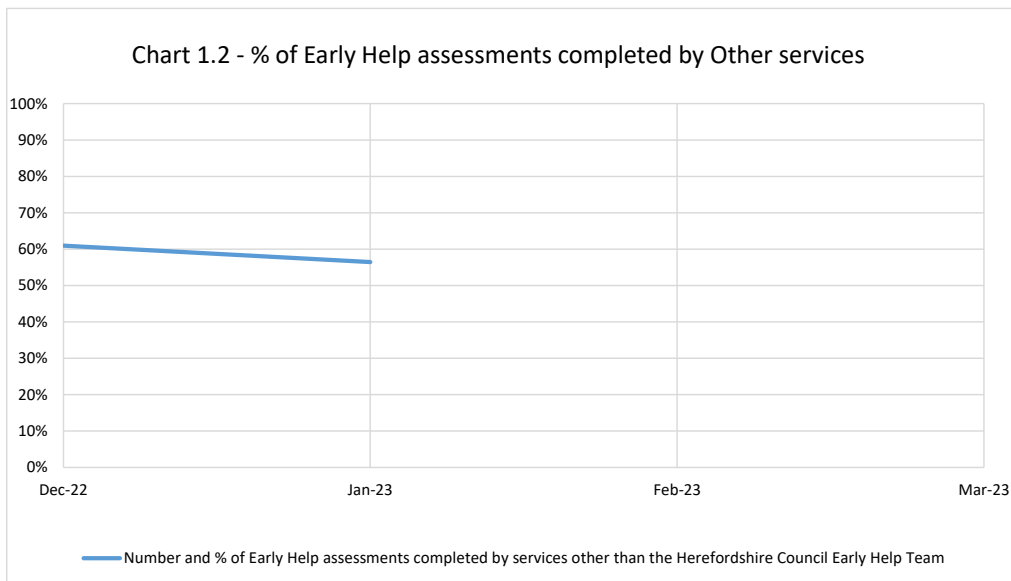
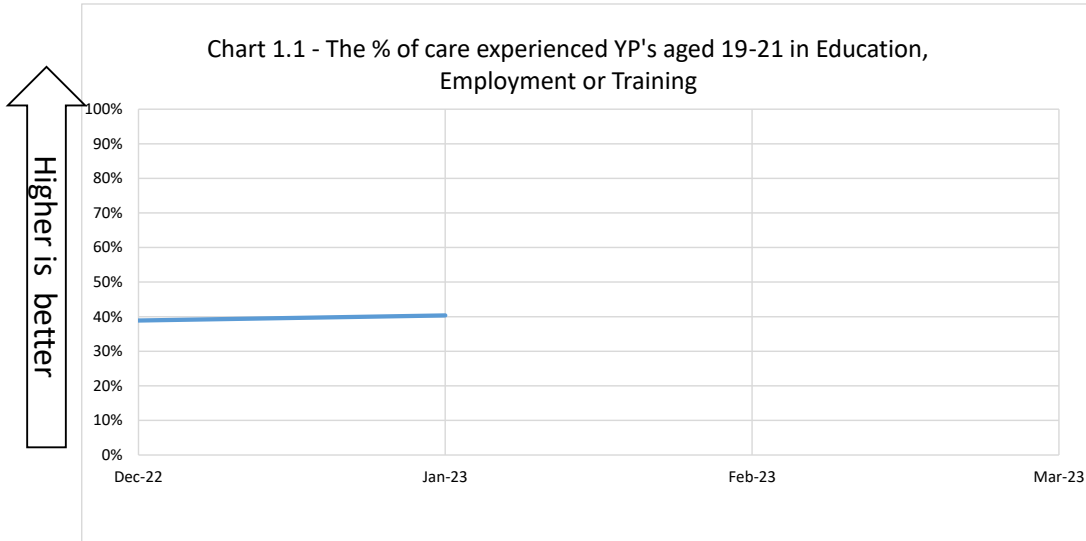
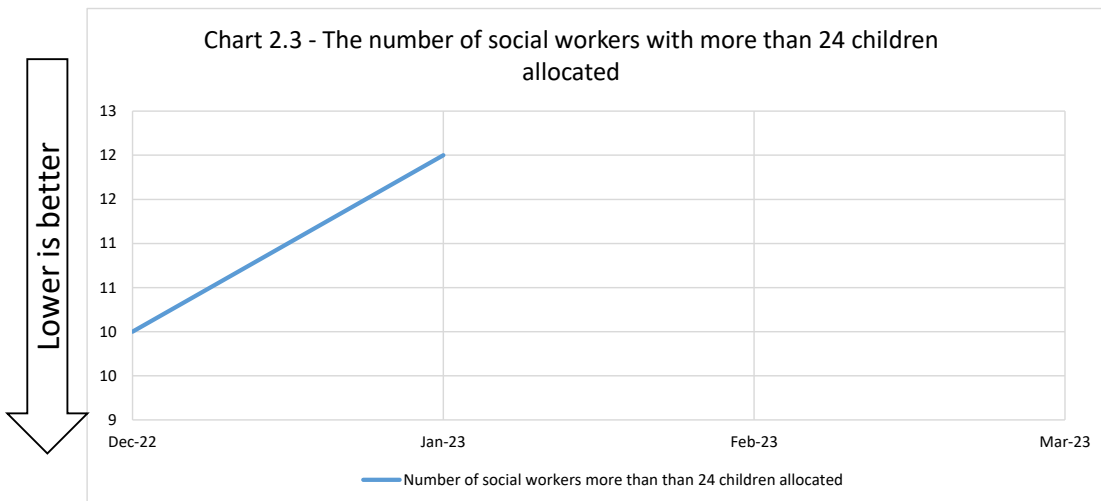
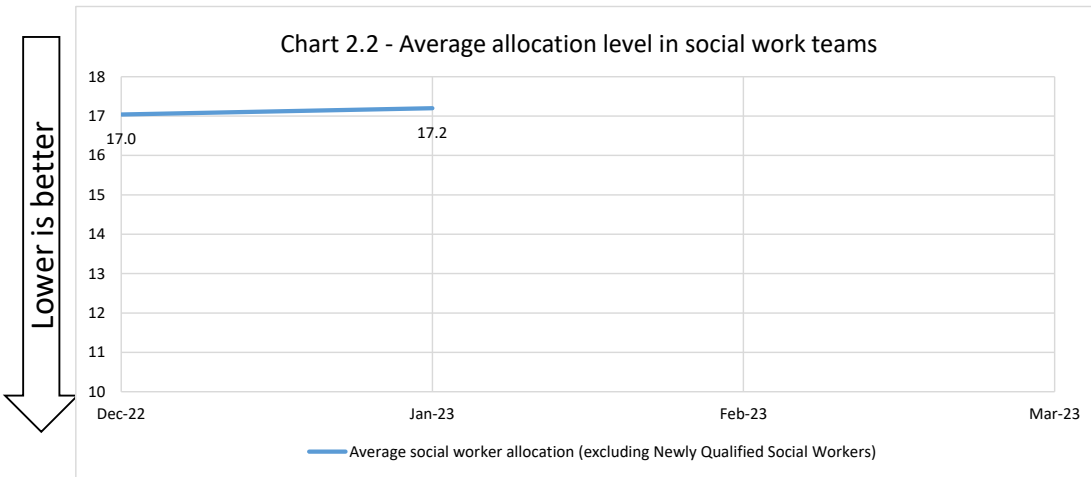
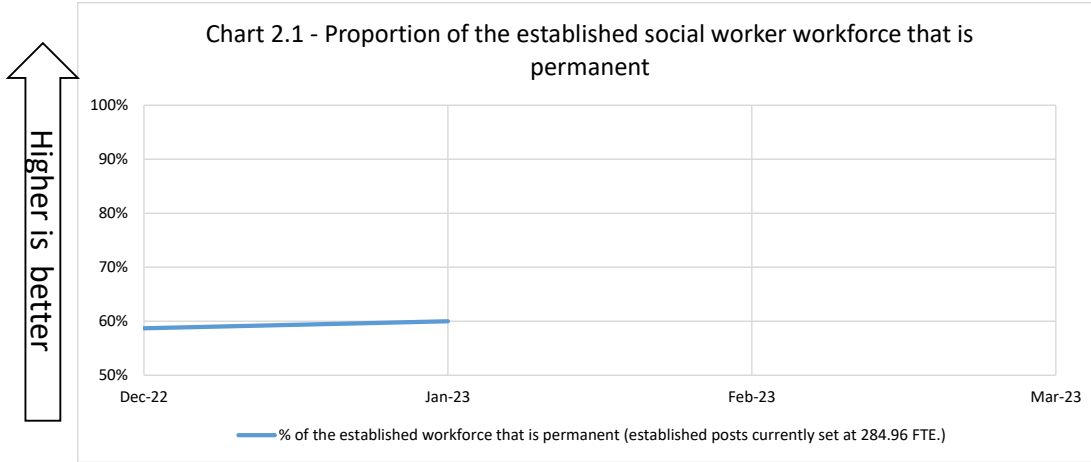


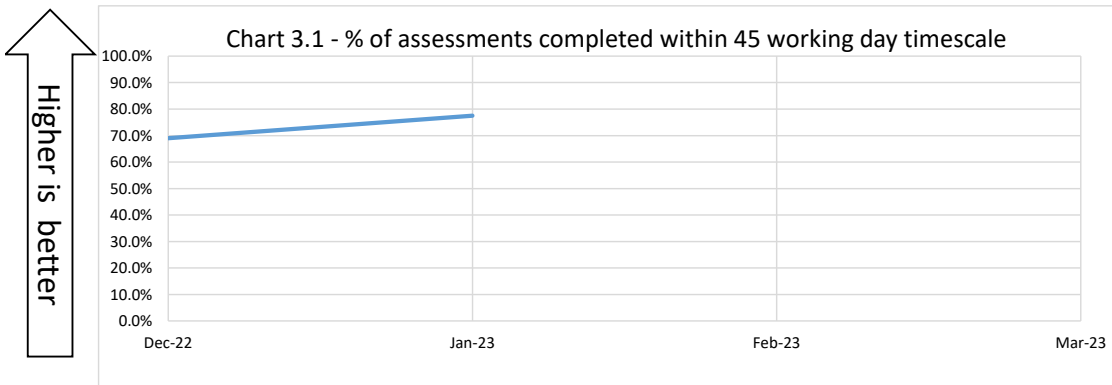
Section 1 Corporate Responsibility



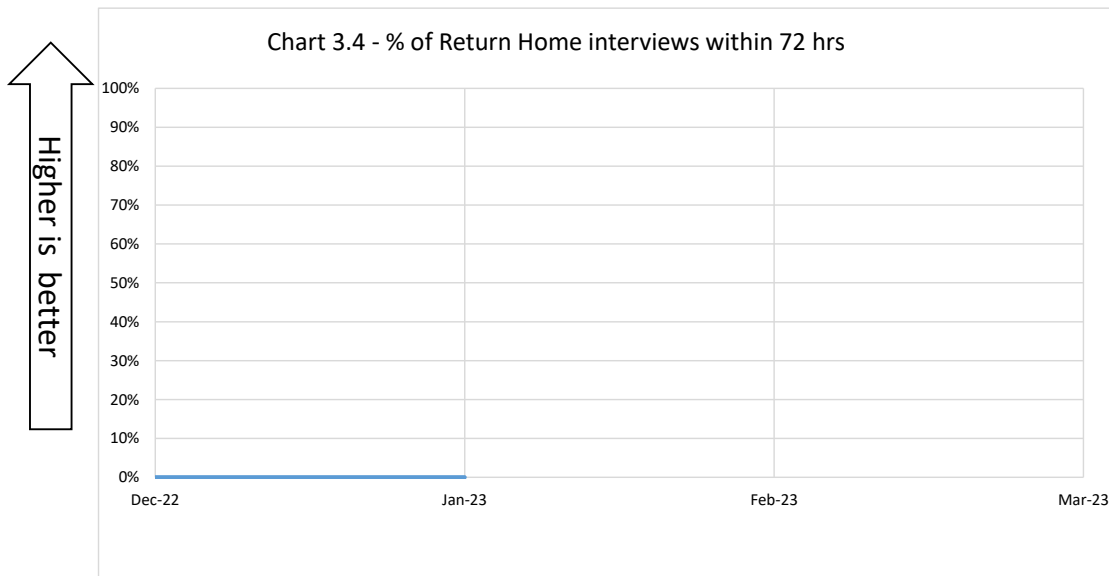
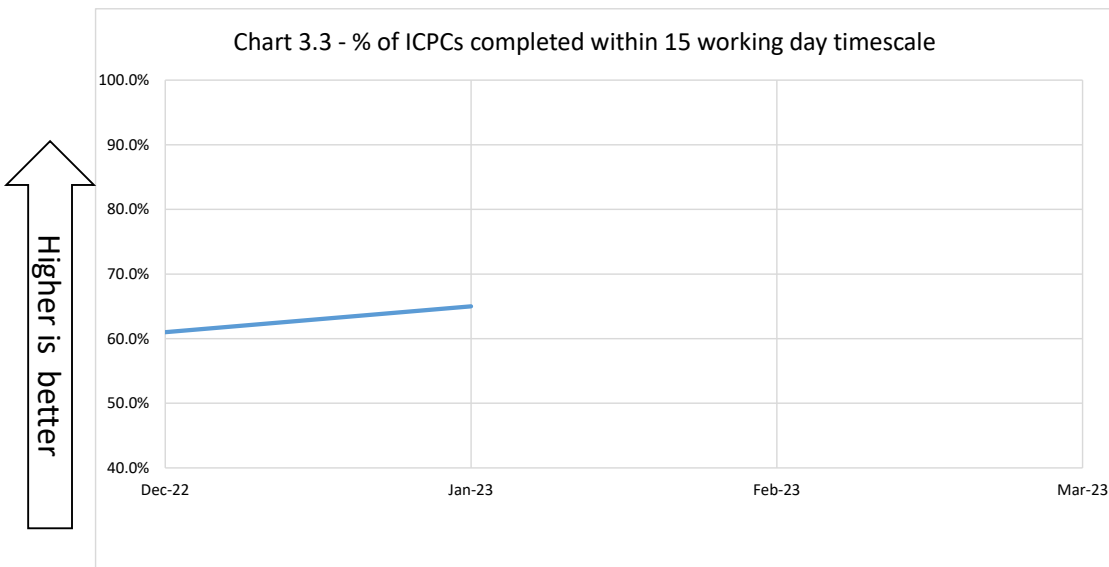
Section 2 Workforce Capacity



Section 3 Timeliness

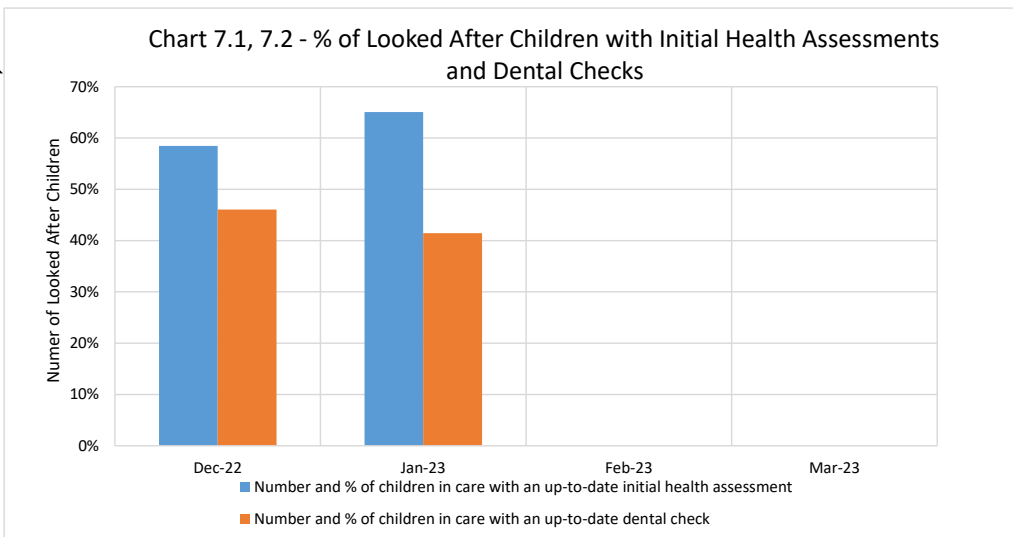


Section 3 Timeliness (continued)

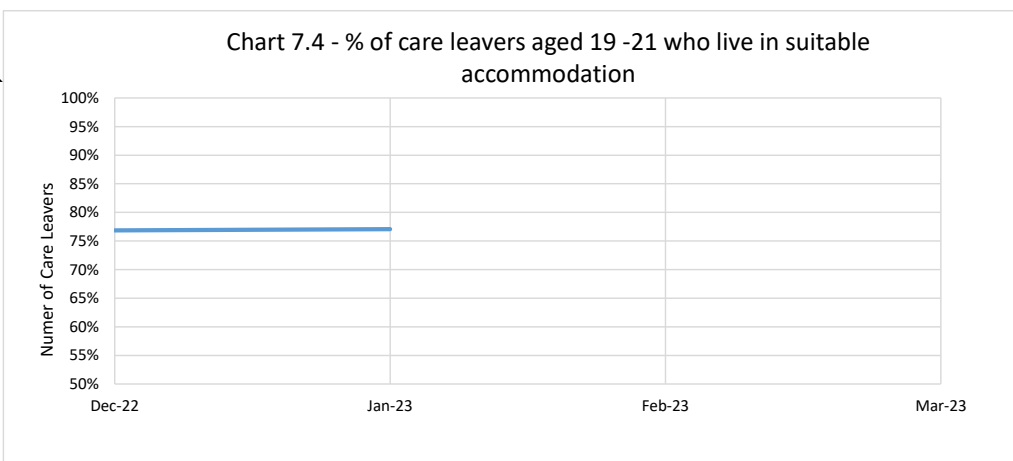


Section 7 The Availability of Services

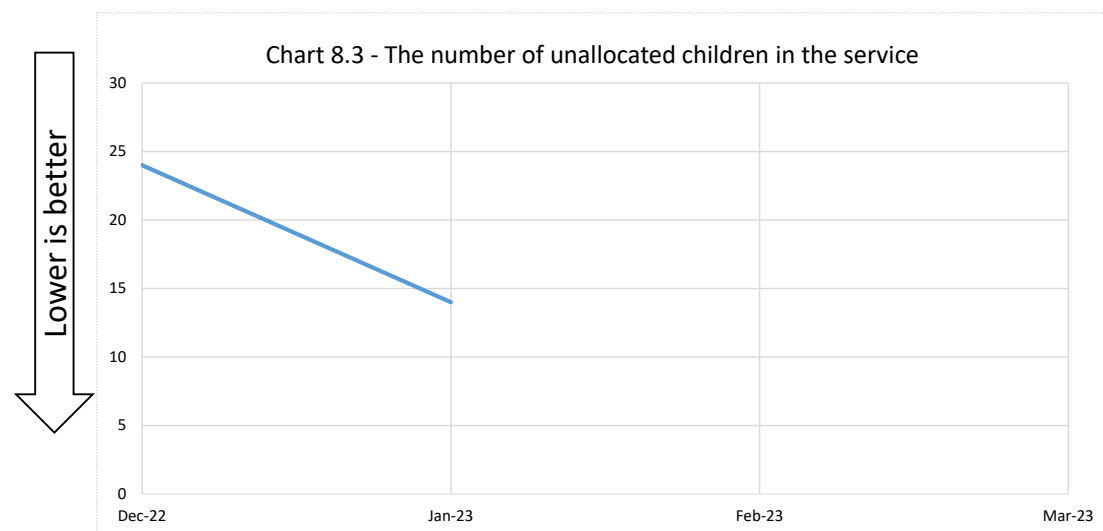
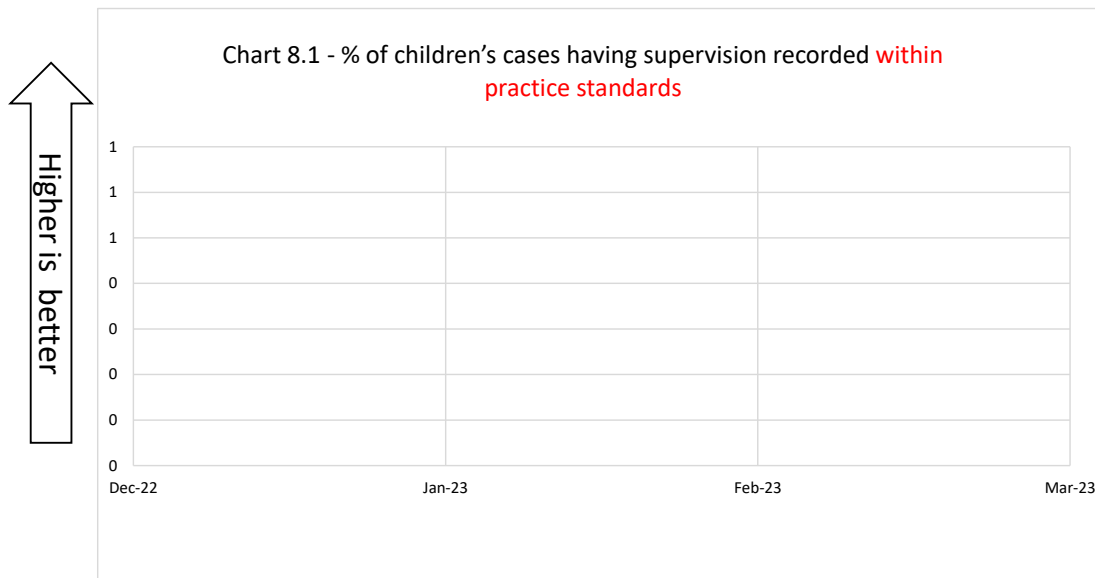
Higher is better



Higher is better



Section 8 Management Oversight



Section 9 Performance and Quality Assurances

