

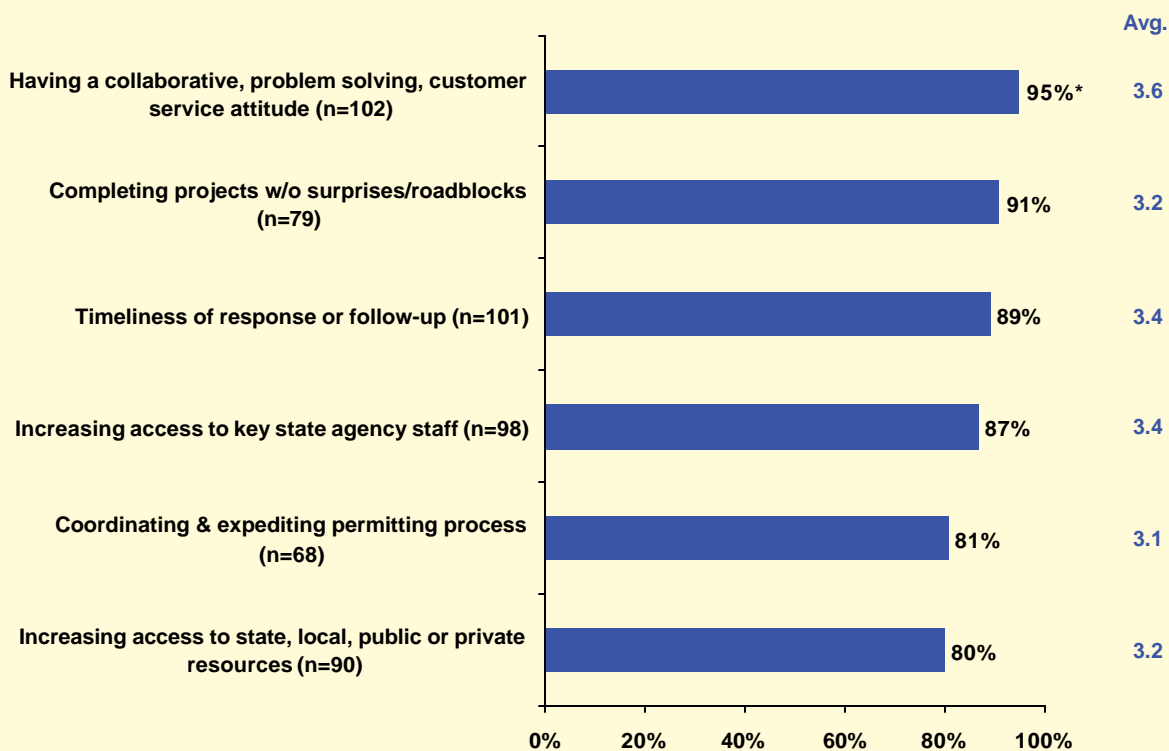
CUSTOMER SATISFACTION SURVEY

December 2004

Economic Revitalization Team (ERT)

Performance

ERT is seen as extremely strong on having a collaborative, problem solving, customer service attitude. It is also strong on all other performance attributes. There seems to be opportunities for improvement in coordinating/expediting permitting processes and increasing access to resources.

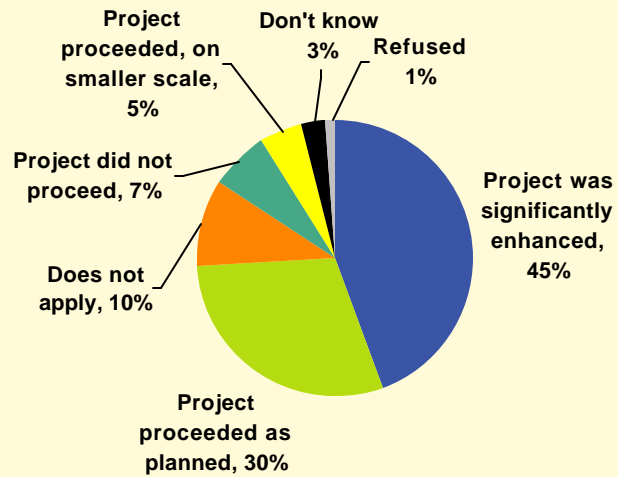


*Percent rating 3 or 4 on scale where 1=poor and 4=excellent
n=ERT customer who gave a rating.

Result of ERT Involvement

About half consider the ERT coordinator or regional team's involvement to have enhanced their project significantly.

45% say their project was significantly enhanced by the ERT.



Base: n=104 (ERT customers)