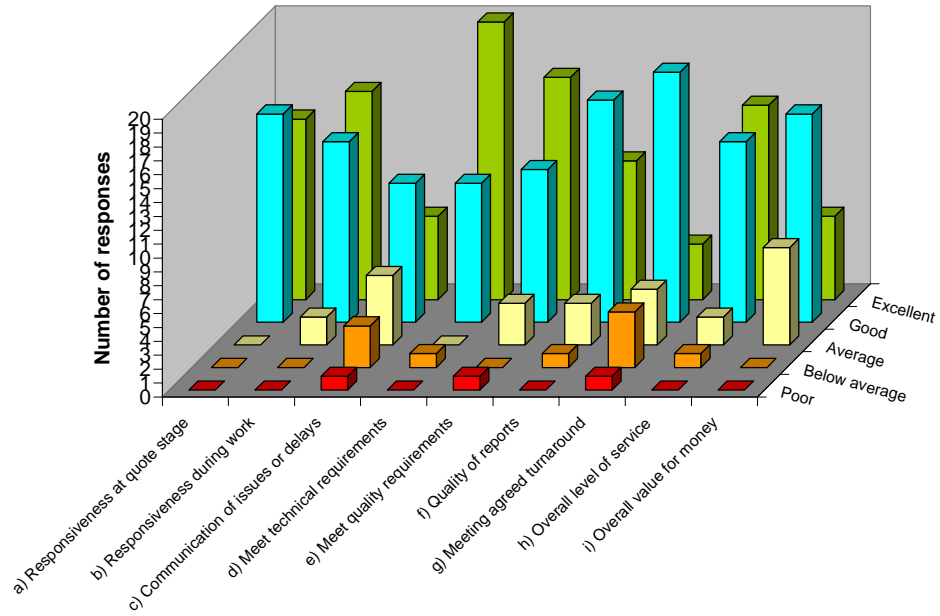


Customer Satisfaction Questionnaire Summary 2009



	Target	Actual
% average and above	95	95.08
% good and above	90	85.23

Number of questionnaires distributed	60
Number of questionnaires returned	31
Return rate	52%