

STRATEGIC PLAN UPDATE

STRATEGIC PLAN **GAINS**

RESULTS

BY THE NUMBERS



NPS **TRUST** SCORE OVER PPI

+56



IMPROVING **SPECS**

160%

OVER GOAL



WEBINAR ATTENDANCE

37%

OVER BENCHMARK



Review of ACPA Strategic Plan and New ACPA Activity & Market Share Dashboards



ACPA Strategic Plan 2024-2026 – Update and Progress

One primary goal - **Grow the Market Share** for Concrete Pipe and Box Culvert
6 supporting strategies designed to support our primary mission.

Each has its own set of leading measures and annualized **outcome METRICS**
useful in measuring and **reporting progress**.

Provides Opportunity for **Alignment**....But with needed
Flexibility

ACPA PROGRESS METRICS DEFINED

MEASURING EFFECTIVENESS, we are prepared to publish key progress metrics FOR MEMBERS ONLY on the ACPA Member Site; also reporting detail to members semi- annually at ACPA Board Meetings.

LEADING MEASURES

These measures reflect current activity and provide feedback that can be used in real-time enabling staff to make more immediate adjustments to strategies, tactics, and tools. These are internal measures used primarily by committees and staff.

OUTCOME (LAGGING) METRICS

These measure provide insight into outcomes over an extended period of time and are useful in measuring progress toward goals. Trends are revealed that indicate overall effectiveness. Outcome Metrics will serve as ACPA's progress scorecard.



You Want METRICS - We Got METRICS



Our ACPA Wizard of OZ - Chelsea

The Magic behind the METRICS & DASHBOARDS

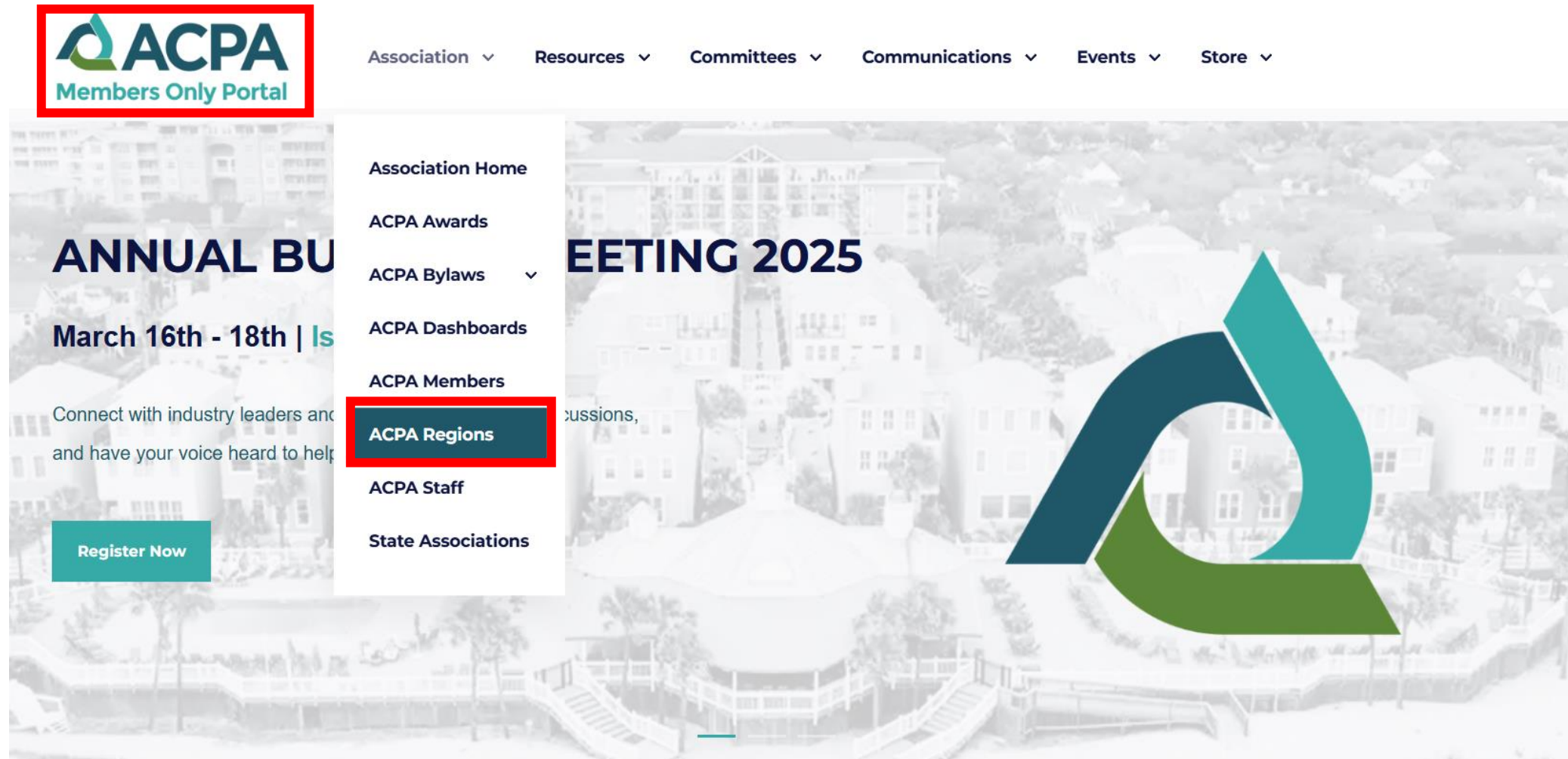


Chelsea Fitzgerald

Marketing Manager



Collect Activity Data from Each Region



The screenshot displays the ACPA Members Only Portal website. The header features the ACPA logo and a navigation bar with links: Association, Resources, Committees, Communications, Events, and Store. A dropdown menu is open, listing various portal features. The 'ACPA Regions' option is highlighted with a red box. The main content area includes a banner for the 'ANNUAL BUSINESS MEETING 2025' held from March 16th to 18th, with a 'Register Now' button. A large ACPA logo is also visible on the right side of the banner.

ACPA
Members Only Portal

Association ▾ Resources ▾ Committees ▾ Communications ▾ Events ▾ Store ▾

Association Home

ACPA Awards

ACPA Bylaws ▾

ACPA Dashboards

ACPA Members

ACPA Regions

ACPA Staff

State Associations

ANNUAL BUSINESS MEETING 2025

March 16th - 18th | Is

Connect with industry leaders and
and have your voice heard to help

Register Now



Collect Activity Data from Each Region

States:

IL, IN, KY, MI, MN, ND, OH, SD, WI,
& WV

North Central



Southeast

Region Engineer

Al Hogan, P.E.

States:

AL, FL, GA, MS, NC, SC, TN

Southeast

States:

CT, DE, MA, MD, ME, NH, NJ, NY,
PA, RI, VA, & VT

Northeast



Western

Region Engineer

OPEN

States:

AK, AZ, CA, HI, ID, MT, NV, OR, UT,
WA, & WY

West


States:

AR, CO, IA, KS, LA, MO, NE, NM,
OK, & TX

South Central




Collect Activity Data from Each Region



Association ▾Resources ▾Committees ▾Communications ▾Events ▾Store ▾

SOUTHEAST REGION

Southeast Region



The ACPA's Northeast Region consists of Alabama, Florida, Georgia, Louisiana, North Carolina, South Carolina, and Tennessee.

The region has four state associations:


- [Florida Concrete Pipe Association](#)
- [Georgia Concrete Pipe Association](#)
- [Carolinas Concrete Pipe and Products Association](#)

[Read Monthly Report](#)[Region Reporting Form](#)

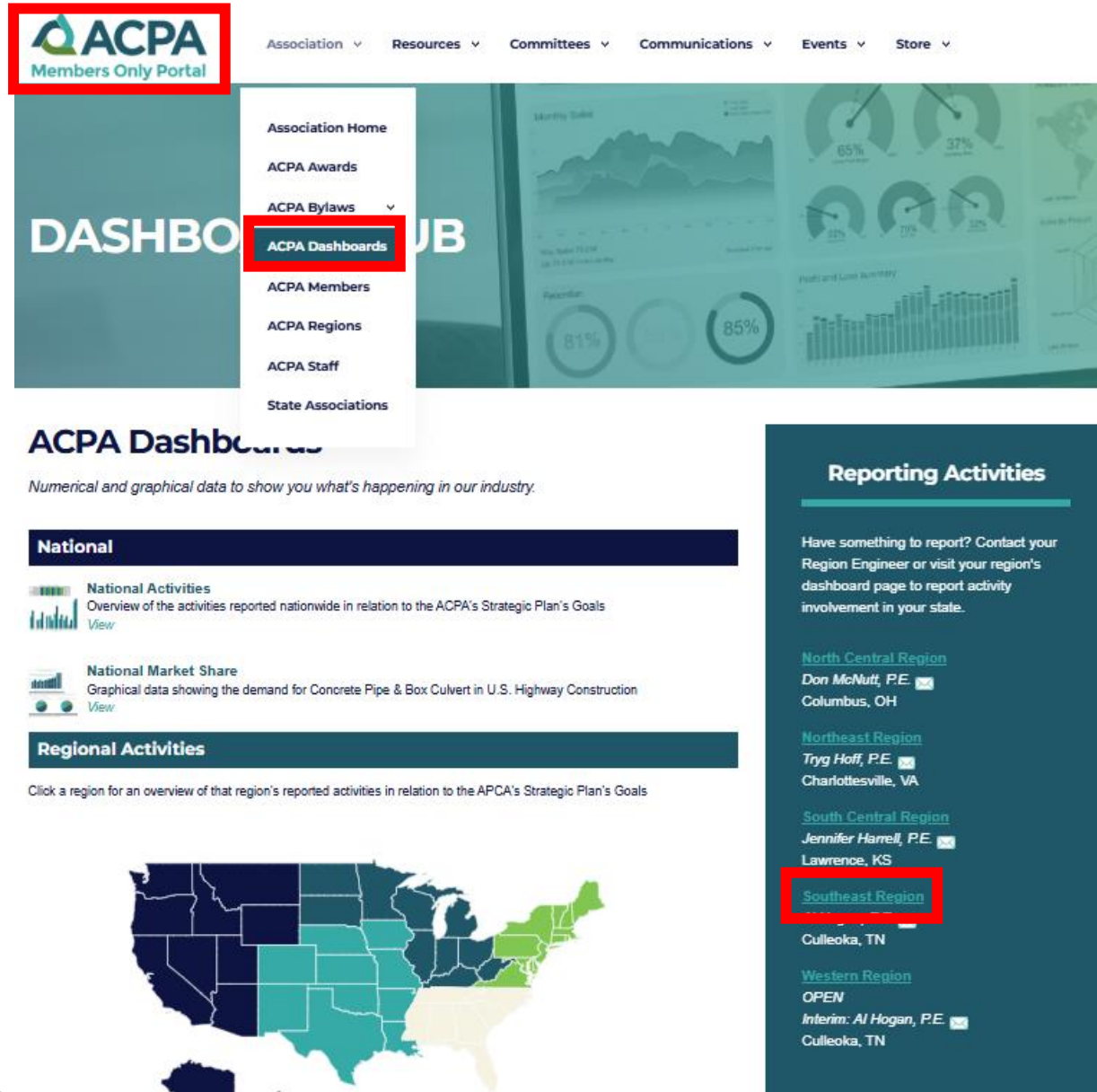
[View Past Monthly Reports](#)

State Associations

Region Engineer



Collect Activity Data from Each Region



The screenshot displays the ACPA Members Only Portal. The navigation menu on the left includes links to Association Home, ACPA Awards, ACPA Bylaws, **ACPA Dashboards** (highlighted with a red box), ACPA Members, ACPA Regions, ACPA Staff, and State Associations. The main content area features a dashboard with various charts and graphs, including a 'Monthly Total' chart and a 'Profit and Loss Summary' chart. Below the dashboard, the 'ACPA Dashboards' section is titled 'Numerical and graphical data to show you what's happening in our industry.' It includes a 'National' section with 'National Activities' and 'National Market Share' links, and a 'Regional Activities' section with a map of the United States and a list of regional contacts. The 'Southeast Region' link is highlighted with a red box.

ACPA Dashboards

Numerical and graphical data to show you what's happening in our industry.

National

National Activities
Overview of the activities reported nationwide in relation to the ACPA's Strategic Plan's Goals
[View](#)

National Market Share
Graphical data showing the demand for Concrete Pipe & Box Culvert in U.S. Highway Construction
[View](#)

Regional Activities

Click a region for an overview of that region's reported activities in relation to the ACPA's Strategic Plan's Goals

Reporting Activities

Have something to report? Contact your Region Engineer or visit your region's dashboard page to report activity involvement in your state.

North Central Region
[Don McNutt, P.E.](#)
Columbus, OH

Northeast Region
[Tryg Hoff, P.E.](#)
Charlottesville, VA

South Central Region
[Jennifer Harrell, P.E.](#)
Lawrence, KS

Southeast Region
[\[Contact\]](#)
Culleoka, TN

Western Region
OPEN
Interim: Al Hogan, P.E.
Culleoka, TN



Collect Activity Data from Each Region

[Association](#) ▾[Resources](#) ▾[Committees](#) ▾[Communications](#) ▾[Events](#) ▾[Store](#) ▾

ACPA Southeast Region Activities Dashboard

The information presented below reflects Goals/Tactics included in the current ACPA Strategic Plan that have been completed in the Southeast Region during the 2024 fiscal year. These numbers are reported monthly by ACPA Staff and Members. If you have any questions or would like to report for your State/Region, please contact Southeast Region Engineer, [Al Hogan](#), or submit the [Southeast Region Reporting Form](#).

Click [here](#) to view the current SE Region Market Team leading in submitted spec comments, spec meetings, and adopted spec changes, reflecting an IMPACT Total.

Region Reporting Form

If you are an ACPA member in the Southeast Region and would like to contribute to the goals outlined in the ACPA's Strategic Plan, please complete the form below. A reporting spreadsheet is available [here](#) for tracking monthly activity to assist in completing the form.

[SOUTHEAST REGION REPORTING](#)

Strategic Plan Reporting Form – Submitted by Field Staff RE's, State Managing Directors, IC Impact Team Leaders, TRE's

Southeast Region Reporting

Please submit a separate form for each Month and State you are reporting for. If you need to add or make a change to an existing submission, you can fill out another form. Only include additions and/or changes in additional form submissions for that Month.

* Required

Contact Information

1. Full Name *

2. Email *

3. What month are you submitting for? *

Please submit a separate form for each month

4. What State (or Region for REs) are you submitting for? *

Next

Page 1 of 19

Never give out your password. [Report abuse](#)



[illegible]

SOUTHEAST REGIONAL TOTALS (ALL STATES)

| Activity (Goal/Tactic) | April | May | June | July | Aug. | Sept | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | YTD | Goal | To Go |
|--|-------|-----|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Technical Training (2-B) | 9 | 22 | 10 | 12 | 11 | 11 | 22 | 12 | 6 | 16 | 8 | | 139 | 50 | 89 |
| University Training (2-E) | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | | 6 | 3 | 3 |
| Technical Plant Tour (2-A) | 7 | 5 | 6 | 4 | 1 | 2 | 2 | 1 | 0 | 1 | 8 | | 37 | 30 | 7 |
| Political Plant Tour (3-C) | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | 3 | 10 | (7) |
| Association Events (3-B) | 13 | 8 | 10 | 10 | 10 | 11 | 11 | 11 | 14 | 19 | 18 | | 135 | 3 | 132 |
| Key (Spec.)Relationship Events (2 & 3) | 37 | 38 | 27 | 72 | 26 | 55 | 24 | 27 | 9 | 25 | 35 | | 375 | 215 | 160 |
| Submitted Spec Comments (2 & 3) | 4 | 5 | 7 | 11 | 11 | 4 | 6 | 2 | 7 | 2 | 0 | | 59 | 15 | 44 |
| Spec Meeting (2 & 3) | 5 | 9 | 6 | 13 | 7 | 2 | 3 | 2 | 3 | 3 | 3 | | 56 | 10 | 46 |
| Adopted Spec Change (2 & 3) | 0 | 0 | 3 | 1 | 2 | 2 | 2 | 0 | 6 | 2 | 0 | | 18 | 3 | 15 |
| Number Targets Impacted (1, 2, 3) | 634 | 912 | 622 | 726 | 271 | 1778 | 1343 | 629 | 421 | 755 | 494 | | 8585 | 2000 | 6,585 |

NATIONAL TOTALS (ALL REGIONS)

| Activity (Goal/Tactic) | April | May | June | July | Aug. | Sept | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | YTD | Goal | To Go |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|-------|--------|----------|
| Technical Training (2-B) | 33 | 56 | 26 | 27 | 21 | 18 | 26 | 26 | 10 | 12 | 19 | 2 | 283 | 250 | (33) |
| University Training (2-E) | 1 | 0 | 0 | 2 | 0 | 1 | 3 | 9 | 0 | 0 | 0 | 0 | 16 | 15 | (1) |
| Technical Plant Tour (2-A) | 13 | 16 | 13 | 12 | 3 | 20 | 6 | 6 | 1 | 1 | 3 | 0 | 111 | 150 | 39 |
| Political Plant Tour (3-C) | 16 | 0 | 0 | 1 | 0 | 7 | 1 | 1 | 0 | 1 | 0 | 0 | 27 | 50 | 23 |
| Association Events (3-B) | 63 | 48 | 33 | 32 | 32 | 40 | 24 | 24 | 42 | 27 | 17 | 1 | 412 | 15 | (397) |
| Key (Spec.) Relationship Events (2 & 3) | 117 | 131 | 106 | 179 | 84 | 87 | 51 | 51 | 69 | 51 | 64 | 0 | 1031 | 1075 | 44 |
| Submitted Spec Comments (2 & 3) | 18 | 17 | 11 | 27 | 27 | 15 | 10 | 10 | 14 | 12 | 6 | 3 | 180 | 75 | (105) |
| Spec Meeting (2 & 3) | 15 | 28 | 18 | 31 | 21 | 11 | 6 | 6 | 7 | 13 | 5 | 0 | 171 | 50 | (121) |
| Adopted Spec Change (2 & 3) | 2 | 2 | 5 | 2 | 4 | 5 | 3 | 3 | 6 | 0 | 1 | 0 | 37 | 15 | (22) |
| Number Targets Impacted (1, 2, 3) | 3010 | 3,314 | 2,367 | 1,710 | 1,194 | 3,341 | 2,449 | 2,449 | 2,104 | 1,347 | 1,229 | 326 | 25059 | 10,000 | (15,059) |

National Activity Dashboard - 2024

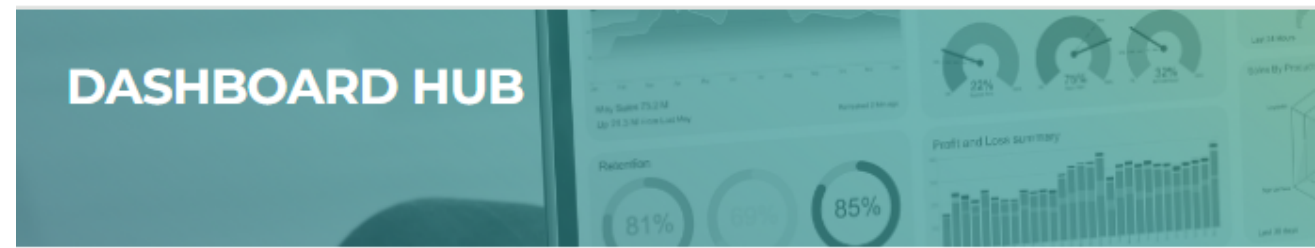
Collection of Regional & US Pipe Market Share Data – DOT Info



American Road
& Transportation
Builders Association



All Info Live and Available on ACPA DASHBOARD



ACPA Dashboards

Numerical and graphical data to show you what's happening in our industry.

National

National Activities

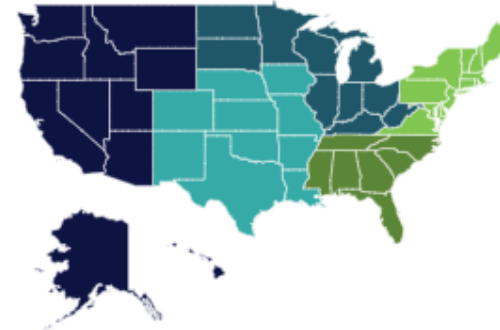
Overview of the activities reported nationwide in relation to the ACPA's Strategic Plan's Goals
[View](#)

National Market Share

Graphical data showing the demand for Concrete Pipe & Box Culvert in U.S. Highway Construction
[View](#)

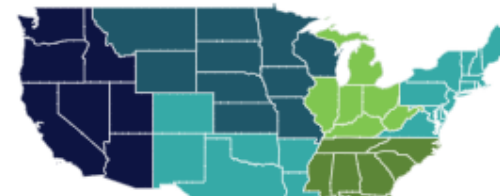
Regional Activities

Click a region for an overview of that region's reported activities in relation to the APCA's Strategic Plan's Goals



Regional Market Share


Click a region for data showing that region's highway construction demand for Concrete Pipe & Box Culvert



Reporting Activities

Have something to report? Contact your Region Engineer or visit your region's dashboard page to report activity involvement in your state.


[North Central Region](#)

[Don McNitt, P.E.](#) 
Columbus, OH


[Northeast Region](#)

[Tryg Hoff, P.E.](#) 
Charlottesville, VA


[South Central Region](#)

[Jennifer Harrell, P.E.](#) 
Lawrence, KS

[Southeast Region](#)

[Al Hogan, P.E.](#) 
Culleoka, TN

[Western Region](#)

OPEN
Interim: [Al Hogan, P.E.](#) 
Culleoka, TN



Association Resources Committees

Communications ▾

Events ▾

Store ▾

[Association Home](#)

ACPA Awards

ACPA Bylaws

ACPA Dashboards

ACPA Members

ACPA Regions

ACPA Staff

DASHBOARDS



ACPA Dashboards

Numerical and graphical data to show you what's happening in our industry.

National



National Activities

Overview of the activities reported nationwide in relation to the ACPA's Strategic Plan's Goals

[View](#)



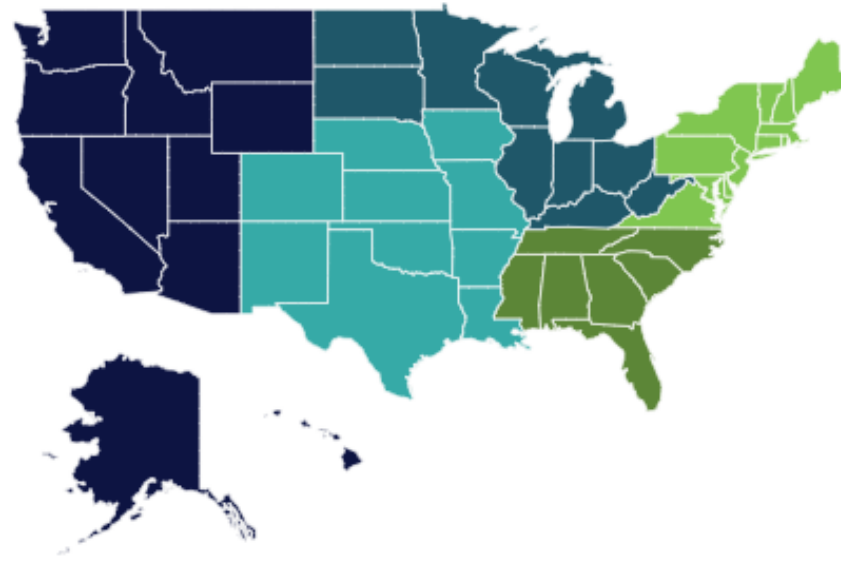
National Market Share

Graphical data showing the demand for Concrete Pipe & Box Culvert in U.S. Highway Construction

[View](#)

Regional Activities

Click a region for an overview of that region's reported activities in relation to the APCA's Strategic Plan's Goals

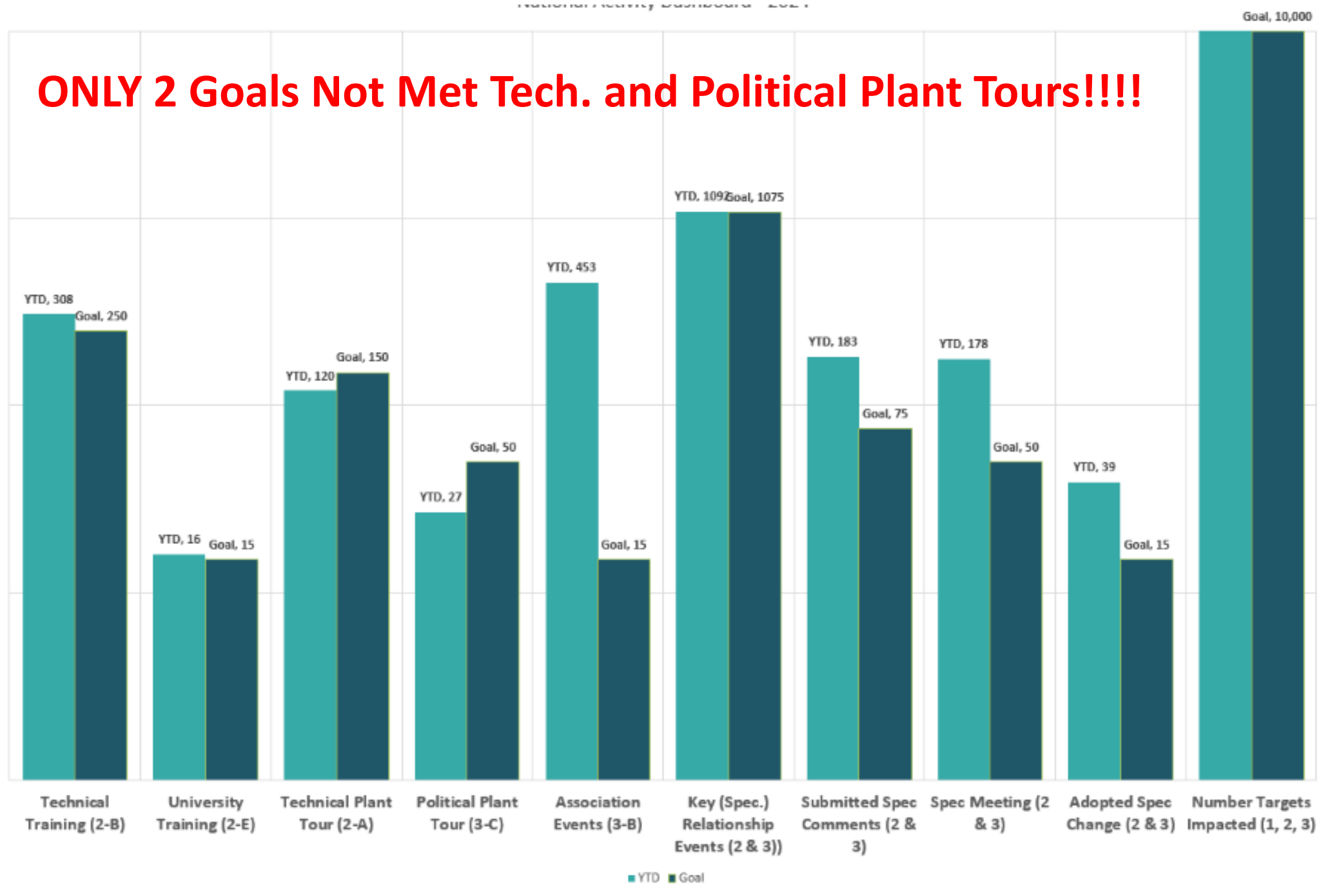


Regional Market Share

NATIONAL TOTALS (ALL REGIONS)

| Activity (Goal/Tactic) | April | May | June | July | Aug. | Sept | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | YTD | Goal | To Go |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|-------|--------|----------|
| Technical Training (2-B) | 33 | 56 | 26 | 27 | 21 | 18 | 26 | 26 | 10 | 28 | 28 | 2 | 308 | 250 | (58) |
| University Training (2-E) | 1 | 0 | 0 | 2 | 0 | 1 | 3 | 9 | 0 | 0 | 0 | 0 | 16 | 15 | (1) |
| Technical Plant Tour (2-A) | 13 | 16 | 18 | 12 | 3 | 20 | 6 | 6 | 1 | 2 | 11 | 0 | 120 | 150 | 30 |
| Political Plant Tour (3-C) | 16 | 0 | 0 | 1 | 0 | 7 | 1 | 1 | 0 | 1 | 0 | 0 | 27 | 50 | 23 |
| Association Events (3-B) | 63 | 48 | 38 | 32 | 32 | 40 | 24 | 24 | 42 | 46 | 39 | 1 | 453 | 15 | (438) |
| Key (Spec.) Relationship Events (2 & 3)) | 117 | 131 | 106 | 179 | 84 | 87 | 51 | 51 | 69 | 76 | 100 | 0 | 1092 | 1075 | (17) |
| Submitted Spec Comments (2 & 3) | 18 | 17 | 11 | 27 | 27 | 15 | 10 | 10 | 14 | 14 | 7 | 3 | 183 | 75 | (108) |
| Spec Meeting (2 & 3) | 15 | 28 | 18 | 31 | 21 | 11 | 6 | 6 | 7 | 16 | 9 | 0 | 178 | 50 | (128) |
| Adopted Spec Change (2 & 3) | 2 | 2 | 5 | 2 | 4 | 5 | 3 | 3 | 6 | 2 | 1 | 0 | 39 | 15 | (24) |
| Number Targets Impacted (1, 2, 3) | 3010 | 3,314 | 2,367 | 1,710 | 1,194 | 3,341 | 2,449 | 2,449 | 2,104 | 2,102 | 1,745 | 326 | 26330 | 10,000 | (16,330) |

ONLY 2 Goals Not Met Tech. and Political Plant Tours!!!!



ACPA Dashboards

Numerical and graphical data to show you what's happening in our industry.

National



National Activities

Overview of the activities reported nationwide in relation to the ACPA's Strategic Plan's Goals

[View](#)



National Market Share

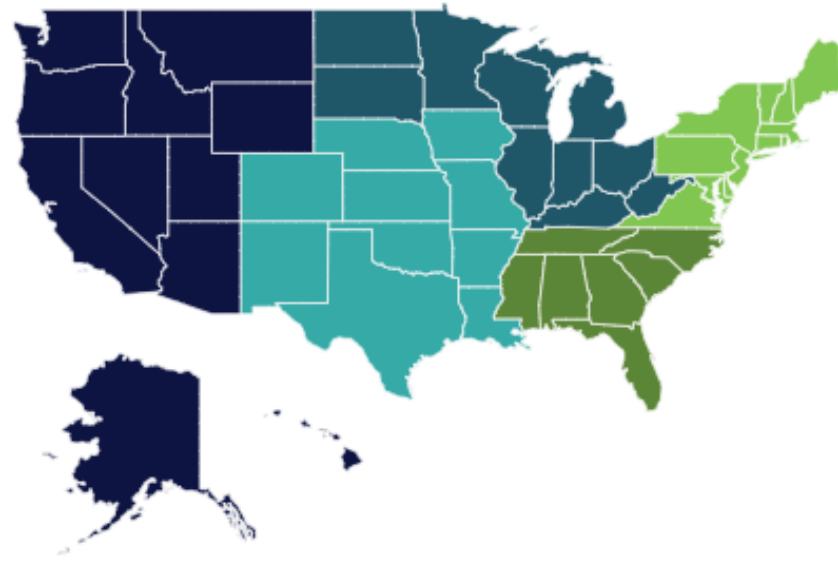
Graphical data showing the demand for Concrete Pipe & Box Culvert in U.S. Highway Construction

[View](#)



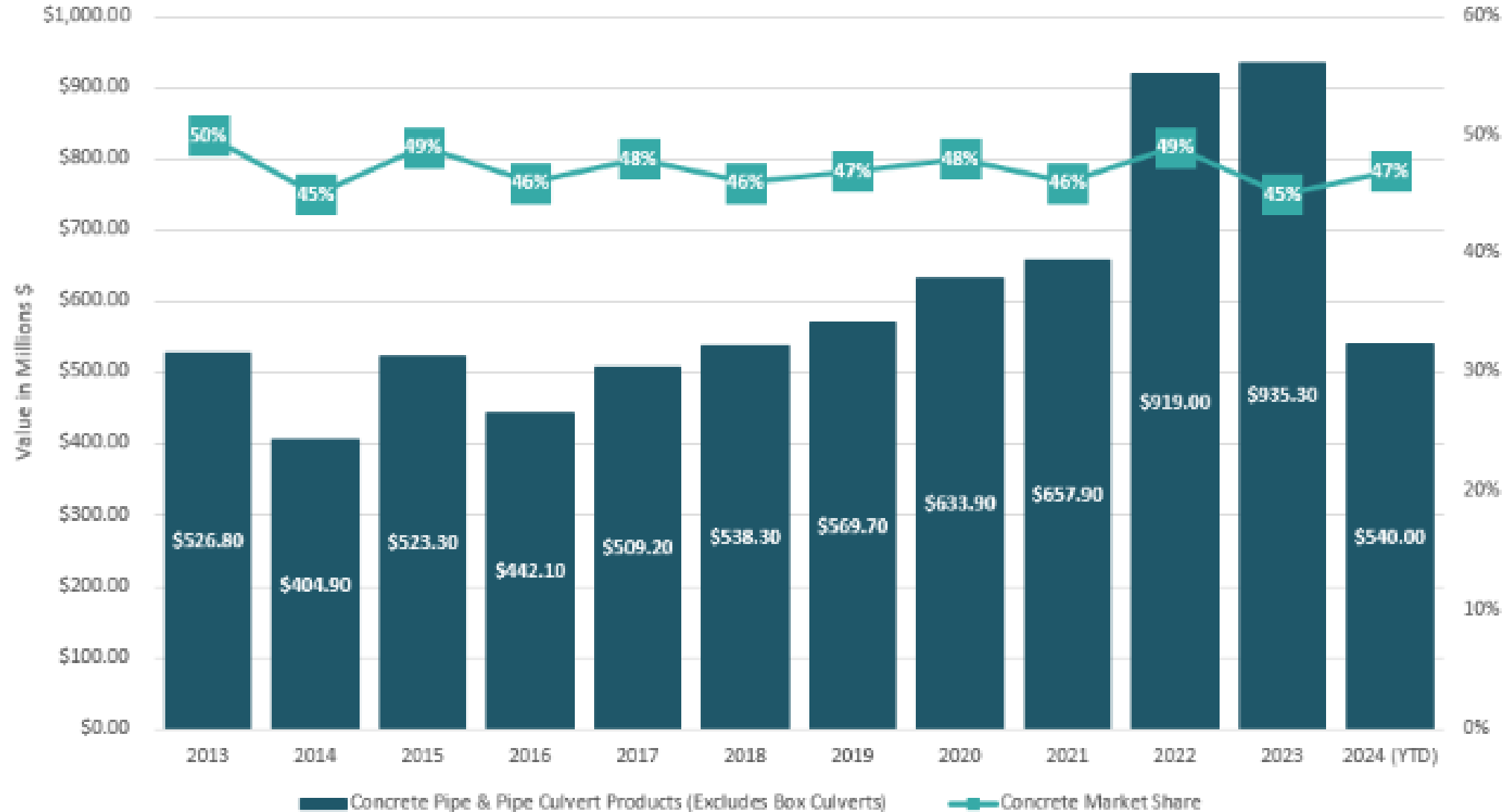
Regional Activities

Click a region for an overview of that region's reported activities in relation to the ACPA's Strategic Plan's Goals

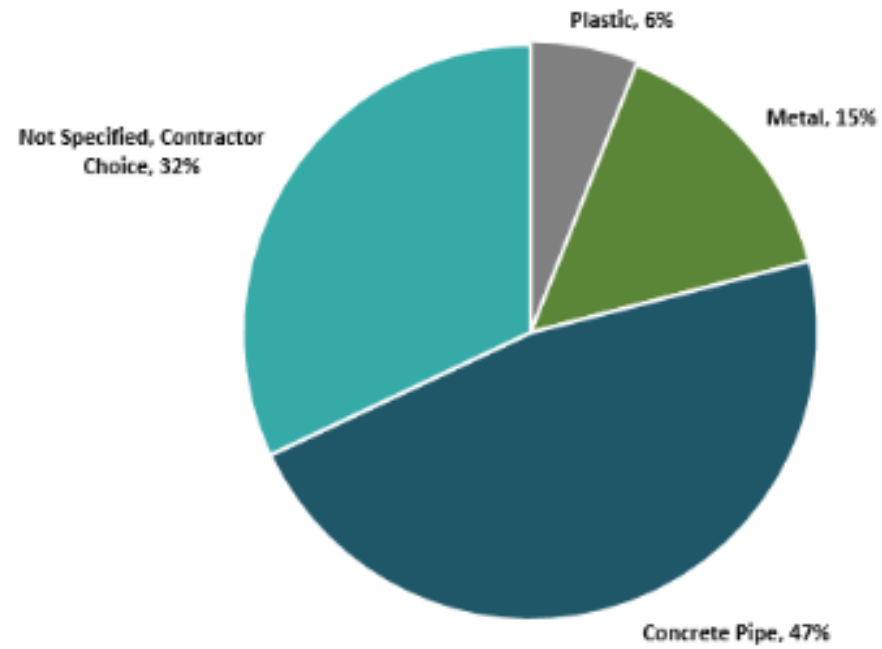


Regional Market Share

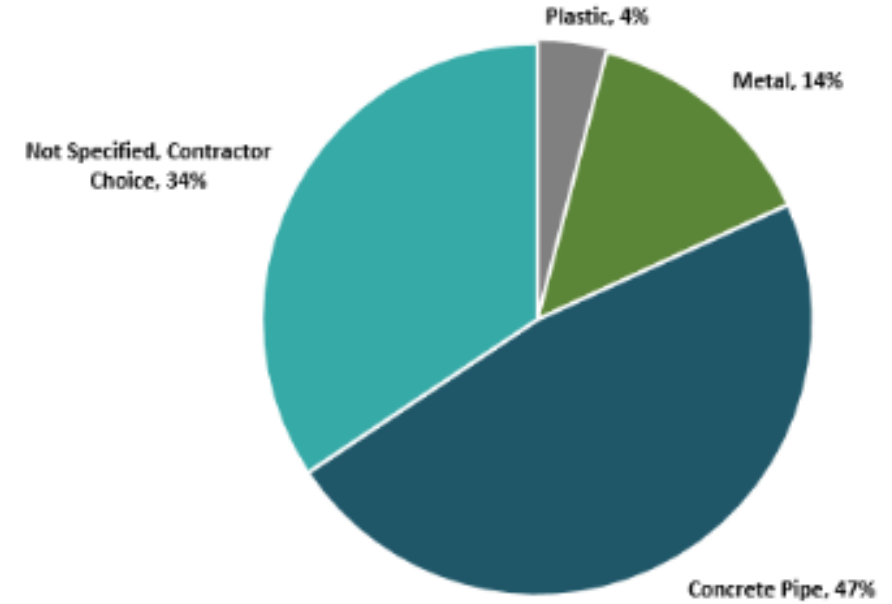
U.S. State & Local Public Sector Demand for Concrete Pipe in Highway & Bridge Construction Projects - Value of Materials



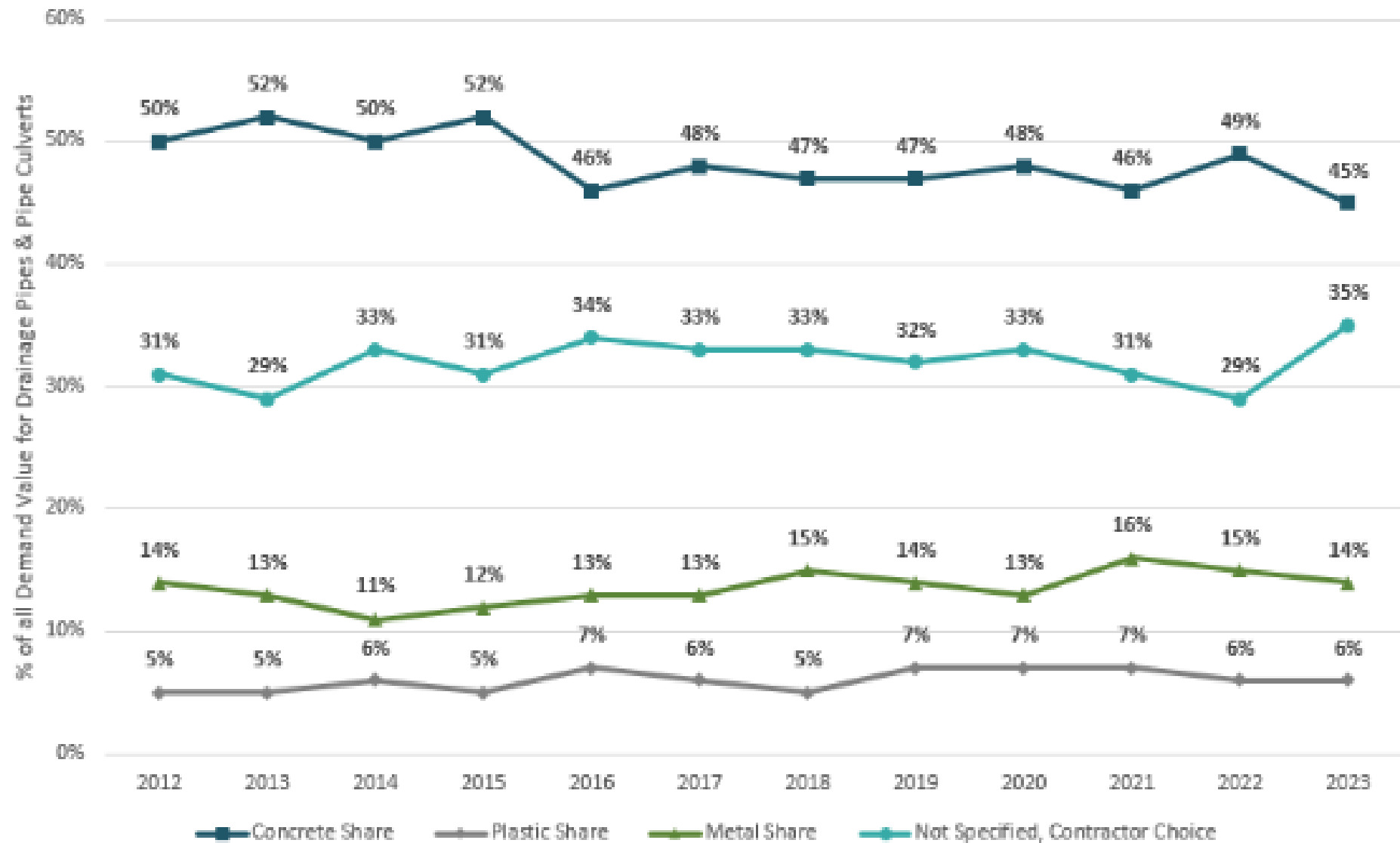
Average Material Share of Drainage Pipe Demand, 2019-2023



Average Material Share of Drainage Pipe Demand, 2024 (YTD)



U.S. State DOT Demand for Pipe Materials in Highway & Bridge Construction Projects, By Type of Material



ACPA Dashboards

Numerical and graphical data to show you what's happening in our industry.

National



National Activities

Overview of the activities reported nationwide in relation to the ACPA's Strategic Plan's Goals

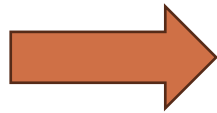
[View](#)



National Market Share

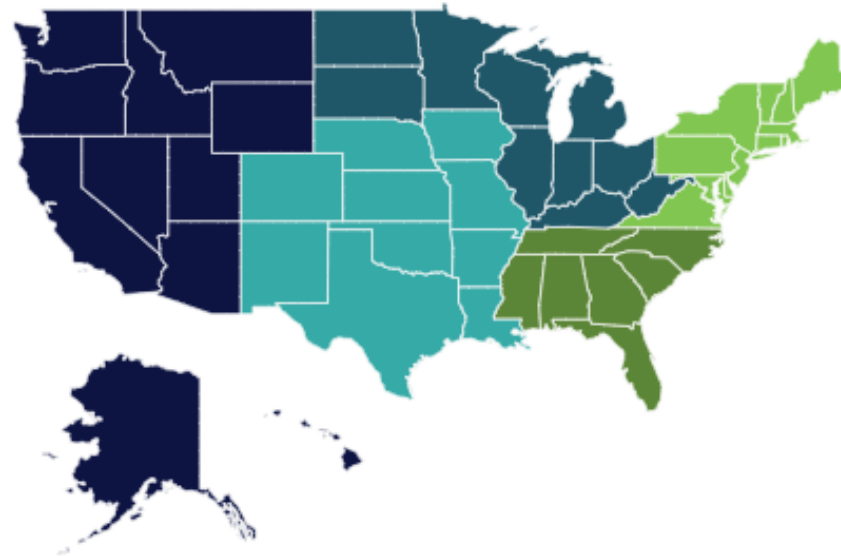
Graphical data showing the demand for Concrete Pipe & Box Culvert in U.S. Highway Construction

[View](#)



Regional Activities

Click a region for an overview of that region's reported activities in relation to the ACPA's Strategic Plan's Goals

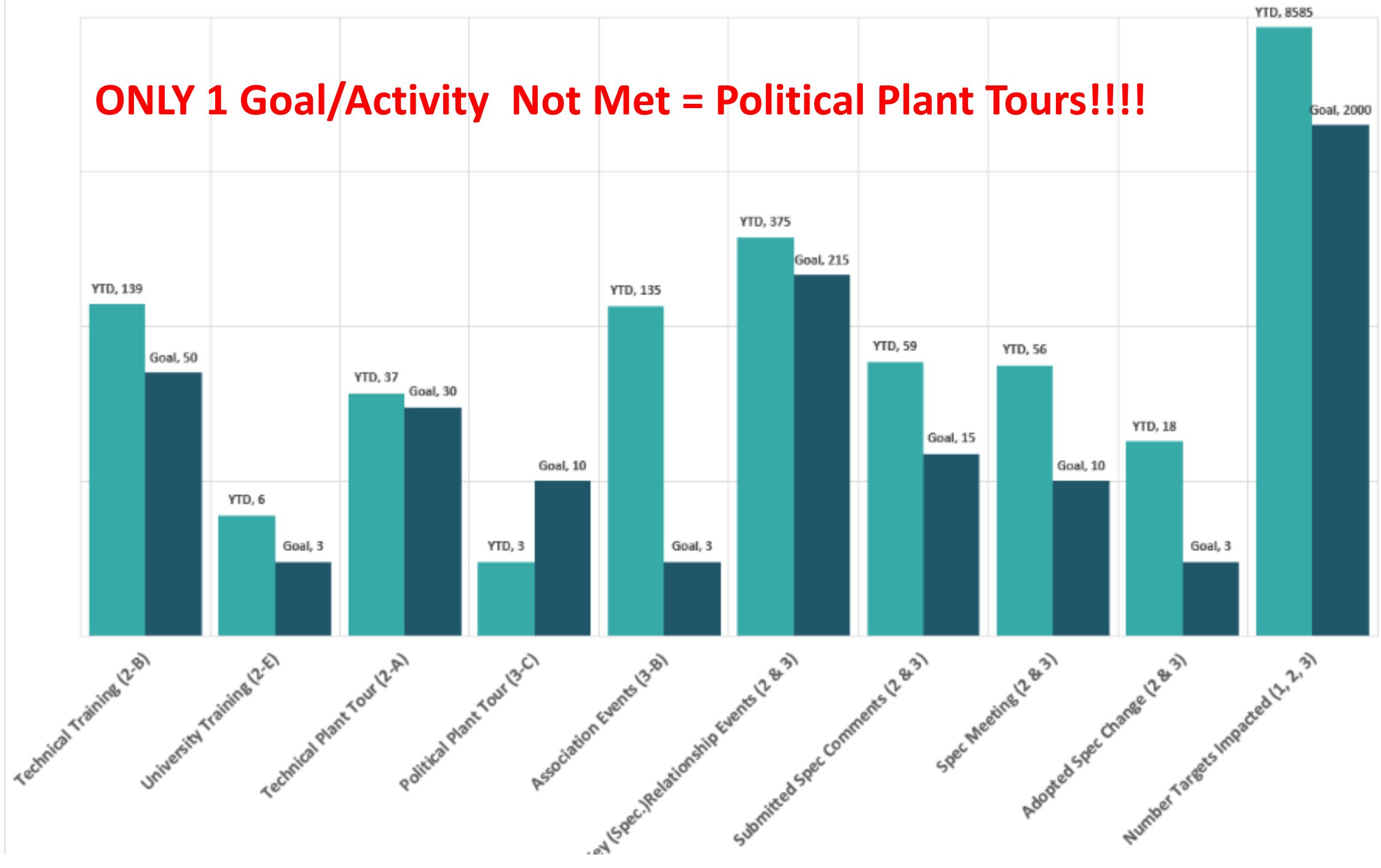


Regional Market Share

SOUTHEAST REGIONAL TOTALS (ALL STATES)

| Activity (Goal/Tactic) | April | May | June | July | Aug. | Sept | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | YTD | Goal | To Go |
|--|-------|-----|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Technical Training (2-B) | 9 | 22 | 10 | 12 | 11 | 11 | 22 | 12 | 6 | 16 | 8 | | 139 | 50 | 89 |
| University Training (2-E) | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | | 6 | 3 | 3 |
| Technical Plant Tour (2-A) | 7 | 5 | 6 | 4 | 1 | 2 | 2 | 1 | 0 | 1 | 8 | | 37 | 30 | 7 |
| Political Plant Tour (3-C) | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | 3 | 10 | (7) |
| Association Events (3-B) | 13 | 8 | 10 | 10 | 10 | 11 | 11 | 11 | 14 | 19 | 18 | | 135 | 3 | 132 |
| Key (Spec.)Relationship Events (2 & 3) | 37 | 38 | 27 | 72 | 26 | 55 | 24 | 27 | 9 | 25 | 35 | | 375 | 215 | 160 |
| Submitted Spec Comments (2 & 3) | 4 | 5 | 7 | 11 | 11 | 4 | 6 | 2 | 7 | 2 | 0 | | 59 | 15 | 44 |
| Spec Meeting (2 & 3) | 5 | 9 | 6 | 13 | 7 | 2 | 3 | 2 | 3 | 3 | 3 | | 56 | 10 | 46 |
| Adopted Spec Change (2 & 3) | 0 | 0 | 3 | 1 | 2 | 2 | 2 | 0 | 6 | 2 | 0 | | 18 | 3 | 15 |
| Number Targets Impacted (1, 2, 3) | 634 | 912 | 622 | 726 | 271 | 1778 | 1343 | 629 | 421 | 755 | 494 | | 8585 | 2000 | 6,585 |

ONLY 1 Goal/Activity Not Met = Political Plant Tours!!!!



IMPACT Award

The Infrastructure Committee's IMPACT (Improving Market Performance And Conditions within your Territory) Award is intended to recognize ACPA Market Teams that have implemented innovative and/or successful strategies resulting in improved market conditions for the specifications and use of reinforced concrete pipe and box culverts via specification comments, meetings, and changes.

The information below shows the current SE Region Market Team leading in submitted spec comments, meetings, and changes, reflecting an IMPACT total.

The State Market Team with the highest IMPACT total (the sum of submitted specification comments, meetings, and changes) will be recognized at the 2025 Pipe School. Winners (up to 4 Market Team members) will receive a small trophy and a \$250 gift card to the ACPA Store.

To learn more about the IMPACT Award, visit <https://members.concretepipe.org/awards/impact>

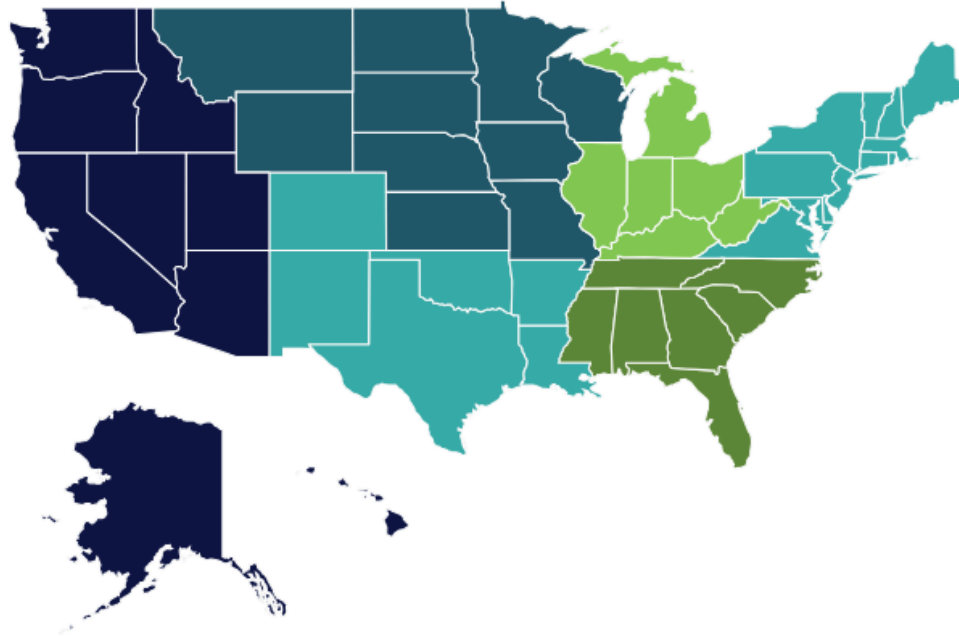
| State Market Team | Sum of Submitted Spec Comments | Sum of Spec Meetings | Sum of Adopted Spec Changes | Sum of IMPACT Total |
|--------------------|--------------------------------|----------------------|-----------------------------|---------------------|
| Florida | 23 | 16 | 7 | 46 |
| Georgia | 12 | 19 | 8 | 39 |
| North Carolina | 9 | 19 | 0 | 28 |
| Grand Total | 44 | 54 | 15 | 113 |



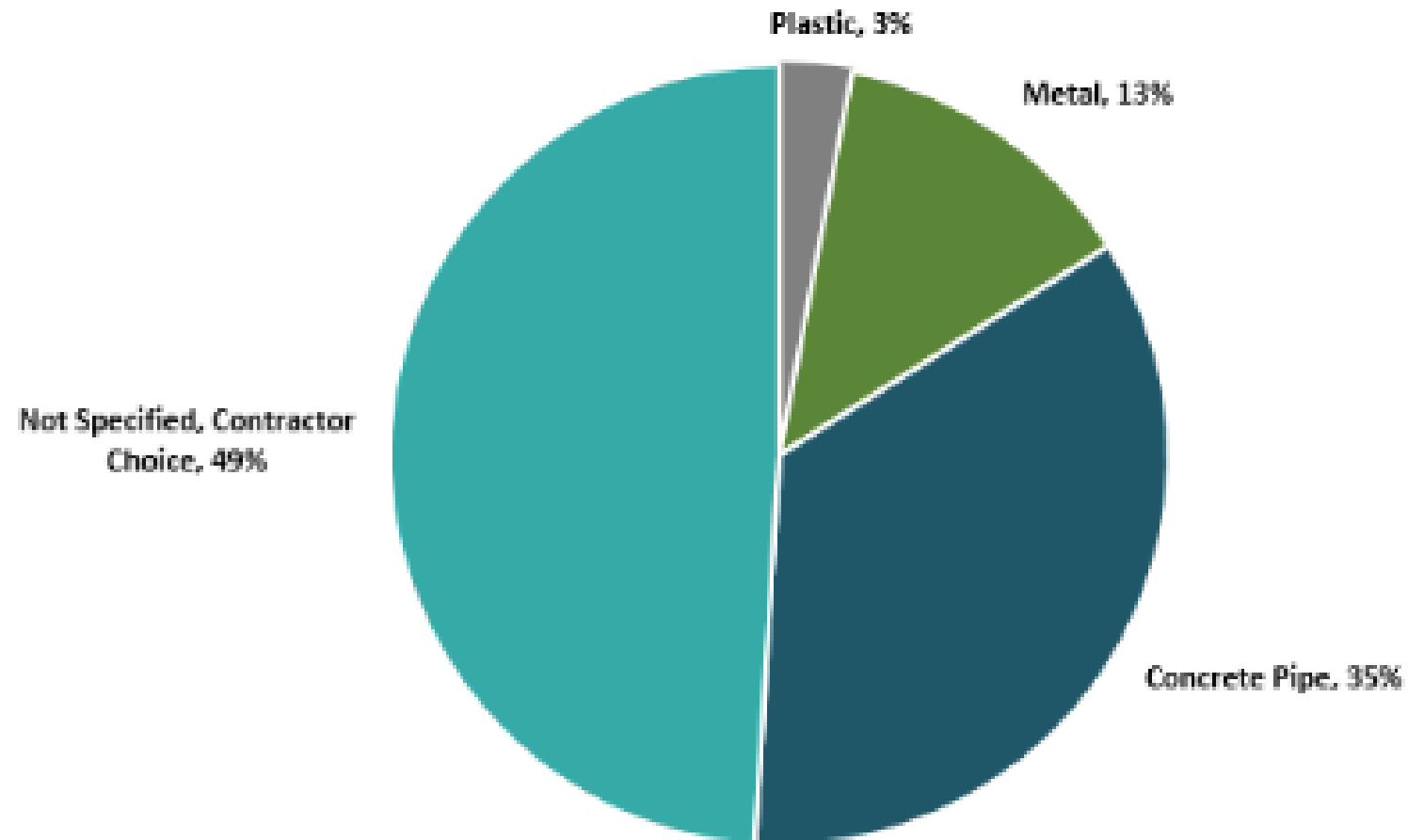


Regional Market Share

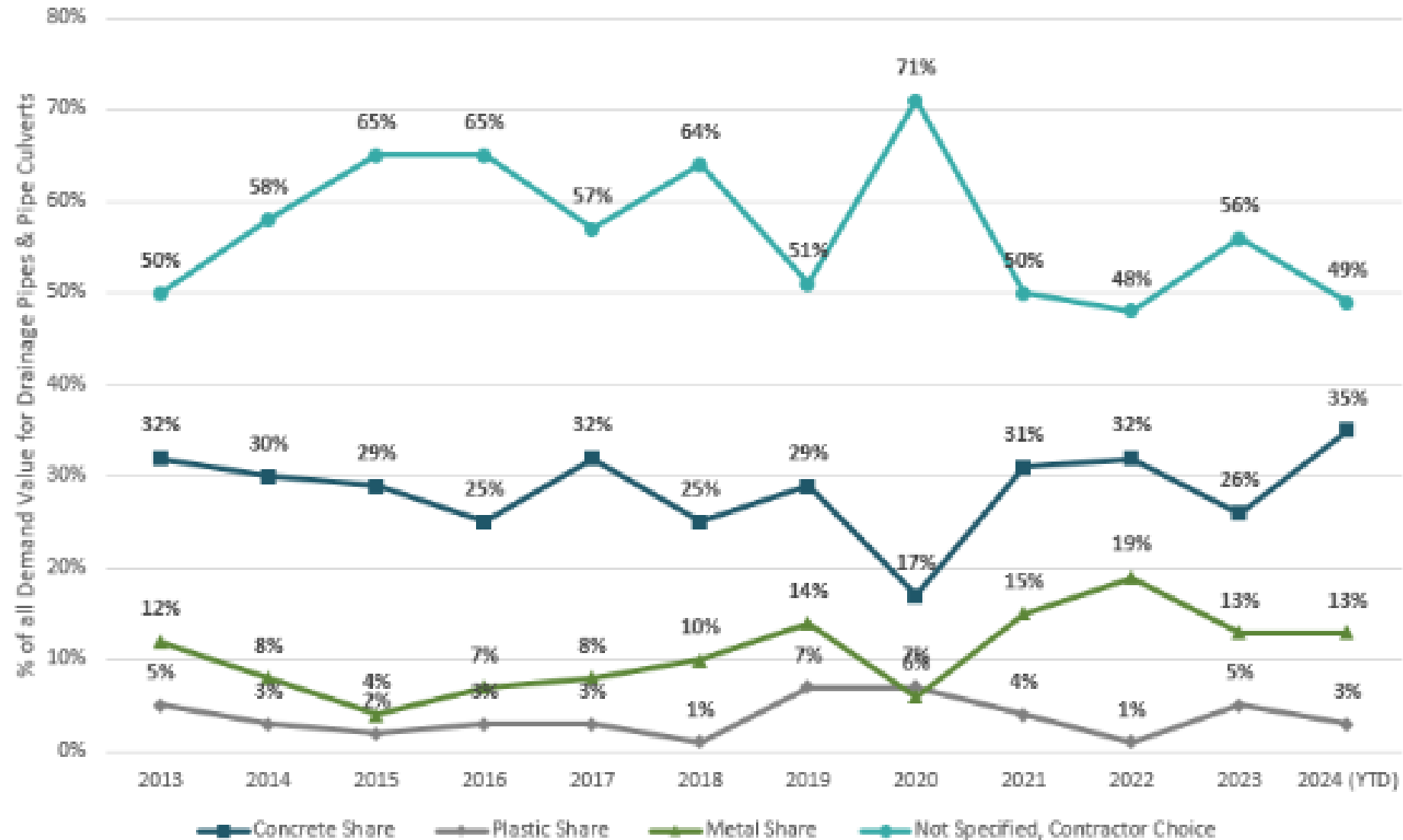
Click a region for data showing that region's highway construction demand for Concrete Pipe & Box Culvert



Southeast Regional Demand for Pipe Materials Highway & Bridge Construction Projects in 2024 (YTD)



Demand for Pipe Materials in Southeast Region State Highway & Bridge Construction Projects, By Type of Specified Material





INFRASTRUCTURE COMMITTEE'S **IMPACT AWARD**

Reporting due the 5th of every month

The IMPACT (Improving Market Performance And Conditions within your Territory) Award is intended to recognize ACPA market teams that have improved market conditions for the specifications and use of reinforced concrete pipe and box culverts via specification meetings, comments and changes.

Winning team will be awarded small trophy and a \$250 credit to the ACPA Store at Pipe School 2025 Award Ceremony.



IMPACT AWARD = HOT COMPETITION!!!

| State Market Team | Sum of Submitted Spec Comments | Sum of Spec Meetings | Sum of Adopted Spec Changes | Sum of IMPACT Total |
|-------------------|--------------------------------|----------------------|-----------------------------|---------------------|
| Florida | 23 | 16 | 7 | 46 |
| Georgia | 12 | 19 | 8 | 39 |
| North Carolina | 9 | 19 | 0 | 28 |
| Grand Total | 44 | 54 | 15 | 113 |

| State Market Team | Sum of Submitted Spec Comments | Sum of Spec Meetings | Sum of Adopted Spec Changes | Sum of IMPACT Total |
|-------------------|--------------------------------|----------------------|-----------------------------|---------------------|
| Minnesota | 20 | 8 | 1 | 29 |
| Grand Total | 20 | 8 | 1 | 29 |

| State Market Team | Sum of Submitted Spec Comments | Sum of Spec Meetings | Sum of Adopted Spec Changes | Sum of IMPACT Total |
|-------------------|--------------------------------|----------------------|-----------------------------|---------------------|
| California | 10 | 13 | 4 | 27 |
| Grand Total | 10 | 13 | 4 | 27 |

1st - IMPACT AWARD WINNERS = FLORIDA TEAM



Good Specification Improvement Focus Leads to Improved Market Share

Favorable Specification/Market share Impact Across US:

- **1092** – Key Spec Relationship meetings
- **183** – Spec. Improvements submitted
- **178** – Meetings to improve Specifications
- **39** – Adopted Specification Improvements in April '24 – Feb. '25

| | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|----|----|----|----|----|----|-----|---|------|------|
| Key (Spec.) Relationship Events (2 & 3)) | 117 | 131 | 106 | 179 | 84 | 87 | 51 | 51 | 69 | 76 | 100 | 0 | 1092 | 1075 |
| Submitted Spec Comments (2 & 3) | 18 | 17 | 11 | 27 | 27 | 15 | 10 | 10 | 14 | 14 | 7 | 3 | 183 | 75 |
| Spec Meeting (2 & 3) | 15 | 28 | 18 | 31 | 21 | 11 | 6 | 6 | 7 | 16 | 9 | 0 | 178 | 50 |
| Adopted Spec Change (2 & 3) | 2 | 2 | 5 | 2 | 4 | 5 | 3 | 3 | 6 | 2 | 1 | 0 | 39 | 15 |



What Now?

ONLY TWO REAL **NEEDS AT THIS POINT:**

MORE FOLKS WILLING TO REPORT THEIR ACTIVITIES!

**Member Awareness and looking at available information on
DASHBOARD.**



NET PROMOTER SCORE

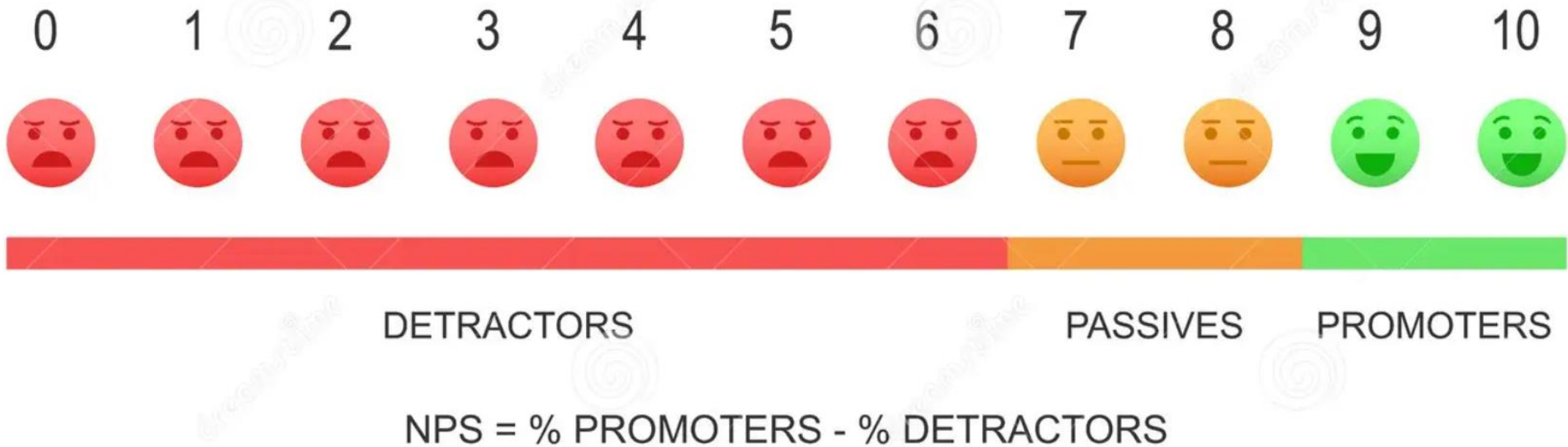
What is an NPS Score?

DEFINITION

NPS Score

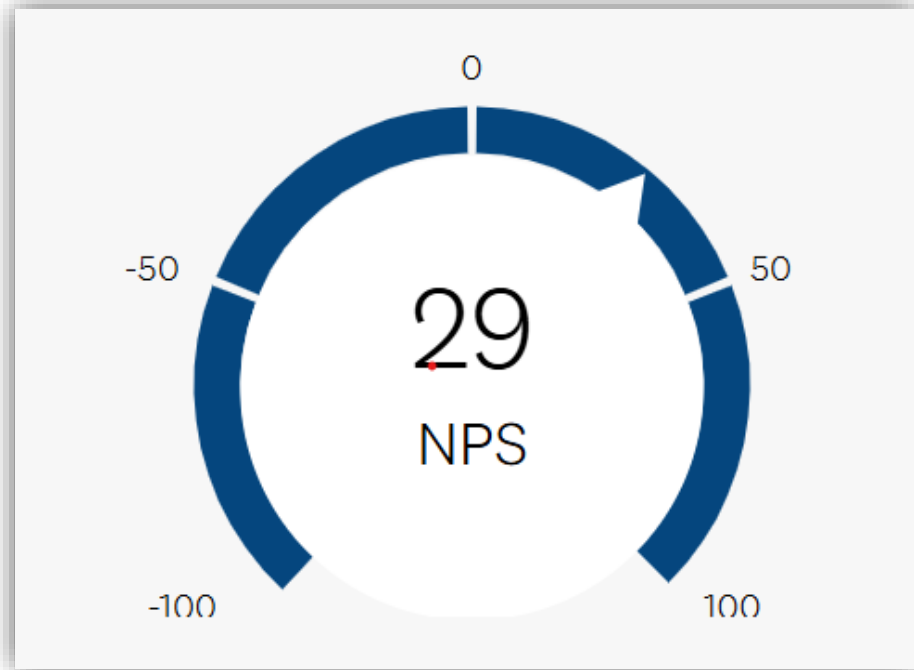
Widely regarded as the **single most effective question to gauge customer loyalty and satisfaction**, asking individuals how likely they are to recommend a company's products or services on a scale from 0 to 10.

NPS Scale

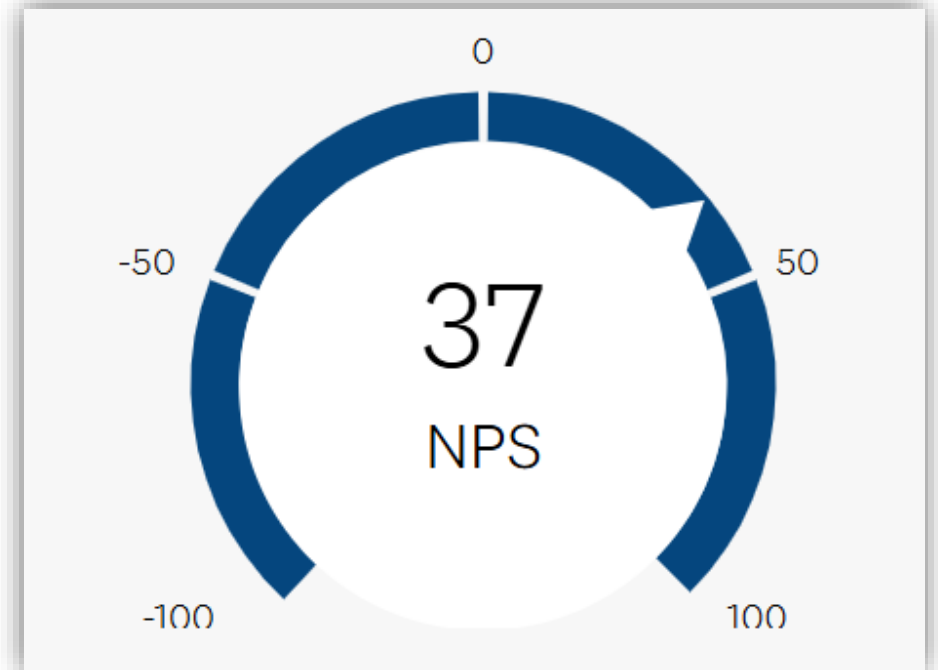


On a scale of 0-10, how likely are you to recommend the ACPA's resources to a colleague?

NPS Scores

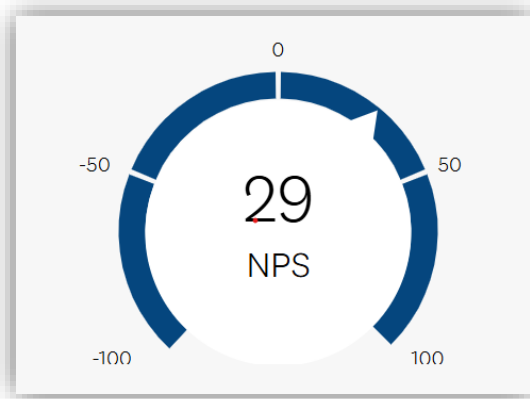
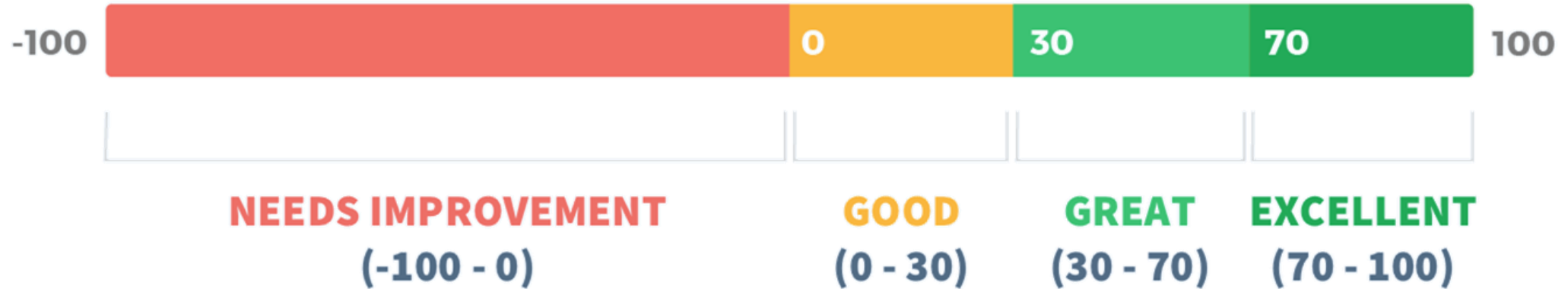


Overall

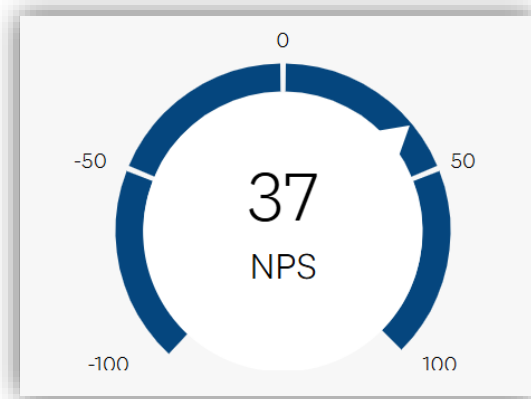


ACPA Database

NPS Scores

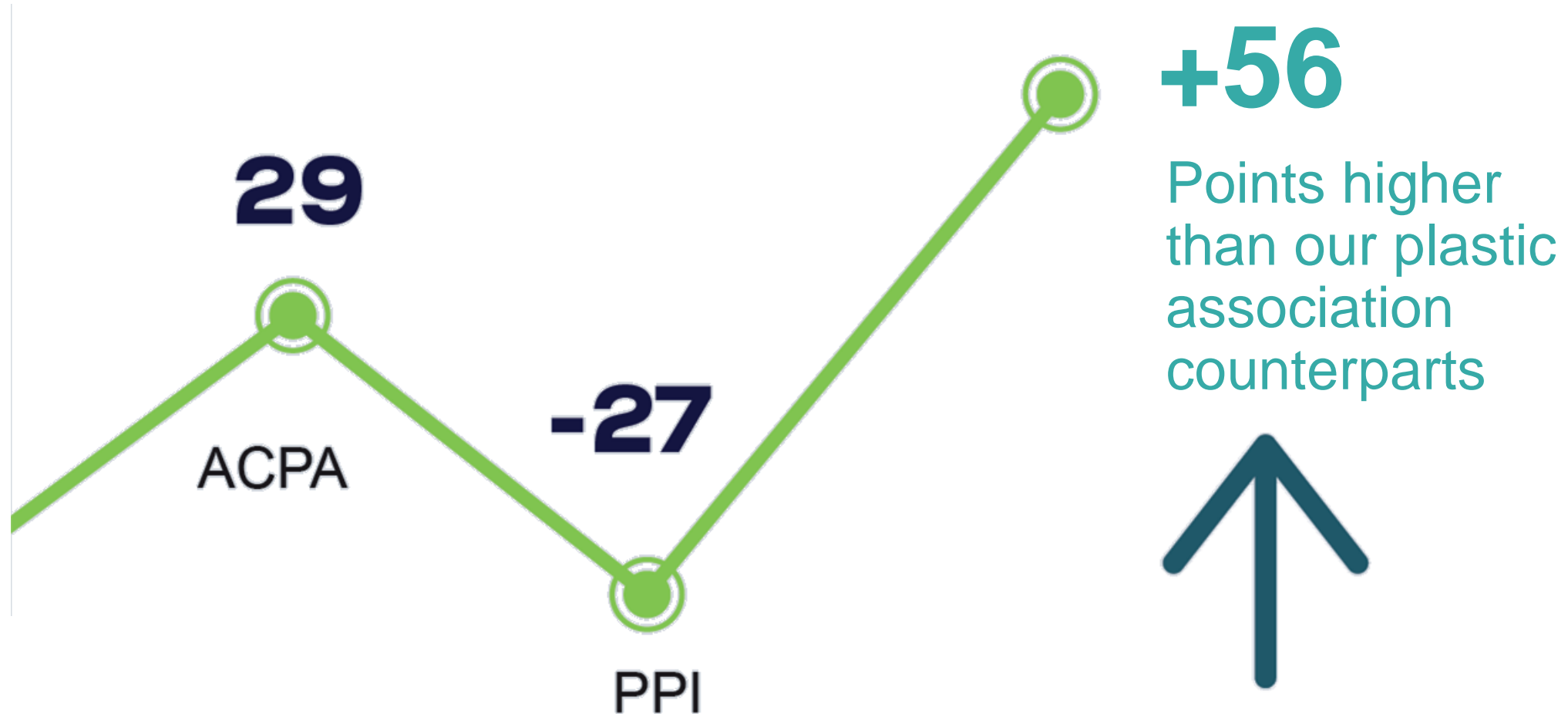


Overall



ACPA Database

NPS Comparison



THANK YOU!