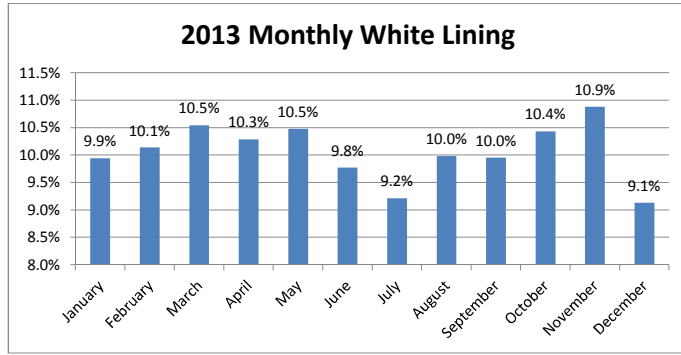


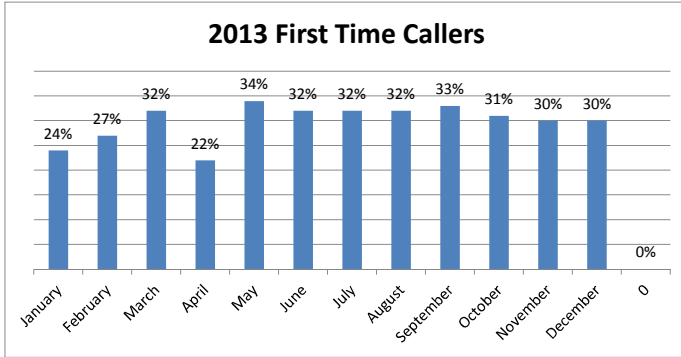
White Lining - 2013

	White Line	Total Tkts	%
January	8814	88618	9.9%
February	8770	86488	10.1%
March	10498	99563	10.5%
April	11467	111426	10.3%
May	11736	112002	10.5%
June	9911	101403	9.8%
July	10714	116249	9.2%
August	11315	113319	10.0%
September	10992	110396	10.0%
October	12175	116652	10.4%
November	9662	88777	10.9%
December	7759	84960	9.1%



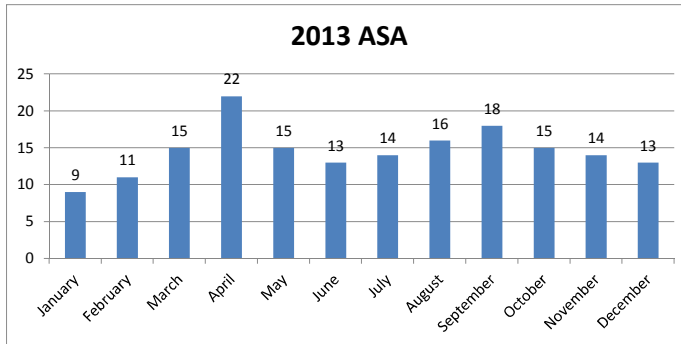
First Time Callers - 2013

Month	Callers	%
January	5883	24%
February	6655	27%
March	9127	32%
April	12446	22%
May	10799	34%
June	8963	32%
July	9919	32%
August	9626	32%
September	10033	33%
October	9599	31%
November	6848	30%
December	8358	30%



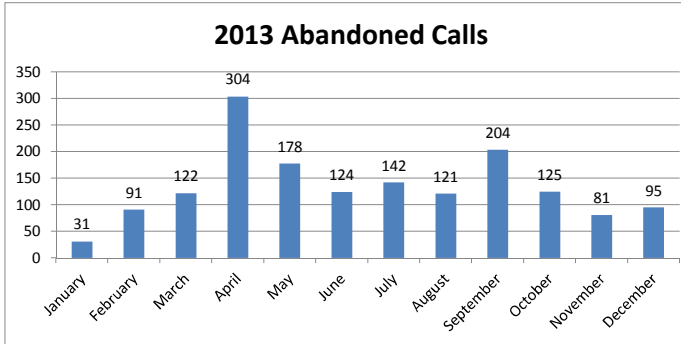
ASA - 2013

January	9
February	11
March	15
April	22
May	15
June	13
July	14
August	16
September	18
October	15
November	14
December	13



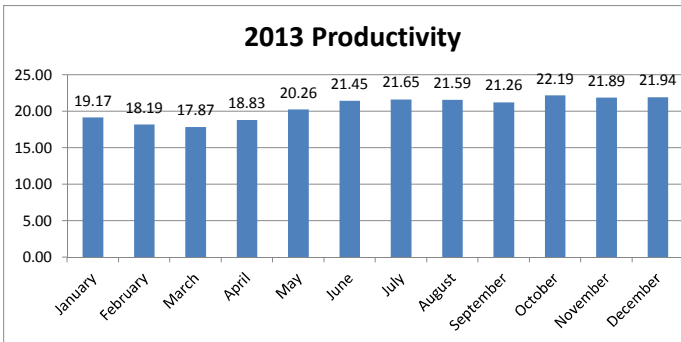
Abandoned Calls - 2013

January	31
February	91
March	122
April	304
May	178
June	124
July	142
August	121
September	204
October	125
November	81
December	95



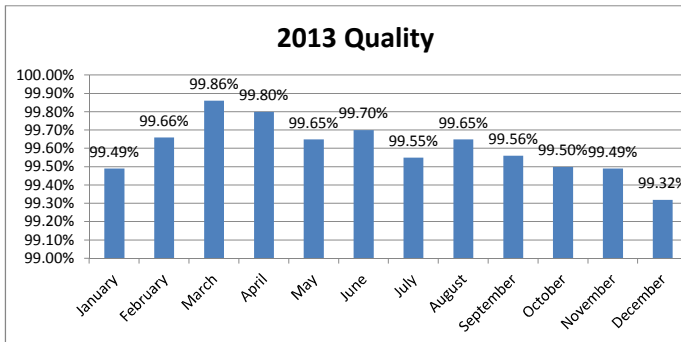
Productivity - 2013

January	19.17
February	18.19
March	17.87
April	18.83
May	20.26
June	21.45
July	21.65
August	21.59
September	21.26
October	22.19
November	21.89
December	21.94



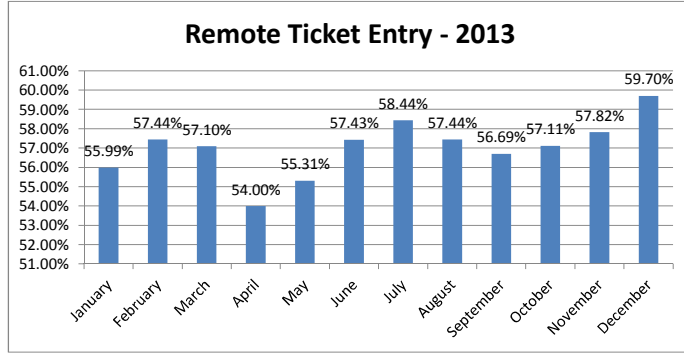
Quality - 2013

January	99.49%
February	99.66%
March	99.86%
April	99.80%
May	99.65%
June	99.70%
July	99.55%
August	99.65%
September	99.56%
October	99.50%
November	99.49%
December	99.32%

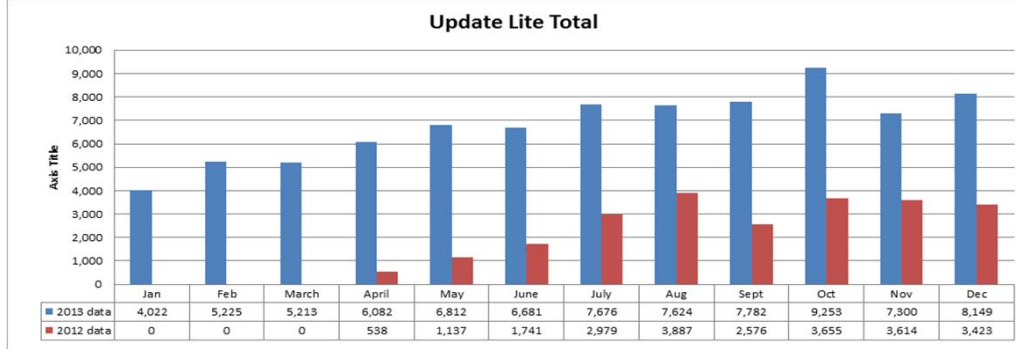


Remote Ticket Entry - 2013

January	88,618	39,001	49,617	55.99%
February	86,488	36,805	49,683	57.44%
March	99,563	42,708	56,855	57.10%
April	111,426	51,254	60,172	54.00%
May	112,002	50,051	61,951	55.31%
June	101,403	43,169	58,234	57.43%
July	116,249	48,312	67,937	58.44%
August	113,319	48,227	65,092	57.44%
September	110,396	47,813	62,583	56.69%
October	116,652	50,028	66,624	57.11%
November	88,777	37,443	51,334	57.82%
December	84,960	34,239	50,721	59.70%

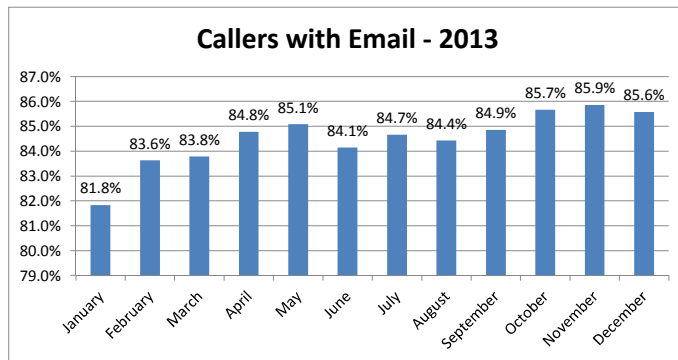


Update Lite - 2013



Callers with Email Address - 2013

Month	# w/Email	Total Callers	Percentage
January	8515	10405	81.8%
February	8868	10604	83.6%
March	11781	14062	83.8%
April	14672	17306	84.8%
May	14062	16526	85.1%
June	12066	14340	84.1%
July	12533	14804	84.7%
August	12748	15099	84.4%
September	12582	14828	84.9%
October	12649	14766	85.7%
November	9722	11324	85.9%
December	8144	9517	85.6%



Single Address Tickets - 2013

Month	SA Tickets	Total Tickets	Percentage
April	573	111426	0.51%
May	2514	112002	2.24%
June	2188	101403	2.16%
July	2364	116249	2.03%
August	2649	113319	2.34%
September	2762	110396	2.50%
October	2750	116652	2.36%
November	2168	88777	2.44%
December	2044	84960	2.41%

