

	2014	2015	2016	2017	2018	2019	2020	2021
Net Promoter® Score	31%	31%	28%	18%	19%	24%	23%	38%
Average Score	8.03	8.13	8.02	7.67	7.63	7.99	7.85	8.16
% Promoters	49%	51%	48%	43%	43%	45%	43%	53%
% Passives	33%	29%	33%	32%	33%	34%	38%	33%
% Detractors	18%	20%	20%	25%	24%	21%	19%	15%