

# CUSTOMER INSIGHT BENCHMARKS

2006 - 2014



SERVICE:



5

QUALITY

3.9

HEALTH & SAFETY

4.2

COURSES & LESSONS

4.1

CLEANLINESS

3.6

MAINTENANCE

3.7

CUSTOMER CARE

3.8

## STRATEGIC OUTCOMES:

SUPPORTING LOCAL INITIATIVES

3.7

IMPACT

3.8

TARGETING HARD TO REACH

3.2

HEALTH & WELL-BEING

3.7

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