

	# of Calls	Average Overall Satisfaction Rating (goal is 9.7 or higher)	Notes
FY04	284	9.71	
FY05	1815	8.00 (minimum)	minimum recorded instead of average
FY06	1658	8.00 (minimum)	minimum recorded instead of average
FY07	2040	9.84	25% response rate
FY08	3343	N/A	data not available
FY09	4221	9.78	
FY10	5579	9.86	
FY11	4842	9.87	switched from Remedy to Numara
FY12	5395	9.60	
FY13	5095	9.70	includes Numara data & FDC projects (total calls corrected minus eCore)
FY14	6876	9.68	
FY15	7990	9.90	
FY16	9038	9.90	
FY17	7305	9.90	
FY18	7591	9.80	