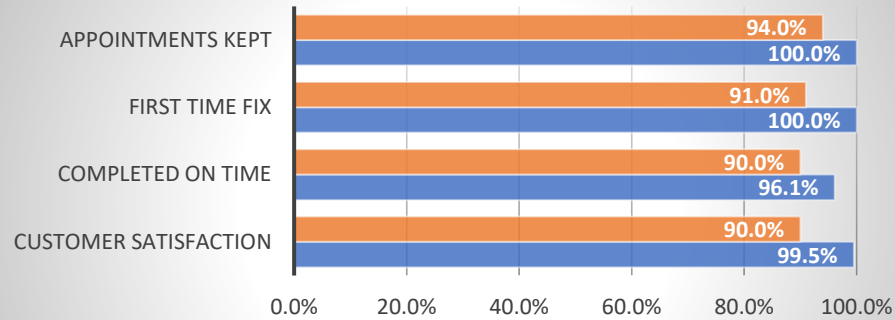
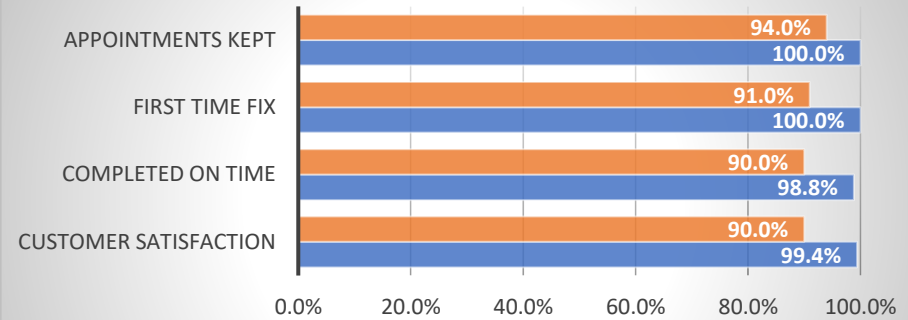


January



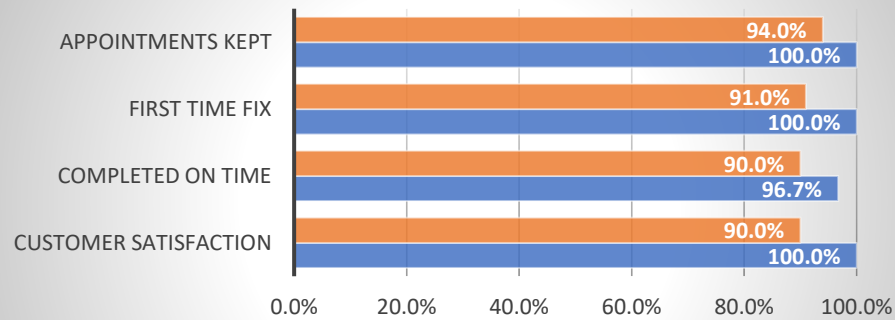
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	99.5%	96.1%	100.0%	100.0%

February



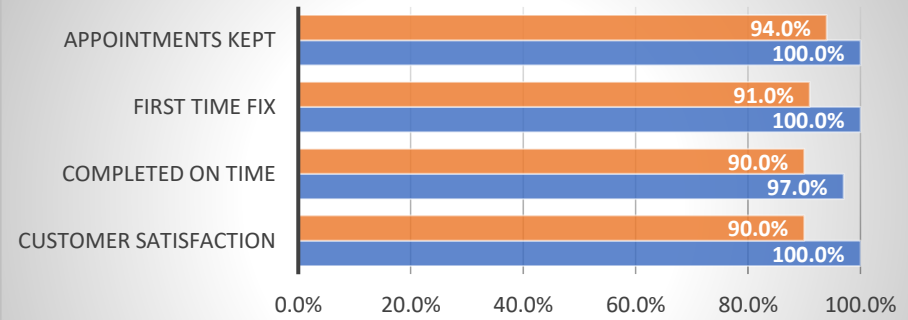
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	99.4%	98.8%	100.0%	100.0%

March



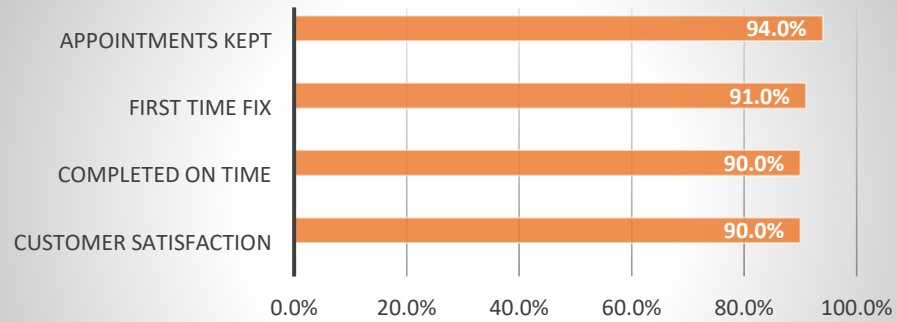
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	100.0%	96.7%	100.0%	100.0%

April



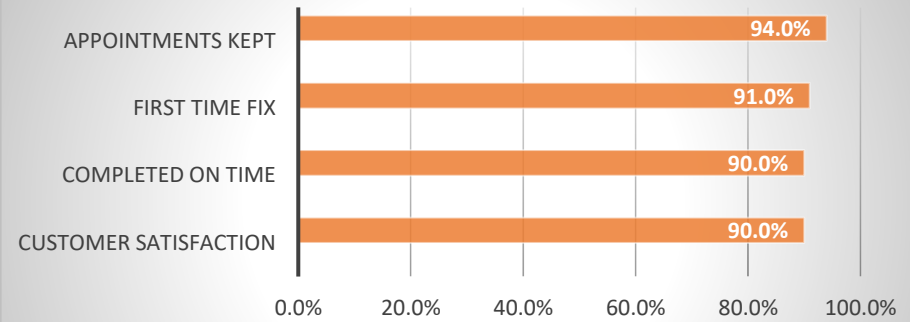
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	100.0%	97.0%	100.0%	100.0%

May



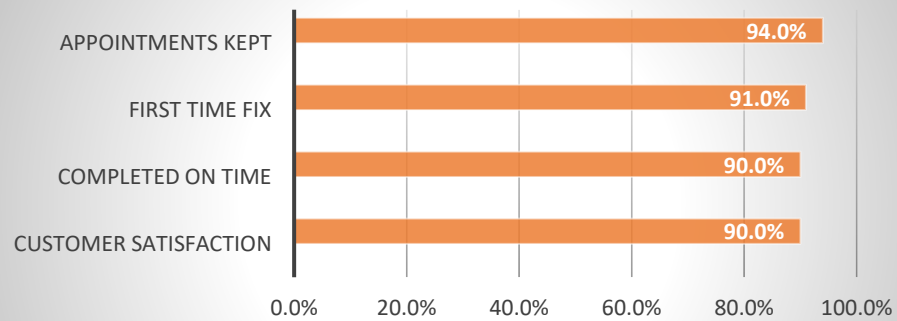
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

June



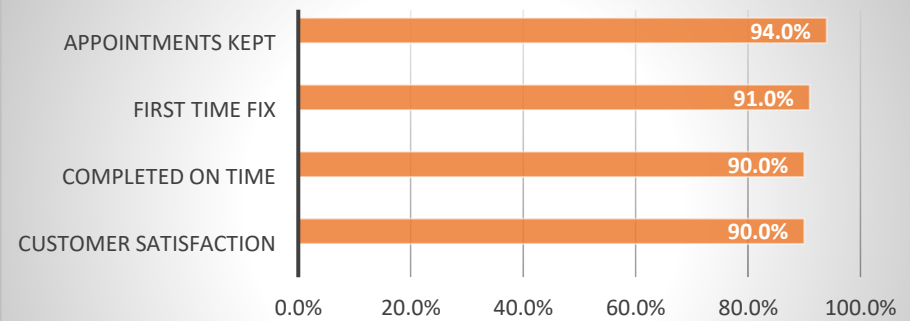
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

July



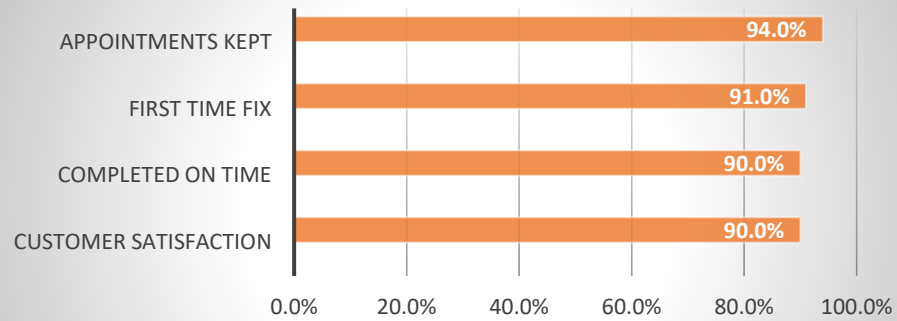
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

August



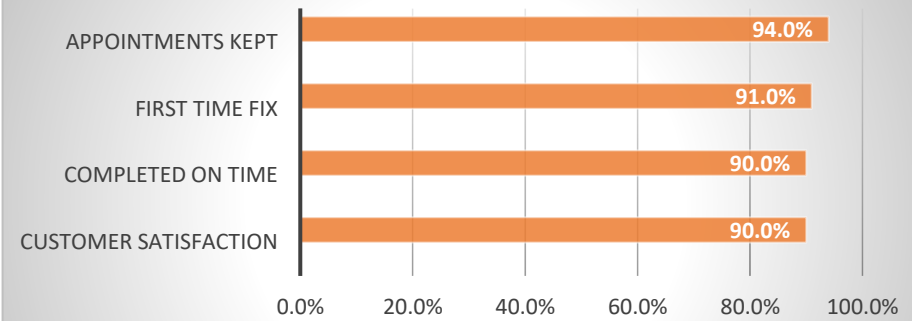
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

September



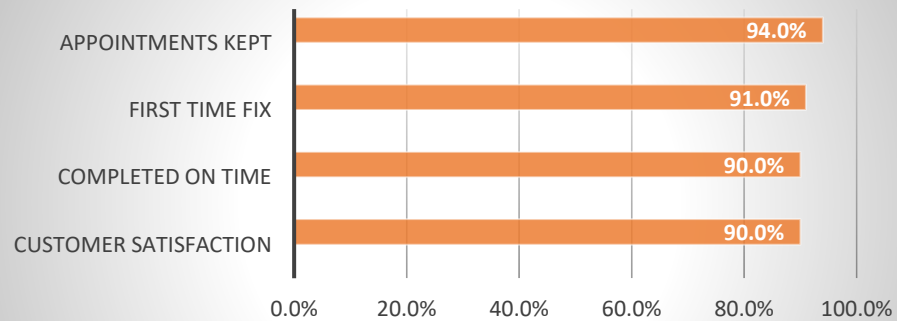
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

October



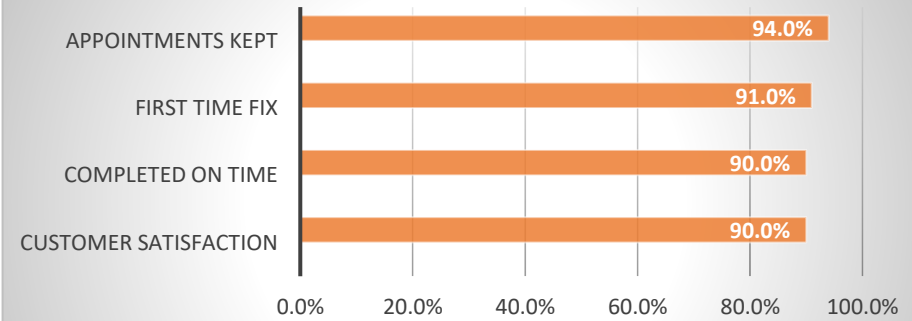
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

November



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%

December



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
Map	90.0%	90.0%	91.0%	94.0%
Result	0.0%	0.0%	0.0%	0.0%