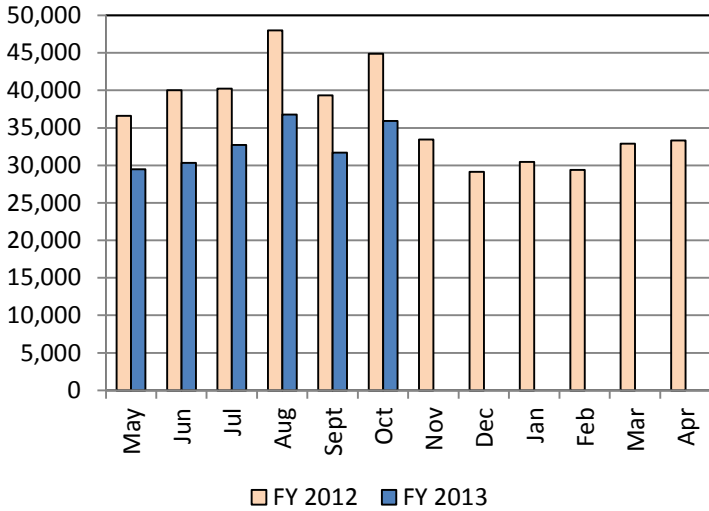
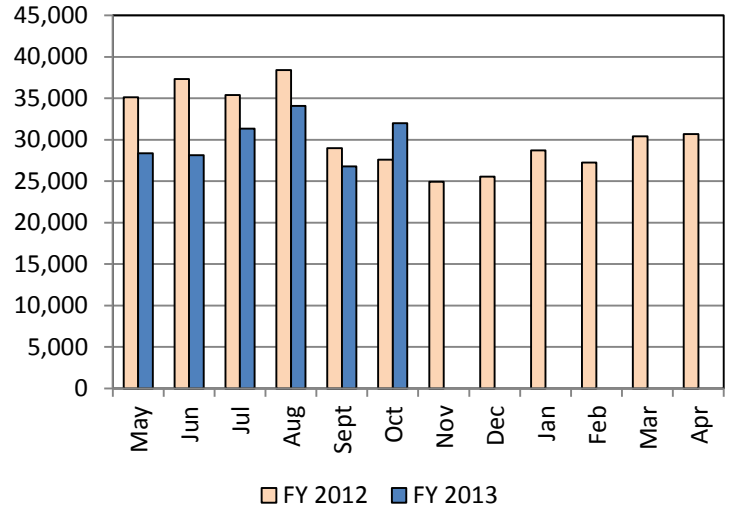


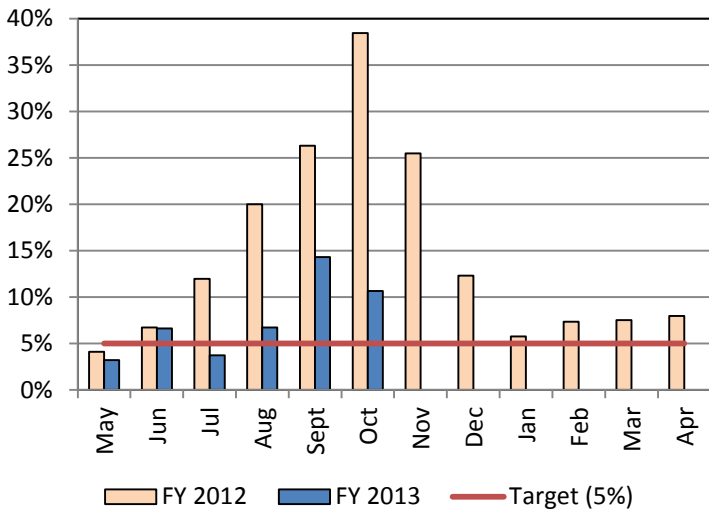
Calls Received
FY13 To Date = 196,909



Calls Handled
FY13 To Date = 180,697



Percent of Calls Abandoned
FY13 To Date = 7.61%



Average Speed of Answer (sec)
FY13 To Date = 69 seconds

