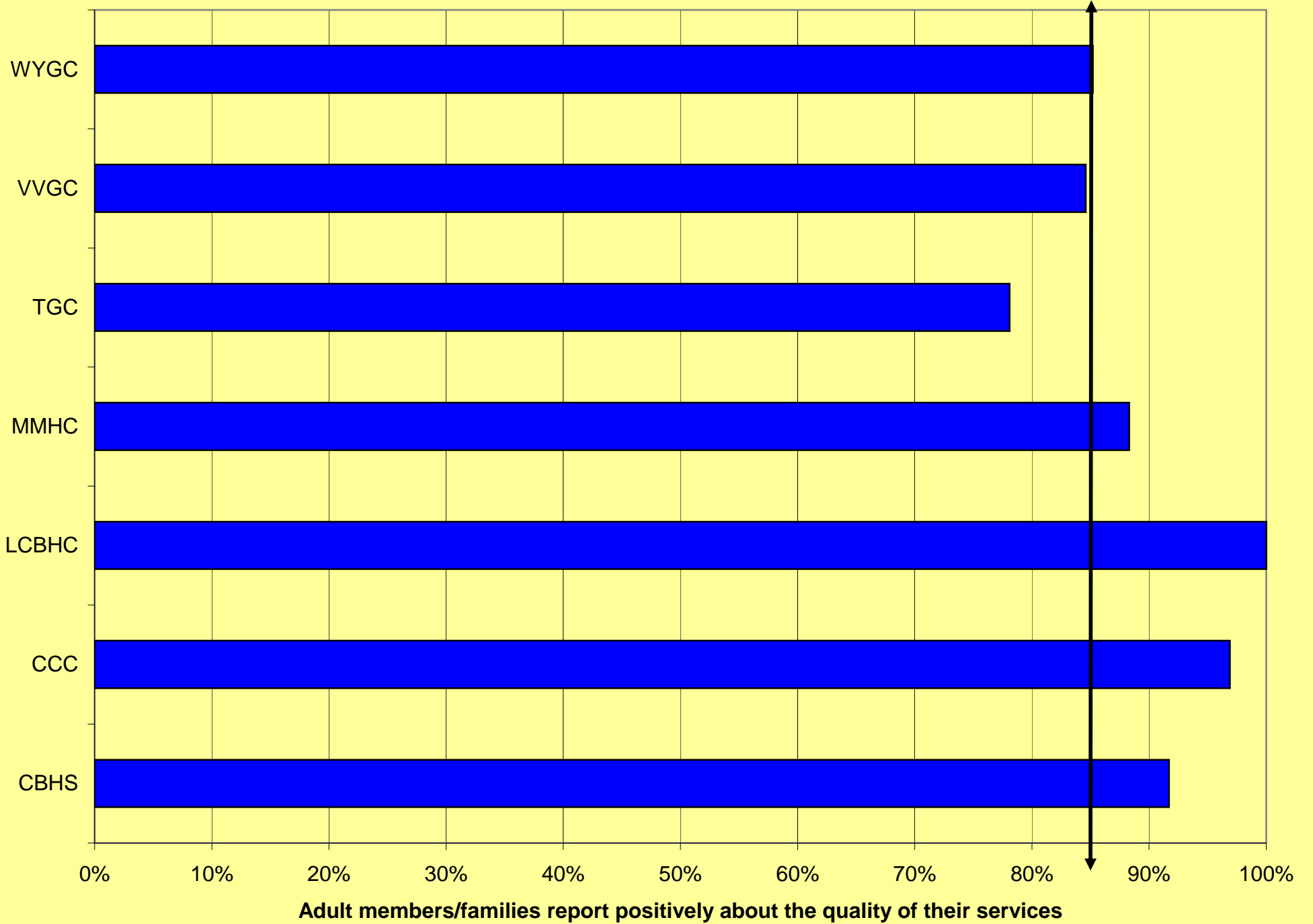


2009 Consumer Satisfaction Survey - Service Quality & Appropriateness



Minimum Performance Standard = 85%