Feedback Received Achieved Response Rate **X()**serve 86.4% **Customer Service** Target 90% Select Display Percentage Feedback Response (By Class) Feedback Response (By Rating) 13 OTHER Exceeded **Exceeded Expectations** Met Expectations Met Some Expectations Did Not Meet Expectations Expectations Met Expectations Issue Resolution Trend Met Some Expectations Did Not Meet Expectations 100% 100% 90.9% 86.7% IGT October November September December

2020/1

86.4%

January