

Item	Contract	Indicator	Definition	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/09/16	2/09/16	5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent	100.0%					100.0%					100.0%					100.0%					100.0%