

Customer Satisfaction Results for FY 2006 by Category

CATEGORY	UNFAV %	FAV %
1. Communication	13.6%	86.4%
2. Accessibility	12.1%	87.9%
3. Timeliness	14.0%	86.0%
4. Solutions	12.3%	87.7%
5. Professionalism	8.6%	91.4%
6. Overall	8.6%	91.4%

Method of collection: Zoomerang

Logistics Overall FY 06

