





Item	Contract	Indicator	Definition	Greater than	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
							1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16	
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				95.7%					100.0%														