Response Rate Feedback Received Achieved 93.8% **Customer Service** Target 90% Select Display Percen... ▼ Feedback Response (By Class) Feedback Response (By Rating) 13 OTHER Α Exceeded **Exceeded Expectations** Met Expectations Met Some Expectations Did Not Meet Expectations Expectations В Met Expectations Issue Resolution Trend Met Some Expectations Did Not Meet С Expectations 100% DN 90.6% 88.5% 87.5% IGT May July June August



2020/9

93.8%

September