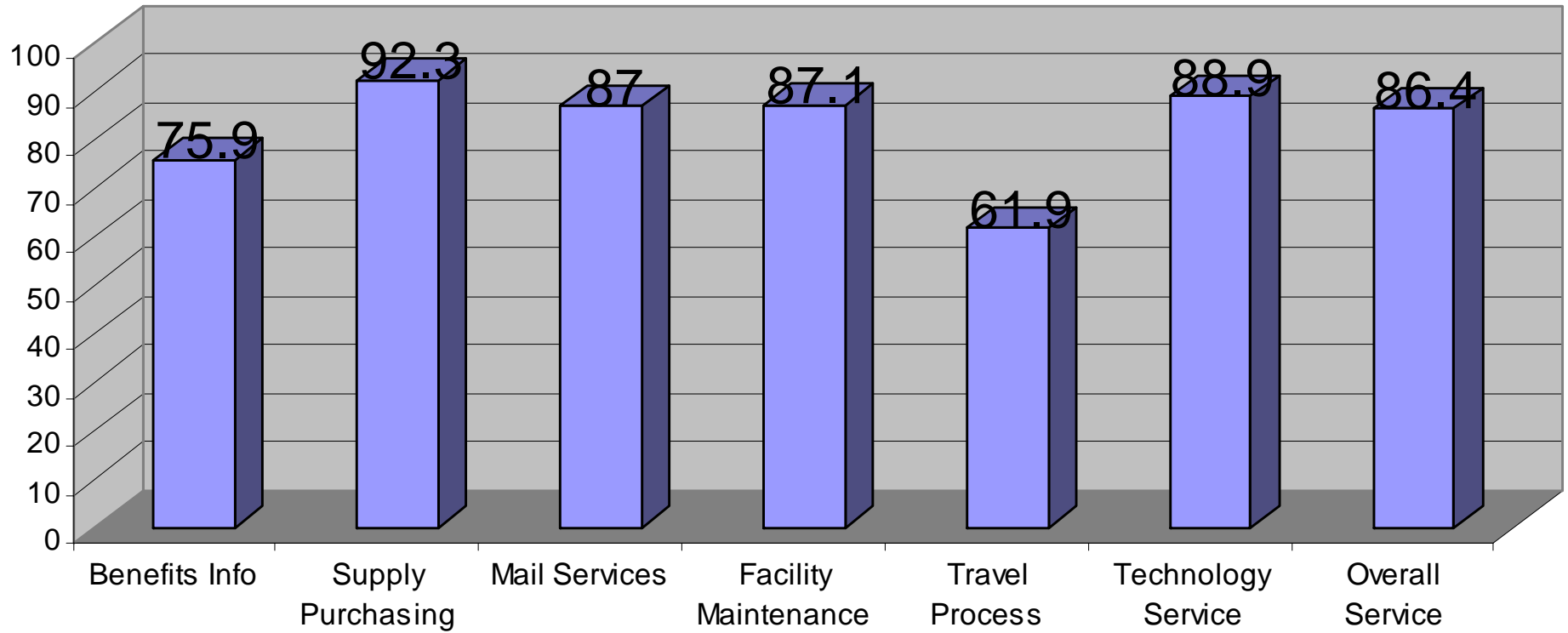


AOC Routine Services January, 2008

Percent Satisfied, Very Satisfied



Note: Travel Process results include 18% N/A