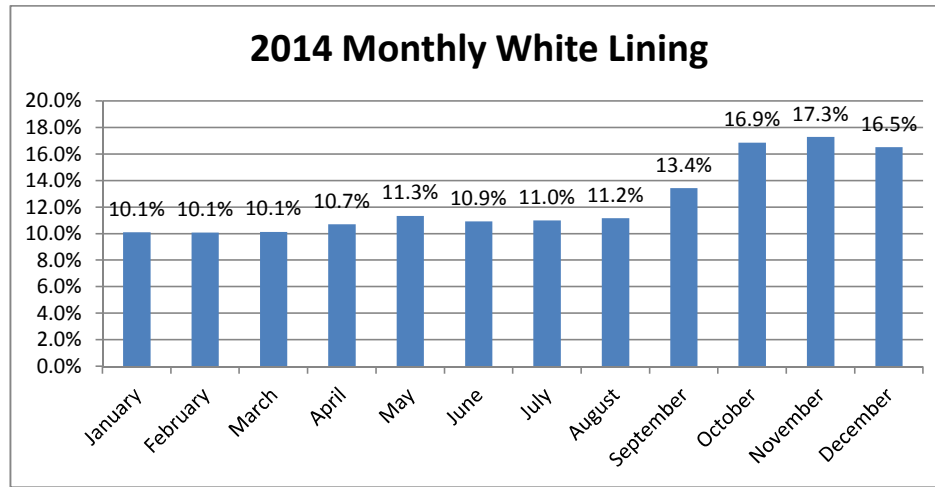


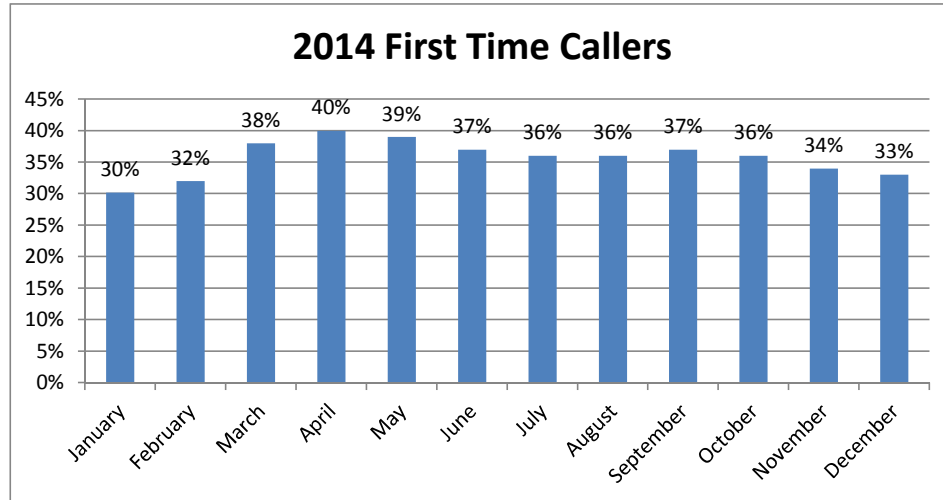
White Lining - 2014

	White Line	Total Tkts	%
January	9,567	94,562	10.1%
February	9,423	93,384	10.1%
March	10,986	108,294	10.1%
April	12,372	115,430	10.7%
May	13,034	114,851	11.3%
June	12,647	115,601	10.9%
July	12,948	117,784	11.0%
August	12,565	112,397	11.2%
September	15,946	118,698	13.4%
October	20,885	123,769	16.9%
November	15,804	91,418	17.3%
December	15,431	93,339	16.5%



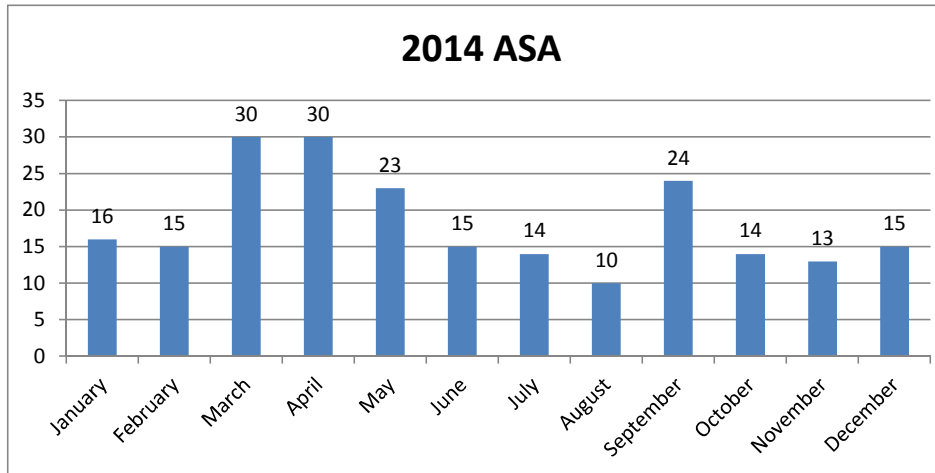
First Time Callers - 2014

Month	Callers	%
January	13,356	30%
February	14,289	32%
March	22,259	38%
April	27,455	40%
May	26,317	39%
June	23,863	37%
July	21,798	36%
August	20,891	36%
September	23,349	37%
October	24,340	36%
November	15,911	34%
December	14,786	33%



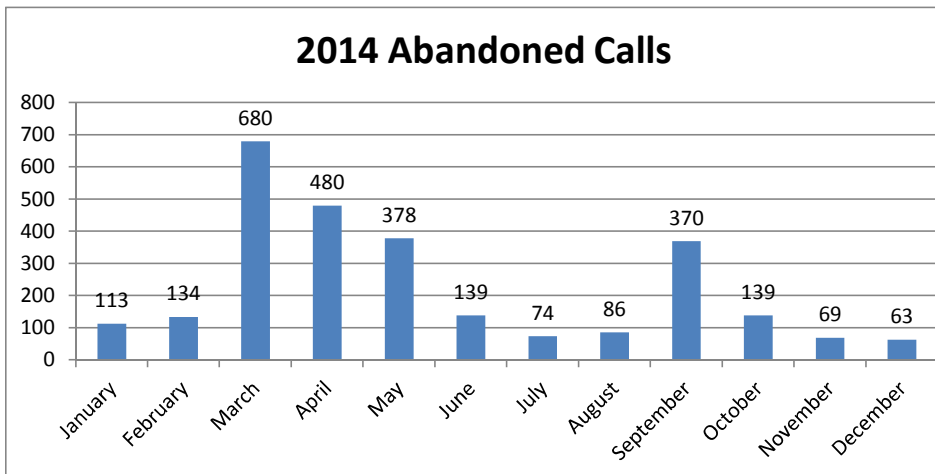
ASA - 2014

January	16
February	15
March	30
April	30
May	23
June	15
July	14
August	10
September	24
October	14
November	13
December	15



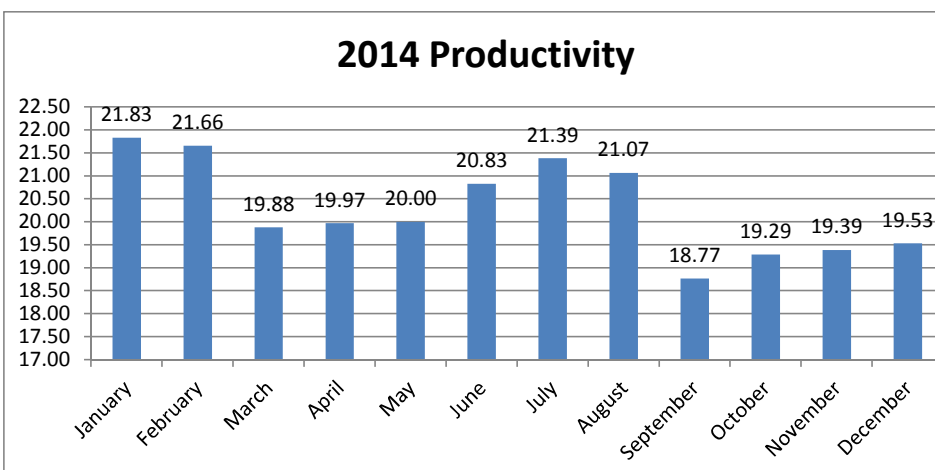
Abandoned Calls - 2014

January	113
February	134
March	680
April	480
May	378
June	139
July	74
August	86
September	370
October	139
November	69
December	63



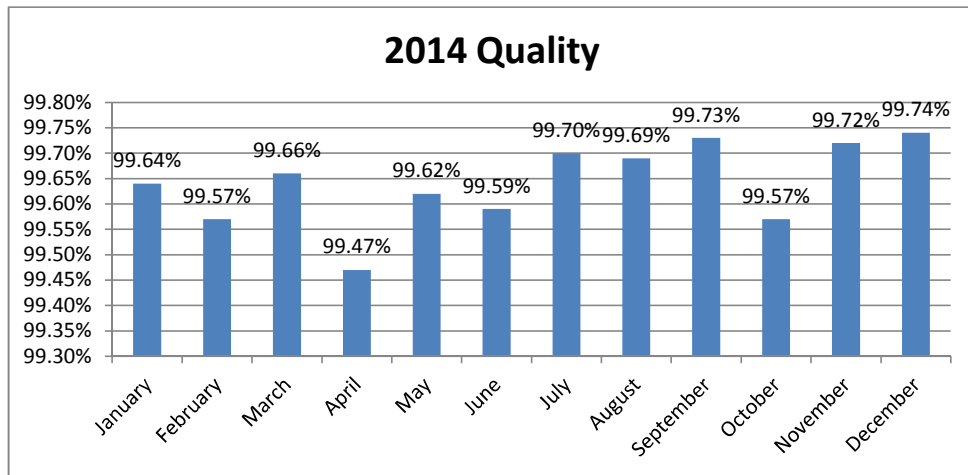
Productivity - 2014

January	21.83
February	21.66
March	19.88
April	19.97
May	20.00
June	20.83
July	21.39
August	21.07
September	18.77
October	19.29
November	19.39
December	19.53



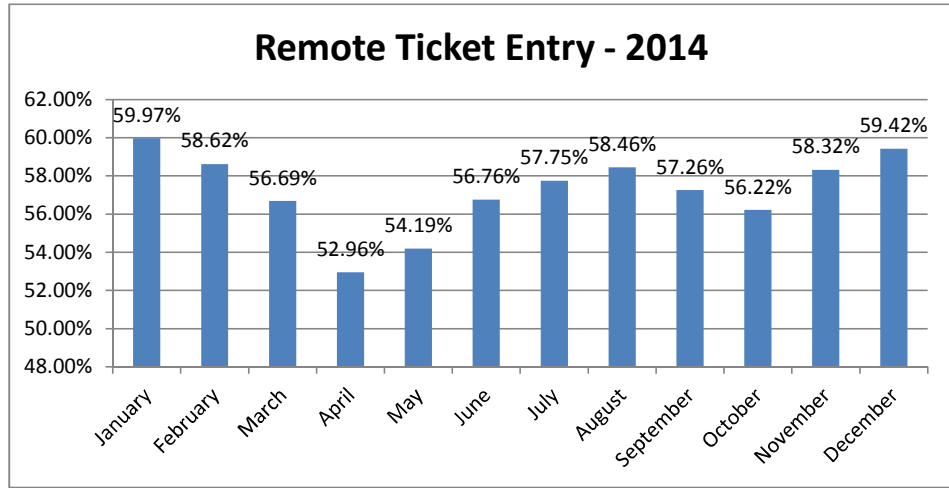
Quality - 2014

January	99.64%
February	99.57%
March	99.66%
April	99.47%
May	99.62%
June	99.59%
July	99.70%
August	99.69%
September	99.73%
October	99.57%
November	99.72%
December	99.74%

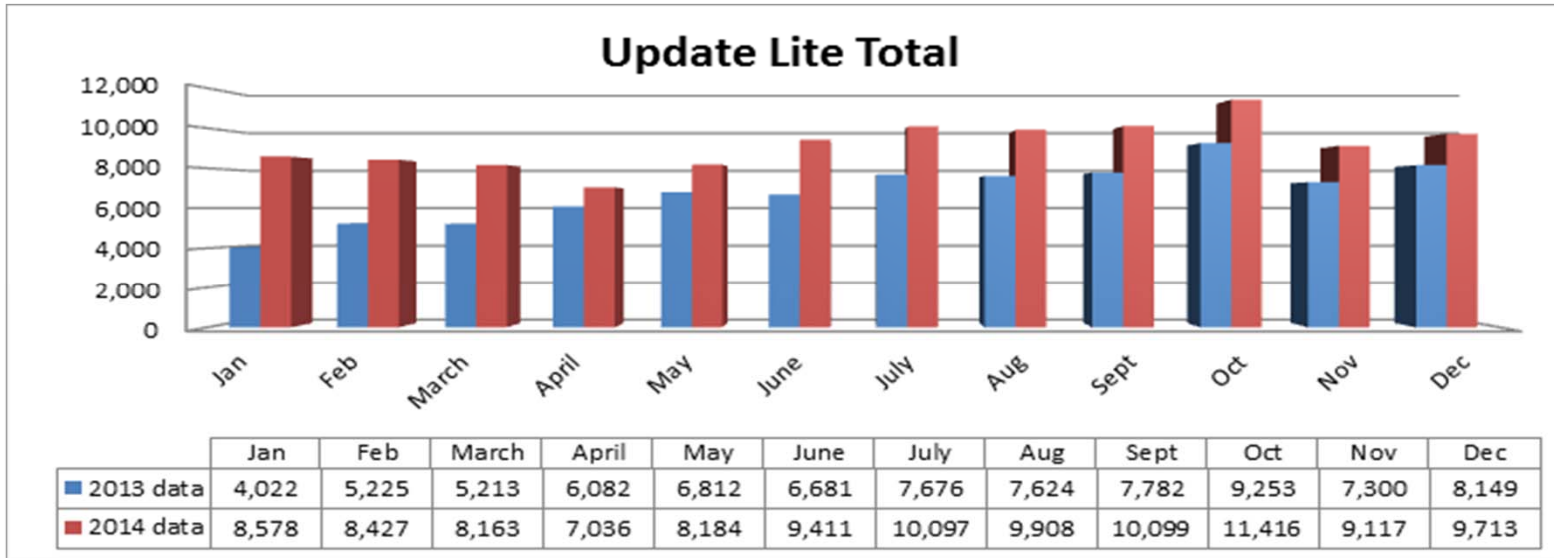


Remote Ticket Entry - 2014

January	94,562	37,849	56,713	59.97%
February	93,384	38,642	54,742	58.62%
March	108,294	46,904	61,390	56.69%
April	115,430	54,300	61,130	52.96%
May	114,851	52,610	62,241	54.19%
June	115,601	49,981	65,620	56.76%
July	117,784	49,768	68,016	57.75%
August	112,397	46,690	65,707	58.46%
September	118,698	50,729	67,969	57.26%
October	123,769	54,188	69,581	56.22%
November	91,418	38,099	53,319	58.32%
December	93,339	37,880	55,459	59.42%

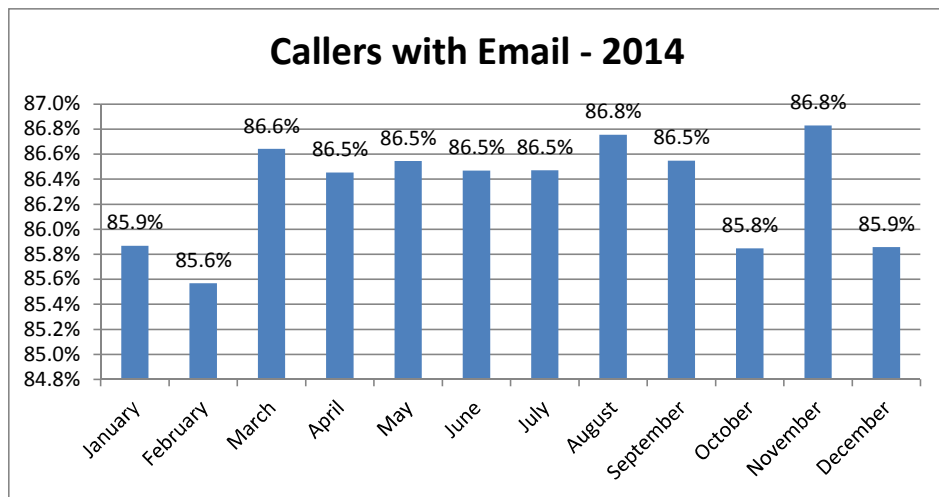


Update Lite - 2014



Callers with Email Address - 2014

Month	# w/Email	Total Callers	%
January	8,847	10,303	85.9%
February	9,292	10,859	85.6%
March	12,602	14,545	86.6%
April	15,350	17,755	86.5%
May	15,791	18,246	86.5%
June	13,465	15,572	86.5%
July	12,828	14,835	86.5%
August	12,909	14,880	86.8%
September	13,723	15,856	86.5%
October	13,831	16,111	85.8%
November	10,192	11,738	86.8%
December	9,282	10,811	85.9%



Single Address Tickets - 2014

Month	SA Tickets	Total Tickets	%
January	2,037	94,562	2.15%
February	2,509	93,384	2.69%
March	3,517	108,294	3.25%
April	4,071	115,430	3.53%
May	4,234	114,851	3.69%
June	4,157	115,601	3.60%
July	4,275	117,784	3.63%
August	3,879	112,397	3.45%
September	4,071	118,698	3.43%
October	4,548	123,769	3.67%
November	3,598	91,418	3.94%
December	3,142	93,339	3.37%

