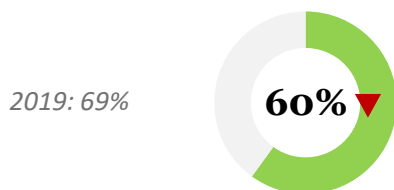
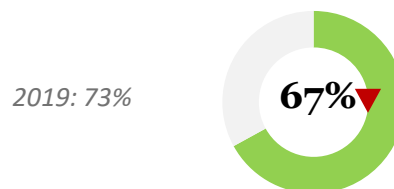


Key Findings

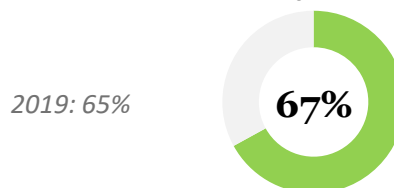
2020 OVERALL Satisfaction (% satisfied – scoring 6 to 10)



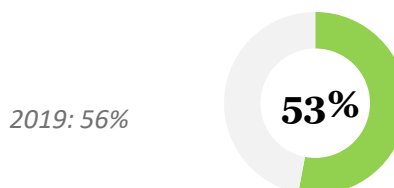
Quality of Services and Facilities



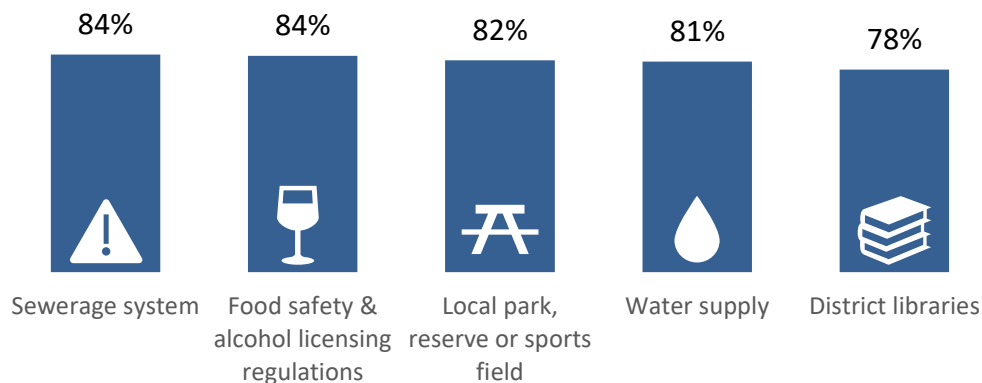
Reputation



Value for money



Top 5 Best Performing Services and Facilities (% satisfied – scoring 6 to 10)



Key Opportunities for Improvement

