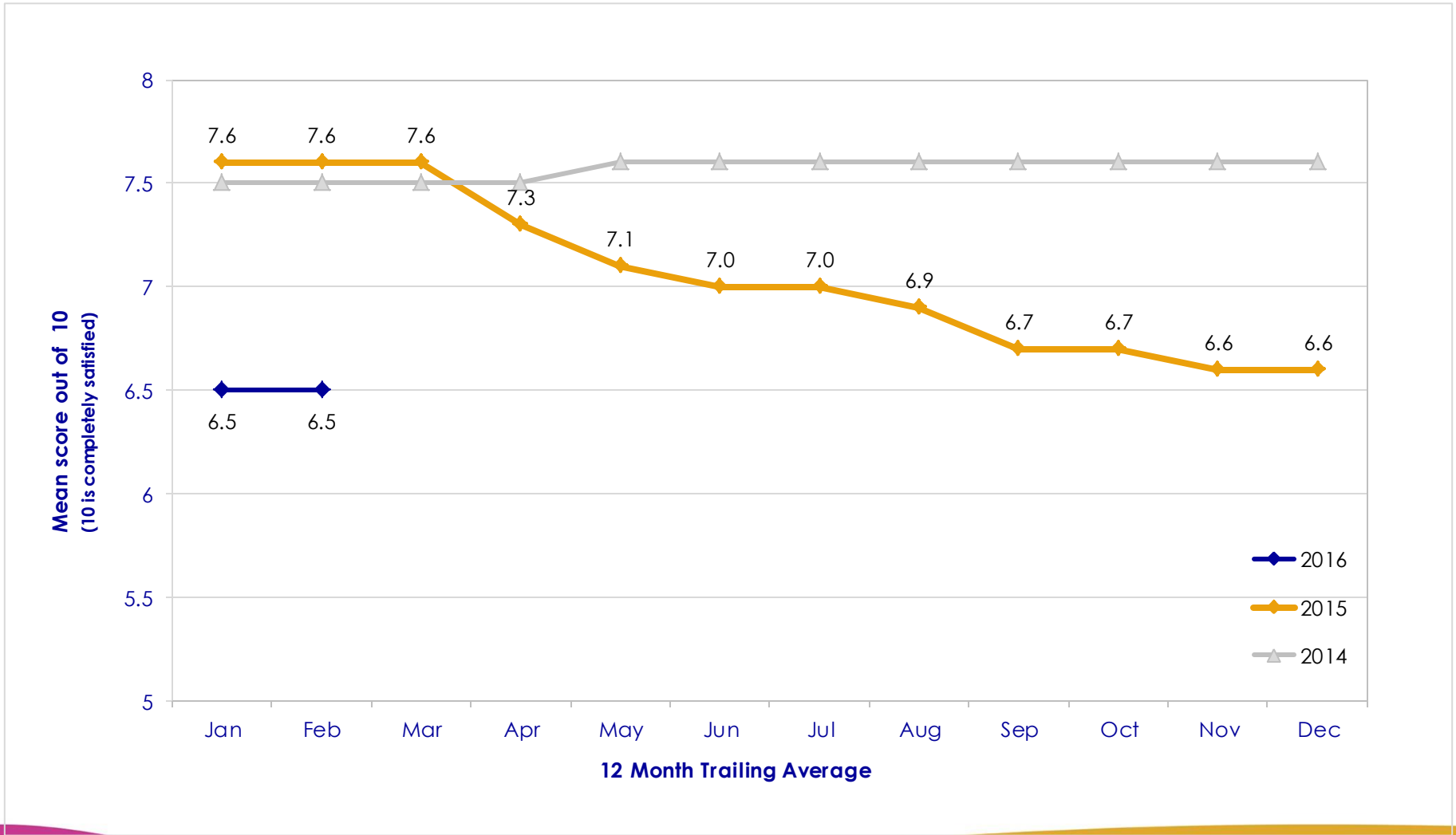




Performance Measures:

Customer satisfaction Q1 2016 Update

2015 Customer Satisfaction - 12 Month Trailing Average



March 16 Data Not Yet Available

