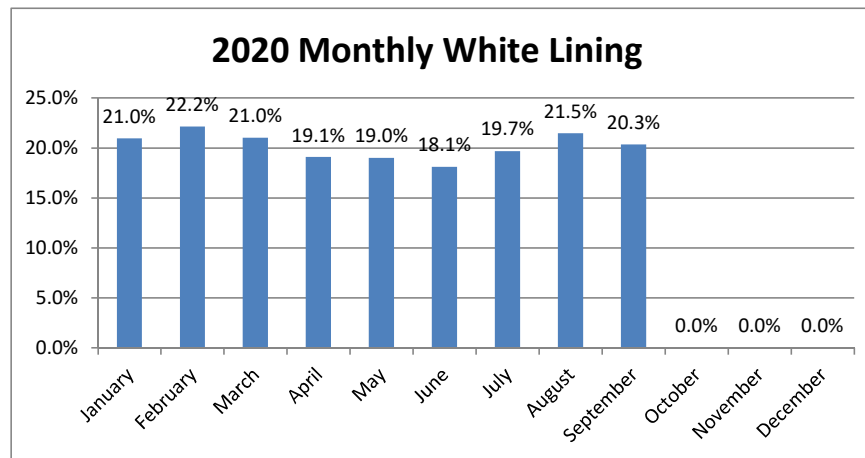


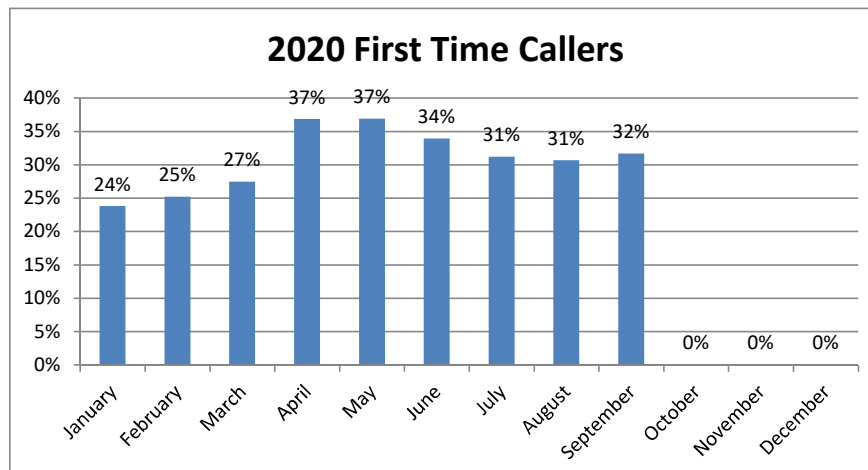
White Lining - 2020

	White Line	Total Tkts	%
January	35,664	170,111	21.0%
February	34,985	157,940	22.2%
March	39,233	186,642	21.0%
April	34,175	178,989	19.1%
May	32,787	172,482	19.0%
June	35,300	195,058	18.1%
July	38,471	195,445	19.7%
August	40,630	189,362	21.5%
September	39,299	193,200	20.3%
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



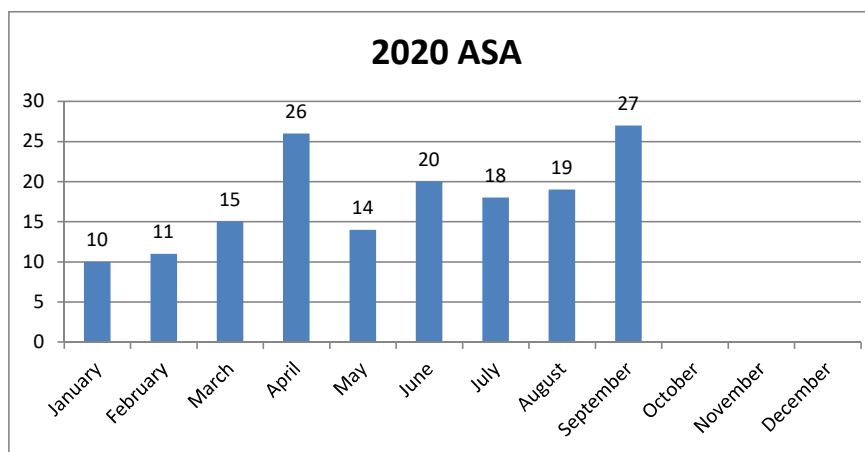
First Time Callers - 2020

Month	Callers	%
January	7,389	24%
February	7,503	25%
March	9,744	27%
April	13,558	37%
May	12,972	37%
June	13,352	34%
July	11,553	31%
August	11,216	31%
September	11,985	32%
October		0%
November		0%
December		0%



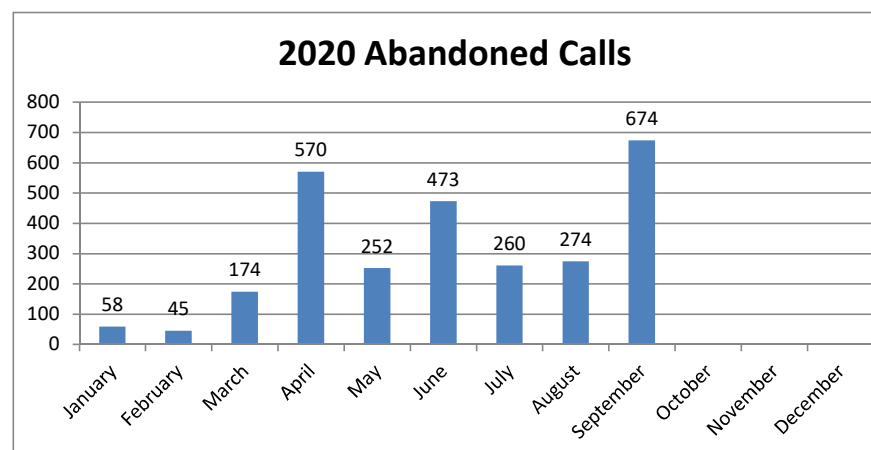
ASA - 2020

January	10
February	11
March	15
April	26
May	14
June	20
July	18
August	19
September	27
October	
November	
December	



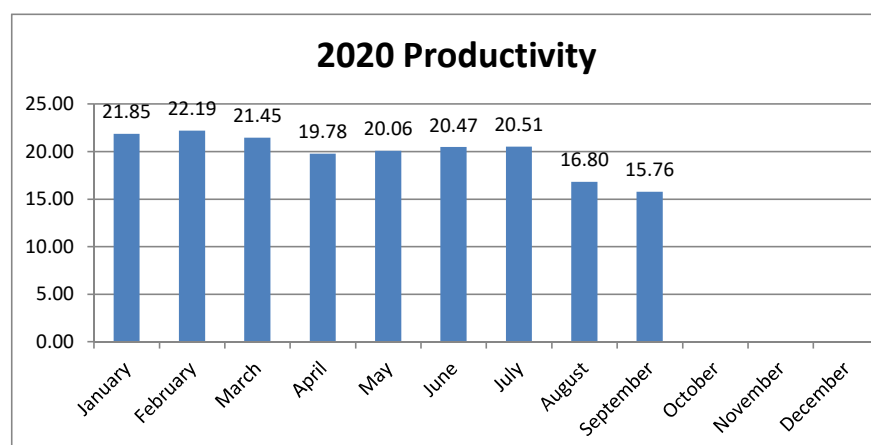
Abandoned Calls - 2020

January	58
February	45
March	174
April	570
May	252
June	473
July	260
August	274
September	674
October	
November	
December	



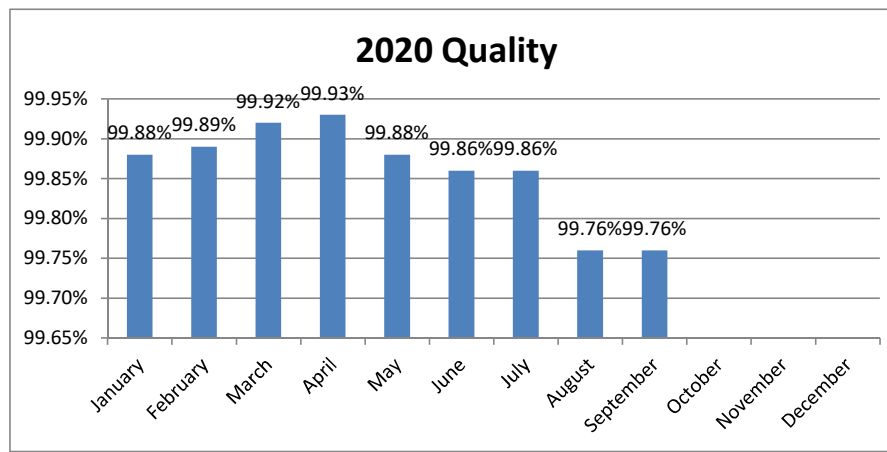
Productivity - 2020

January	21.85
February	22.19
March	21.45
April	19.78
May	20.06
June	20.47
July	20.51
August	16.80
September	15.76
October	
November	
December	



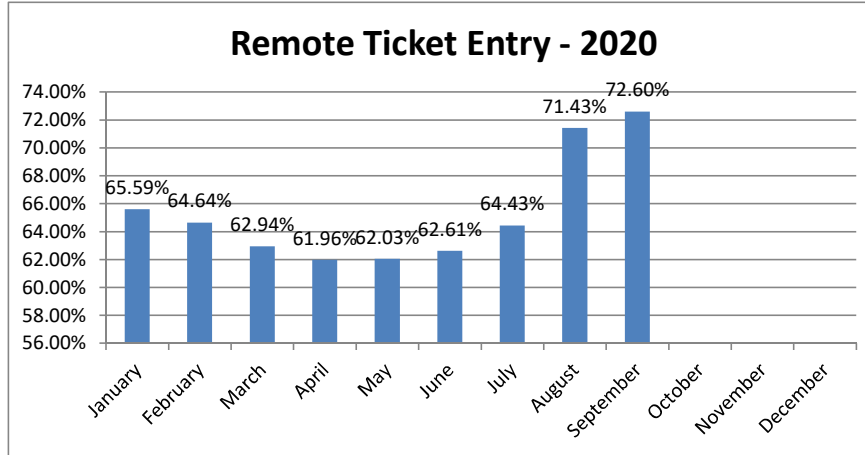
Quality - 2020

January	99.88%
February	99.89%
March	99.92%
April	99.93%
May	99.88%
June	99.86%
July	99.86%
August	99.76%
September	99.76%
October	
November	
December	

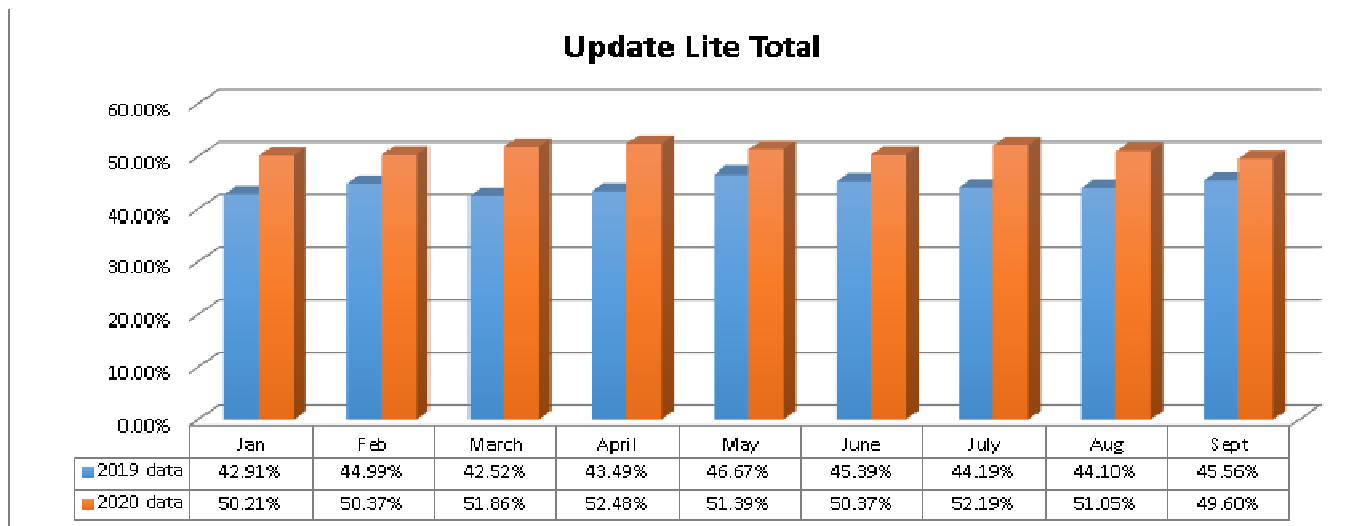


Remote Ticket Entry - 2020

January	170,111	58,540	111,571	65.59%
February	157,940	55,847	102,093	64.64%
March	186,642	69,173	117,469	62.94%
April	178,989	68,087	110,902	61.96%
May	172,482	65,487	106,995	62.03%
June	195,058	72,925	122,133	62.61%
July	195,445	69,526	125,919	64.43%
August	189,362	54,101	135,261	71.43%
September	193,200	52,946	140,254	72.60%
October				
November				
December				

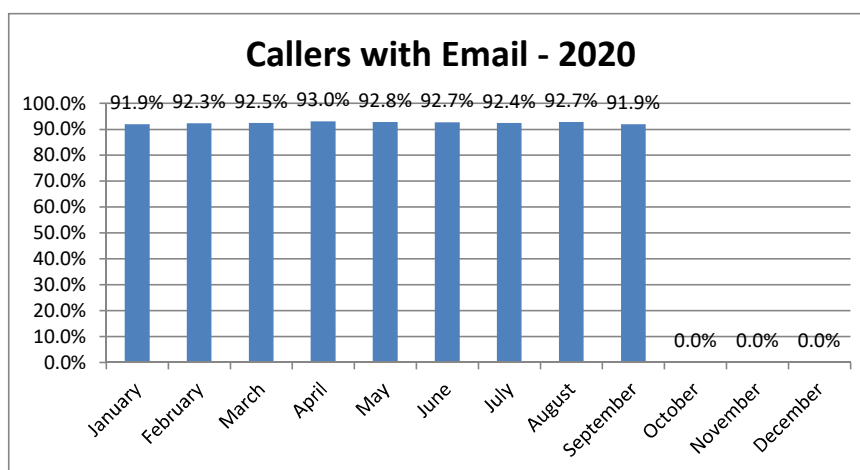


Update Lite - 2020



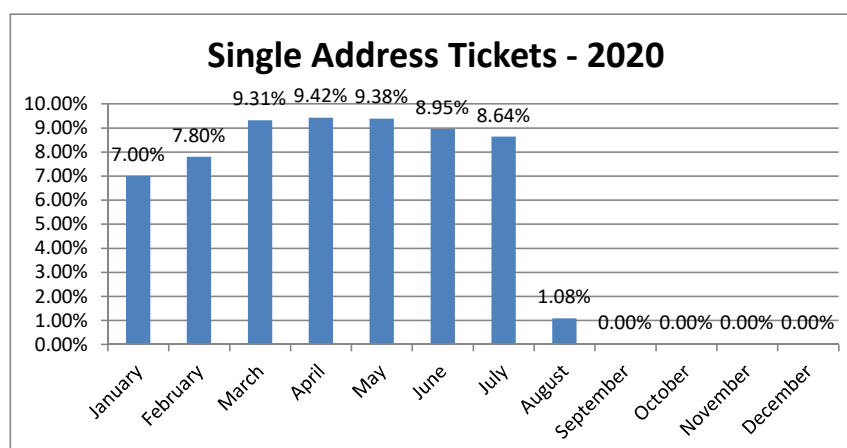
Callers with Email Address - 2020

Month	# w/Email	Total Callers	%
January	16,825	18,309	91.9%
February	17,099	18,522	92.3%
March	21,547	23,304	92.5%
April	26,556	28,544	93.0%
May	26,494	28,544	92.8%
June	26,333	28,421	92.7%
July	24,196	26,190	92.4%
August	50,178	54,101	92.7%
September	48,667	52,946	91.9%
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



Single Address Tickets - 2020

Month	SA Tickets	Total Tickets	%
January	11,906	170,111	7.00%
February	12,318	157,940	7.80%
March	17,379	186,642	9.31%
April	16,865	178,989	9.42%
May	16,186	172,482	9.38%
June	17,466	195,058	8.95%
July	16,881	195,445	8.64%
August	2,037	189,362	1.08%
September	3	193,200	0.00%
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



SAT 2.0 Tickets - 2020

Month	SAT 2.0 Tkts	Total Tickets	
August	14,307	189,362	7.56%
September	20,258	193,200	10.49%
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!

