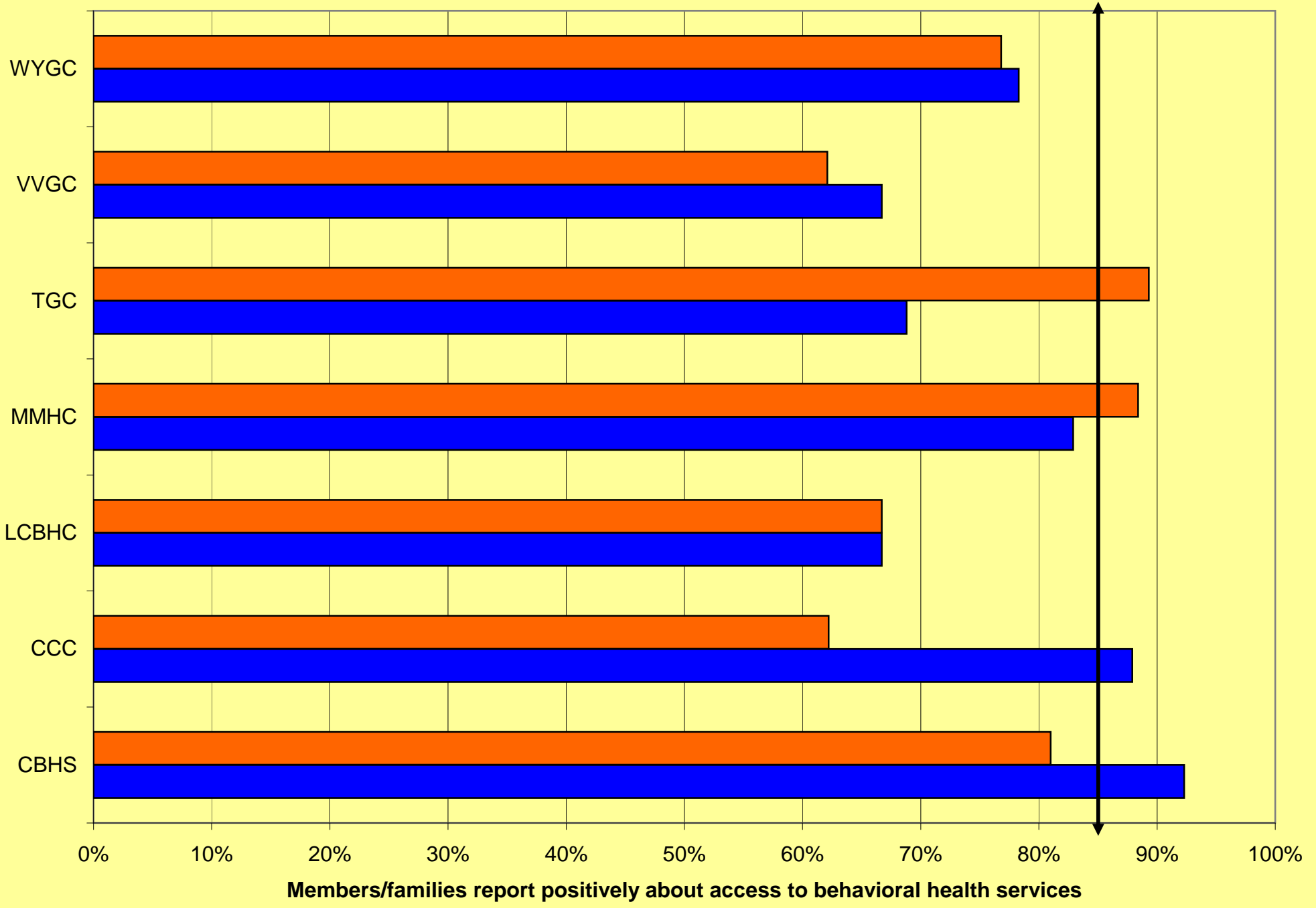


### 2009 Consumer Satisfaction Survey - Access to Service



■ Adult ■ Child

Minimum Performance Standard = 85%