



92%

2013	2014	2015	2016	ALL ES 2016
98%	97%	96%	96%	91%
99%	99%	100%	100%	97%
98%	97%	97%	98%	92%
			97%	92%

2013	2014	2015	2016	ALL ES 2016
100%	97%	100%	100%	98%
100%	99%	99%	99%	98%
94%	98%	97%	96%	96%
98%	99%	99%	99%	98%
			99%	98%

ALL

2016

I don't give up even when I feel frustrated.