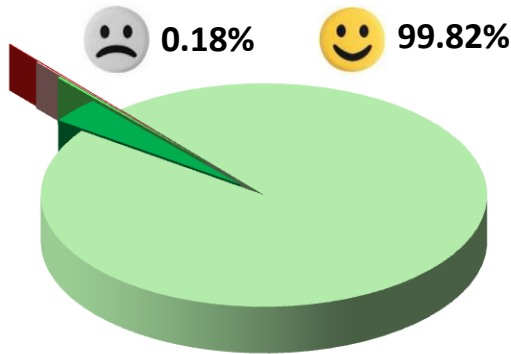




# Incident Management Survey Results

January 1, 2008 - December 31, 2008

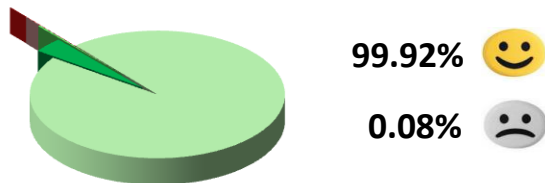
30,310 Incidents Surveyed



## Overall Experience

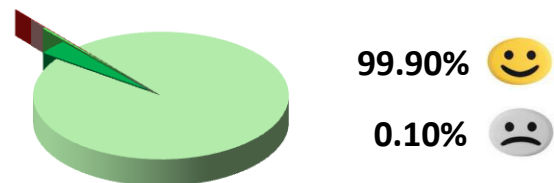
Assumed Very Satisfied	29,063	95.89%
Very Satisfied	1,125	3.71%
Satisfied	67	0.22%
Dissatisfied	37	0.12%
Very Dissatisfied	18	0.06%

## Courtesy & Professionalism



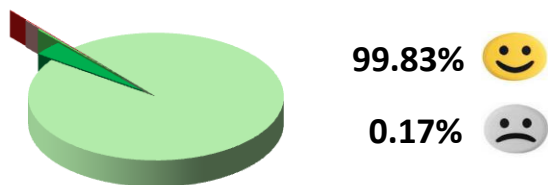
Assumed Very Satisfied	29,061	95.88%
Very Satisfied	1,159	3.82%
Satisfied	67	0.22%
Dissatisfied	13	0.04%
Very Dissatisfied	10	0.03%

## Skills & Knowledge



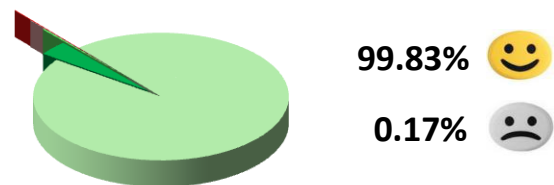
Assumed Very Satisfied	29,062	95.88%
Very Satisfied	1,128	3.72%
Satisfied	91	0.30%
Dissatisfied	16	0.05%
Very Dissatisfied	13	0.04%

## Quality of Resolution



Assumed Very Satisfied	29,064	95.89%
Very Satisfied	1,127	3.72%
Satisfied	68	0.22%
Dissatisfied	33	0.11%
Very Dissatisfied	18	0.06%

## Timeliness of Resolution



Assumed Very Satisfied	29,066	95.90%
Very Satisfied	1,128	3.72%
Satisfied	65	0.21%
Dissatisfied	20	0.07%
Very Dissatisfied	31	0.10%