

February 2022



# 2021 CY Scorecard Hudson Crop

## Q1: Based on your experience with the Accounting (Billing and Commissions) Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds	23.43	15.52	21.69	30.31	29.30	21.62	23.53	28.37	34.35	<b>33.33</b>
Meets	69.36	78.45	74.70	66.66	65.20	72.07	73.53	65.95	61.83	<b>61.27</b>
Below	7.21	3.44	3.61	3.03	5.04	5.41	2.94	3.55	3.82	<b>3.43</b>
Unacceptable	0.00	2.58	0.00	0.00	0.00	0.90	0.00	2.13	0.00	<b>1.96</b>
Not Applicable	20.14	25.64	11.70	26.12	15.60	9.02	22.73	12.42	9.03	<b>10.92</b>

**94.60% said their expectations were met or exceeded.**

## Q2: Based on your experience with the Claims (Adjusting) Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds	27.83	32.74	29.41	33.00	35.60	33.64	37.04	50.00	46.88	<b>53.40</b>
Meets	61.74	52.21	65.88	61.00	60.00	51.82	49.08	43.48	50.78	<b>40.78</b>
Below	7.83	12.39	3.53	5.00	3.30	10.00	10.18	5.80	1.56	<b>3.40</b>
Unacceptable	2.61	2.66	1.18	1.00	1.10	4.55	3.70	0.72	0.78	<b>2.43</b>
Not Applicable	17.83	27.10	8.60	23.66	17.43	9.84	18.80	14.29	11.11	<b>10.04</b>

**94.18% said their expectations were met or exceeded.**

### Q3: Based on your experience with the Compliance Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds		19.49	19.27	25.24	19.00	27.84	22.00	36.36	37.01	<b>33.16</b>
Meets		77.97	78.32	69.91	78.60	65.98	75.00	62.88	62.20	<b>60.71</b>
Below		2.54	2.41	4.85	2.40	5.15	3.00	0.76	0.00	<b>3.57</b>
Unacceptable		0.00	0.00	0.00	0.00	1.03	0.00	0.00	0.79	<b>2.55</b>
Not Applicable		24.84	10.75	23.13	22.22	19.83	24.24	18.01	11.81	<b>14.04</b>

**93.87% said their expectations were met or exceeded.**

## Q4: Based on your experience with the Processing (Underwriting) Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds	20.17	27.59	40.23	40.49	39.40	33.62	36.07	48.00	54.74	<b>54.26</b>
Meets	65.32	62.07	49.43	52.89	52.50	56.03	58.20	48.67	44.53	<b>38.57</b>
Below	10.48	8.97	9.20	6.62	8.10	9.48	5.73	2.67	0.00	<b>1.35</b>
Unacceptable	4.04	1.38	1.15	0.00	0.00	0.86	0.00	0.66	0.73	<b>5.83</b>
Not Applicable	10.79	7.64	7.45	9.02	9.17	4.92	8.27	6.83	5.52	<b>5.51</b>

**92.83% said their expectations were met or exceeded.**

## Q5: Based on your experience with the Sales/Field Services Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds	35.65	45.20	43.95	51.19	53.00	46.55	41.28	52.98	58.82	<b>61.82</b>
Meets	52.18	39.73	51.65	45.59	39.00	44.83	49.54	41.72	36.03	<b>31.82</b>
Below	7.82	10.96	4.40	2.41	8.00	7.76	8.26	5.30	3.68	<b>1.82</b>
Unacceptable	4.35	4.11	0.00	0.80	0.00	0.86	0.92	0.00	1.47	<b>4.55</b>
Not Applicable	17.27	7.59	3.19	6.72	8.26	4.13	16.15	6.21	5.56	<b>4.35</b>

**93.64% said their expectations were met or exceeded.**

## Q6: Based on your experience with the Training Department staff, how would you rate the service you received?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds					33.30	28.97	30.78	39.19	46.27	<b>48.15</b>
Meets					56.70	61.68	64.10	54.73	50.75	<b>47.22</b>
Below					10.00	7.48	4.27	6.08	2.99	<b>3.70</b>
Unacceptable					0.00	1.87	0.85	0.00	0.00	<b>.93</b>
Not Applicable					17.43	10.83	11.36	6.33	7.59	<b>5.26</b>

**95.37% said their expectations were met or exceeded.**

## Q7: Based on your experience with the eHarvest System, how would you rate your ability to process information and maneuver around the site?

Outcomes	2014 Winter	2015 Summer	2015 Winter	2016 Summer	2016 Winter	2017 Annual	2018 Annual	2019 Annual	2020 Annual	2021 Annual
Exceeds	12.39	11.37	12.79	16.66	14.70	7.84	15.83	13.29	23.48	<b>20.93</b>
Meets	60.18	71.97	75.57	65.75	72.60	72.55	72.50	68.53	67.42	<b>66.05</b>
Below	24.78	13.64	8.14	12.03	12.60	17.65	10.83	18.18	9.09	<b>10.70</b>
Unacceptable	2.66	3.03	3.49	5.55	0.00	1.96	0.84	0.00	0.00	<b>2.33</b>
Not Applicable	18.71	15.38	7.53	18.80	12.04	15.70	9.77	10.63	8.33	<b>6.11</b>

**86.98% said their expectations were met or exceeded.**



## Q8: How would you rate the eHarvest Mapping System overall in terms of user-friendliness, intuitive functionality and ability to process business efficiently?

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Outcomes	2020 Responses (1 <sup>st</sup> Year)	2021 Responses
Exceeds Expectations	16.48	<b>19.42</b>
Meets Expectations	61.54	<b>64.75</b>
Needs Improvement	19.78	<b>13.67</b>
Unacceptable	2.20	<b>2.16</b>
I do not use mapping.	35.00	<b>39.04</b>

**84.17% said their expectations were met or exceeded.**

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