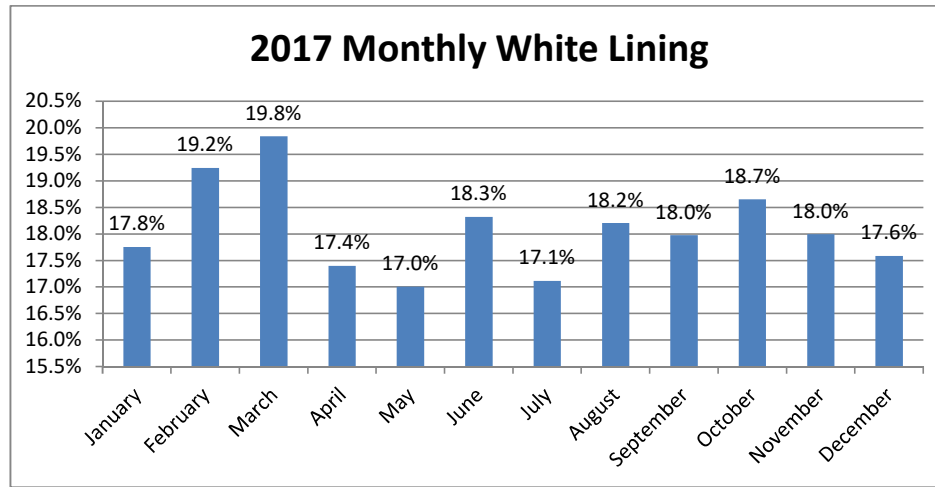


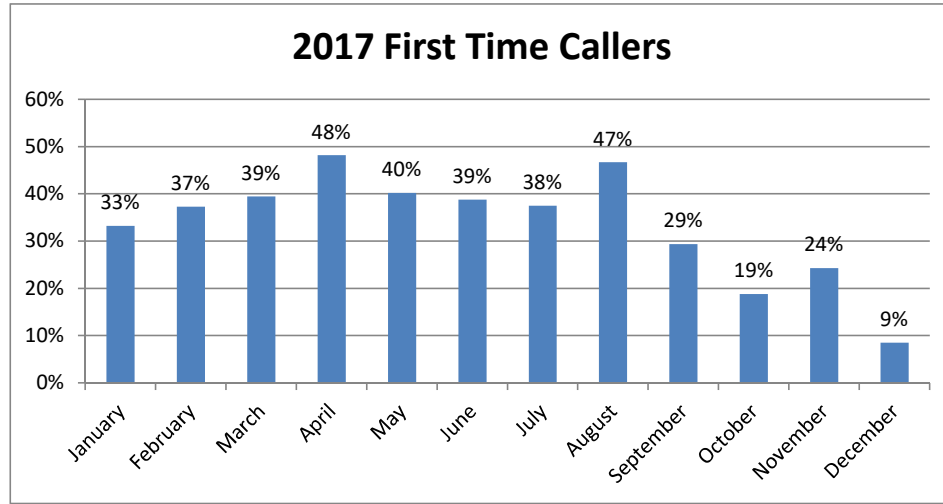
White Lining - 2017

	White Line	Total Tkts	%
January	26,196	147,568	17.8%
February	28,306	147,102	19.2%
March	34,288	172,850	19.8%
April	27,157	156,103	17.4%
May	29,781	175,092	17.0%
June	31,216	170,404	18.3%
July	27,480	160,565	17.1%
August	32,418	178,099	18.2%
September	28,080	156,215	18.0%
October	32,919	176,494	18.7%
November	26,160	145,407	18.0%
December	21,145	120,249	17.6%



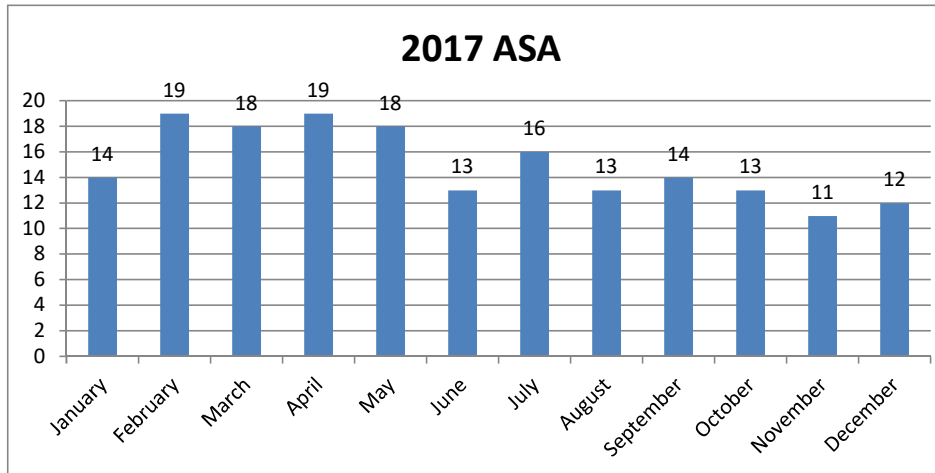
First Time Callers - 2017

Month	Callers	%
January	17,389	33%
February	22,331	37%
March	27,911	39%
April	25,992	48%
May	29,449	40%
June	27,058	39%
July	24,533	38%
August	24,332	47%
September	18,897	29%
October	10,347	19%
November	7,529	24%
December	5,027	9%



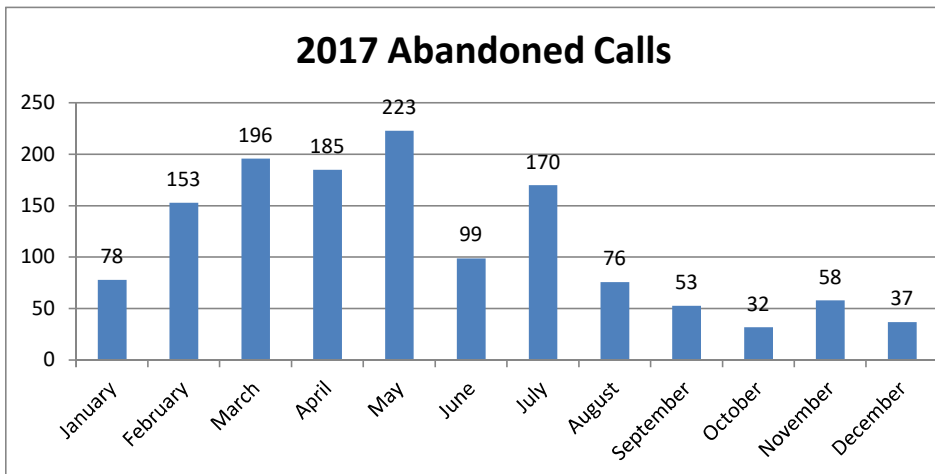
ASA - 2017

January	14
February	19
March	18
April	19
May	18
June	13
July	16
August	13
September	14
October	13
November	11
December	12



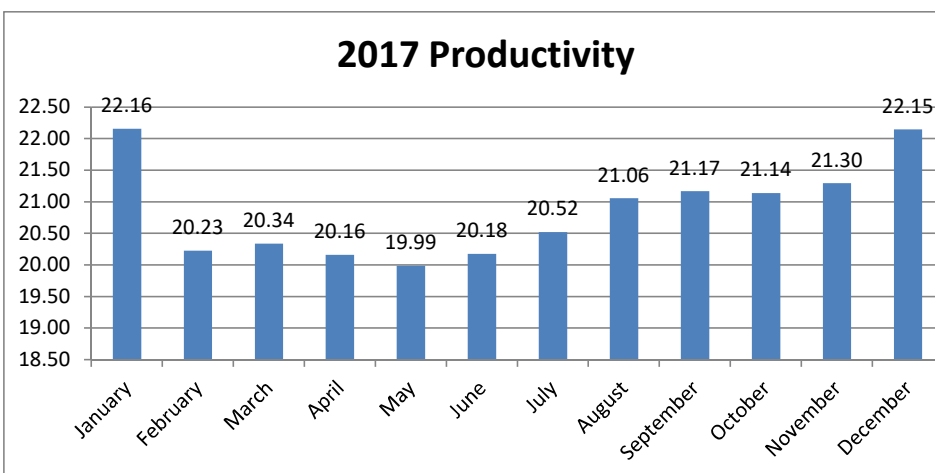
Abandoned Calls - 2017

January	78
February	153
March	196
April	185
May	223
June	99
July	170
August	76
September	53
October	32
November	58
December	37



Productivity - 2017

January	22.16
February	20.23
March	20.34
April	20.16
May	19.99
June	20.18
July	20.52
August	21.06
September	21.17
October	21.14
November	21.30
December	22.15



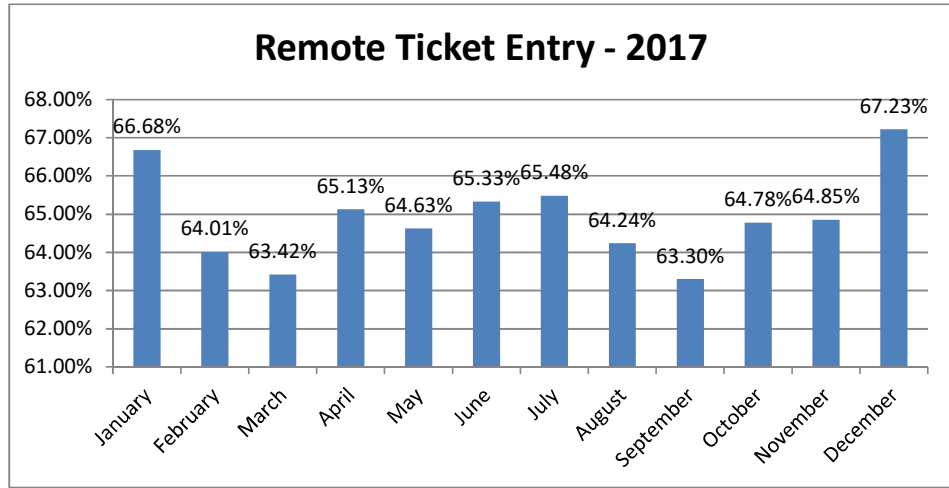
Quality - 2017

January	99.76%
February	99.73%
March	99.83%
April	99.87%
May	99.92%
June	99.66%
July	99.75%
August	99.83%
September	99.77%
October	99.84%
November	99.87%
December	99.89%

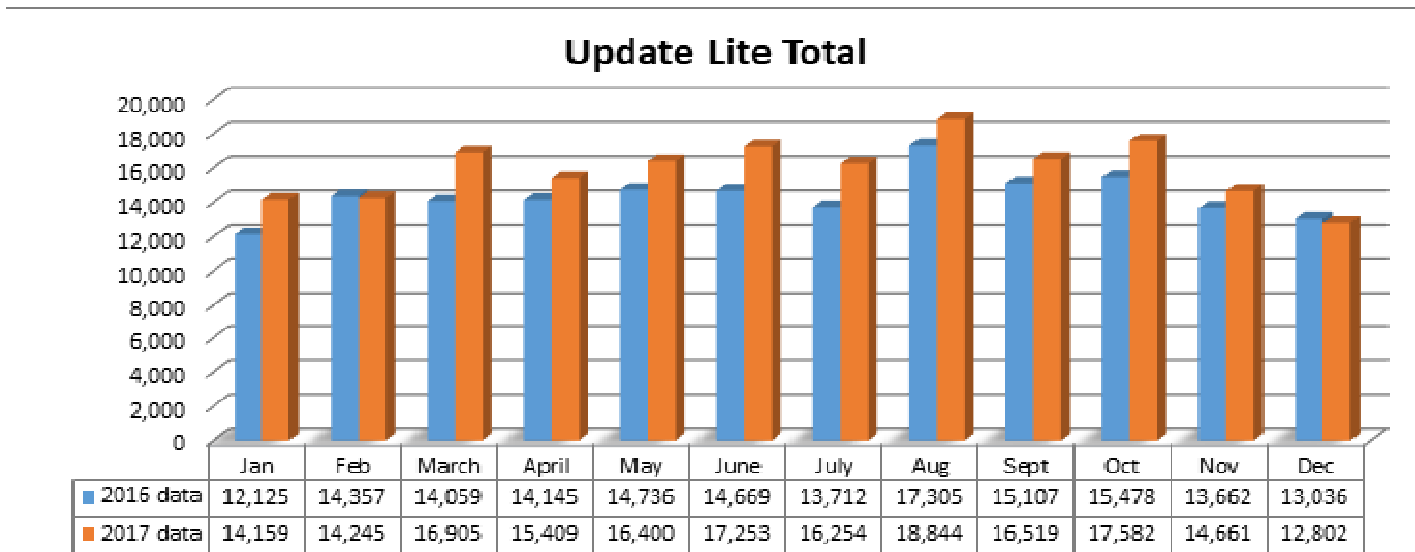


Remote Ticket Entry - 2017

January	147,568	49,170	98,398	66.68%
February	147,102	52,948	94,154	64.01%
March	172,850	63,234	109,616	63.42%
April	156,103	54,430	101,673	65.13%
May	175,092	61,924	113,168	64.63%
June	170,404	59,080	111,324	65.33%
July	160,565	55,425	105,140	65.48%
August	178,099	63,682	114,417	64.24%
September	156,215	57,331	98,884	63.30%
October	176,494	62,160	114,334	64.78%
November	145,407	51,111	94,296	64.85%
December	120,249	39,411	80,838	67.23%

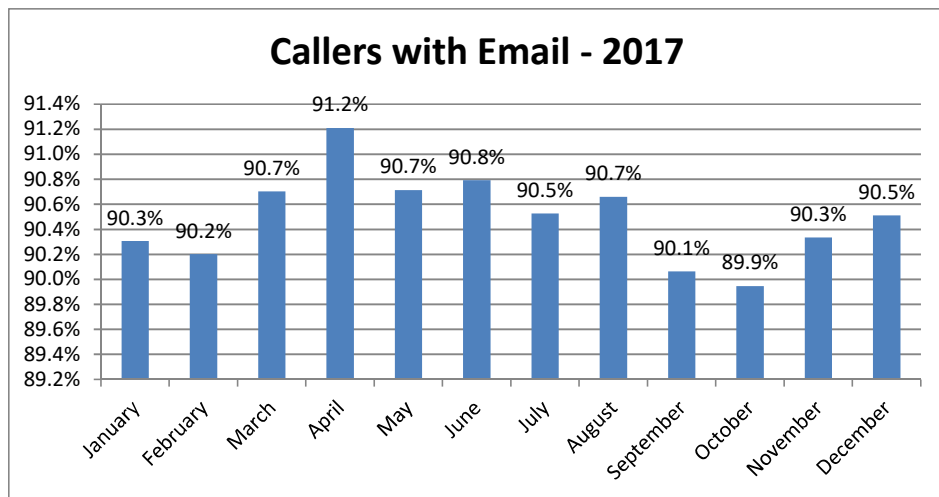


Update Lite - 2017



Callers with Email Address - 2017

Month	# w/Email	Total Callers	Percentage
January	11,877	13,152	90.3%
February	14,479	16,052	90.2%
March	17,638	19,446	90.7%
April	17,515	19,203	91.2%
May	18,275	20,146	90.7%
June	17,168	18,909	90.8%
July	15,528	17,153	90.5%
August	17,366	19,155	90.7%
September	17,006	18,882	90.1%
October	17,160	19,078	89.9%
November	14,290	15,819	90.3%
December	11,150	12,319	90.5%



Single Address Tickets - 2017

Month	SA Tickets	Total Tickets	Percentage
January	7,468	147,568	5.06%
February	8,666	147,102	5.89%
March	11,094	172,850	6.42%
April	10,094	156,103	6.47%
May	10,678	175,092	6.10%
June	9,345	170,404	5.48%
July	9,719	160,565	6.05%
August	10,630	178,099	5.97%
September	9,804	156,215	6.28%
October	10,976	176,494	6.22%
November	8,520	145,407	5.86%
December	6,669	120,249	5.55%

