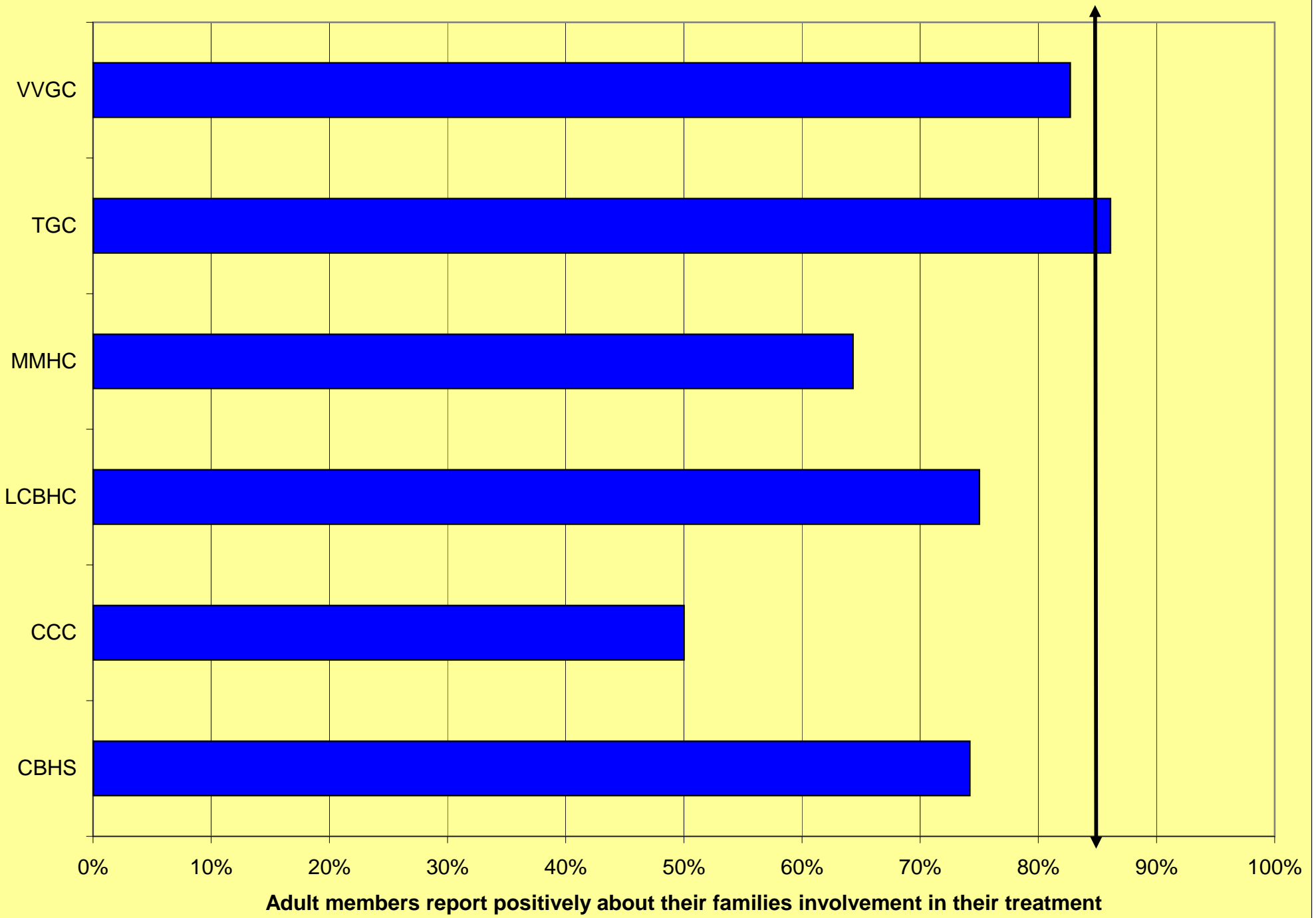


# 2009 Consumer Satisfaction Survey - Member/Family Involvement



Minimum Performance Standard = 85%