

						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent		97.8%					97.8%					95.7%					100.0%					96.0%