1. How do you rate the timeliness of the services provided by the OBD?
   E = 53%  G = 20%  F = 10%  P = 10%  DK = 7%

2. How do you rate the ability of the OBD to provide services correctly the first time?
   E = 54%  G = 18%  F = 9%  P = 12%  DK = 7%

3. How do you rate the helpfulness of the OBD?
   E = 53%  G = 18%  F = 8%  P = 10%  DK = 11%

4. How do you rate the knowledge and expertise of the OBD?
   E = 53%  G = 18%  F = 6%  P = 12%  DK = 11%

5. How do you rate the availability of information at the OBD?
   E = 53%  G = 13%  F = 10%  P = 15%  DK = 8%

6. How do you rate the overall quality of services provided by the OBD?
   E = 52%  G = 21%  F = 7%  P = 13%  DK = 7%