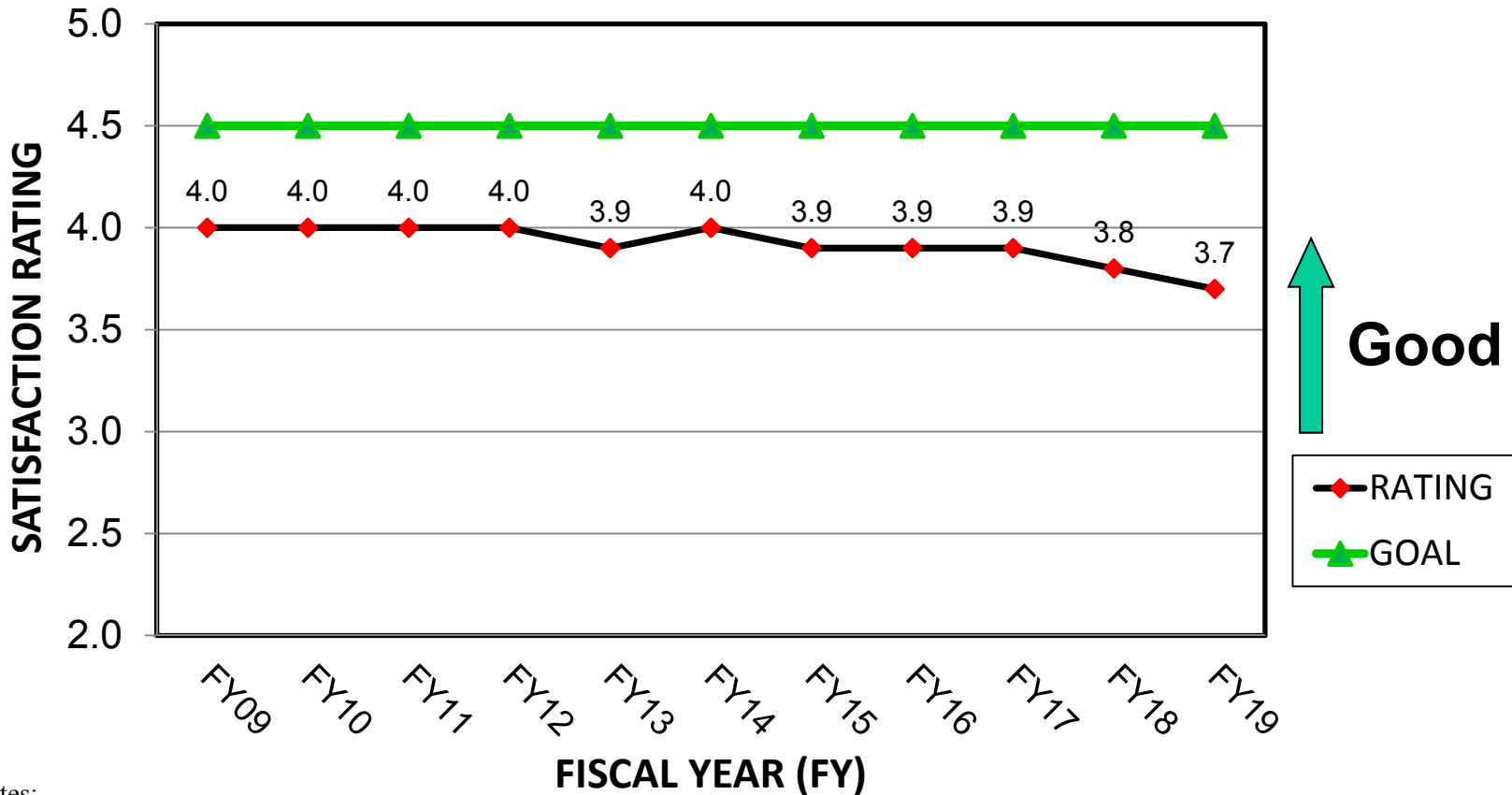




CUSTOMER SATISFACTION *(Average of Quality & Timeliness)*



Notes:

1. Although staff are completing more work orders each year, fewer work orders are “responded to” within the desired “14 day” window.
2. Timeliness is declining due to:
 - A. Increases in emergencies that redirect staff away from planned work
 - B. Steady growth in square footage and workload without proportionate increases in staffing.
 - C. 12% vacancy rate