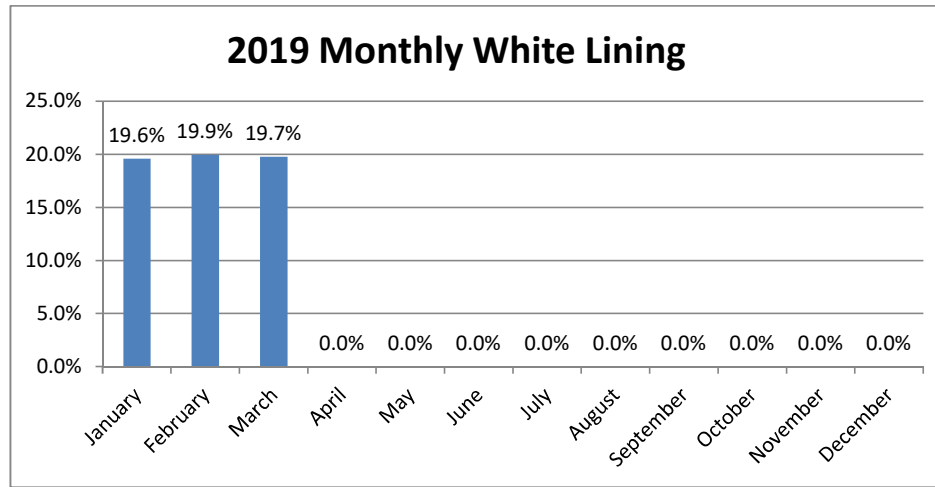


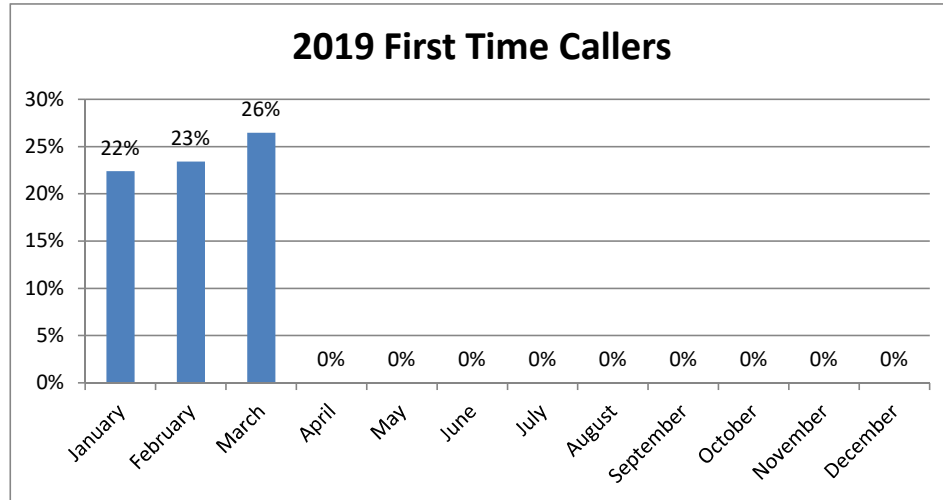
White Lining - 2019

	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			#DIV/0!
May			#DIV/0!
June			#DIV/0!
July			#DIV/0!
August			#DIV/0!
September			#DIV/0!
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



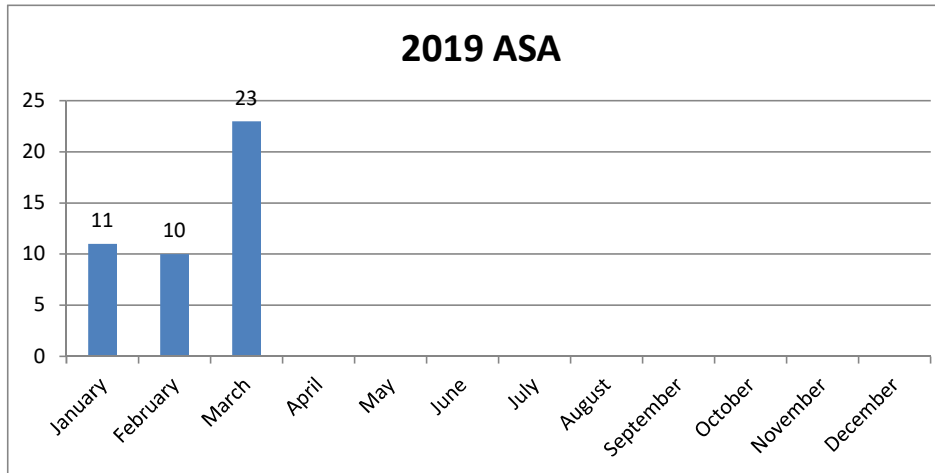
First Time Callers - 2019

Month	Callers	%
January	7,766	22%
February	7,410	23%
March	11,147	26%
April		0%
May		0%
June		0%
July		0%
August		0%
September		0%
October		0%
November		0%
December		0%



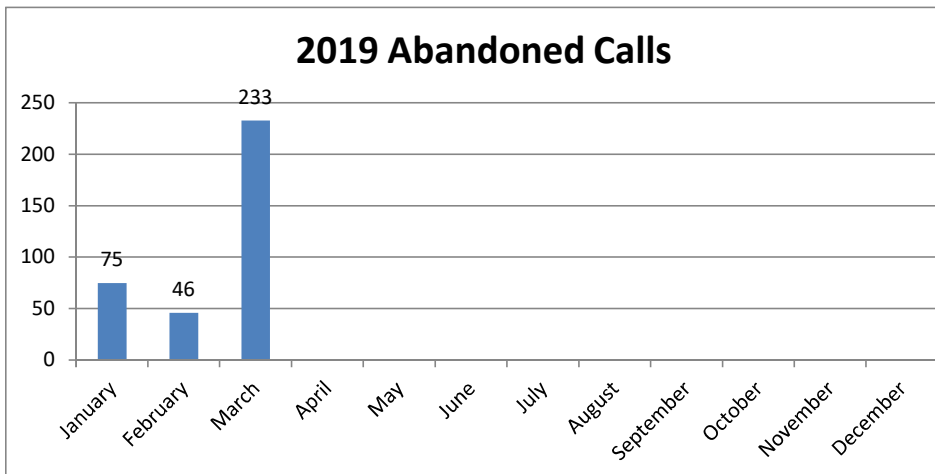
ASA - 2019

January	11
February	10
March	23
April	
May	
June	
July	
August	
September	
October	
November	
December	



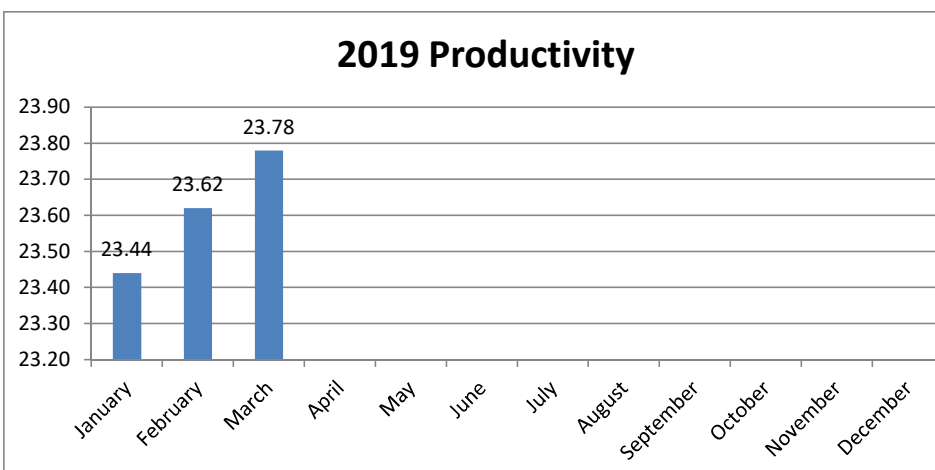
Abandoned Calls - 2019

January	75
February	46
March	233
April	
May	
June	
July	
August	
September	
October	
November	
December	



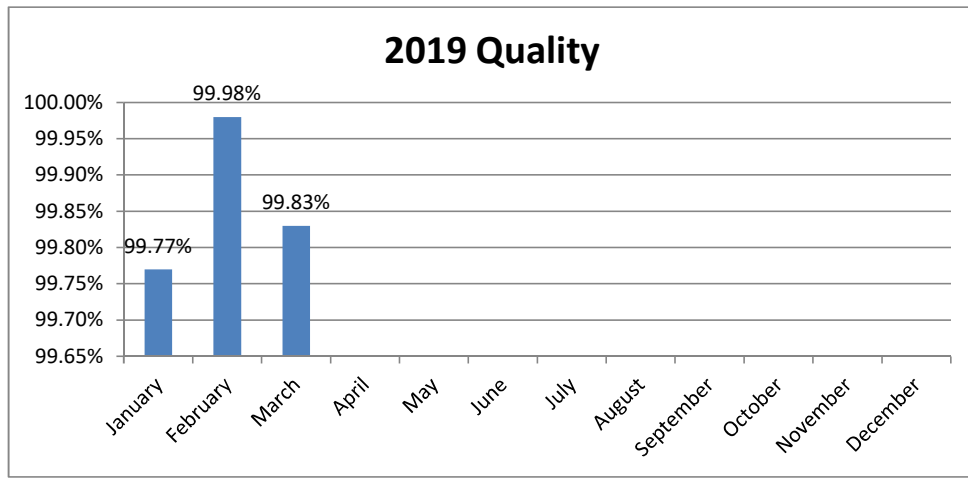
Productivity - 2019

January	23.44
February	23.62
March	23.78
April	
May	
June	
July	
August	
September	
October	
November	
December	



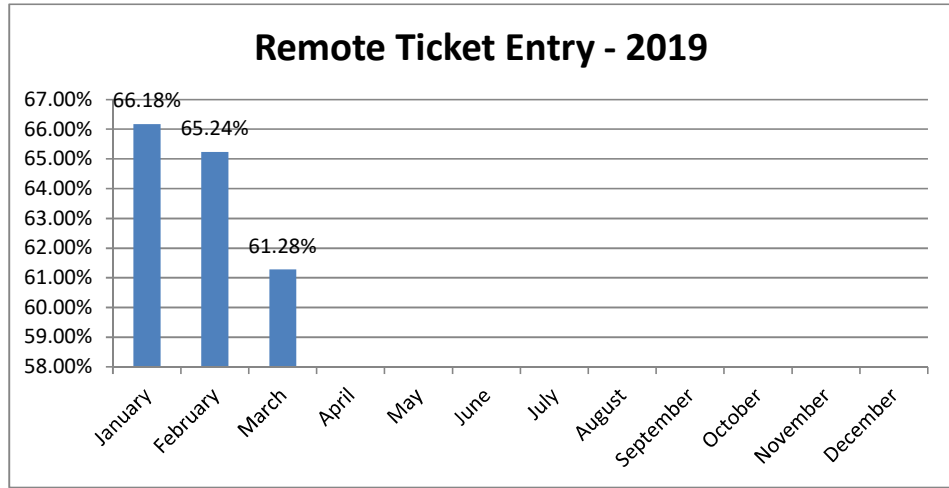
Quality - 2019

January	99.77%
February	99.98%
March	99.83%
April	
May	
June	
July	
August	
September	
October	
November	
December	

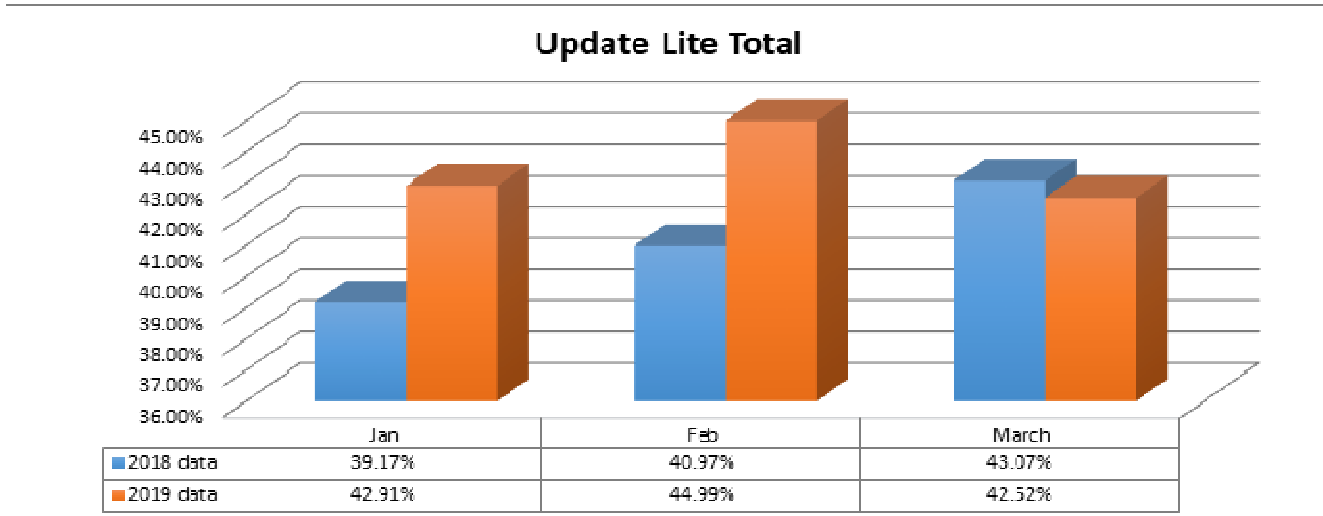


Remote Ticket Entry - 2019

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				
May				
June				
July				
August				
September				
October				
November				
December				

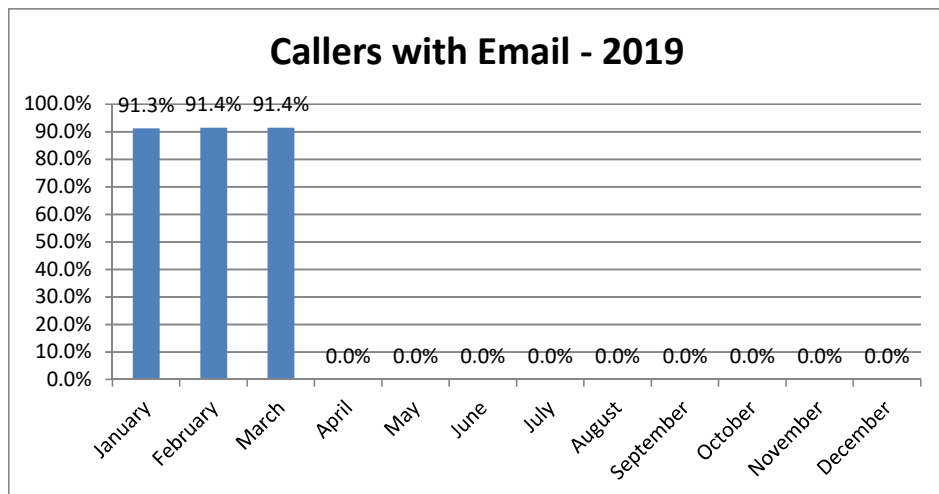


Update Lite - 2019



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		#DIV/0!	
May		#DIV/0!	
June		#DIV/0!	
July		#DIV/0!	
August		#DIV/0!	
September		#DIV/0!	
October		#DIV/0!	
November		#DIV/0!	
December		#DIV/0!	



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		#DIV/0!	
May		#DIV/0!	
June		#DIV/0!	
July		#DIV/0!	
August		#DIV/0!	
September		#DIV/0!	
October		#DIV/0!	
November		#DIV/0!	
December		#DIV/0!	

