

Customer Satisfaction Surveys (Four Point Scale)					
Overall	Work Performed	Ease of Use	Staff Service	Communication	Timeliness
3.8	3.9	3.8	3.8	3.7	3.8

Survey Date Between 01/01/09
12:00 AM, 06/01/09 12:00 AM

Closed Date Between 01/01/09
12:00 AM, 06/01/09 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			
Adrian Sannier	John Rome	Standard (< 7 Days)	205	93%	16	7%	221	100%
		Urgent (< 2 Days)	53	54%	46	46%	99	100%
		Critical (< 1 Day)	2	33%	4	67%	6	100%
		Total	260	80%	66	20%	326	100%
Total		260	80%	66	20%	326	100%	
Bob Nelson	Connie Gerdes	Standard (< 7 Days)	8	57%	6	43%	14	100%
		Total	8	57%	6	43%	14	100%
	David McKee	Standard (< 7 Days)	1199	96%	44	4%	1243	100%
		Urgent (< 2 Days)	36	88%	5	12%	41	100%
		Critical (< 1 Day)	10	63%	6	38%	16	100%
		Total	1245	96%	55	4%	1300	100%
	Jack Hsu	Standard (< 7 Days)	931	97%	31	3%	962	100%
		Urgent (< 2 Days)	58	98%	1	2%	59	100%
		Critical (< 1 Day)	48	92%	4	8%	52	100%
		Total	1037	97%	36	3%	1073	100%
	Shawn Bryan	Standard (< 7 Days)	1457	83%	290	17%	1747	100%
		Urgent (< 2 Days)	716	83%	151	17%	867	100%
		Critical (< 1 Day)	19	86%	3	14%	22	100%
		Total	2192	83%	444	17%	2636	100%
	Terry Hinton	Standard (< 7 Days)	497	92%	46	8%	543	100%
		Urgent (< 2 Days)	5	83%	1	17%	6	100%
		Critical (< 1 Day)	2	50%	2	50%	4	100%
		Total	504	91%	49	9%	553	100%
	Total		4986	89%	590	11%	5576	100%
	Max Davis-Johnson	Adrian Teo	Standard (< 7 Days)	91	57%	68	43%	159
Urgent (< 2 Days)			3	38%	5	63%	8	100%
Critical (< 1 Day)			3	60%	2	40%	5	100%
Total			97	56%	75	44%	172	100%
Leah Lommel		Standard (< 7 Days)	382	86%	61	14%	443	100%
		Urgent (< 2 Days)			3	100%	3	100%
		Critical (< 1 Day)			2	100%	2	100%
		Total	382	85%	66	15%	448	100%
Tina Thorstenson		Standard (< 7 Days)	306	68%	142	32%	448	100%
		Urgent (< 2 Days)	181	83%	37	17%	218	100%
		Critical (< 1 Day)	1	33%	2	67%	3	100%
		Total	488	73%	181	27%	669	100%
Total		967	75%	322	25%	1289	100%	
Samuel Digangi	Guy Mullins	Standard (< 7 Days)	5	63%	3	38%	8	100%
		Urgent (< 2 Days)			1	100%	1	100%
		Total	5	56%	4	44%	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
	Ruvi Wijesuriya	Standard (< 7 Days)	1	50%	1	50%	2	100%
		Total	1	50%	1	50%	2	100%
		Total	6	55%	5	45%	11	100%
Sarah Hughes	Kati Weingartner	Standard (< 7 Days)	2740	95%	140	5%	2880	100%
		Urgent (< 2 Days)	38	86%	6	14%	44	100%
		Critical (< 1 Day)	7	78%	2	22%	9	100%
		Total	2785	95%	148	5%	2933	100%
	Mary Covington	Standard (< 7 Days)	3839	98%	90	2%	3929	100%
		Urgent (< 2 Days)	24	80%	6	20%	30	100%
		Critical (< 1 Day)	7	100%			7	100%
		Total	3870	98%	96	2%	3966	100%
	Paul Emerson	Standard (< 7 Days)	2648	98%	52	2%	2700	100%
		Urgent (< 2 Days)			1	100%	1	100%
		Critical (< 1 Day)	2	100%			2	100%
		Total	2650	98%	53	2%	2703	100%
	Russell Koan	Standard (< 7 Days)	3151	99%	20	1%	3171	100%
		Urgent (< 2 Days)	110	100%			110	100%
		Critical (< 1 Day)	12	92%	1	8%	13	100%
		Total	3273	99%	21	1%	3294	100%
	Sandra Johnson	Standard (< 7 Days)	4567	99%	39	1%	4606	100%
		Urgent (< 2 Days)	10	91%	1	9%	11	100%
		Critical (< 1 Day)	5	83%	1	17%	6	100%
		Total	4582	99%	41	1%	4623	100%
	Sharon Bushart	Standard (< 7 Days)	1804	100%	4	0%	1808	100%
		Urgent (< 2 Days)	5	83%	1	17%	6	100%
		Critical (< 1 Day)	3	100%			3	100%
		Total	1812	100%	5	0%	1817	100%
Total			18972	98%	364	2%	19336	100%
Scottard Banks	Jonathon Finley	Standard (< 7 Days)	395	66%	204	34%	599	100%
		Urgent (< 2 Days)	2	40%	3	60%	5	100%
		Total	397	66%	207	34%	604	100%
	Total	397	66%	207	34%	604	100%	
Total			25588	94%	1554	6%	27142	100%