



QUALITY MEASURES REPORT

Objective	Target	Frequency for Review	2022 Quarter 4	2023 Quarter 1	2023 Quarter 2	2023 Quarter 3
Operations						
Overall Completion Rate	≥70%	Quarterly	72.53%	72.58%	72.56%	72.41%
Complaints Against Operators	0	Quarterly	0	0	0	0
Customer Service						
Overall, how satisfied are you with the services you receive?	≥80%	Quarterly	100%	100%	100%	100%
How likely would you be to recommend our company's services to a colleague?	≥80%	Quarterly	100%	100%	100%	100%