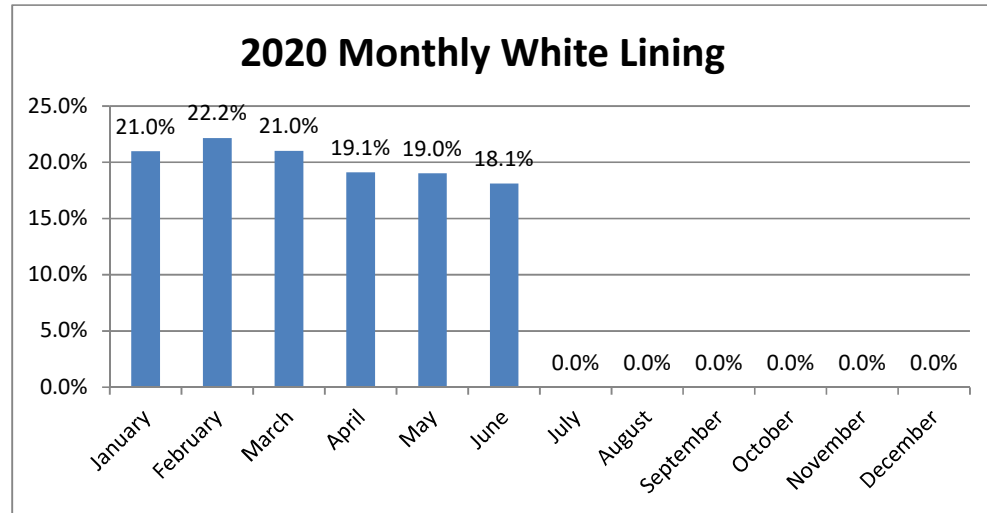


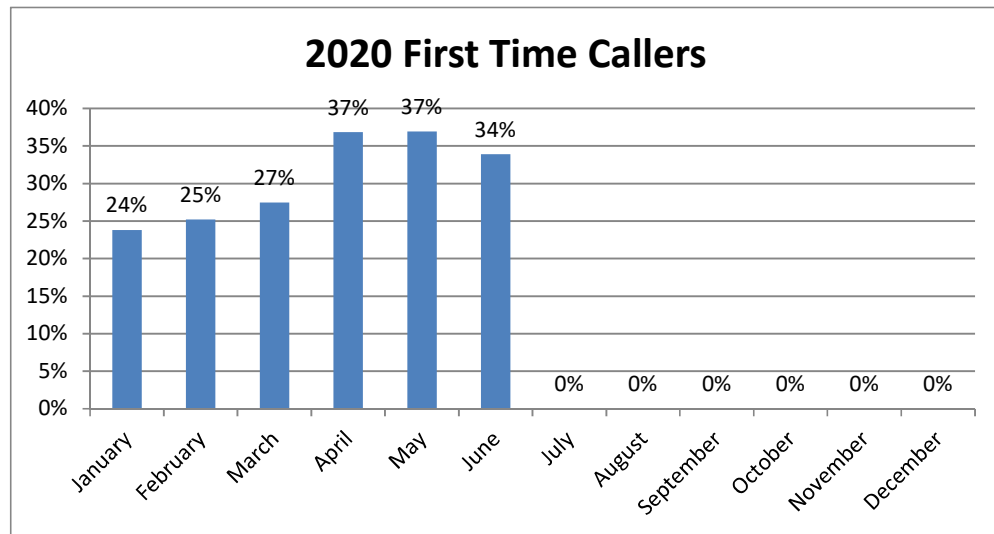
White Lining - 2020

	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			#DIV/0!
August			#DIV/0!
September			#DIV/0!
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



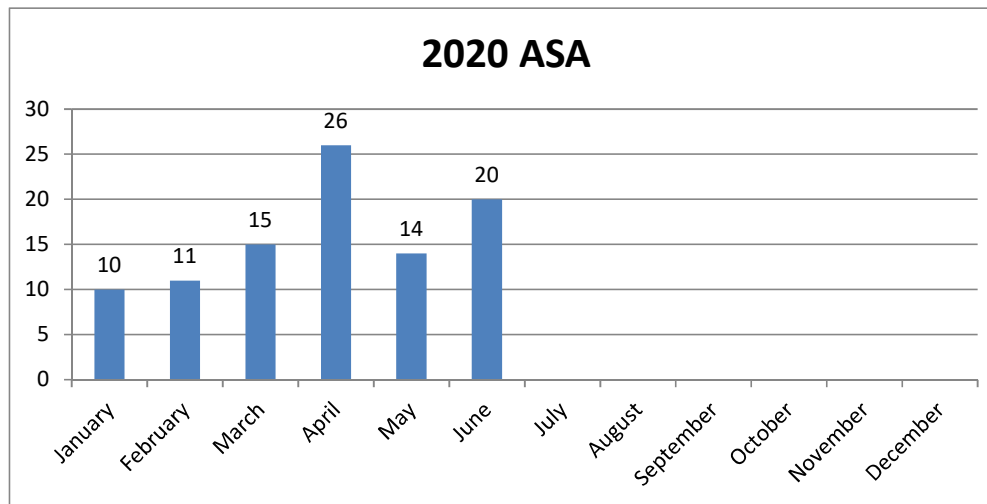
First Time Callers - 2020

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		0%
August		0%
September		0%
October		0%
November		0%
December		0%



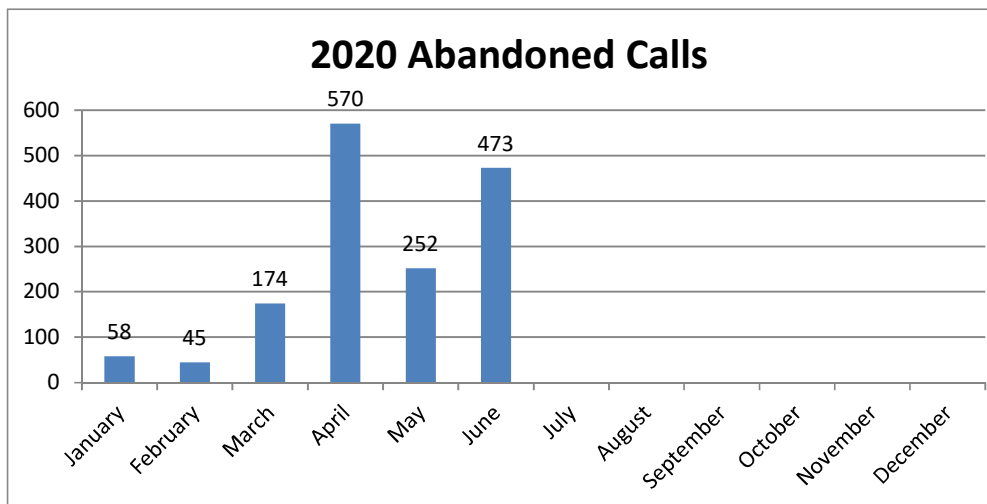
ASA - 2020

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



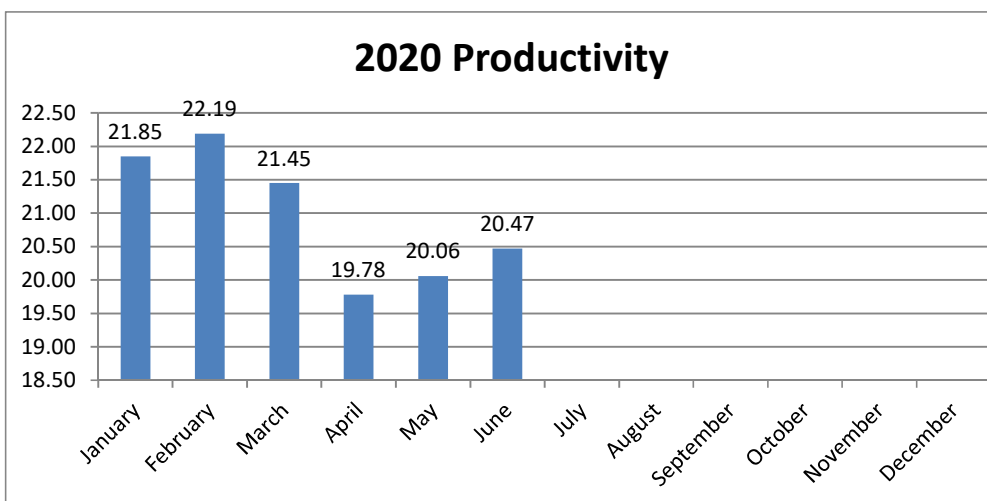
Abandoned Calls - 2020

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



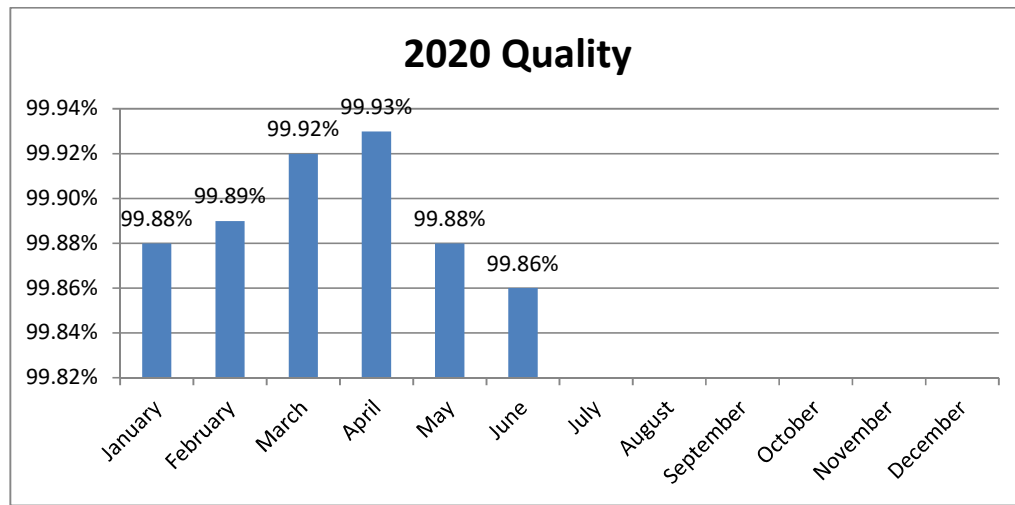
Productivity - 2020

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



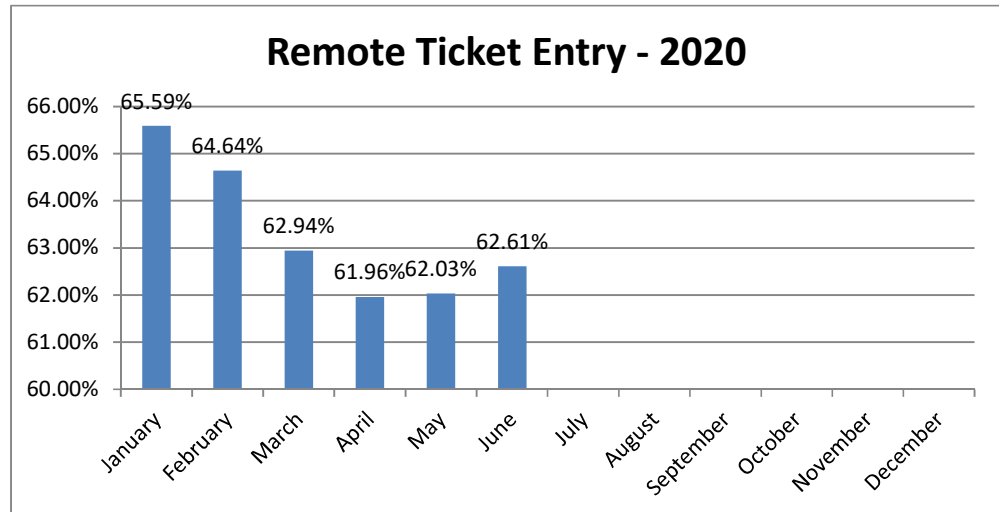
Quality - 2020

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

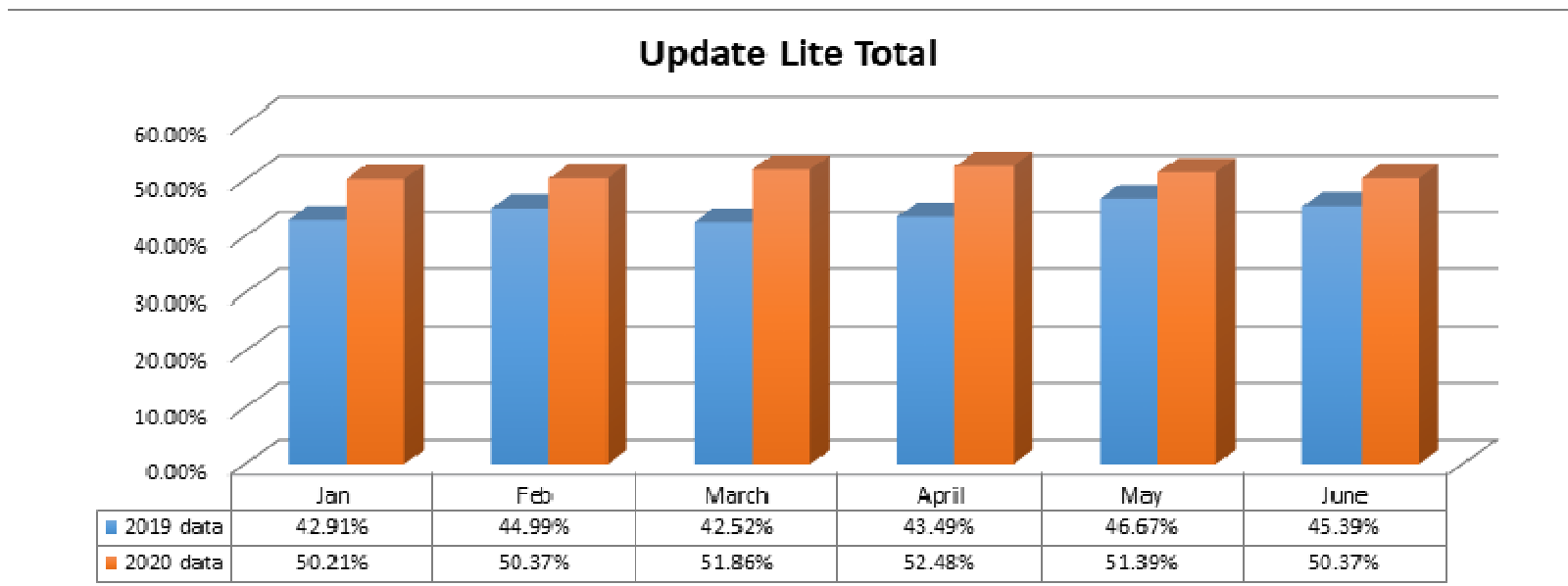


Remote Ticket Entry - 2020

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				
August				
September				
October				
November				
December				

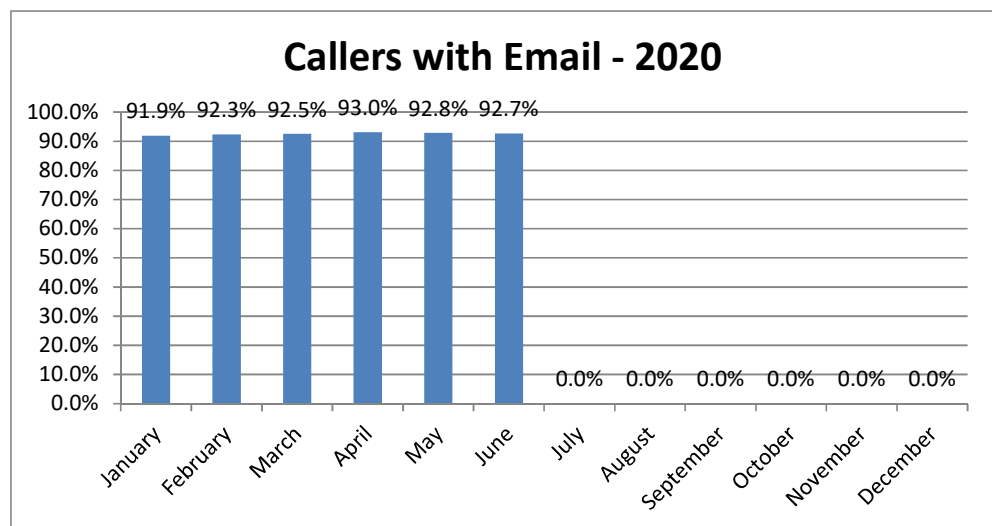


Update Lite - 2020



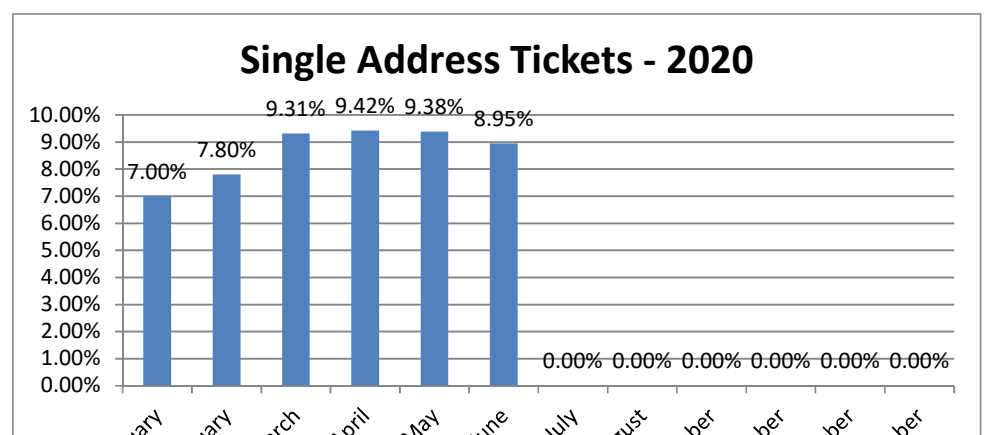
Callers with Email Address - 2020

Month	# w/Email	Total Callers	Percentage
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			#DIV/0!
August			#DIV/0!
September			#DIV/0!
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



Single Address Tickets - 2020

Month	SA Tickets	Total Tickets	Percentage
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			#DIV/0!
August			#DIV/0!
September			#DIV/0!
October			#DIV/0!



November  
December

#DIV/0!  
#DIV/0!

Janu.	Febru.	Ma.	Apr.	Ma.	Juni.	Juli.	Aug.	Septem.	Octo.	Novem.	Decem.
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