

APPENDIX A

Minimum Performance Standards

1. During regular business hours, all callers are to have the option of reaching a live voice.
2. All telephone calls are to be returned within one business day.
3. All mailed or faxed correspondence requiring a response is to be answered within 15 days of receipt. All e-mails requiring a response are to be acknowledged within two business days and responded to within 15 working days.
4. Walk-in service customers are to be served in order and told of the expected waiting time.
5. Customer complaints are to be acknowledged within two business days and follow-up should occur within a time-frame established at the time of acknowledgement (depending on the nature of the complaint).
6. A draft of the public minutes will be posted on the Board's website within one week of the Board meeting.
7. The public Board Agenda will be posted on the Board's website in advance of the Board meeting.