

NPS SUMMARY
MARCH 2016 – MAY 2018

TRANSPORT
& STORAGE



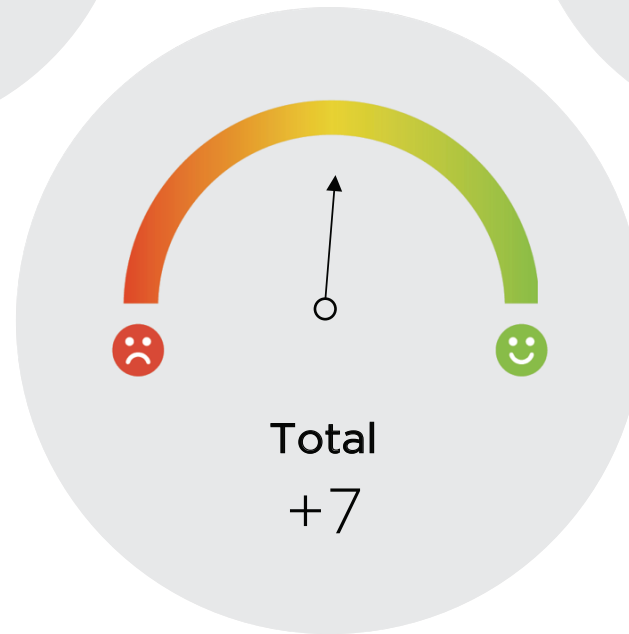
TOTAL* n=2,130

*Total survey responses for this industry

MEAN EXPECTATION 3.27

MEAN CUSTOMER EFFORT 6.79

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL	3.9
Injured Worker	3.8
Employer	4.0



Easily accessible

TOTAL	3.2
Injured Worker	3.2
Employer	3.3



Easy to understand

TOTAL	3.5
Injured Worker	3.6
Employer	3.4



Knowledgeable & helpful

TOTAL	3.5
Injured Worker	3.5



Dealt with in timely manner

TOTAL	3.3
Injured Worker	3.3



Clear instruction & expectations

TOTAL	3.4
Injured Worker	3.4



SURVEYS

Sent in last 12 months



Sent survey invitations

9,553



Responses received

1,136



Injured Workers

936



Employers

200



MARCS



MARCS

540

Most at risk customers, 0-4 score in NPS



Injured Workers

413



Employers

80



Others

47