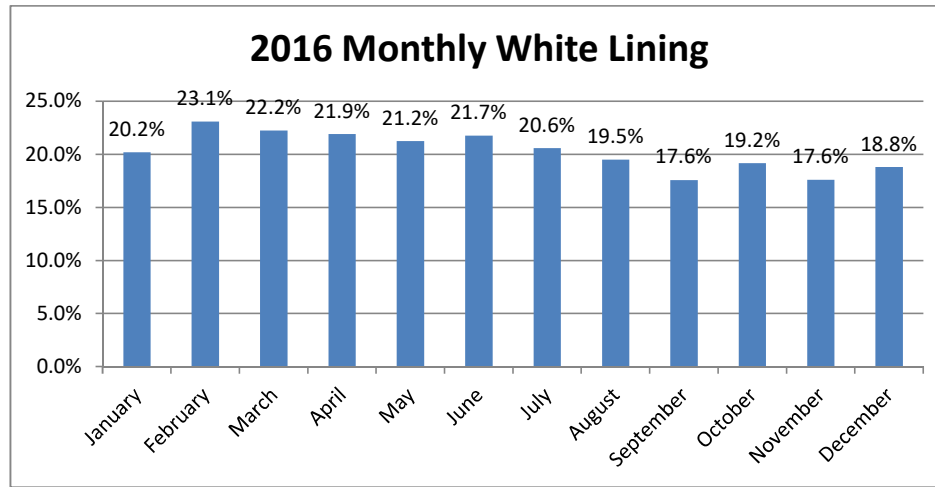


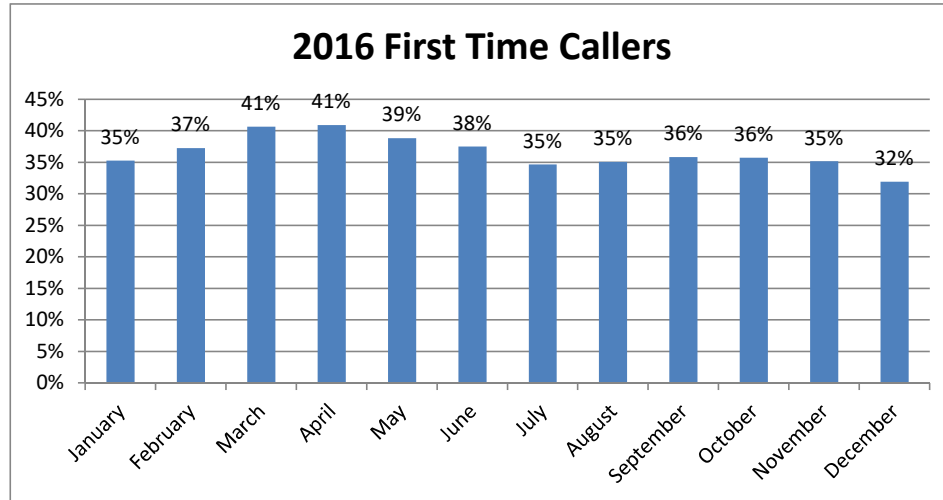
White Lining - 2016

	White Line	Total Tkts	%
January	24,718	122,523	20.2%
February	32,096	139,131	23.1%
March	38,461	173,038	22.2%
April	35,395	161,633	21.9%
May	34,401	161,975	21.2%
June	38,122	175,428	21.7%
July	34,203	166,259	20.6%
August	38,340	196,915	19.5%
September	32,111	182,850	17.6%
October	33,814	176,522	19.2%
November	27,373	155,645	17.6%
December	25,950	138,076	18.8%



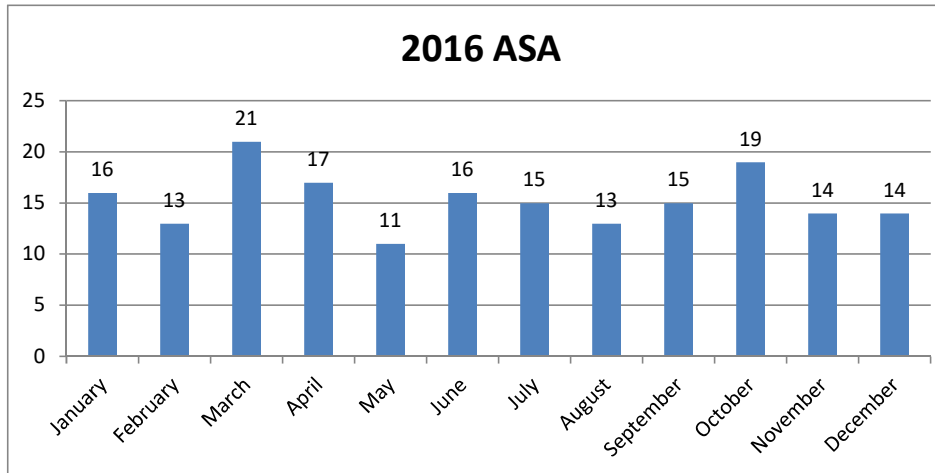
First Time Callers - 2016

Month	Callers	%
January	16,391	35%
February	14,538	37%
March	15,728	41%
April	14,661	41%
May	13,200	39%
June	13,108	38%
July	14,030	35%
August	25,911	35%
September	23,894	36%
October	23,882	36%
November	20,669	35%
December	14,684	32%



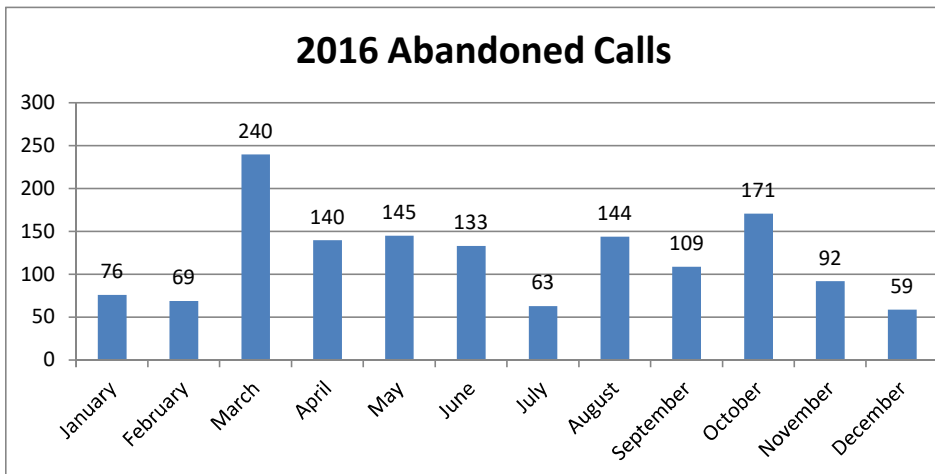
ASA - 2016

January	16
February	13
March	21
April	17
May	11
June	16
July	15
August	13
September	15
October	19
November	14
December	14



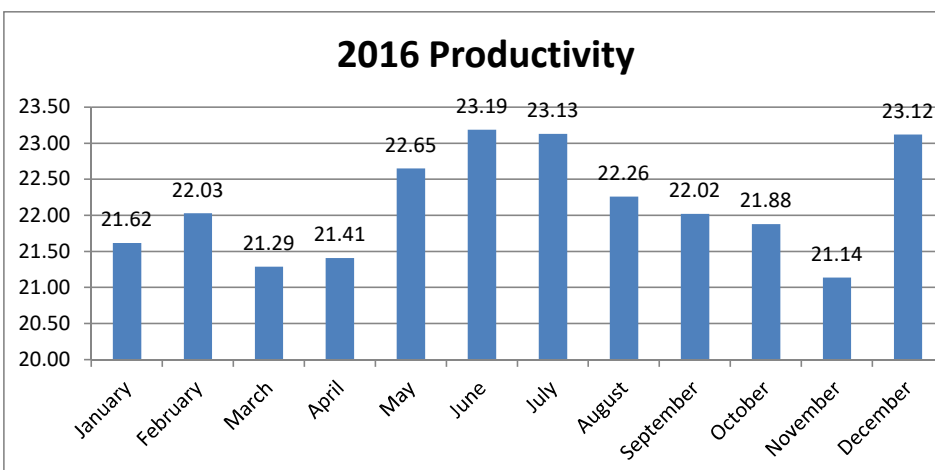
Abandoned Calls - 2016

January	76
February	69
March	240
April	140
May	145
June	133
July	63
August	144
September	109
October	171
November	92
December	59



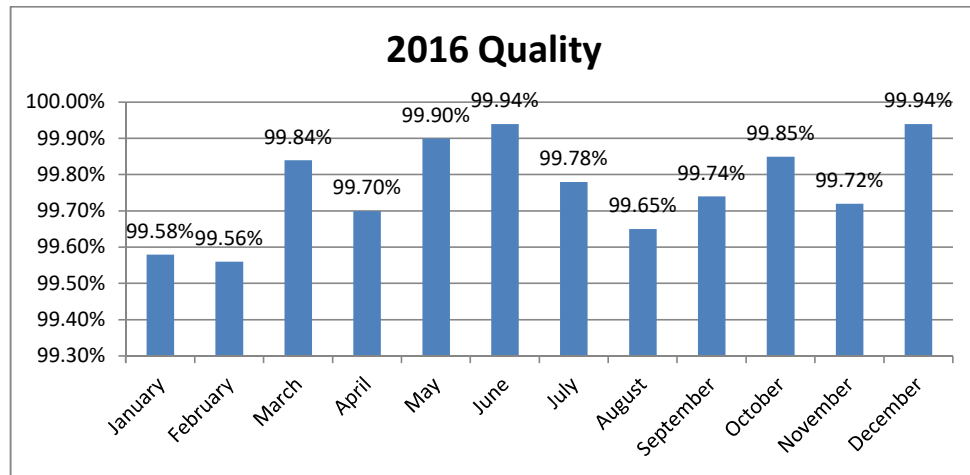
Productivity - 2016

January	21.62
February	22.03
March	21.29
April	21.41
May	22.65
June	23.19
July	23.13
August	22.26
September	22.02
October	21.88
November	21.14
December	23.12



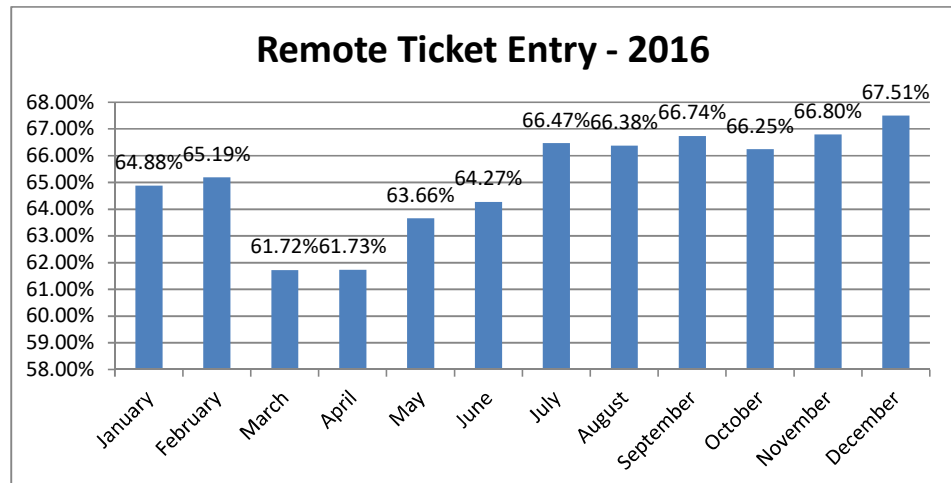
Quality - 2016

January	99.58%
February	99.56%
March	99.84%
April	99.70%
May	99.90%
June	99.94%
July	99.78%
August	99.65%
September	99.74%
October	99.85%
November	99.72%
December	99.94%

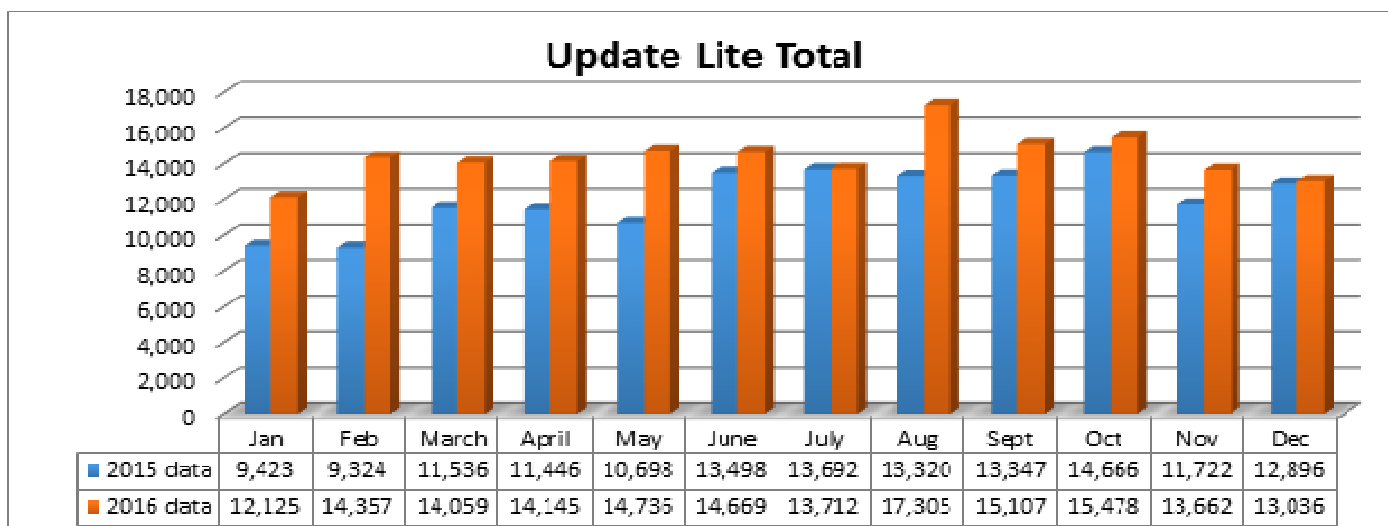


Remote Ticket Entry - 2016

January	122,523	43,030	79,493	64.88%
February	139,131	48,429	90,702	65.19%
March	173,038	66,238	106,800	61.72%
April	161,633	61,851	99,782	61.73%
May	161,975	58,858	103,117	63.66%
June	175,428	62,682	112,746	64.27%
July	166,259	55,742	110,517	66.47%
August	196,915	66,203	130,712	66.38%
September	182,850	60,817	122,033	66.74%
October	176,522	59,571	116,951	66.25%
November	155,645	51,670	103,975	66.80%
December	138,076	44,857	93,219	67.51%

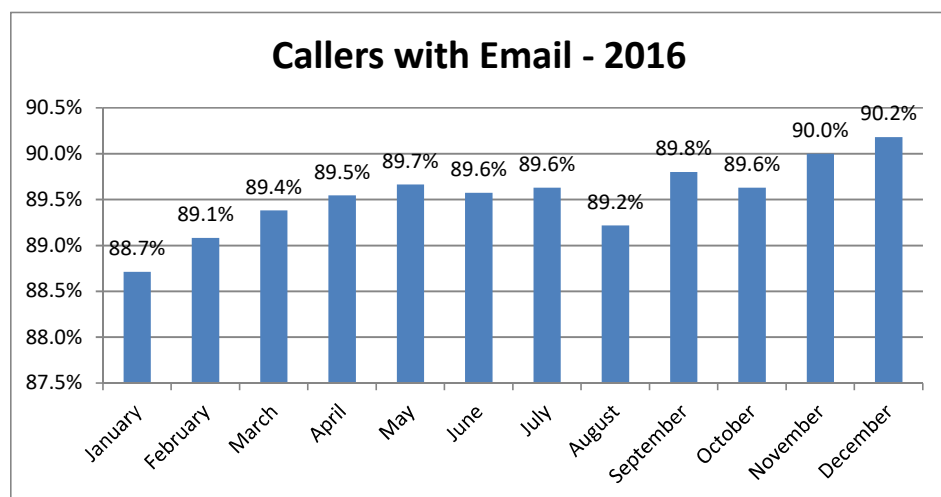


Update Lite - 2016



Callers with Email Address - 2016

Month	# w/Email	Total Callers	Percentage (%)
January	10,595	11,943	88.7%
February	11,677	13,108	89.1%
March	18,159	20,316	89.4%
April	17,919	20,011	89.5%
May	15,539	17,330	89.7%
June	15,800	17,639	89.6%
July	14,254	15,903	89.6%
August	15,882	17,801	89.2%
September	15,323	17,063	89.8%
October	14,892	16,615	89.6%
November	13,483	14,981	90.0%
December	10,884	12,069	90.2%



Single Address Tickets - 2016

Month	SA Tickets	Total Tickets	Percentage (%)
January	5,641	122,523	4.60%
February	5,969	139,131	4.29%
March	9,379	173,038	5.42%
April	8,286	161,633	5.13%
May	7,925	161,975	4.89%
June	8,231	175,428	4.69%
July	7,644	166,259	4.60%
August	8,526	196,915	4.33%
September	8,231	182,850	4.50%
October	8,173	176,522	4.63%
November	8,321	155,645	5.35%
December	7,488	138,076	5.42%

