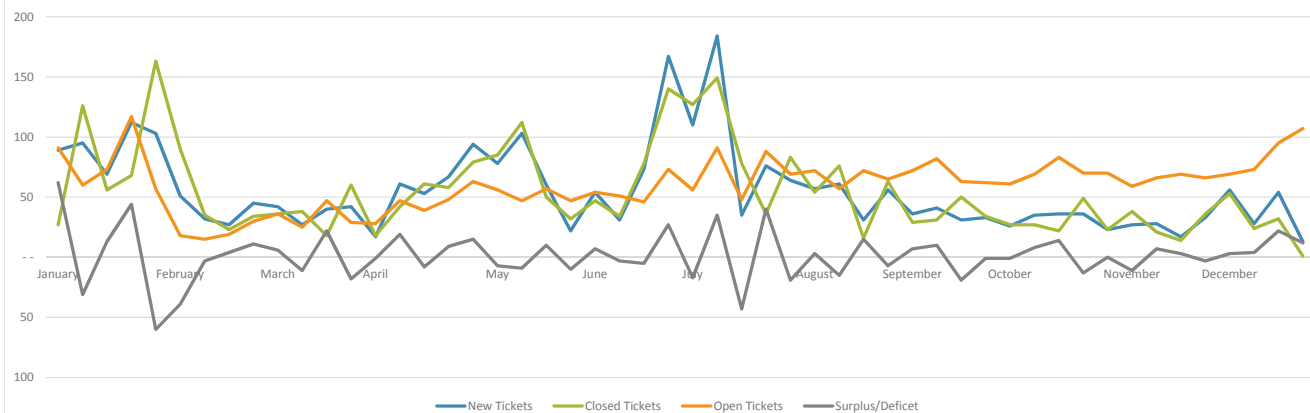


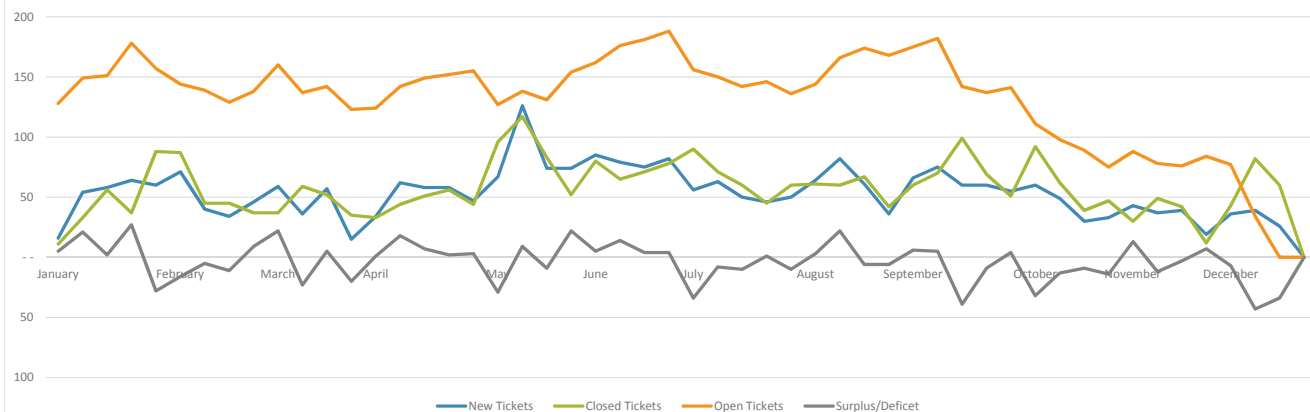
													New Ticket Types					
Month	Week #	Start Date	End Date	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficet	Closing %	Average Time	Total Time	Tickets/Hour	Enrollment	Curriculum	Support	Tuition	Applications		
January	1	Jan 01, 2013	Jan 06, 2013	16	11	128	5	69%	19.1 min.	3.5 hrs.	3.1 tph	3	11	2	--	--		
	2	Jan 07, 2013	Jan 13, 2013	54	33	149	21	61%	30.9 min.	16.5 hrs.	2. tph	9	27	18	--	--		
	3	Jan 14, 2013	Jan 20, 2013	58	56	151	2	97%	36.8 min.	34.3 hrs.	1.6 tph	10	32	16	--	--		
	4	Jan 21, 2013	Jan 27, 2013	64	37	178	27	58%	34.3 min.	20. hrs.	1.9 tph	25	23	9	7	--		
	5	Jan 28, 2013	Feb 03, 2013	60	88	157	-28	147%	26.4 min.	33.8 hrs.	2.6 tph	21	29	9	--	1		
January Total		Jan 01, 2013	Feb 03, 2013	259	225	157	34	87%	30.8 min.	108.2 hrs.	2.1 tph	75	122	54	7	1		
February	6	Feb 04, 2013	Feb 10, 2013	71	87	144	-16	123%	35.9 min.	52.1 hrs.	1.7 tph	23	25	16	3	4		
	7	Feb 11, 2013	Feb 17, 2013	40	45	139	-5	113%	36. min.	27. hrs.	1.7 tph	13	14	10	2	1		
	8	Feb 18, 2013	Feb 24, 2013	34	45	129	-11	132%	35.7 min.	26.8 hrs.	1.7 tph	7	17	8	1	1		
	9	Feb 25, 2013	Mar 03, 2013	46	37	138	9	80%	29.2 min.	17.5 hrs.	2.1 tph	14	24	6	--	2		
February Total		Jan 01, 2013	Mar 03, 2013	454	439	138	15	97%	32.8 min.	231.5 hrs.	1.9 tph	132	203	95	13	11		
March	10	Mar 04, 2013	Mar 10, 2013	59	37	160	22	63%	38.5 min.	23.8 hrs.	1.6 tph	4	43	11	1	--		
	11	Mar 11, 2013	Mar 17, 2013	36	59	137	-23	164%	38.8 min.	38.2 hrs.	1.5 tph	9	15	11	--	1		
	12	Mar 18, 2013	Mar 24, 2013	57	52	142	5	91%	28.2 min.	22.6 hrs.	2.3 tph	15	27	15	--	--		
	13	Mar 25, 2013	Mar 31, 2013	15	35	123	-20	233%	45.1 min.	26.3 hrs.	1.3 tph	3	8	4	--	--		
March Total		Mar 04, 2013	Mar 31, 2013	169	184	123	-15	109%	37.3 min.	111.8 hrs.	1.6 tph	31	93	43	1	1		
Quarter 1 Total		Jan 01, 2013	Mar 31, 2013	624	624	123	0	100%	34.1 min.	343.8 hrs.	1.8 tph	163	297	138	14	12		
April	14	Apr 01, 2013	Apr 07, 2013	34	33	124	1	97%	23.8 min.	11.9 hrs.	2.8 tph	11	12	7	1	3		
	15	Apr 08, 2013	Apr 14, 2013	62	44	142	18	71%	33.3 min.	24.4 hrs.	1.8 tph	12	23	25	--	2		
	16	Apr 15, 2013	Apr 21, 2013	58	51	149	7	88%	28.3 min.	23.6 hrs.	2.2 tph	16	20	18	4	--		
	17	Apr 22, 2013	Apr 28, 2013	58	56	152	2	97%	26.7 min.	24. hrs.	2.3 tph	18	19	16	5	--		
	18	Apr 29, 2013	May 05, 2013	47	44	155	3	94%	22.2 min.	16.3 hrs.	2.7 tph	28	13	5	--	1		
April Total		Apr 01, 2013	May 05, 2013	261	229	155	32	88%	27.2 min.	101.1 hrs.	2.3 tph	85	87	71	10	8		
May	19	May 06, 2013	May 12, 2013	67	96	127	-29	143%	30.4 min.	48.2 hrs.	2. tph	40	10	13	3	1		
	20	May 13, 2013	May 19, 2013	126	117	138	9	93%	20.8 min.	39.9 hrs.	2.9 tph	87	18	14	6	1		
	21	May 20, 2013	May 26, 2013	74	83	131	-9	112%	21.4 min.	29.7 hrs.	2.8 tph	35	22	17	--	--		
	22	May 27, 2013	Jun 02, 2013	74	52	154	22	70%	28.3 min.	24.1 hrs.	2.2 tph	37	14	14	8	1		
May Total		May 06, 2013	Jun 02, 2013	346	348	154	-2	101%	24.7 min.	141.8 hrs.	2.5 tph	200	67	59	17	3		
June	23	Jun 03, 2013	Jun 09, 2013	85	80	162	5	94%	25.7 min.	34.3 hrs.	2.3 tph	37	13	31	4	--		
	24	Jun 10, 2013	Jun 16, 2013	79	65	176	14	82%	25.5 min.	27.3 hrs.	2.4 tph	25	25	25	4	--		
	25	Jun 17, 2013	Jun 23, 2013	75	71	181	4	95%	30.6 min.	35.2 hrs.	2. tph	30	22	22	1	--		
	26	Jun 24, 2013	Jun 30, 2013	82	78	188	4	95%	29.5 min.	37.3 hrs.	2.1 tph	24	18	32	8	--		
June Total		Jun 03, 2013	Jun 30, 2013	325	294	188	31	90%	27.8 min.	134. hrs.	2.2 tph	117	78	111	19	--		
Quarter 2 Total		Apr 01, 2013	Jun 30, 2013	936	871	188	65	93%	26.4 min.	376.9 hrs.	2.3 tph	403	233	243	46	11		
July	27	Jul 01, 2013	Jul 07, 2013	56	90	156	-34	161%	27.9 min.	40.9 hrs.	2.2 tph	21	18	16	1	--		
	28	Jul 08, 2013	Jul 14, 2013	63	71	150	-8	113%	27.2 min.	31.8 hrs.	2.2 tph	29	15	15	2	2		
	29	Jul 15, 2013	Jul 21, 2013	50	60	142	-10	120%	34.1 min.	33. hrs.	1.8 tph	17	13	17	--	3		
	30	Jul 22, 2013	Jul 28, 2013	46	45	146	1	98%	33.1 min.	24.8 hrs.	1.8 tph	11	7	25	--	3		
	31	Jul 29, 2013	Aug 04, 2013	50	60	136	-10	120%	28.3 min.	23.6 hrs.	2.5 tph	12	12	19	6	1		
July Total		Jul 01, 2013	Aug 04, 2013	272	326	136	-54	120%	29.7 min.	154.1 hrs.	2.1 tph	90	69	94	10	9		
August	32	Aug 05, 2013	Aug 11, 2013	64	61	144	3	95%	29.4 min.	29.9 hrs.	2. tph	16	15	33	--	--		
	33	Aug 12, 2013	Aug 18, 2013	82	60	166	22	73%	20.3 min.	20. hrs.	3. tph	21	21	37	2	1		
	34	Aug 19, 2013	Aug 25, 2013	61	67	174	-6	110%	30.6 min.	33.7 hrs.	2. tph	16	18	26	--	1		
	35	Aug 26, 2013	Sep 01, 2013	36	42	168	-6	117%	34.8 min.	23.2 hrs.	1.8 tph	12	7	17	--	--		
August Total		Aug 05, 2013	Sep 01, 2013	257	230	168	27	89%	28.3 min.	106.8 hrs.	2.2 tph	65	67	121	2	2		
September	36	Sep 02, 2013	Sep 08, 2013	66	60	175	6	91%	19.3 min.	18.7 hrs.	3.2 tph	19	14	22	10	1		
	37	Sep 09, 2013	Sep 15, 2013	75	70	182	5	93%	24.6 min.	27.8 hrs.	2.5 tph	14	21	33	6	1		
	38	Sep 16, 2013	Sep 22, 2013	60	99	142	-39	165%	34.8 min.	56.9 hrs.	1.7 tph	16	19	22	3	--		
	39	Sep 23, 2013	Sep 29, 2013	60	69	137	-9	115%	34.3 min.	38.8 hrs.	1.8 tph	22	20	18	--	--		
	40	Sep 30, 2013	Oct 06, 2013	55	51	141	4	93%	29.6 min.	25.2 hrs.	2. tph	5	28	22	--	--		
September Total		Sep 02, 2013	Oct 06, 2013	322	350	141	-28	109%	29.4 min.	168.4 hrs.	2.1 tph	78	103	120	19	2		
Quarter 3 Total		Jul 01, 2013	Oct 06, 2013	857	906	141	-49	106%	29.2 min.	429.3 hrs.	2.1 tph	233	242	338	31	13		
October	41	Oct 07, 2013	Oct 13, 2013	60	92	111	-32	153%	31.1 min.	47.7 hrs.	1.9 tph	8	20	30	2	--		
	42	Oct 14, 2013	Oct 20, 2013	49	62	98	-13	127%	42.7 min.	44.1 hrs.	1.4 tph	7	18	24	--	--		
	43	Oct 21, 2013	Oct 27, 2013	30	39	89	-9	130%	40.6 min.	26.4 hrs.	1.5 tph	7	9	12	2	--		
	44	Oct 28, 2013	Nov 03, 2013	33	47	75	-14	142%	42.7 min.	33.4 hrs.	1.4 tph	9	11	13	--	--		
October Total		Oct 07, 2013	Nov 03, 2013	172	240	75	-68	140%	37.9 min.	151.6 hrs.	1.6 tph	31	58	79	4	--		
November	45	Nov 04, 2013	Nov 10, 2013	43	30	88	13	70%	26.1 min.	12.2 hrs.	2.5 tph	3	21	18	--	1		
	46	Nov 11, 2013	Nov 17, 2013	37	49	78	-12	132%	28.3 min.	22.2 hrs.	2.2 tph	7	17	13	--	--		
	47	Nov 18, 2013	Nov 24, 2013	39	42	76	-3	108%	27.6 min.	16.1 hrs.	2.6 tph	11	14	13	1	--		
	48	Nov 25, 2013	Dec 01, 2013	19	12	84	7	63%	42.5 min.	8.5 hrs.	1.4 tph	4	7	6	2	--		
November Total		Nov 04, 2013	Dec 01, 2013	142	133	84	9	94%	29. min.	58.9 hrs.	2.3 tph	26	60	52	3	1		
December	49	Dec 02, 2013	Dec 08, 2013	36	43	77	-7	119%	40. min.	28. hrs.	1.5 tph	11	13	12	--	--		
	50	Dec 09, 2013	Dec 15, 2013	39	82	34	-43	210%	22.7 min.	29.2 hrs.	2.8 tph	11	14	12	2	--		
	51	Dec 16, 2013	Dec 22, 2013	26	60	--	-34	231%	25.2 min.	24.8 hrs.	2.4 tph	5	5	12	--	--		
	52	Dec 23, 2013	Dec 31, 2013	--	--	--	0	--	--	. hrs.	--	--	--	--	--	--		
December Total		Dec 02, 2013	Dec 31, 2013	101	185	--	-84	183%	27.6 min.	81.9 hrs.	2.3 tph	27	32	36	2	--		
Year Total		Jan 01, 2013	Dec 31, 2013	2,836	2,959	--	-123	104%	30. min.	1442.4 hrs.	2.1 tph	883	924	887	101	37		

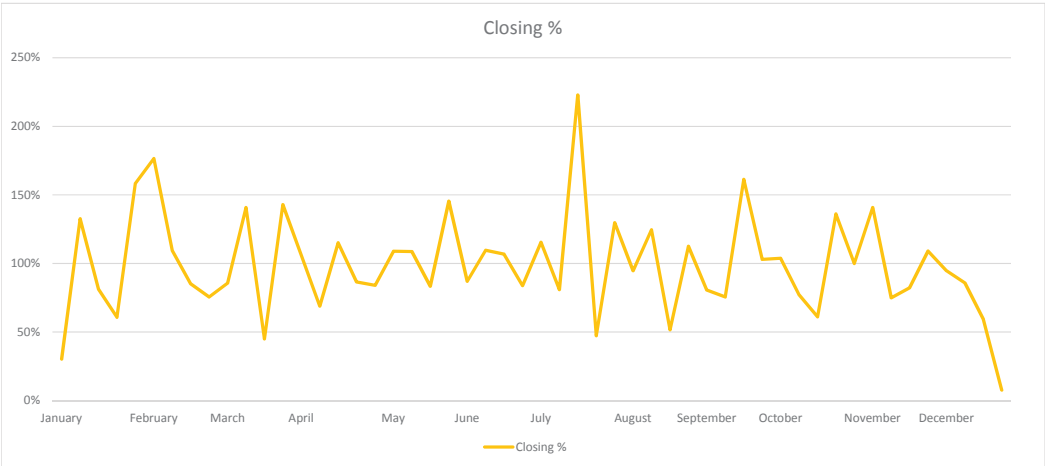
		Shawn																Eric																Molly																Thom																Joe																Leanne															
Month	Week #	Start Date	End Date	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour	New Tickets	Closed Tickets	Open Tickets	Surplus/Deficit	Closing %	Average Time	Total Time	Tickets/Hour																																														
January	1	Jan 01, 2013	Jan 06, 2013	10	8	54	-2	80%	18.8 min.	2.5 hrs.	3.2 tps	--	--	--	--	0	--	--	. hrs.	--	1	--	14	1	0%	--	--	. hrs.	--	--	--	17	0	--	--	--	. hrs.	--	--	--	1	3	-1	35. min.	.6 hrs.	1.7 tps	5	2	38	3	40%	12.5 min.	4 hrs.	4.8 tps																																											
	2	Jan 07, 2013	Jan 13, 2013	46	28	19	15	91%	19.1 min.	1.9 tps	1.9 tps	--	--	--	--	0	--	--	. hrs.	--	1	--	14	0	100%	--	--	. hrs.	--	--	--	4	1	2	0%	--	--	. hrs.	--	1	4	40	1	4	67%	22.5 min.	1.5 hrs.	6.7 tps																																																	
	3	Jan 14, 2013	Jan 20, 2013	54	49	77	5	91%	30.8 min.	25.2 hrs.	1.9 tps	--	--	--	--	0	--	--	. hrs.	--	1	--	18	1	0%	--	--	. hrs.	--	--	--	3	2	-300%	58.3 min.	2.9 hrs.	1 tps	--	1	4	37	-3	400%	93.8 min.	6.3 hrs.	6 tps																																																			
	4	Jan 21, 2013	Jan 27, 2013	50	35	92	15	70%	35.5 min.	25.8 hrs.	1.8 tps	--	--	--	--	0	--	--	. hrs.	--	8	1	21	7	13%	15. min.	.3 hrs.	4 tps	1	--	--	19	1	0%	--	--	. hrs.	--	--	--	2	0	--	--	--	4	3	25%	15. min.	.3 hrs.	4 tps																																														
	5	Jan 28, 2013	Feb 03, 2013	52	63	88	-11	121%	26.4 min.	19.7 hrs.	2.3 tps	--	--	--	--	0	--	--	. hrs.	--	6	25	2	-19	417%	26.1 min.	6.1 hrs.	4.1 tps	1	--	--	3	1	0%	--	--	. hrs.	--	1	--	3	1	0%	--	--	. hrs.	--	4	1	40	3	25%	15. min.	.3 hrs.	4 tps																																										
January Total		Jan 01, 2013	Feb 03, 2013	219	183	88	36	84%	29.8 min.	85.9 hrs.	2 tps	--	--	--	--	0	--	--	. hrs.	--	16	27	2	-11	169%	25.3 min.	6.3 hrs.	4.3 tps	2	--	--	19	2	0%	--	--	. hrs.	--	3	4	3	-1	133%	52.5 min.	3.5 hrs.	1.1 tps	17	11	41	6	65%	45.9 min.	8.4 hrs.	1.3 tps																																											
February	6	Feb 04, 2013	Feb 10, 2013	66	86	70	-20	130%	36. min.	51.6 hrs.	1.7 tps	--	--	--	--	0	--	--	. hrs.	--	4	--	7	4	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	1	4	3	0	100%	30. min.	.5 hrs.	2 tps	--	--	41	0	--	--	. hrs.	--	--	--	--	--	--	--																																					
	7	Feb 11, 2013	Feb 17, 2013	38	43	65	-5	113%	35.5 min.	25.4 hrs.	1.7 tps	--	--	--	--	0	--	--	. hrs.	--	1	--	--	1	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	1	2	2	-1	200%	47.5 min.	1.6 hrs.	1.3 tps	--	--	41	0	--	--	. hrs.	--	--	--	--	--	--	--																																					
	8	Feb 18, 2013	Feb 24, 2013	28	40	53	-12	143%	35.9 min.	23.9 hrs.	1.7 tps	--	--	--	--	0	--	--	. hrs.	--	1	1	9	0	100%	10. min.	.2 hrs.	6 tps	--	--	--	19	0	--	--	--	. hrs.	--	3	2	3	1	67%	35. min.	1.2 hrs.	1 tps	2	2	40	0	100%	45. min.	1.5 hrs.	1.3 tps																																											
	9	Feb 25, 2013	Mar 03, 2013	43	61	35	61	8	81%	29.3 min.	17.1 hrs.	2 tps	--	--	--	--	0	--	--	. hrs.	--	2	1	10	1	50%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	2	-1	25. min.	.4 hrs.	2.4 tps	1	1	42	3	1	0%	--	--	. hrs.	--	--	--	--	--	--	--																																		
February Total		Feb 04, 2013	Mar 03, 2013	396	387	61	9	98%	32.4 min.	85.9 hrs.	2 tps	--	--	--	--	0	--	--	. hrs.	--	26	29	10	-3	112%	24.4 min.	6.3 hrs.	4.5 tps	2	--	--	19	2	0%	--	--	. hrs.	--	8	10	2	-2	125%	43. min.	7.2 hrs.	1.4 tps	20	13	42	7	65%	45.8 min.	9.3 hrs.	1.3 tps																																											
March	10	Mar 04, 2013	Mar 10, 2013	55	34	82	21	62%	37.1 min.	21. hrs.	1.6 tps	--	--	--	--	0	--	--	. hrs.	--	--	--	10	0	--	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	2	0	--	--	--	42	0	--	--	. hrs.	--	--	--	--	--	--	--																																								
	11	Mar 11, 2013	Mar 17, 2013	32	51	63	-19	159%	37. min.	31.4 hrs.	1.6 tps	--	--	--	--	0	--	--	. hrs.	--	1	3	8	-2	300%	6.7 min.	.3 hrs.	9 tps	--	--	--	19	0	--	--	--	. hrs.	--	--	1	1	-1	--	115. min.	1.9 hrs.	.5 tps	2	1	43	1	50%	100. min.	1.7 hrs.	6 tps																																											
	12	Mar 18, 2013	Mar 24, 2013	54	42	76	12	78%	27.7 min.	19.4 hrs.	2.2 tps	--	--	--	--	0	--	--	. hrs.	--	--	8	--	--	-8	--	35. min.	2.3 hrs.	3.4 tps	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	1	43	0	100%	25. min.	4 hrs.	2.4 tps																																																
	13	Mar 25, 2013	Mar 31, 2013	12	30	59	-18	250%	41.5 min.	20.8 hrs.	1.4 tps	--	--	--	--	0	--	--	. hrs.	--	--	--	--	--	--	0	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	42	-1	--	140. min.	2.3 hrs.	4 tps																																													
March Total		Mar 04, 2013	Mar 31, 2013	155	157	59	-2	101%	35.4 min.	92.6 hrs.	1.7 tps	--	--	--	--	0	--	--	. hrs.	--	1	11	--	-10	1100%	22.9 min.	2.7 hrs.	4.3 tps	--	--	--	19	0	--	--	--	. hrs.	--	--	1	1	-1	--	115. min.	1.9 hrs.	.5 tps	3	3	42	0	100%	88.3 min.	4.4 hrs.	.7 tps																																											
Quarter 1 Total		Jan 01, 2013	Mar 31, 2013	552	545	59	7	99%	33.3 min.	92.6 hrs.	1.7 tps	--	--	--	--	0	--	--	. hrs.	--	27	40	--	-13	148%	23.9 min.	2.7 hrs.	4.6 tps	2	--	--	19	2	0%	--	--	. hrs.	--	8	11	1	-3	138%	49.5 min.	2.4 hrs.	1 tps	23	16	42	7	70%	53.3 min.	4.4 hrs.	1.4 tps																																											
April	14	Apr 01, 2013	Apr 07, 2013	28	38	58	0	100%	23.6 min.	11. hrs.	2.5 tps	--	--	--	--	0	--	--	. hrs.	--	3	3	--	0	100%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	2	1	1	0	100%	25. min.	.8 hrs.	2.4 tps	2	2	42	0	--	--	. hrs.	--	--	--	--	--	--	--																																					
	15	Apr 08, 2013	Apr 14, 2013	55	36	78	19	65%	33.5 min.	20.1 hrs.	1.8 tps	--	--	--	--	0	--	--	. hrs.	--	--	2	2	0	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	2	2	0	100%	25. min.	.8 hrs.	2.4 tps	--	--	40	-2	--	40. min.	1.3 hrs.	1.5 tps																																										
	16	Apr 15, 2013	Apr 21, 2013	56	49	85	7	88%	27.6 min.	22.1 hrs.	2.2 tps	--	--	--	--	0	--	--	. hrs.	--	--	--	2	0	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	40	0	--	--	. hrs.	--	--	--	--	--	--	--																																									
	17	Apr 22, 2013	Apr 28, 2013	57	52	90	5	91%	26. min.	22.5 hrs.	2.3 tps	--	--	--	--	0	--	--	. hrs.	--	--	2	2	-2	--	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	40	0	100%	60. min.	1. hrs.	1 tps																																														
	18	Apr 29, 2013	May 05, 2013	43	43	90	0	100%	22.1 min.	15.8 hrs.	2.7 tps	1	--	--	1	1	0%	--	--	. hrs.	--	1	--	1	1	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	40	0	--	--	. hrs.	--	--	--	--	--	--	--																																							
April Total		Apr 01, 2013	May 05, 2013	239	208	90	31	87%	26.5 min.	91.5 hrs.	2.3 tps	--	--	--	--	0	--	--	. hrs.	--	8	5	3	3	63%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	3	3	1	0	100%	25. min.	1.3 tps	2.4 tps	1	3	40	-2	300%	46.7 min.	2.3 hrs.	1.3 tps																																											
May	19	May 06, 2013	May 12, 2013	62	94	59	-32	152%	30.4 min.	47.1 hrs.	2 tps	1	--	--	2	1	0%	--	--	. hrs.	--	2	--	5	2	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	41	1	0%	--	--	. hrs.	--	--	--	--	--	--	--																																						
	20	May 13, 2013	May 19, 2013	24	32	53	-8	133%	21.7 min.	11.6 hrs.	2.8 tps	--	--	--	2	0	--	--	. hrs.	--	92	79	18	13	86%	18.7 min.	24. hrs.	3.3 tps	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	--	41	1	0%	--	--	. hrs.	--	--	--	--	--	--	--																																										
	21	May 20, 2013	May 26, 2013	51	58	56	5	89%	21.5 min.	20.1 hrs.	2.3 tps	--	--	--	2	0	--	--	. hrs.	--	6	18	8	13	60%	17.8 min.	5.3 hrs.	3.4 tps	--	--	--	19	0	--	--	--	. hrs.	--	2	2	0	100%	20. min.	.7 hrs.	3 tps	--	--	40	-1	--	40. min.	.7 hrs.	1.5 tps																																												
	22	May 27, 2013	Jun 02, 2013	68	47	80	21	69%	27.7 min.	21.3 hrs.	2.2 tps	--	--	--	2	0	--	--	. hrs.	--	2	--	8	0	100%	65. min.	1.1 hrs.	1.8 tps	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	42	1	0%	--	--	. hrs.	--	--	--	--	--	--	--																																							
May Total		May 06, 2013	Jun 02, 2013	218	229	80	-11	105%	26.3 min.	100.1 hrs.	2.3 tps	1	--	--	2	1	0%	--	--	. hrs.	--	104	99	8	5	95%	19. min.	30.4 hrs.	3.3 tps	--	--	--	19	0	--	--	--	. hrs.	--	2	2	1	0	100%	20. min.	.7 hrs.	3 tps	3	1	42	2	33%	40. min.	2 hrs.	1.5 tps																																										
June	23	Jun 03, 2013	Jun 09, 2013	76	74	85	2	97%	23.8 min.	29.3 hrs.	2.5 tps	4	--	--	6	4	0%	--	--	. hrs.	--	1	--	9	1	0%	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	42	0	--	--	. hrs.	--	--	--	--	--	--	--																																							
	24	Jun 10, 2013	Jun 16, 2013	77	64	98	13	83%	25.4 min.	26.7 hrs.	2.4 tps	--	--	--	6	0	--	--	. hrs.	--	--	--	9	0	--	--	. hrs.	--	--	--	19	0	--	--	--	. hrs.	--	--	--	1	0	--	--	--	42	0	--	--	. hrs.	--	--	--	--	--	--	--																																									
	25	Jun 17, 2013	Jun 23, 2013	70	68	101	2	97%	29.5 min.	32.5 hrs.	2.1 tps	2	--	--	8	2	0%	--	--	. hrs.	--	2	--	9	0	100%	60. min.	2. hrs.	1 tps	--	--	--	19	0	--	--	--	. hrs.	--	1	--	2	1	0%	--	--	. hrs.	--	--	42	0	--	--	. hrs.	--	--	--	--	--	--	--																																				
	26	Jun 24, 2013	Jun 30, 2013	76	74	106	2	97%	29.2 min.	35.6 hrs.	2.1 tps	2	--	--	10	2	0%	--	--	. hrs.	--	2	--	9	0	100%	20. min.	.3 hrs.	6 tps	--	--	--	19	0	--	--	--	. hrs.	--	1	2	1	-1	200%	42.5 min.	1.4 hrs.	1.4 tps	1	--	43	1	0%	--	--	. hrs.	--	--	--	--	--	--	--																																			
June Total		Jun 03, 2013	Jun 30, 2013</																																																																																														

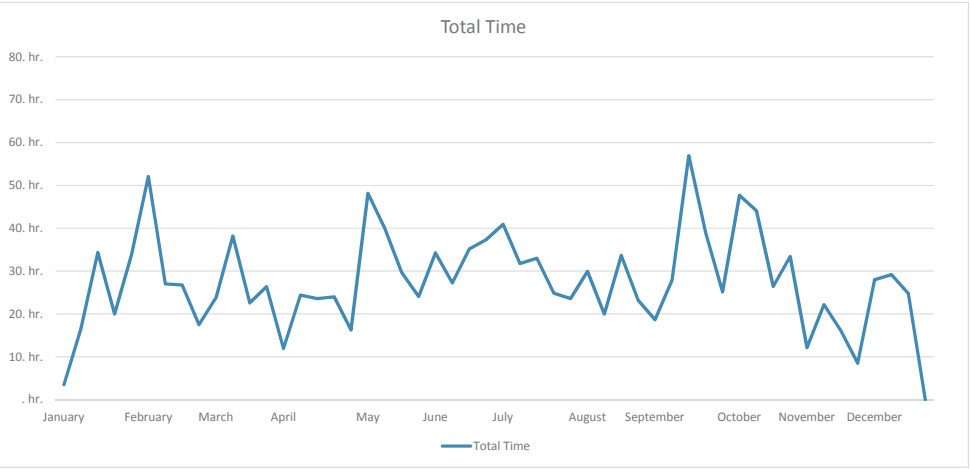
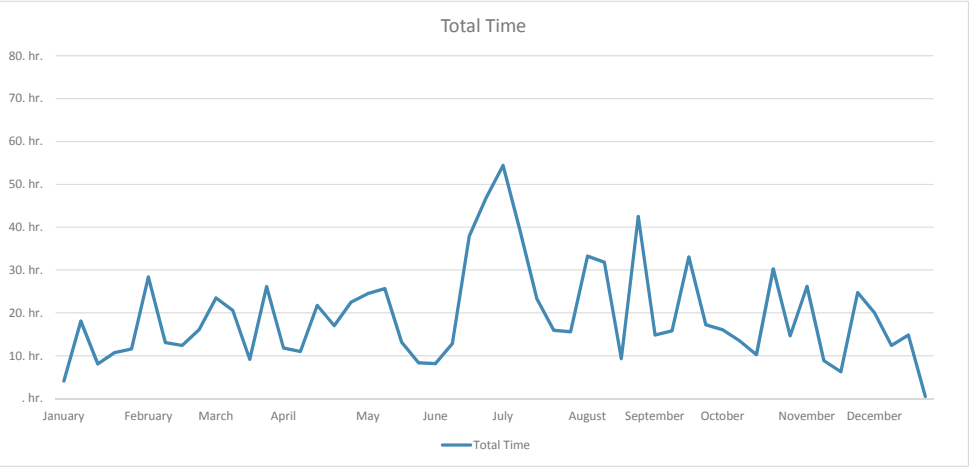
### 2012 Ticket Numbers



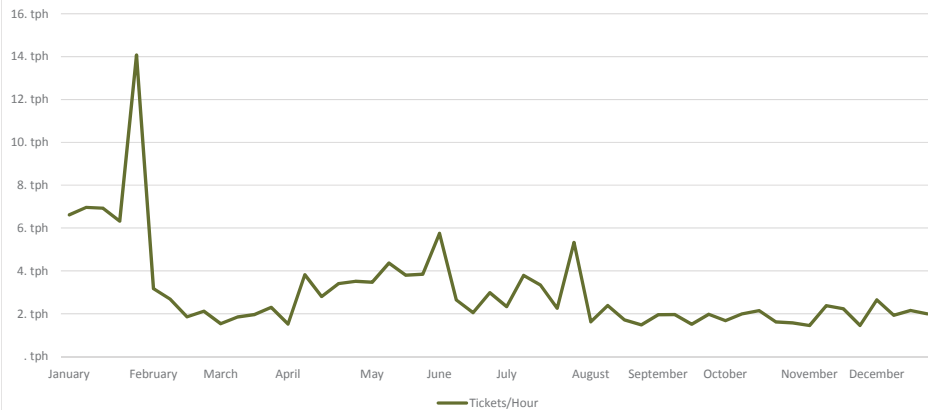
### 2013 Ticket Numbers







Tickets/Hour



Tickets/Hour

