


ATC Customer Survey Update

Network Customer Meeting
May 26, 2005




Survey Components

- Mid-Year Survey
 - Year-End Survey
 - Project Surveys
 - Meeting Evaluations
- 




2004 Year-End Survey Recap

- Areas of greatest improvement
 - Most important customer service attributes
 - Targeted attributes for 2005
 - Targeted initiatives for 2005
- 



2005 Evaluation Activities

- Mid-Year Survey
 - Project Surveys
 - Meeting Evaluations
- 



Questions?

