

Customer Satisfaction Surveys (Four Point Scale)					
Overall	Work Performed	Ease of Use	Staff Service	Communication	Timeliness
3.7	3.7	3.8	3.7	3.3	3.7

Survey Date Between 09/01/09  
12:00 AM, 10/01/09 12:00 AM

Closed Date Between 09/01/09  
12:00 AM, 10/01/09 12:00 AM

UTO SLA Percentages for Case Type Issue									
Met Service Level		Didn't Meet Service Level		Total					
Total Cases	Percent of Total	Total Cases	Percent of Total	Total Cases	Percent of Total				
John Rome	Kendal Burkhart	Standard (< 7 Days)	44	90%	5	10%	49	100%	
		Urgent (< 2 Days)	10	56%	8	44%	18	100%	
		Critical (< 1 Day)			1	100%	1	100%	
		<b>Total</b>	54	79%	14	21%	68	100%	
	Leah Lommel	Standard (< 7 Days)	133	82%	29	18%	162	100%	
		Urgent (< 2 Days)			1	100%	1	100%	
		Critical (< 1 Day)			3	100%	3	100%	
		<b>Total</b>	133	80%	33	20%	166	100%	
	Tina Thorstenson	Standard (< 7 Days)	63	75%	21	25%	84	100%	
		Urgent (< 2 Days)	23	77%	7	23%	30	100%	
		<b>Total</b>	86	75%	28	25%	114	100%	
	<b>Total</b>		273	78%	75	22%	348	100%	
Kari Barlow	Kati Weingartner	Standard (< 7 Days)	724	90%	77	10%	801	100%	
		Urgent (< 2 Days)	6	86%	1	14%	7	100%	
		Critical (< 1 Day)	2	100%			2	100%	
		<b>Total</b>	732	90%	78	10%	810	100%	
	Mark Koan	Standard (< 7 Days)	484	99%	3	1%	487	100%	
		Urgent (< 2 Days)	3	100%			3	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	488	99%	3	1%	491	100%	
	Mary Covington	Standard (< 7 Days)	2383	97%	75	3%	2458	100%	
		Urgent (< 2 Days)	9	90%	1	10%	10	100%	
		Critical (< 1 Day)	2	67%	1	33%	3	100%	
		<b>Total</b>	2394	97%	77	3%	2471	100%	
	Paul Emerson	Standard (< 7 Days)	652	100%	2	0%	654	100%	
		<b>Total</b>	652	100%	2	0%	654	100%	
	Sandra Johnson	Standard (< 7 Days)	1146	98%	23	2%	1169	100%	
		Urgent (< 2 Days)	1	100%			1	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	1148	98%	23	2%	1171	100%	
	Sharon Bushart	Standard (< 7 Days)	556	100%	1	0%	557	100%	
		Critical (< 1 Day)			1	100%	1	100%	
		<b>Total</b>	556	100%	2	0%	558	100%	
	<b>Total</b>		5970	97%	185	3%	6155	100%	
	Max Davis-Johnson	Dave McKee	Standard (< 7 Days)	418	97%	12	3%	430	100%
			Urgent (< 2 Days)	14	88%	2	13%	16	100%
Critical (< 1 Day)			10	100%			10	100%	
<b>Total</b>			442	97%	14	3%	456	100%	
Jack Hsu		Standard (< 7 Days)	192	91%	18	9%	210	100%	
		Urgent (< 2 Days)	9	100%			9	100%	

		UTO SLA Percentages for Case Type Issue						
		Met Service Level		Didn't Meet Service Level		Total		
		Total Cases	Percent of Total	Total Cases	Percent of Total	Total Cases	Percent of Total	
		Critical (< 1 Day)	3	100%			3	100%
		<b>Total</b>	204	92%	18	8%	222	100%
	Shawn Bryan	Standard (< 7 Days)	314	86%	50	14%	364	100%
		Urgent (< 2 Days)	93	89%	12	11%	105	100%
		Critical (< 1 Day)	1	100%			1	100%
		<b>Total</b>	408	87%	62	13%	470	100%
	Terry Hinton	Standard (< 7 Days)	59	84%	11	16%	70	100%
		Urgent (< 2 Days)	3	100%			3	100%
		Critical (< 1 Day)			1	100%	1	100%
		<b>Total</b>	62	84%	12	16%	74	100%
<b>Total</b>		1116	91%	106	9%	1222	100%	
Samuel Digangi	Ruvi Wijesuriya	Standard (< 7 Days)	1	100%			1	100%
		<b>Total</b>	1	100%			1	100%
	<b>Total</b>		1	100%			1	100%
Tina Thorstenson	Nancy Biro	Standard (< 7 Days)	194	79%	52	21%	246	100%
		<b>Total</b>	194	79%	52	21%	246	100%
	Susan Moore	Standard (< 7 Days)	120	99%	1	1%	121	100%
		Urgent (< 2 Days)	3	75%	1	25%	4	100%
		Critical (< 1 Day)	1	100%			1	100%
		<b>Total</b>	124	98%	2	2%	126	100%
	<b>Total</b>		318	85%	54	15%	372	100%
<b>Total</b>		7678	95%	420	5%	8098	100%	