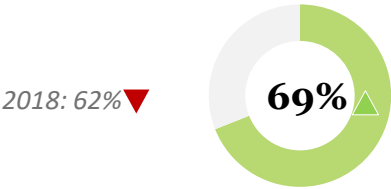


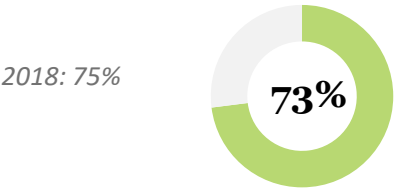
Key Findings

2019 OVERALL Satisfaction

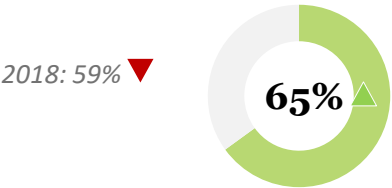
(% satisfied – scoring 6 to 10)



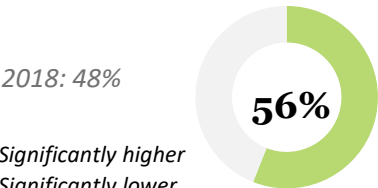
Quality of Services and Facilities



Reputation



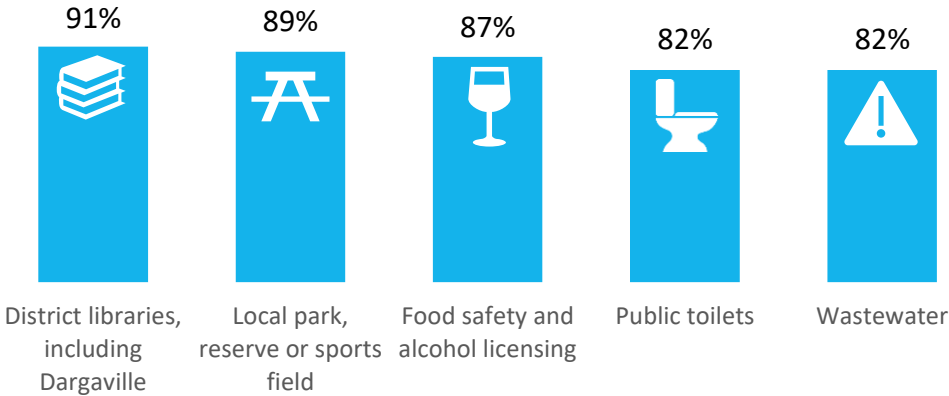
Value for money



▲ Significantly higher
▼ Significantly lower

Top 5 Best Performing Services and Facilities

(% satisfied – scoring 6 to 10)



Key Opportunities for Improvement

