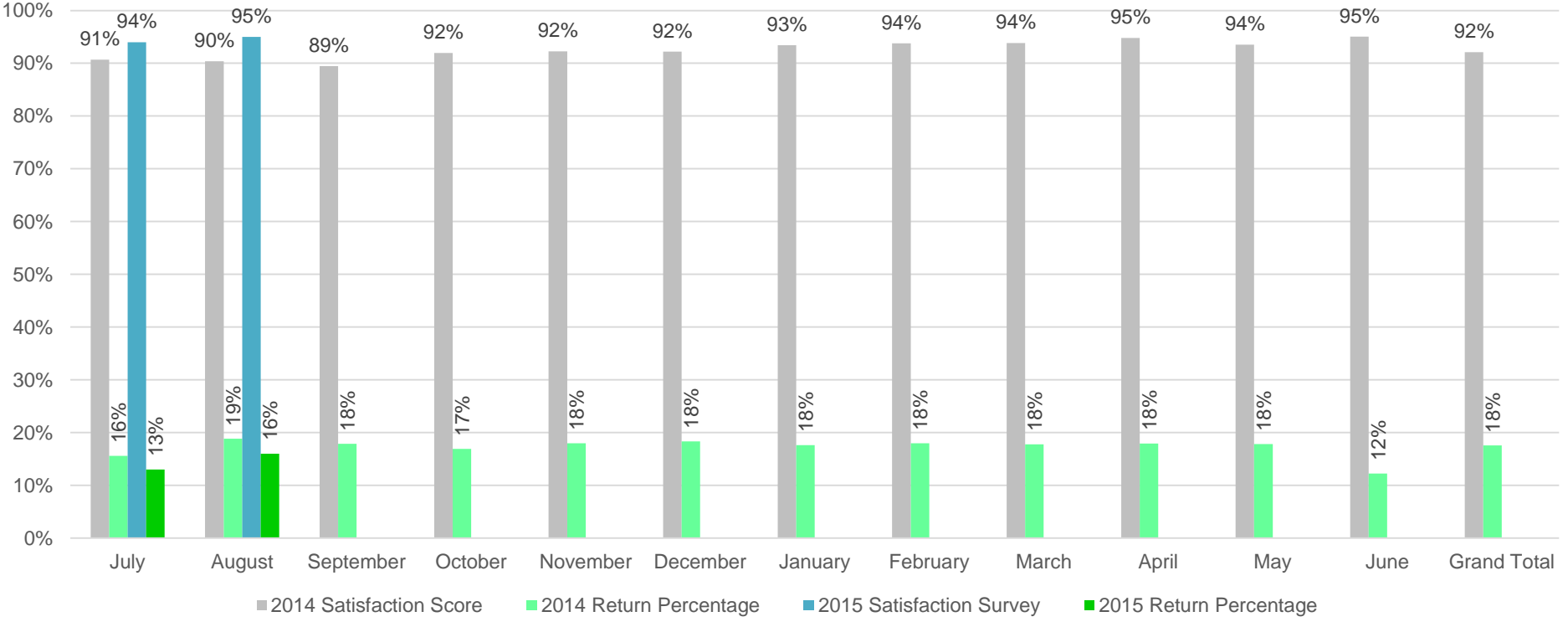
## Category 7

# Results



## Customer Satisfaction Survey Results

2 Year Comparison - 2014/15 and 2015/16



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