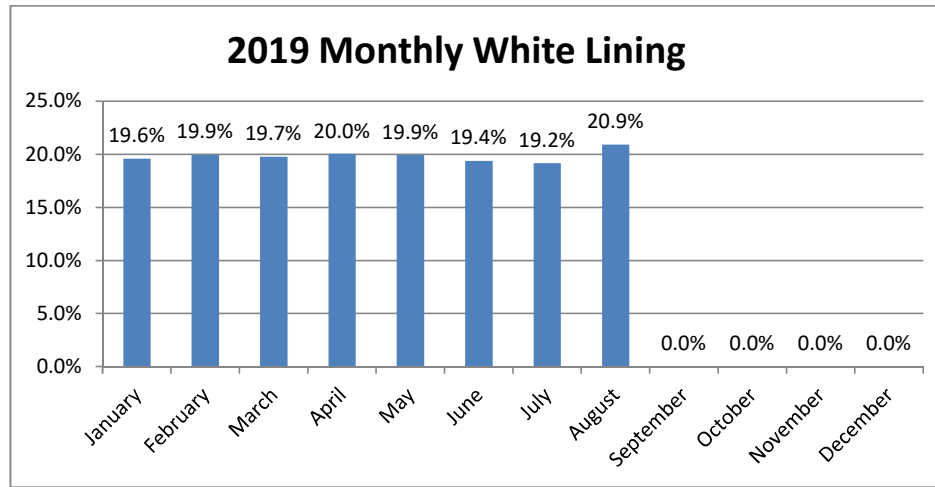


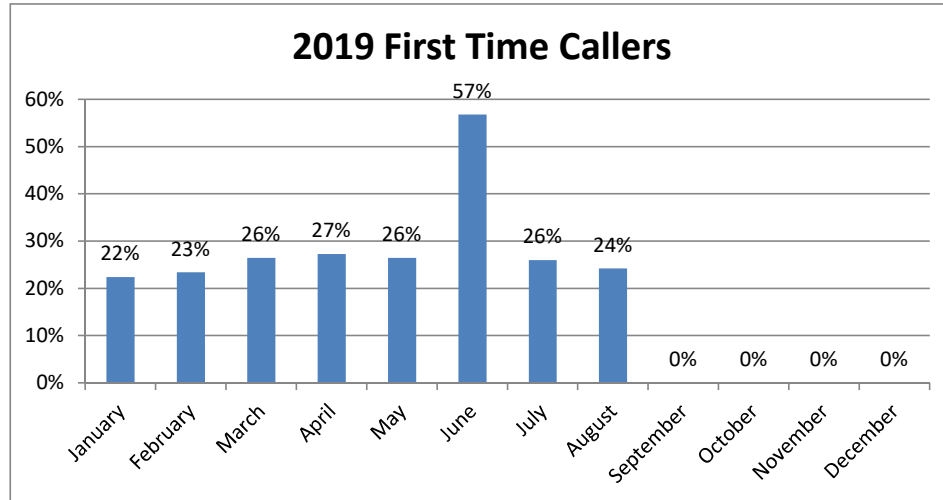
White Lining - 2019

	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	40,617	202,893	20.0%
May	41,287	207,168	19.9%
June	35,204	181,711	19.4%
July	37,983	198,236	19.2%
August	40,858	195,594	20.9%
September			#DIV/0!
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!



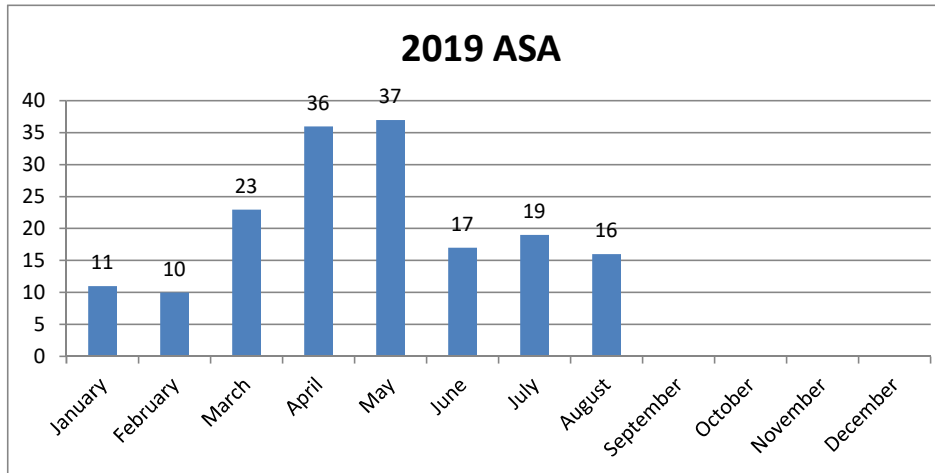
First Time Callers - 2019

Month	Callers	%
January	7,766	22%
February	7,410	23%
March	11,147	26%
April	13,286	27%
May	12,874	26%
June	21,631	57%
July	11,130	26%
August	10,315	24%
September		0%
October		0%
November		0%
December		0%



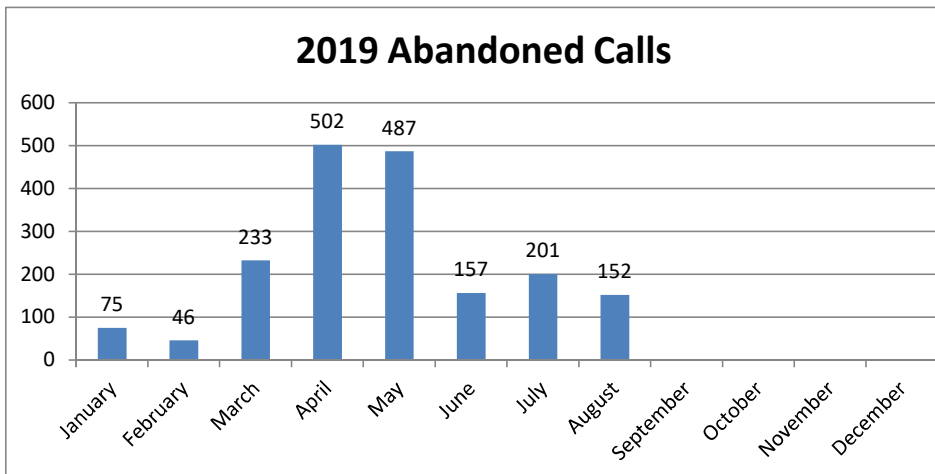
ASA - 2019

January	11
February	10
March	23
April	36
May	37
June	17
July	19
August	16
September	
October	
November	
December	



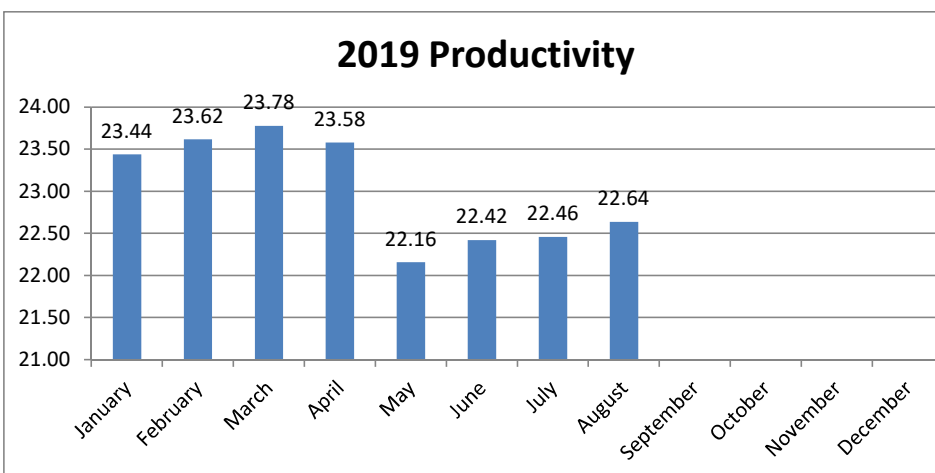
Abandoned Calls - 2019

January	75
February	46
March	233
April	502
May	487
June	157
July	201
August	152
September	
October	
November	
December	



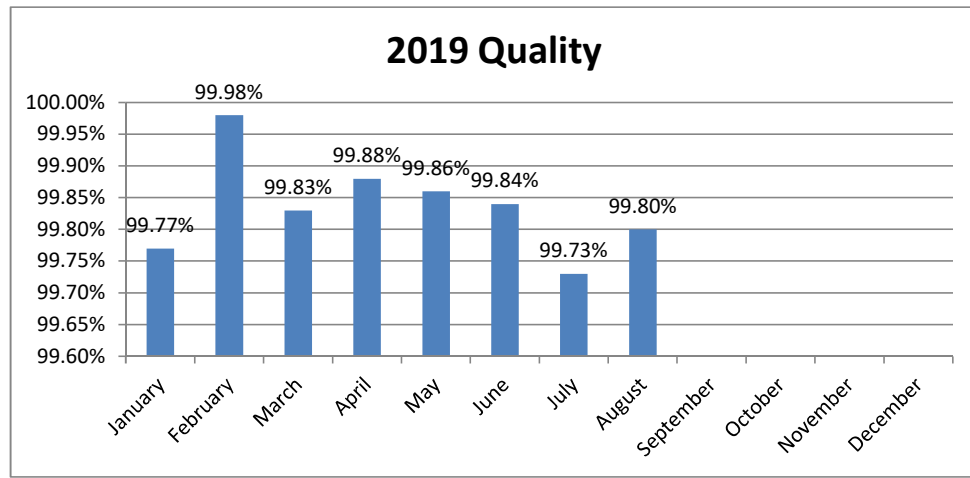
Productivity - 2019

January	23.44
February	23.62
March	23.78
April	23.58
May	22.16
June	22.42
July	22.46
August	22.64
September	
October	
November	
December	



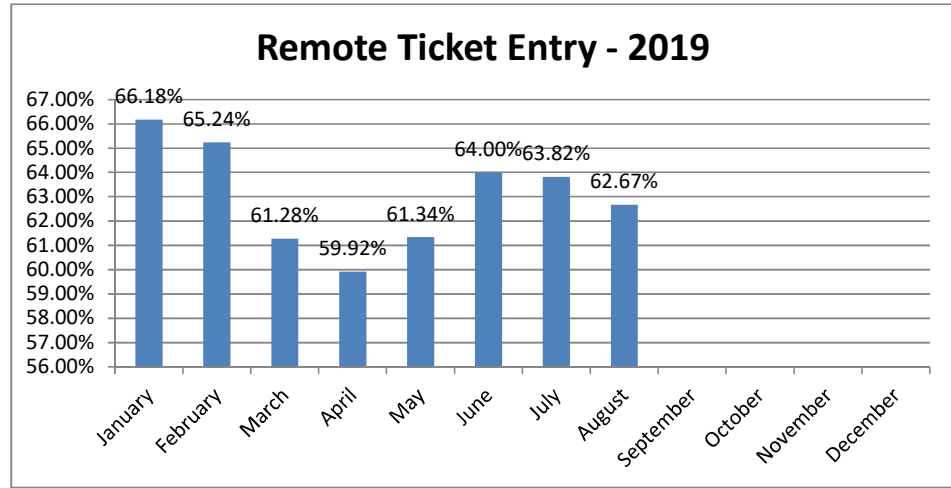
Quality - 2019

January	99.77%
February	99.98%
March	99.83%
April	99.88%
May	99.86%
June	99.84%
July	99.73%
August	99.80%
September	
October	
November	
December	

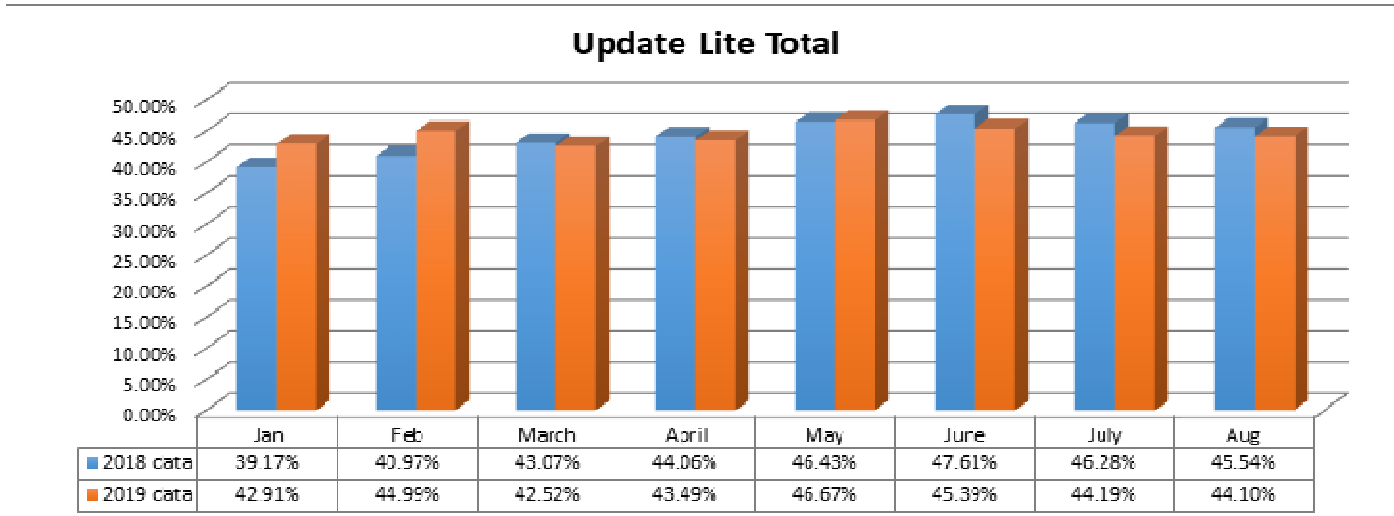


Remote Ticket Entry - 2019

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	202,893	81,317	121,576	59.92%
May	207,168	80,100	127,068	61.34%
June	181,711	65,409	116,302	64.00%
July	198,236	71,723	126,513	63.82%
August	195,594	73,014	122,580	62.67%
September				
October				
November				
December				

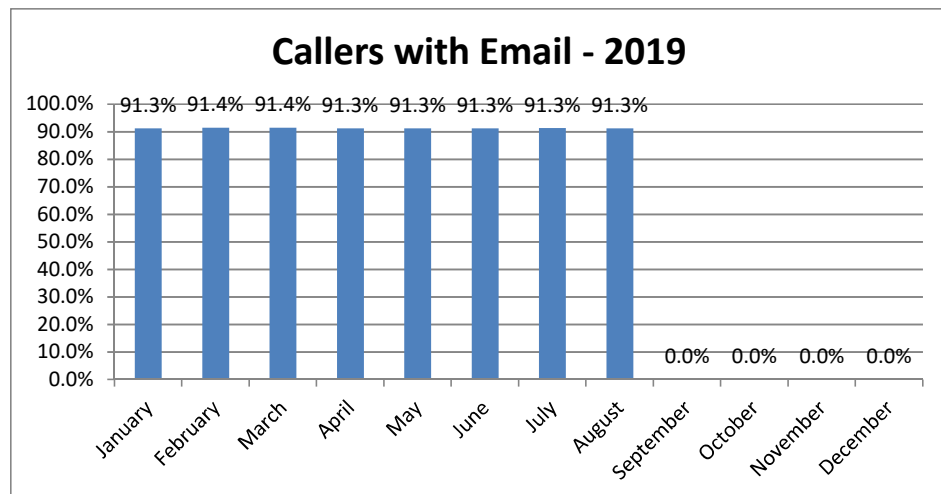


Update Lite - 2019



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	24,728	27,092	91.3%
May	23,833	26,115	91.3%
June	20,280	22,220	91.3%
July	20,506	22,459	91.3%
August	20,884	22,882	91.3%
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	14,421	202,893	7.11%
May	14,323	207,168	6.91%
June	11,525	181,711	6.34%
July	12,735	198,236	6.42%
August	11,984	195,594	6.13%
September		#DIV/0!	
October		#DIV/0!	
November		#DIV/0!	
December		#DIV/0!	

