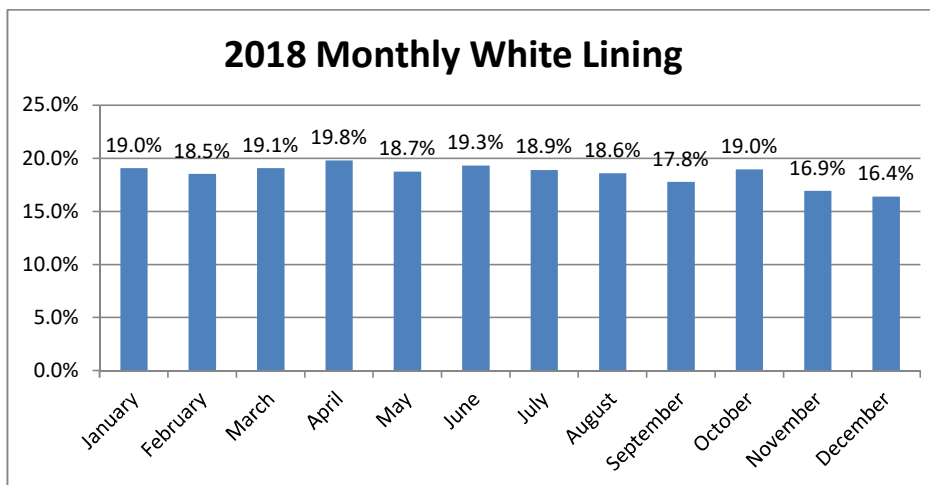


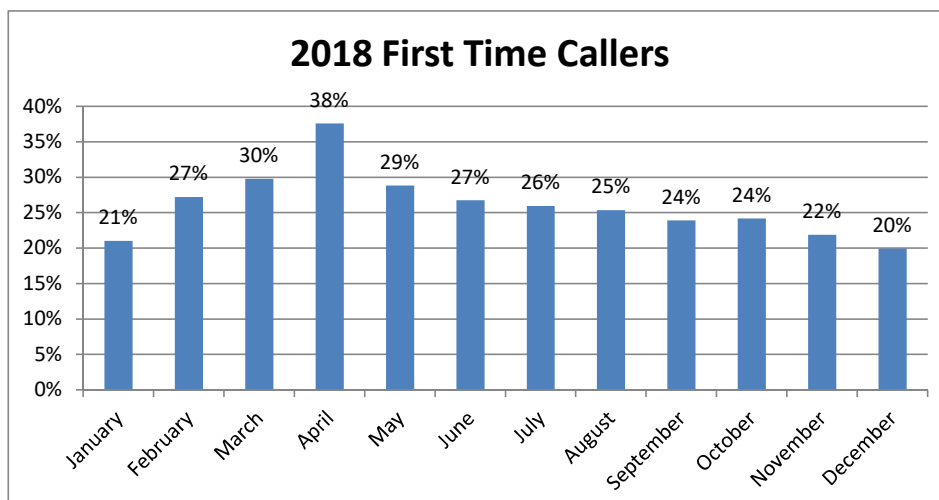
White Lining - 2018

	White Line	Total Tkts	%
January	29,040	152,459	19.0%
February	27,655	149,459	18.5%
March	31,815	166,950	19.1%
April	34,648	175,205	19.8%
May	33,641	179,485	18.7%
June	33,055	171,326	19.3%
July	32,663	172,881	18.9%
August	35,457	190,779	18.6%
September	27,588	155,325	17.8%
October	38,189	201,516	19.0%
November	27,340	161,565	16.9%
December	22,104	135,072	16.4%



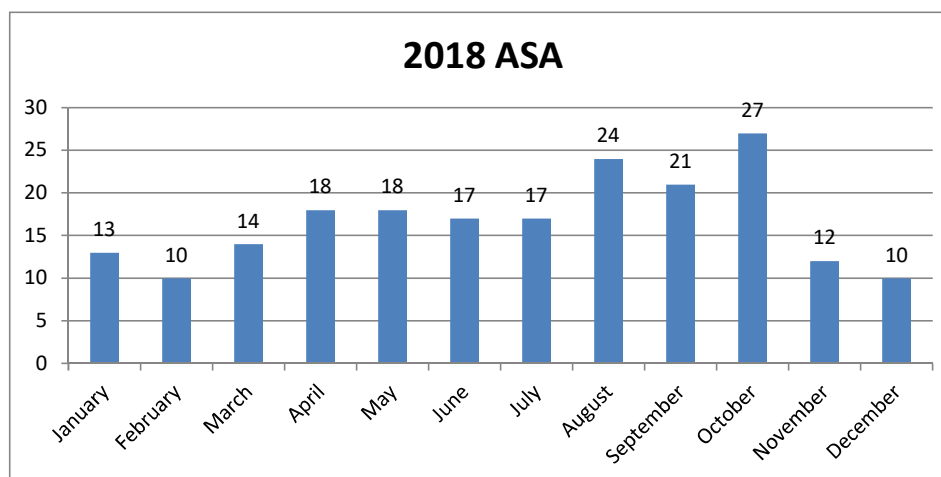
First Time Callers - 2018

Month	Callers	%
January	6,061	21%
February	8,026	27%
March	10,289	30%
April	15,218	38%
May	11,600	29%
June	10,088	27%
July	9,550	26%
August	10,680	25%
September	7,487	24%
October	10,442	24%
November	6,722	22%
December	4,490	20%



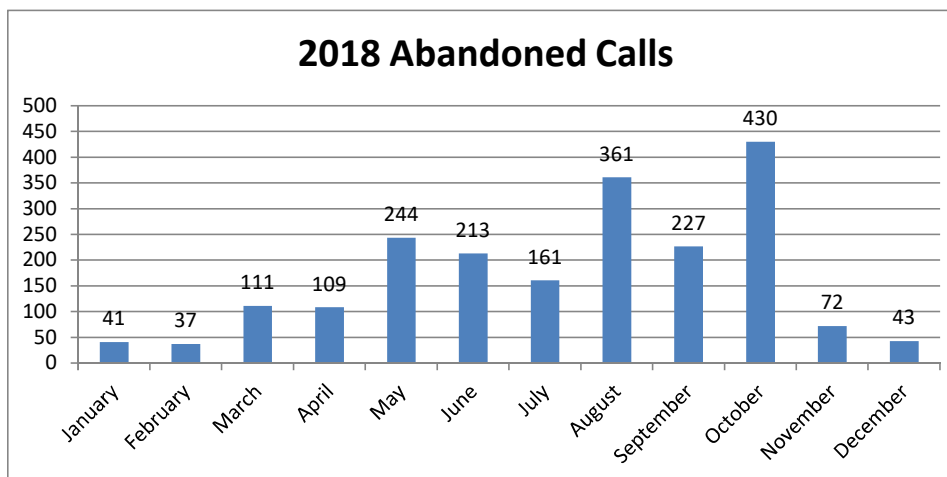
ASA - 2018

January	13
February	10
March	14
April	18
May	18
June	17
July	17
August	24
September	21
October	27
November	12
December	10



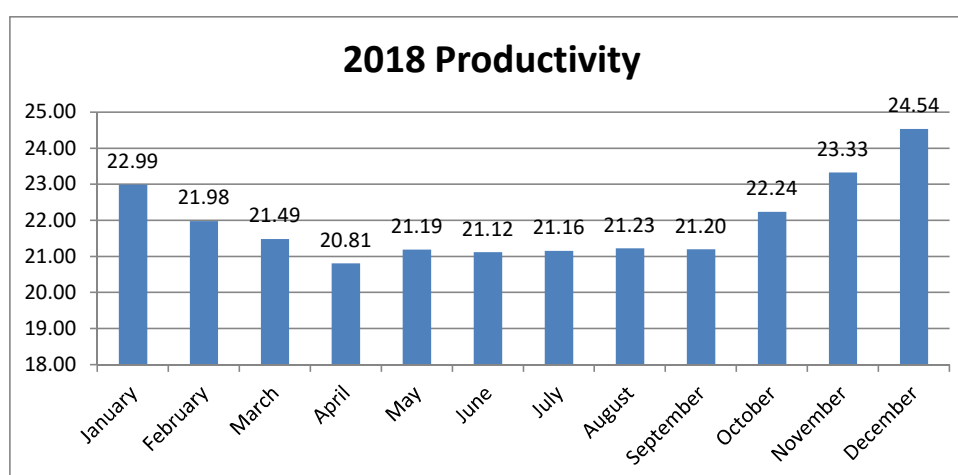
Abandoned Calls - 2018

January	41
February	37
March	111
April	109
May	244
June	213
July	161
August	361
September	227
October	430
November	72
December	43



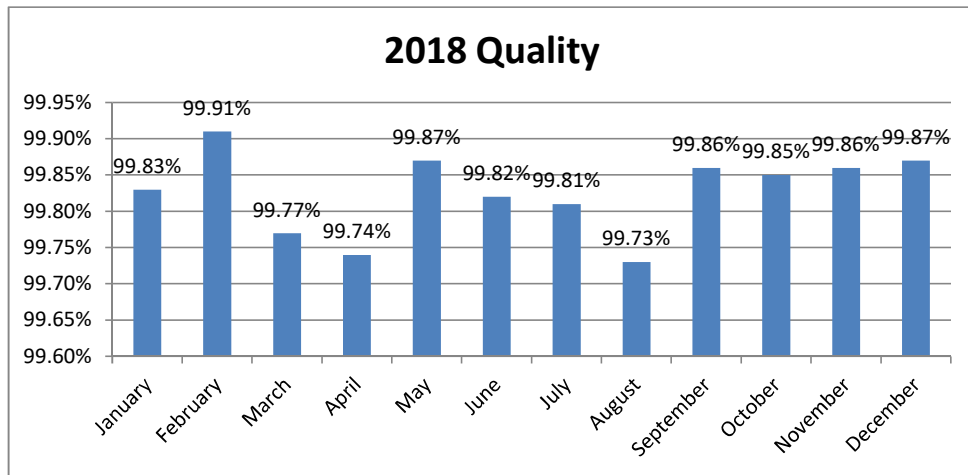
Productivity - 2018

January	22.99
February	21.98
March	21.49
April	20.81
May	21.19
June	21.12
July	21.16
August	21.23
September	21.20
October	22.24
November	23.33
December	24.54



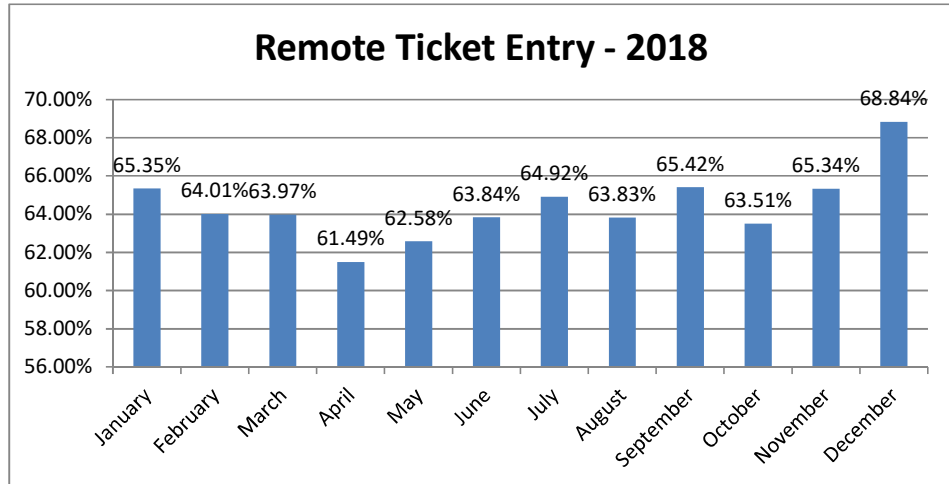
Quality - 2018

January	99.83%
February	99.91%
March	99.77%
April	99.74%
May	99.87%
June	99.82%
July	99.81%
August	99.73%
September	99.86%
October	99.85%
November	99.86%
December	99.87%

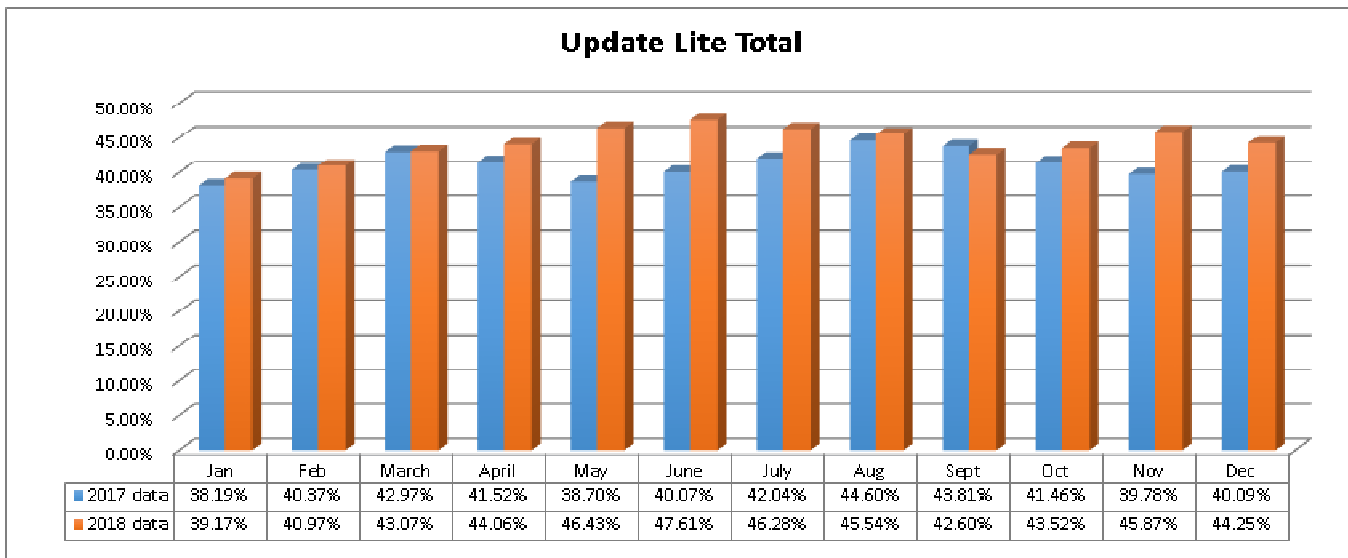


Remote Ticket Entry - 2018

January	152,459	52,834	99,625	65.35%
February	149,459	53,784	95,675	64.01%
March	166,950	60,159	106,791	63.97%
April	175,205	67,471	107,734	61.49%
May	179,485	67,161	112,324	62.58%
June	171,326	61,951	109,375	63.84%
July	172,881	60,649	112,232	64.92%
August	190,779	69,004	121,775	63.83%
September	155,325	53,712	101,613	65.42%
October	201,516	73,532	127,984	63.51%
November	161,565	56,002	105,563	65.34%
December	135,072	42,083	92,989	68.84%

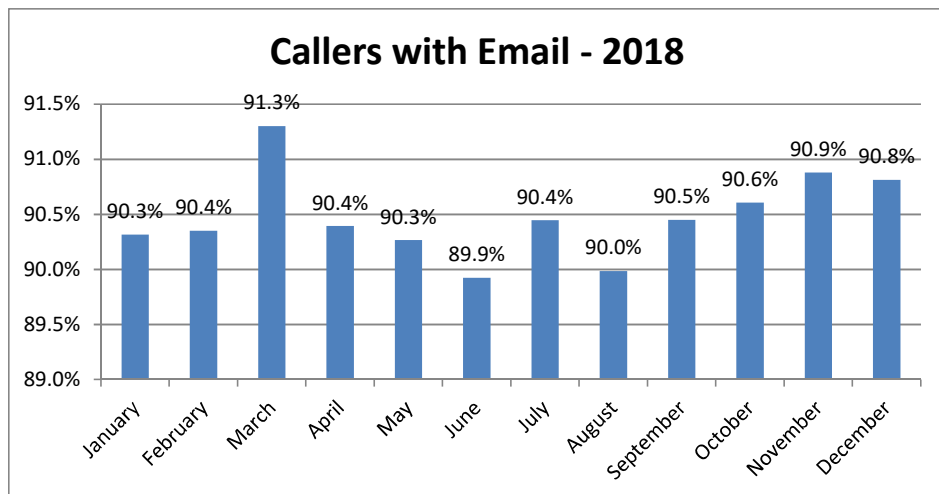


Update Lite - 2018



Callers with Email Address - 2018

Month	# w/Email	Total Callers	Percentage
January	12,340	13,663	90.3%
February	14,617	16,178	90.4%
March	18,598	20,370	91.3%
April	20,757	22,963	90.4%
May	20,298	22,487	90.3%
June	19,116	21,258	89.9%
July	17,881	19,770	90.4%
August	19,434	21,597	90.0%
September	16,130	17,833	90.5%
October	20,288	22,391	90.6%
November	14,916	16,413	90.9%
December	10,854	11,952	90.8%



Single Address Tickets - 2018

Month	SA Tickets	Total Tickets	Percentage
January	8,094	152,459	5.31%
February	8,889	149,459	5.95%
March	10,692	166,950	6.40%
April	11,671	175,205	6.66%
May	11,349	179,485	6.32%
June	10,262	171,326	5.99%
July	10,193	172,881	5.90%
August	11,053	190,779	5.79%
September	8,939	155,325	5.76%
October	12,181	201,516	6.04%
November	8,768	161,565	5.43%
December	6,396	135,072	4.74%

