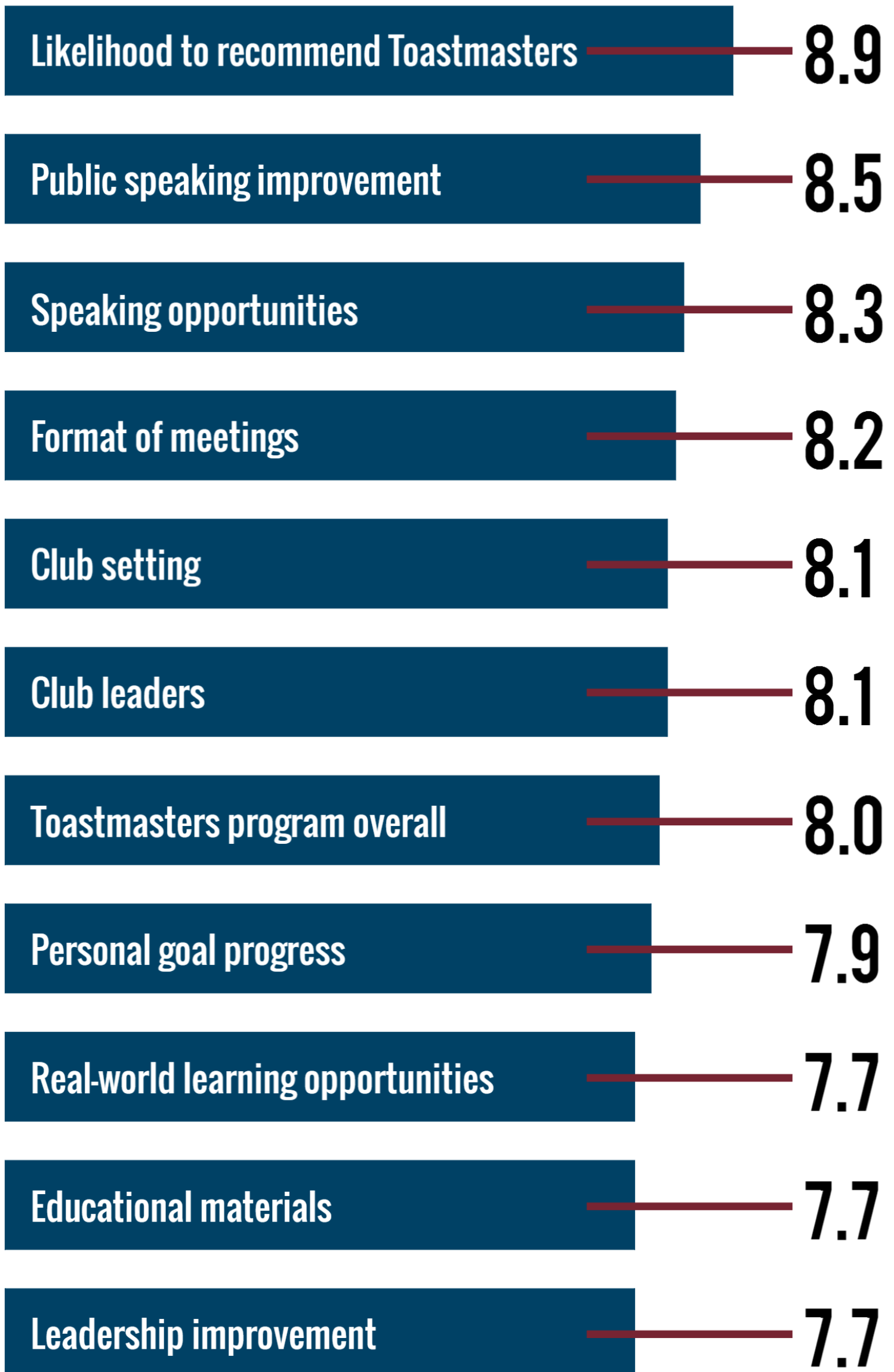


# MEMBER SATISFACTION SURVEY



December 2016  
n=472

Average rating 0 to 10 scale



**+60.4**  
Net Promoter  
Score

**+/- 4.5%**  
Margin of  
Error

**95%**  
Confidence  
Interval

**90.5%**  
Completion  
Rate

**19.3%**  
Response  
Rate