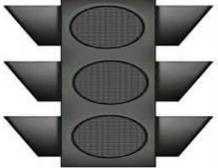
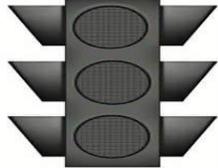
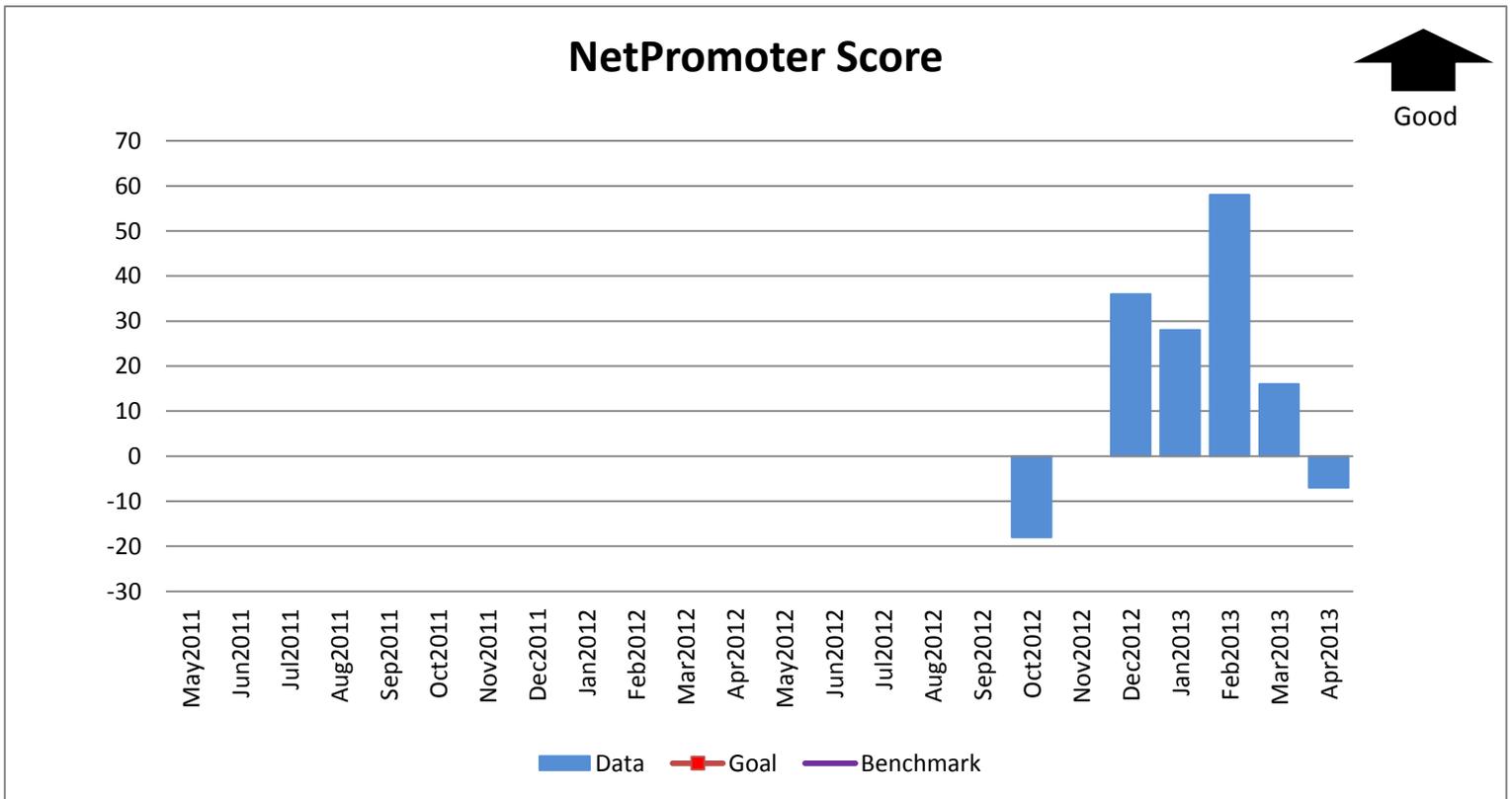


NetPromoter Score

Economic Growth & Innovation

5/9/2013

Measurement method		Why measure?		What is our goal?	
The net score of survey responses sent to clients which asked whether or not clients would refer associates to Economic Growth & Innovation for services		Measures a feedback loop to understand whether a client would refer the services of Economic Growth & Innovation		Increase the Net Promoter Score	
How are we doing?					
May2012-Apr2013 Monthly Avg Goal	May2012-Apr2013 Monthly Avg		Apr2013 Goal	Apr2013 Actual	
N/A	19		N/A	-7	
Units	Units		Units	Units	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	



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