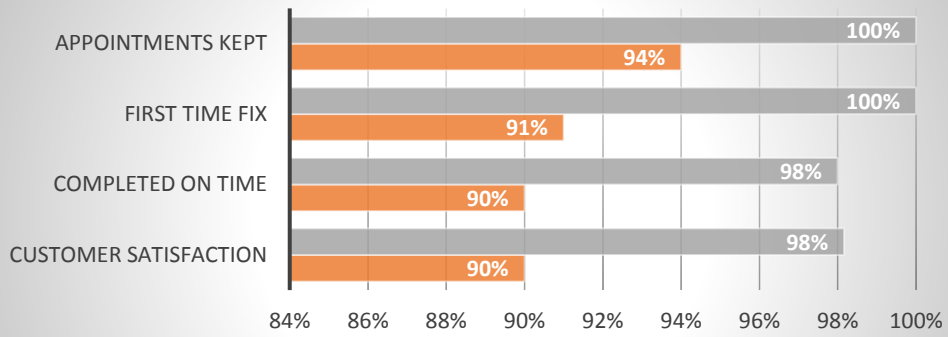
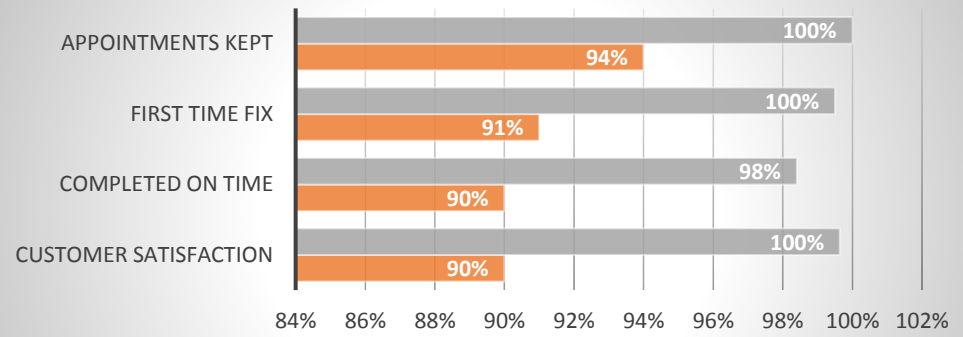


JANUARY



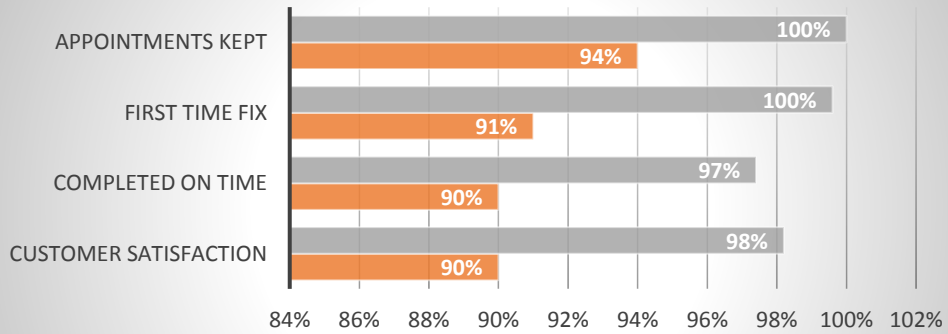
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	98%	98%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

FEBRUARY



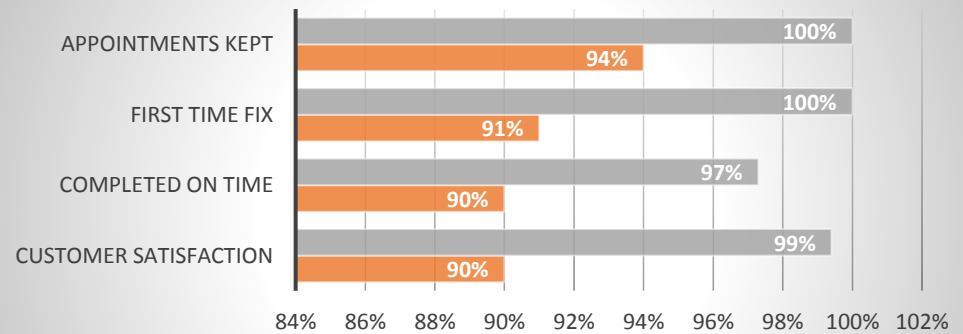
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	100%	98%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

MARCH



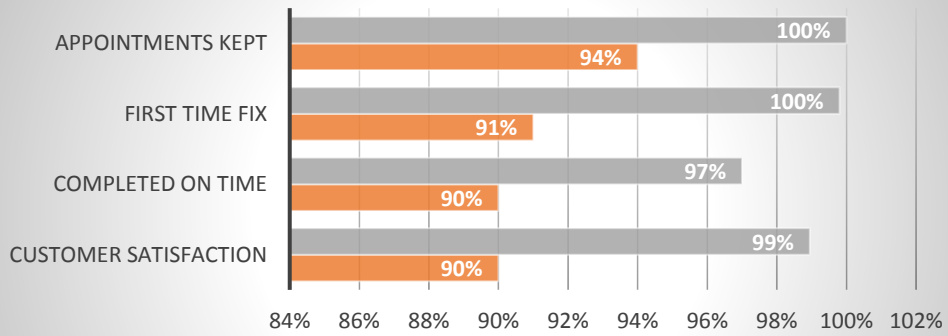
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	98%	97%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

APRIL



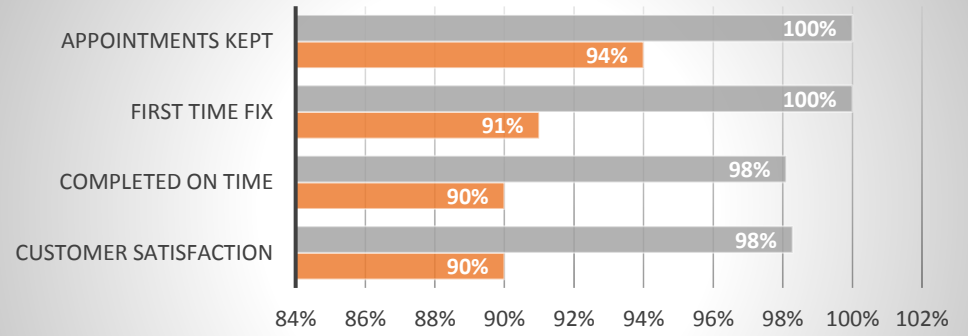
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	99%	97%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

MAY



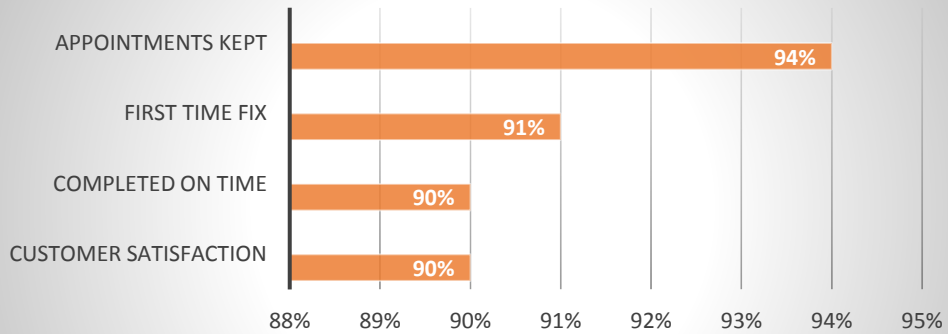
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	99%	97%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

JUNE



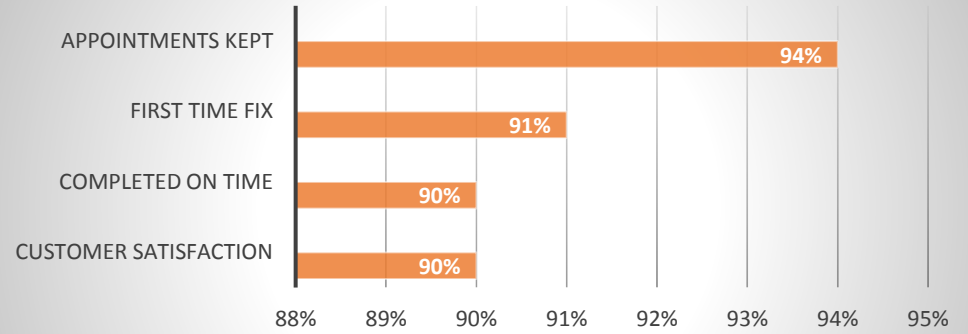
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	98%	98%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

JULY



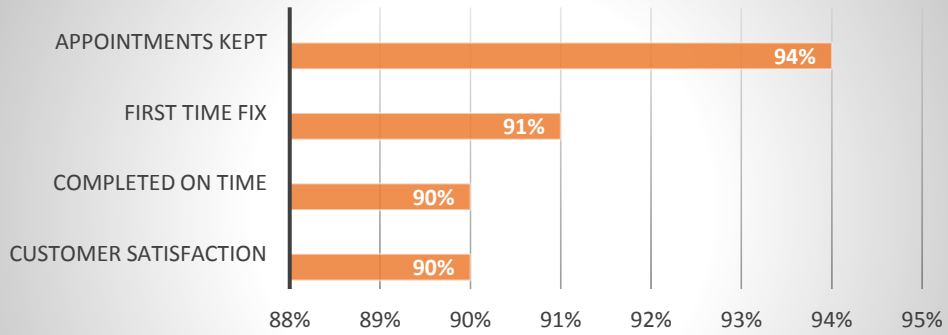
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	90%	90%	91%	94%
Minimum Acceptance	90%	90%	91%	94%

AUGUST



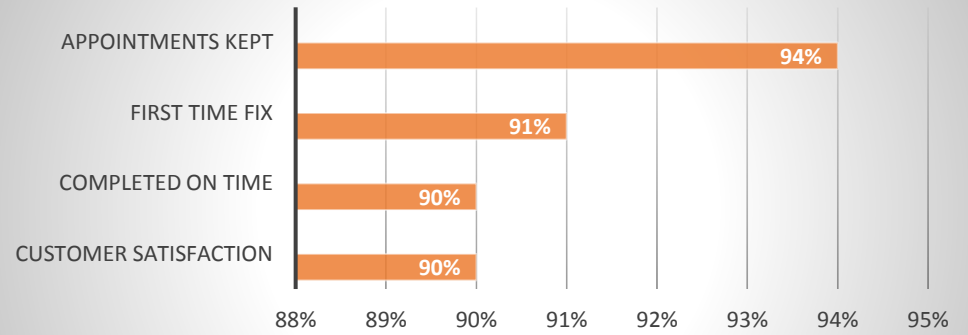
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2019	90%	90%	91%	94%
Minimum Acceptance	90%	90%	91%	94%

SEPTEMBER



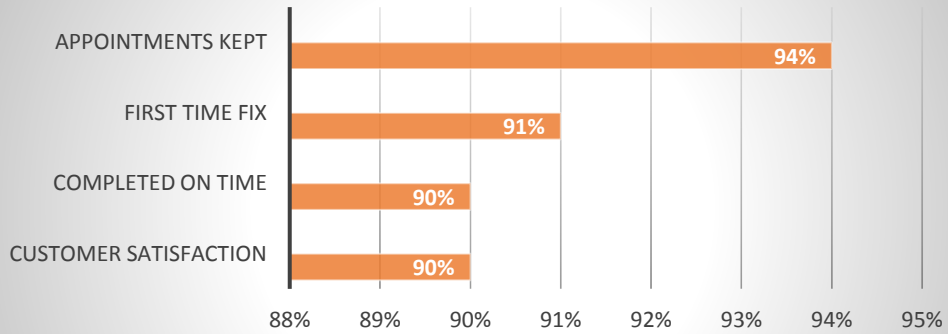
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

OCTOBER



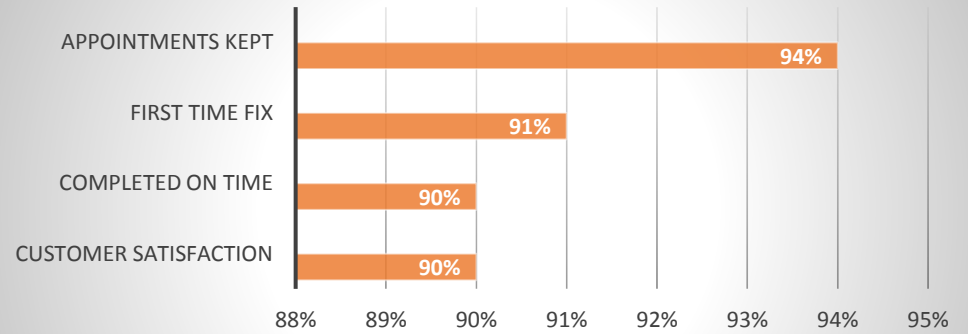
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

NOVEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

DECEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%