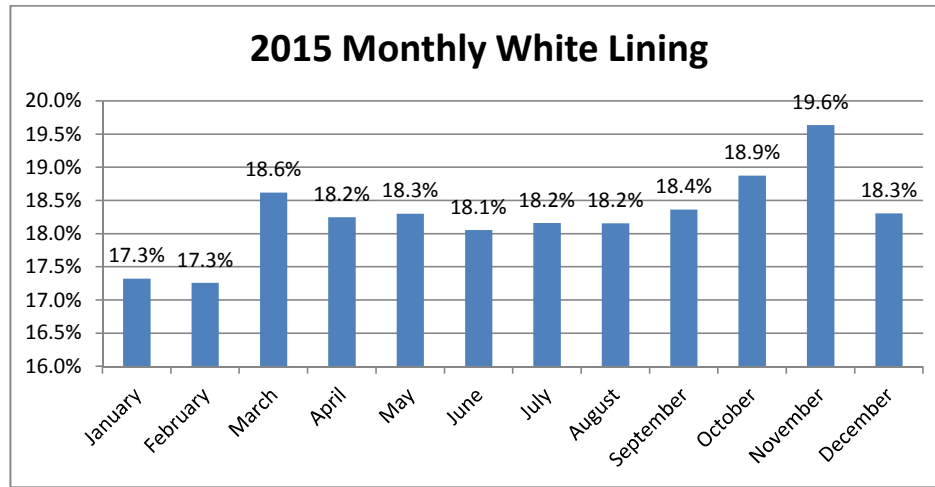


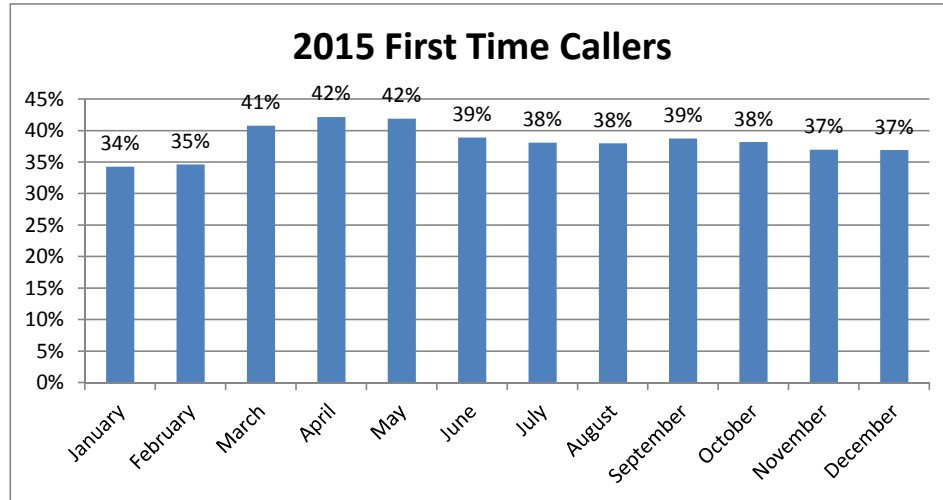
White Lining - 2015

	White Line	Total Tkts	%
January	17,528	101,177	17.3%
February	15,775	91,401	17.3%
March	24,929	133,867	18.6%
April	24,318	133,272	18.2%
May	23,569	128,784	18.3%
June	26,185	145,038	18.1%
July	26,195	144,235	18.2%
August	25,915	142,720	18.2%
September	25,852	140,786	18.4%
October	26,962	142,853	18.9%
November	22,852	116,368	19.6%
December	21,292	116,302	18.3%



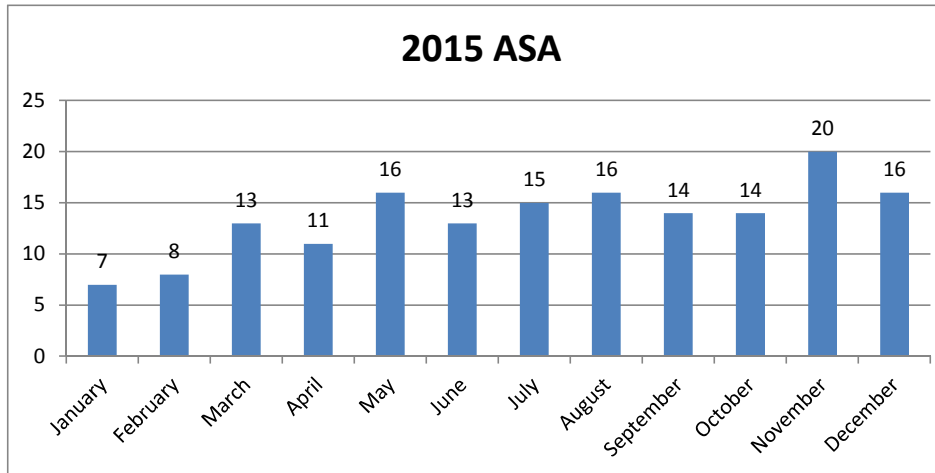
First Time Callers - 2015

Month	Callers	%
January	16,422	34%
February	14,040	35%
March	27,412	41%
April	29,893	42%
May	28,039	42%
June	26,485	39%
July	24,697	38%
August	24,425	38%
September	24,755	39%
October	23,765	38%
November	17,852	37%
December	16,890	37%



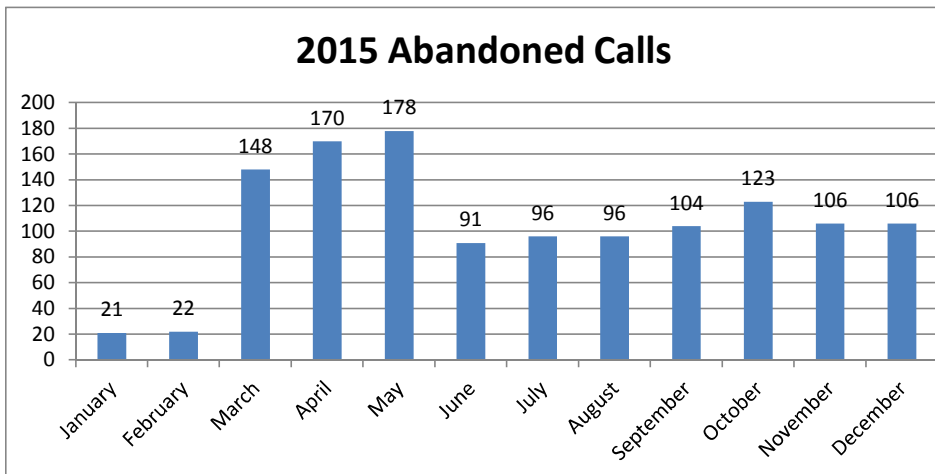
ASA - 2015

January	7
February	8
March	13
April	11
May	16
June	13
July	15
August	16
September	14
October	14
November	20
December	16



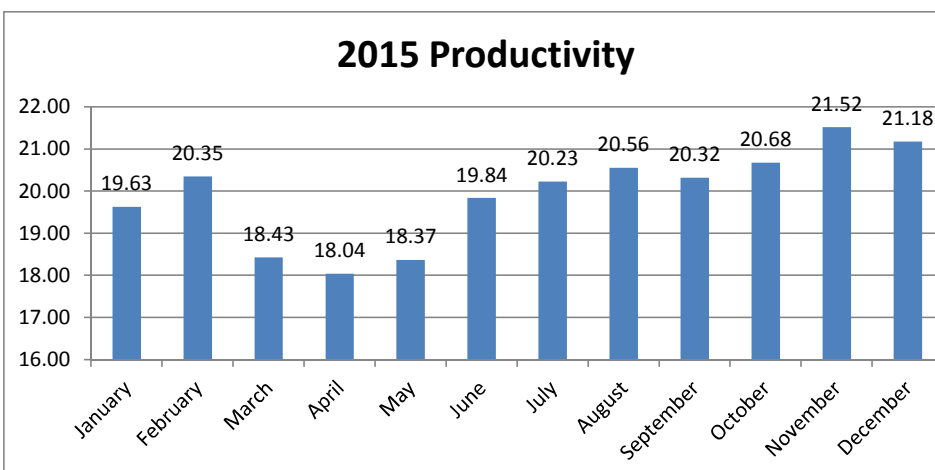
Abandoned Calls - 2015

January	21
February	22
March	148
April	170
May	178
June	91
July	96
August	96
September	104
October	123
November	106
December	106



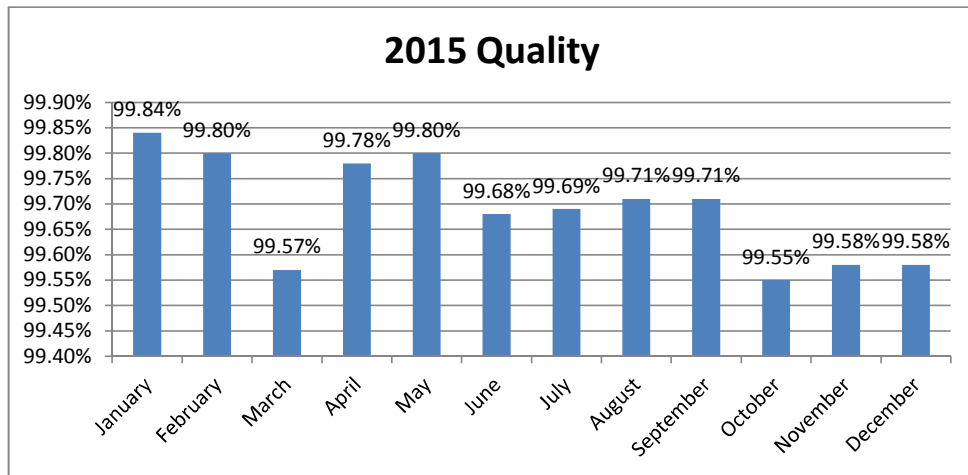
Productivity - 2015

January	19.63
February	20.35
March	18.43
April	18.04
May	18.37
June	19.84
July	20.23
August	20.56
September	20.32
October	20.68
November	21.52
December	21.18



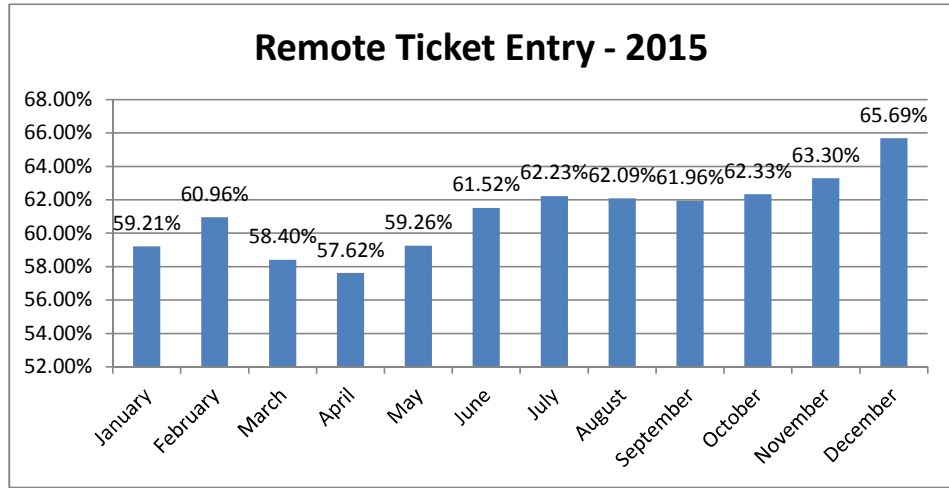
Quality - 2015

January	99.84%
February	99.80%
March	99.57%
April	99.78%
May	99.80%
June	99.68%
July	99.69%
August	99.71%
September	99.71%
October	99.55%
November	99.58%
December	99.58%

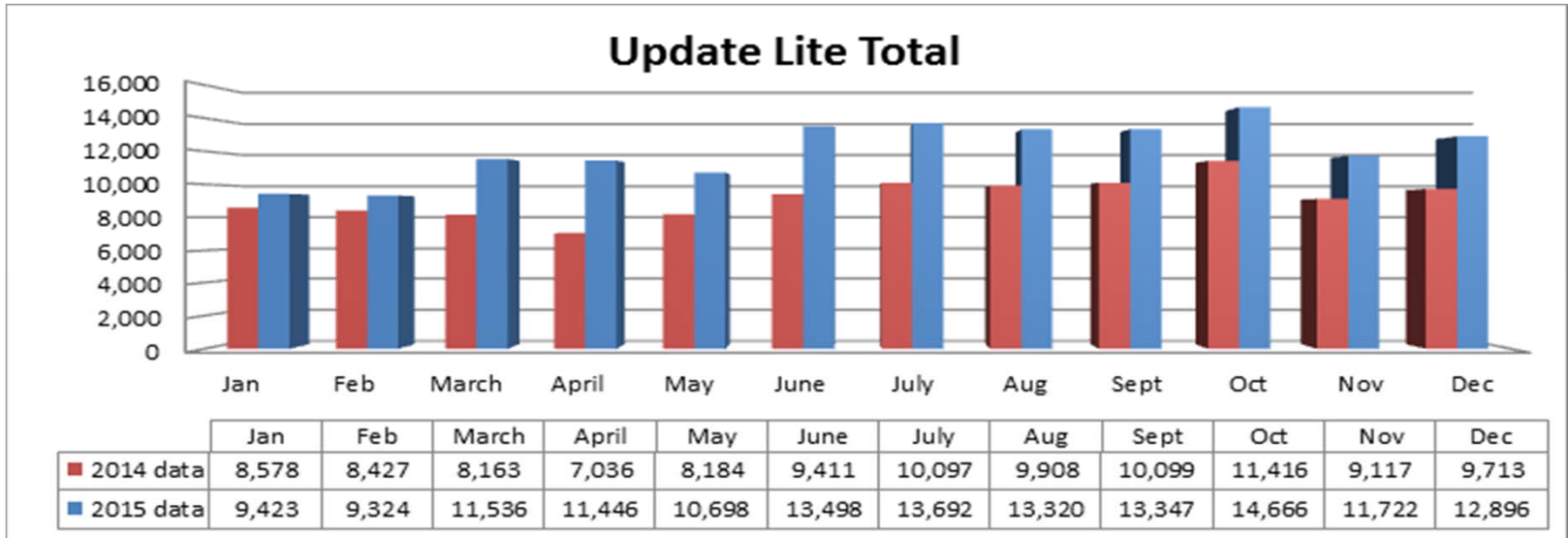


Remote Ticket Entry - 2015

January	101,177	41,274	59,903	59.21%
February	91,401	35,683	55,718	60.96%
March	133,867	55,689	78,178	58.40%
April	133,272	56,487	76,785	57.62%
May	128,784	52,466	76,318	59.26%
June	145,038	55,806	89,232	61.52%
July	144,235	54,481	89,754	62.23%
August	142,720	54,099	88,621	62.09%
September	140,786	53,555	87,231	61.96%
October	143,853	53,807	89,046	62.33%
November	116,368	42,706	73,662	63.30%
December	116,302	39,903	76,399	65.69%

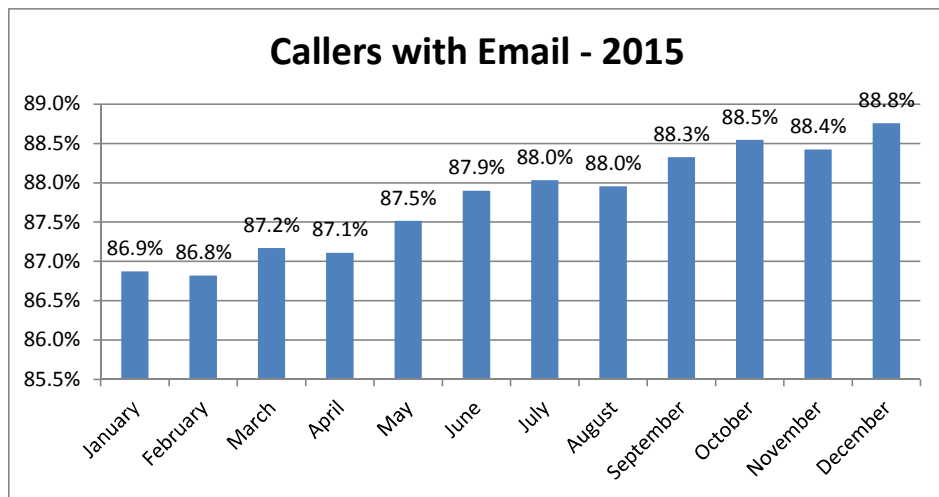


Update Lite - 2015



Callers with Email Address - 2015

Month	# w/Email	Total Callers	Percentage
January	10,415	11,989	86.9%
February	8,964	10,325	86.8%
March	15,000	17,208	87.2%
April	16,206	18,604	87.1%
May	15,827	18,085	87.5%
June	14,787	16,823	87.9%
July	14,235	16,170	88.0%
August	13,836	15,731	88.0%
September	14,343	16,239	88.3%
October	14,360	16,218	88.5%
November	11,023	12,466	88.4%
December	10,483	11,811	88.8%



Single Address Tickets - 2015

Month	SA Tickets	Total Tickets	Percentage
January	3,438	101,177	3.40%
February	3,004	91,401	3.29%
March	5,027	133,867	3.76%
April	5,541	133,272	4.16%
May	5,784	128,784	4.49%
June	6,197	145,038	4.27%
July	6,112	144,235	4.24%
August	5,996	142,720	4.20%
September	6,356	140,786	4.51%
October	6,368	142,853	4.46%
November	5,472	116,368	4.70%
December	4,921	116,302	4.23%

