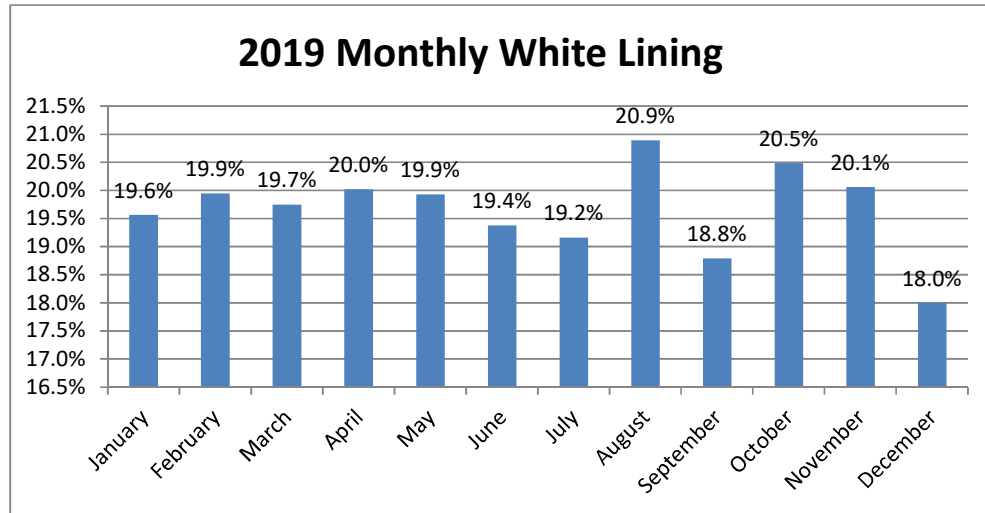


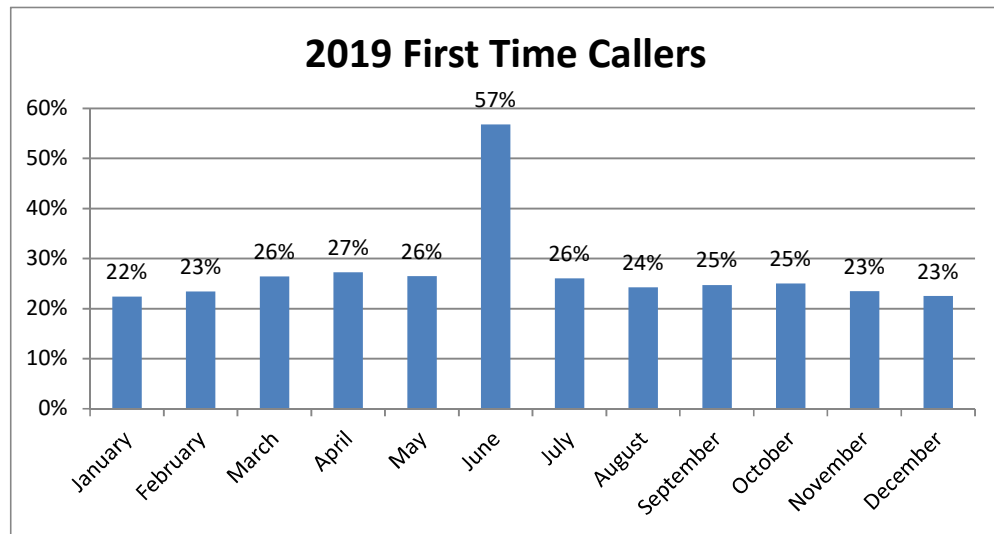
White Lining - 2019

	White Line	Total Tkts	%
January	36,756	187,878	19.6%
February	33,329	167,125	19.9%
March	38,939	197,224	19.7%
April	40,617	202,893	20.0%
May	41,287	207,168	19.9%
June	35,204	181,711	19.4%
July	37,983	198,236	19.2%
August	40,858	195,594	20.9%
September	35,059	186,592	18.8%
October	41,740	203,785	20.5%
November	30,876	153,947	20.1%
December	25,301	140,576	18.0%



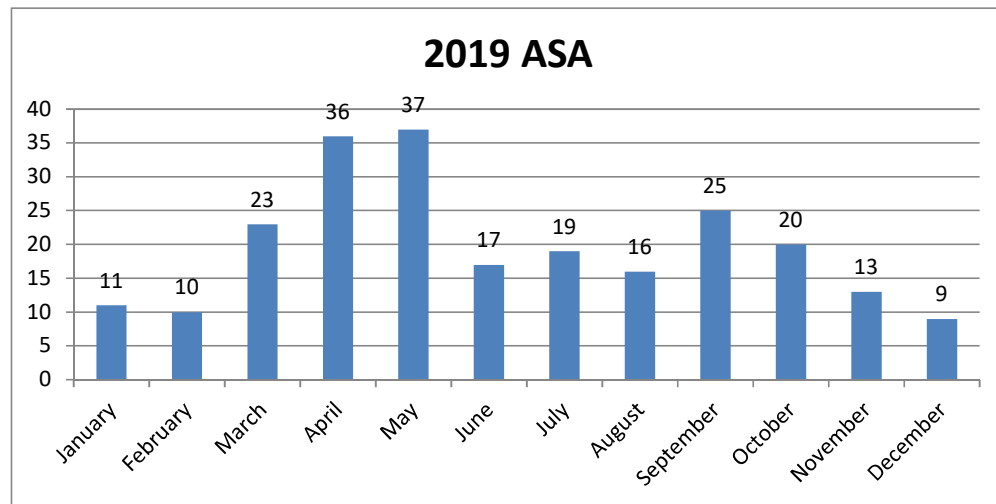
First Time Callers - 2019

Month	Callers	%
January	7,766	22%
February	7,410	23%
March	11,147	26%
April	13,286	27%
May	12,874	26%
June	21,631	57%
July	11,130	26%
August	10,315	24%
September	10,296	25%
October	10,668	25%
November	6,965	23%
December	5,493	23%



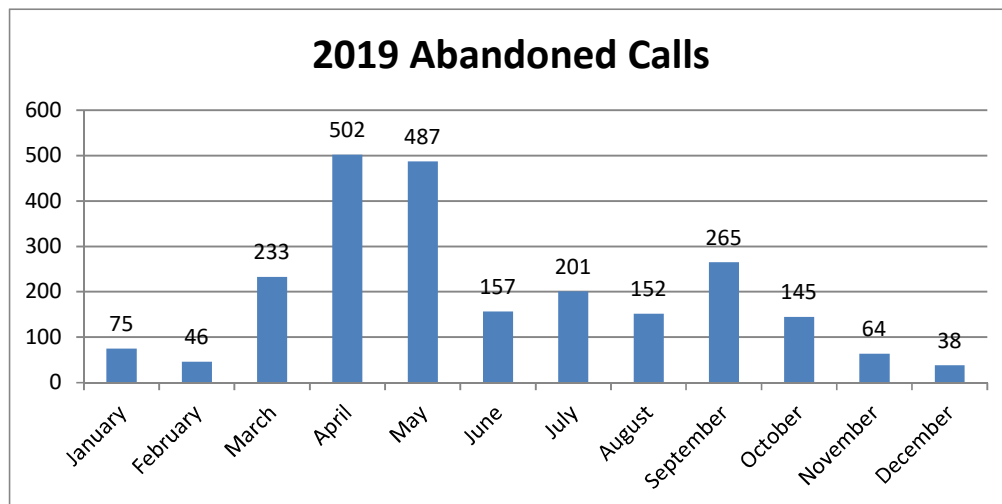
ASA - 2019

January	11
February	10
March	23
April	36
May	37
June	17
July	19
August	16
September	25
October	20
November	13
December	9



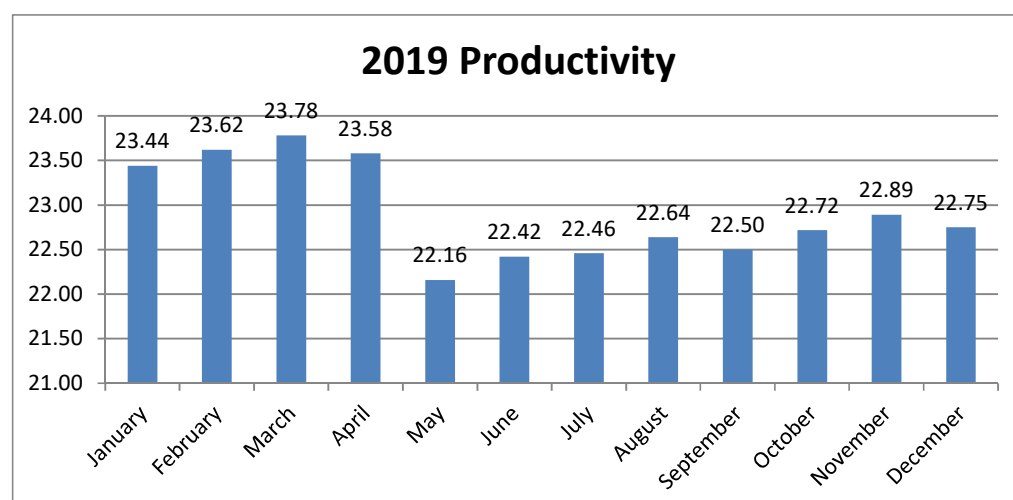
Abandoned Calls - 2019

January	75
February	46
March	233
April	502
May	487
June	157
July	201
August	152
September	265
October	145
November	64
December	38



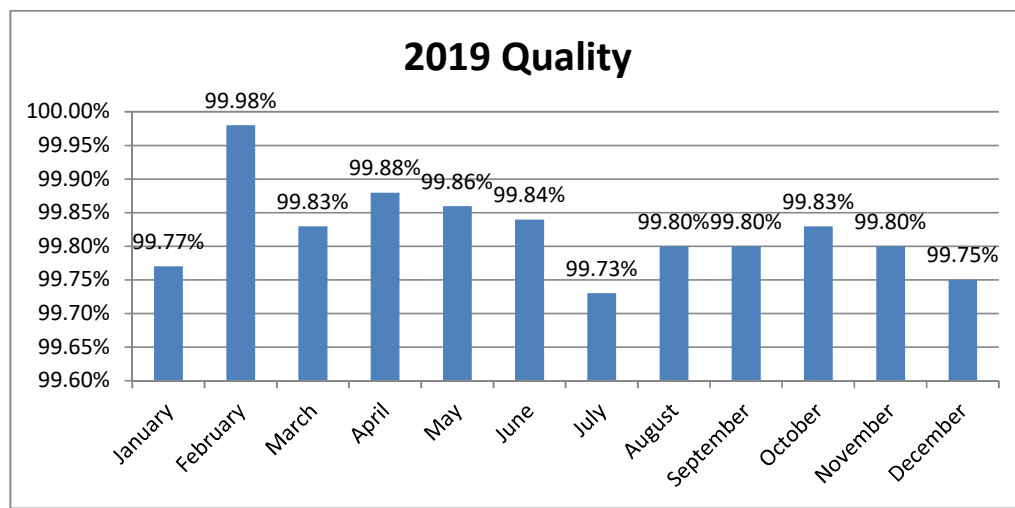
Productivity - 2019

January	23.44
February	23.62
March	23.78
April	23.58
May	22.16
June	22.42
July	22.46
August	22.64
September	22.50
October	22.72
November	22.89
December	22.75



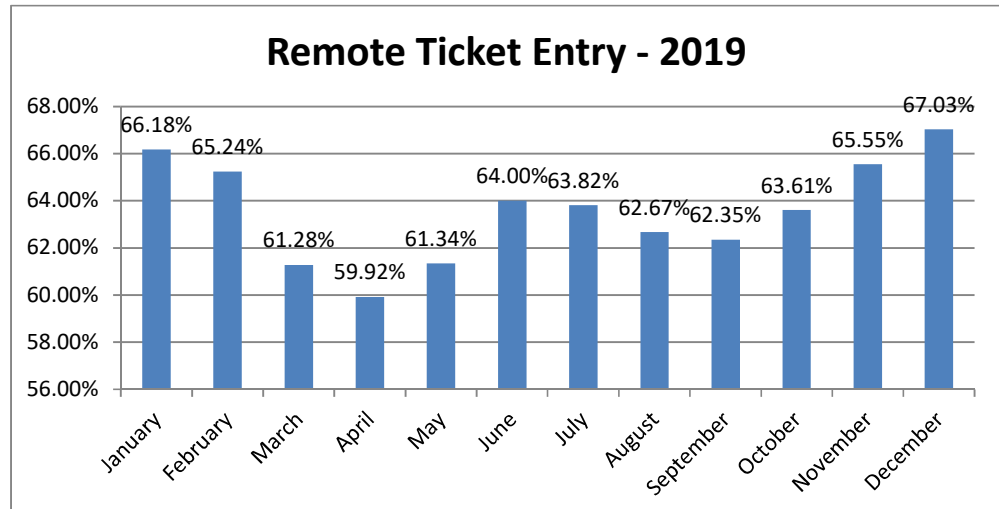
Quality - 2019

January	99.77%
February	99.98%
March	99.83%
April	99.88%
May	99.86%
June	99.84%
July	99.73%
August	99.80%
September	99.80%
October	99.83%
November	99.80%
December	99.75%

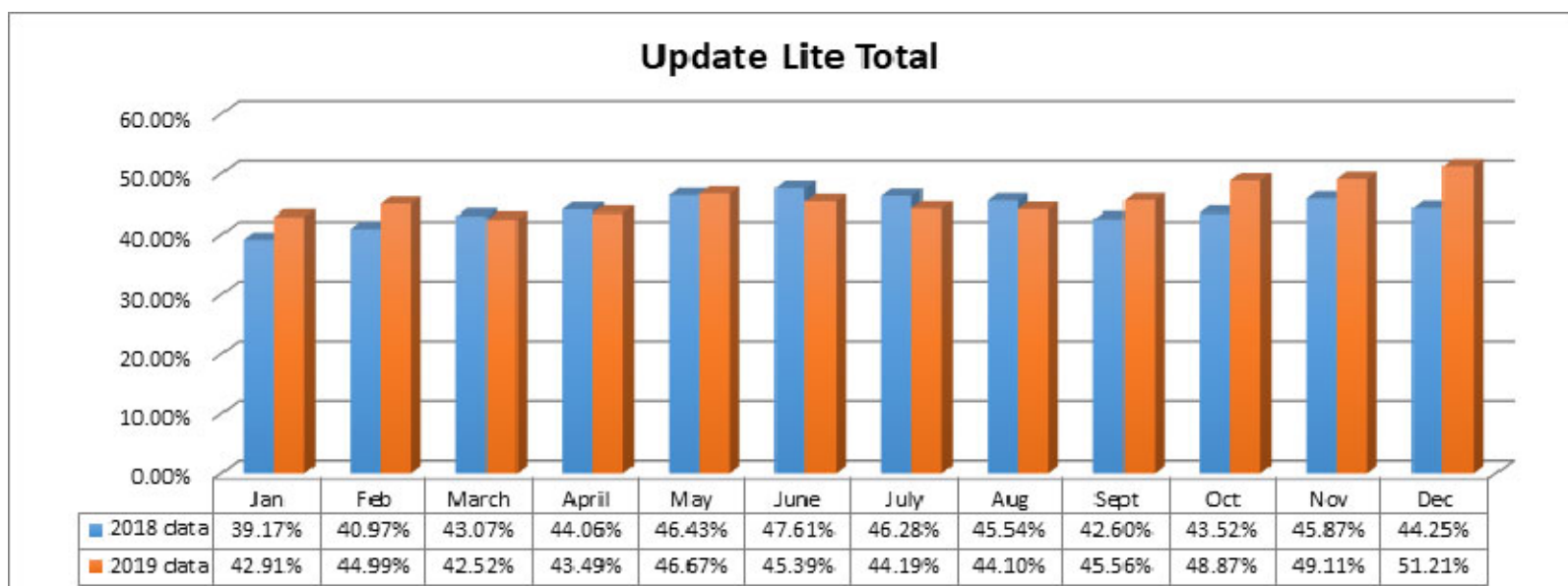


Remote Ticket Entry - 2019

January	187,878	63,540	124,338	66.18%
February	167,125	58,093	109,032	65.24%
March	197,224	76,371	120,853	61.28%
April	202,893	81,317	121,576	59.92%
May	207,168	80,100	127,068	61.34%
June	181,711	65,409	116,302	64.00%
July	198,236	71,723	126,513	63.82%
August	195,594	73,014	122,580	62.67%
September	186,592	70,244	116,348	62.35%
October	203,785	74,165	129,620	63.61%
November	153,947	53,033	100,914	65.55%
December	140,576	46,352	94,244	67.03%

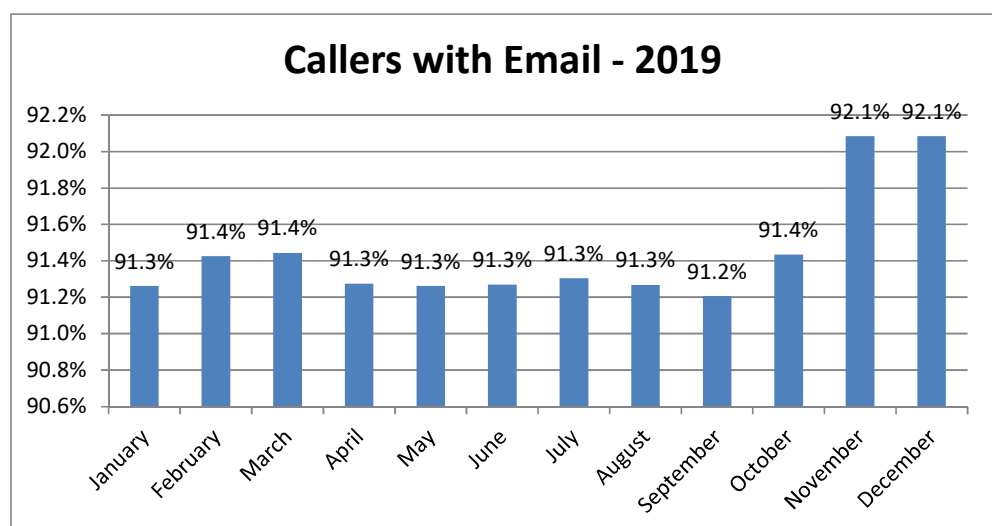


Update Lite - 2019



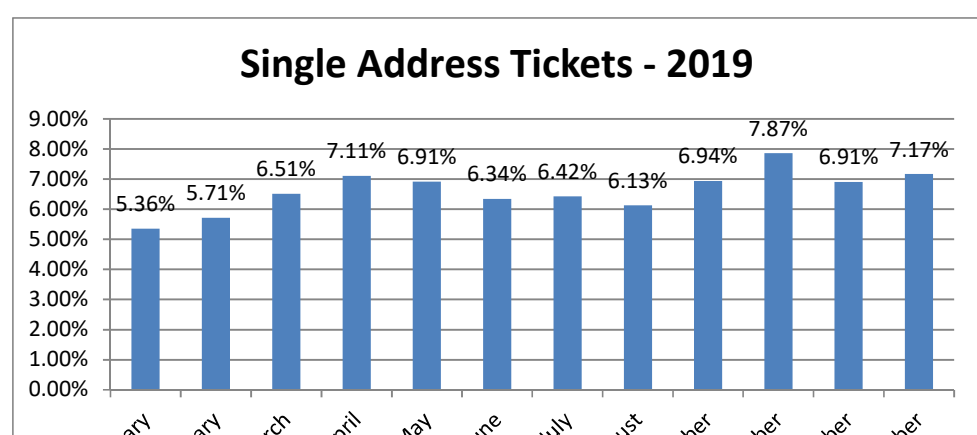
Callers with Email Address - 2019

Month	# w/Email	Total Callers	Percentage (%)
January	16,334	17,898	91.3%
February	15,779	17,259	91.4%
March	22,443	24,543	91.4%
April	24,728	27,092	91.3%
May	23,833	26,115	91.3%
June	20,280	22,220	91.3%
July	20,506	22,459	91.3%
August	20,884	22,882	91.3%
September	20,347	22,309	91.2%
October	21,240	23,230	91.4%
November	16,248	17,645	92.1%
December	13,236	14,374	92.1%



Single Address Tickets - 2019

Month	SA Tickets	Total Tickets	Percentage (%)
January	10,065	187,878	5.36%
February	9,549	167,125	5.71%
March	12,848	197,224	6.51%
April	14,421	202,893	7.11%
May	14,323	207,168	6.91%
June	11,525	181,711	6.34%
July	12,735	198,236	6.42%
August	11,984	195,594	6.13%
September	12,945	186,592	6.94%
October	16,033	203,785	7.87%



November	10,635	153,947	6.91%
December	10,079	140,576	7.17%

Janu	Febru	Ma	A	I	J	,	Aug	Septem	Octo	Novem	Decem
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