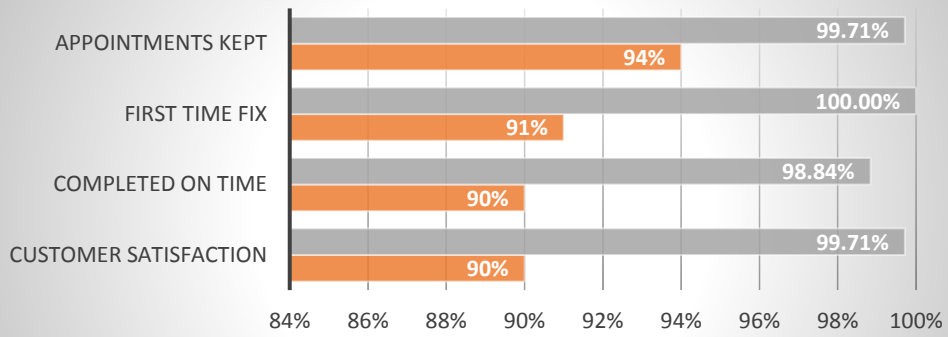
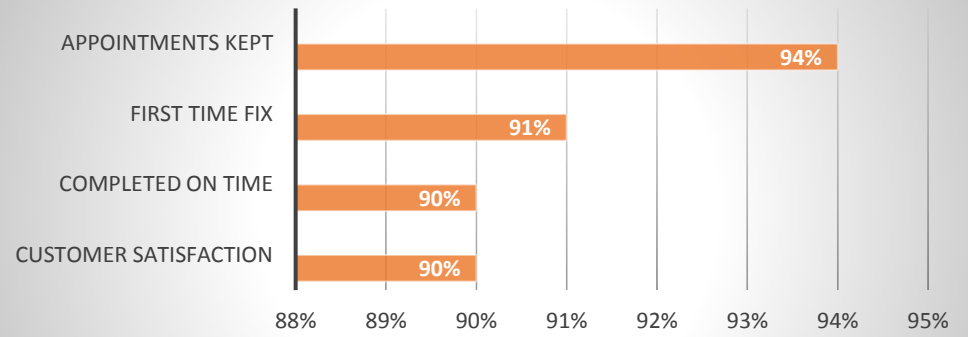


## JANUARY



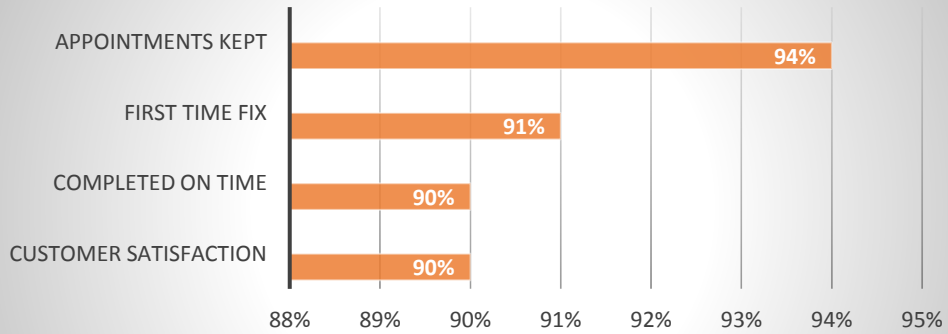
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020	99.71%	98.84%	100.00%	99.71%
■ Minimum Acceptance	90%	90%	91%	94%

## FEBRUARY



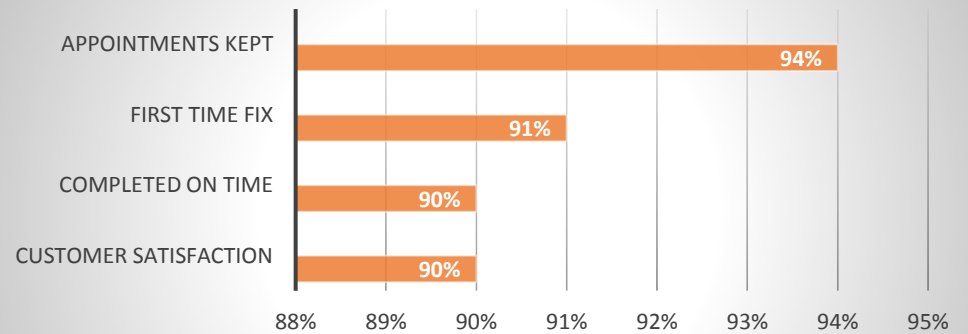
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## MARCH



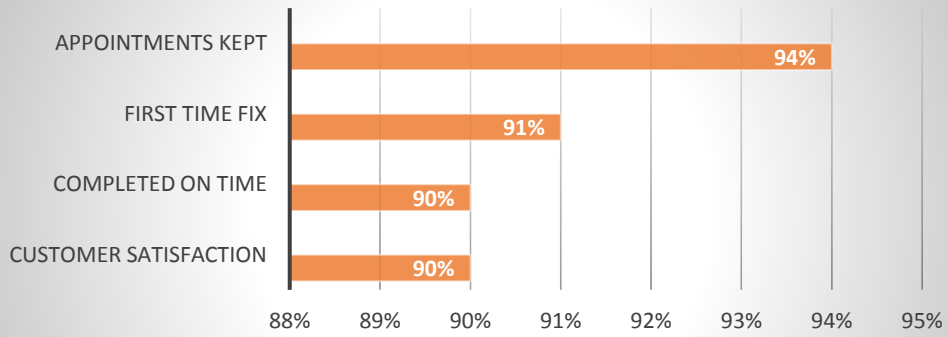
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## APRIL



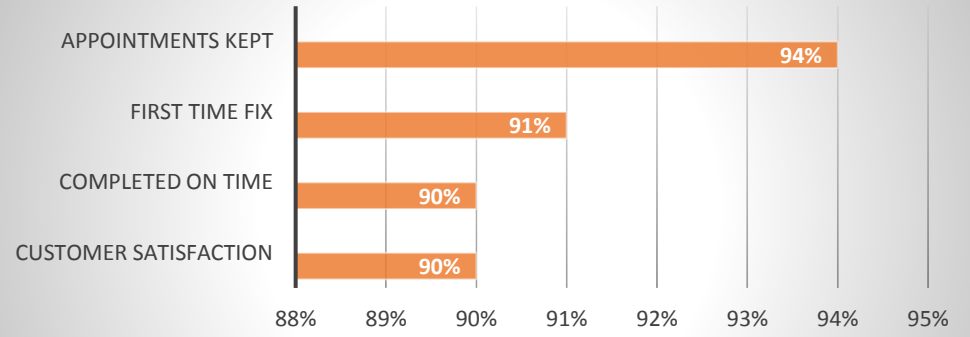
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## MAY



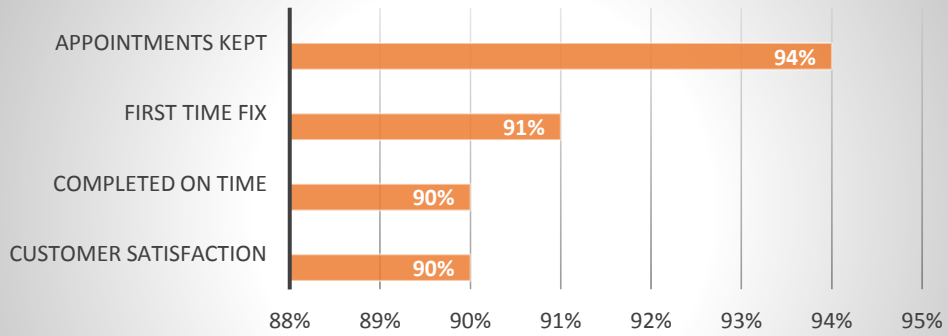
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## JUNE



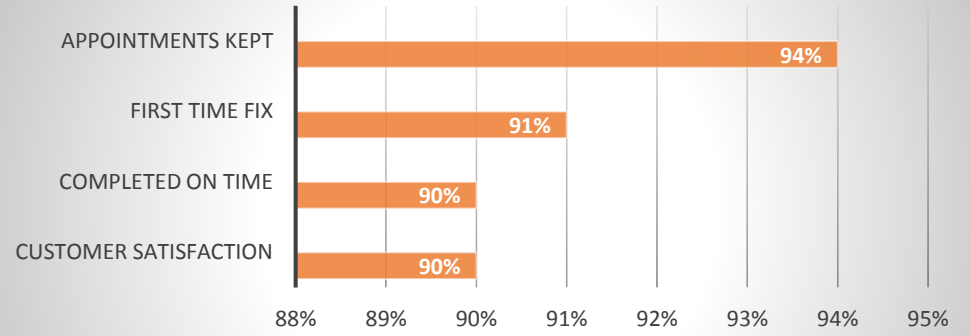
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## JULY



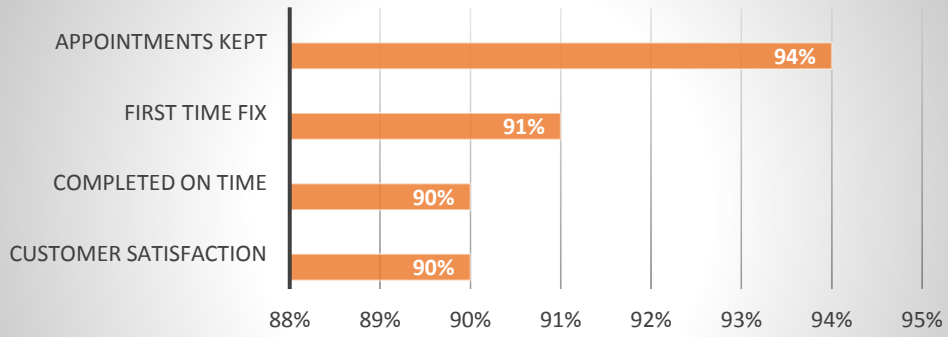
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## AUGUST



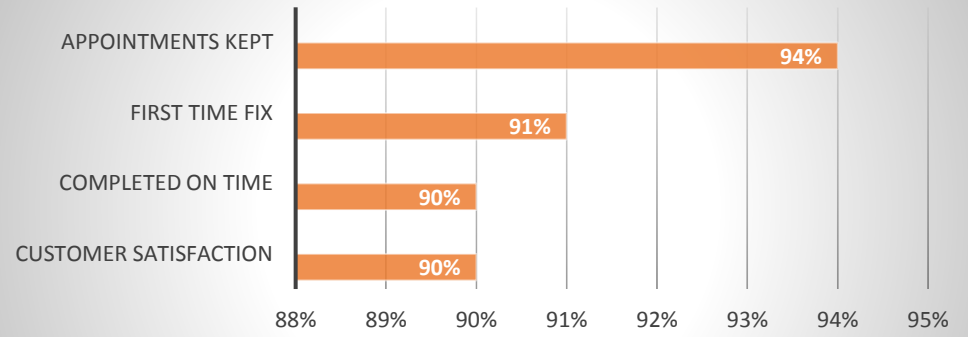
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## SEPTEMBER



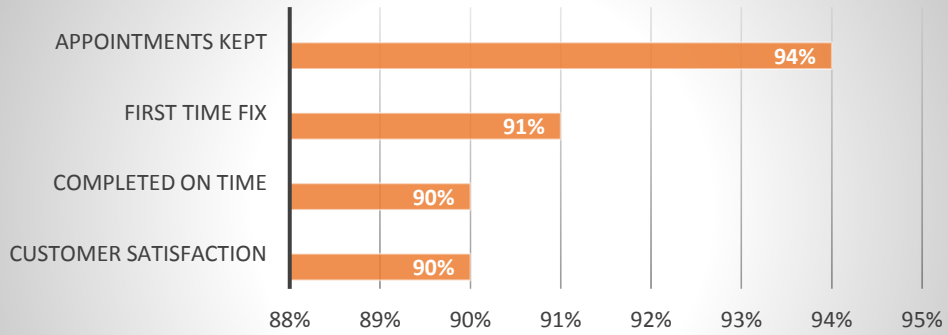
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## OCTOBER



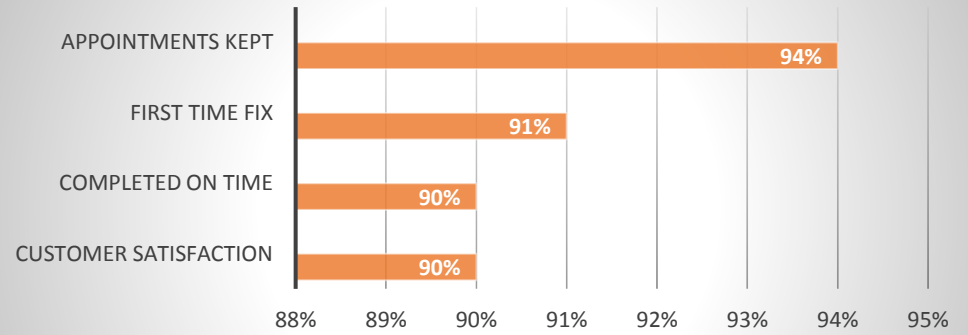
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## NOVEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%

## DECEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2020				
■ Minimum Acceptance	90%	90%	91%	94%