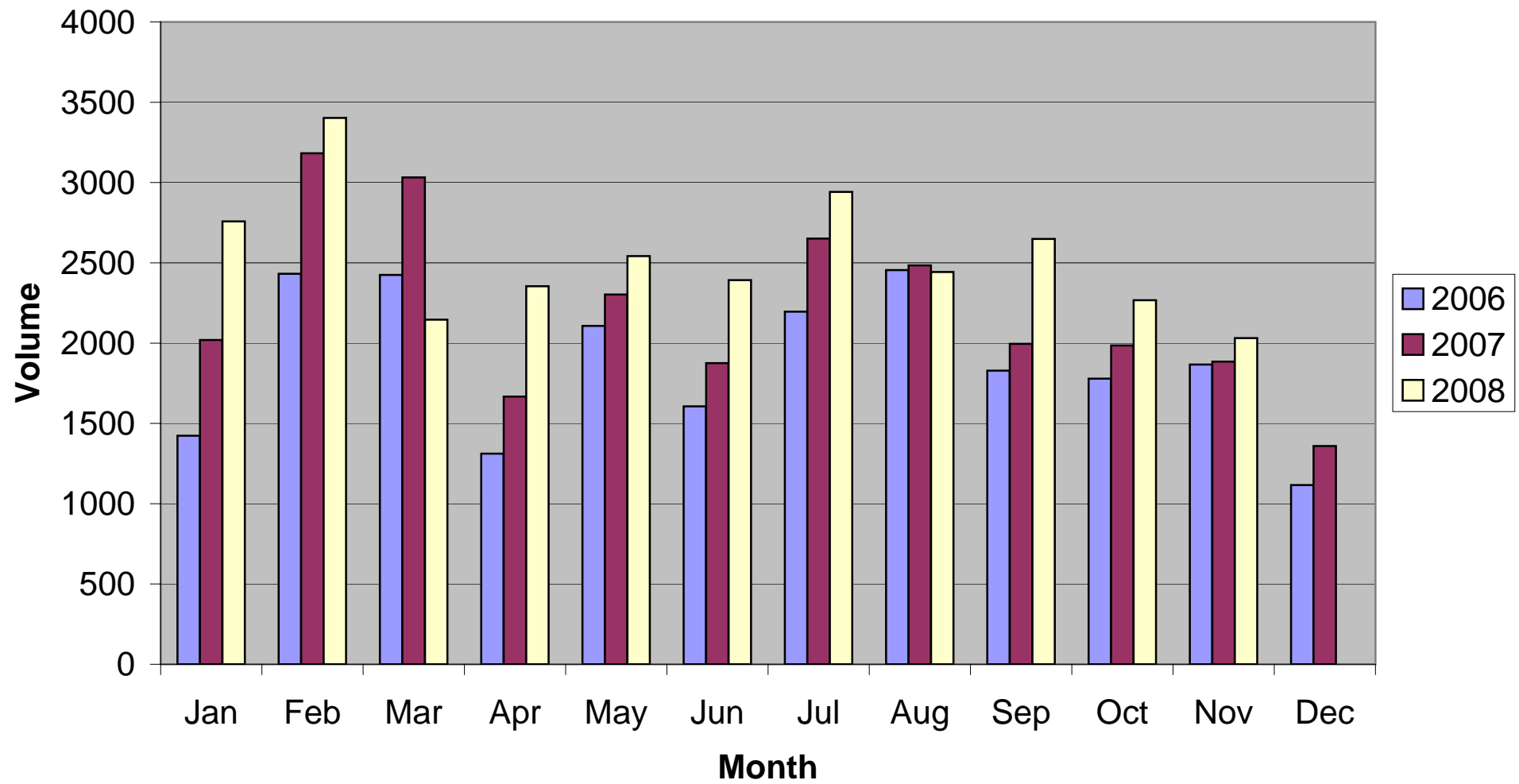
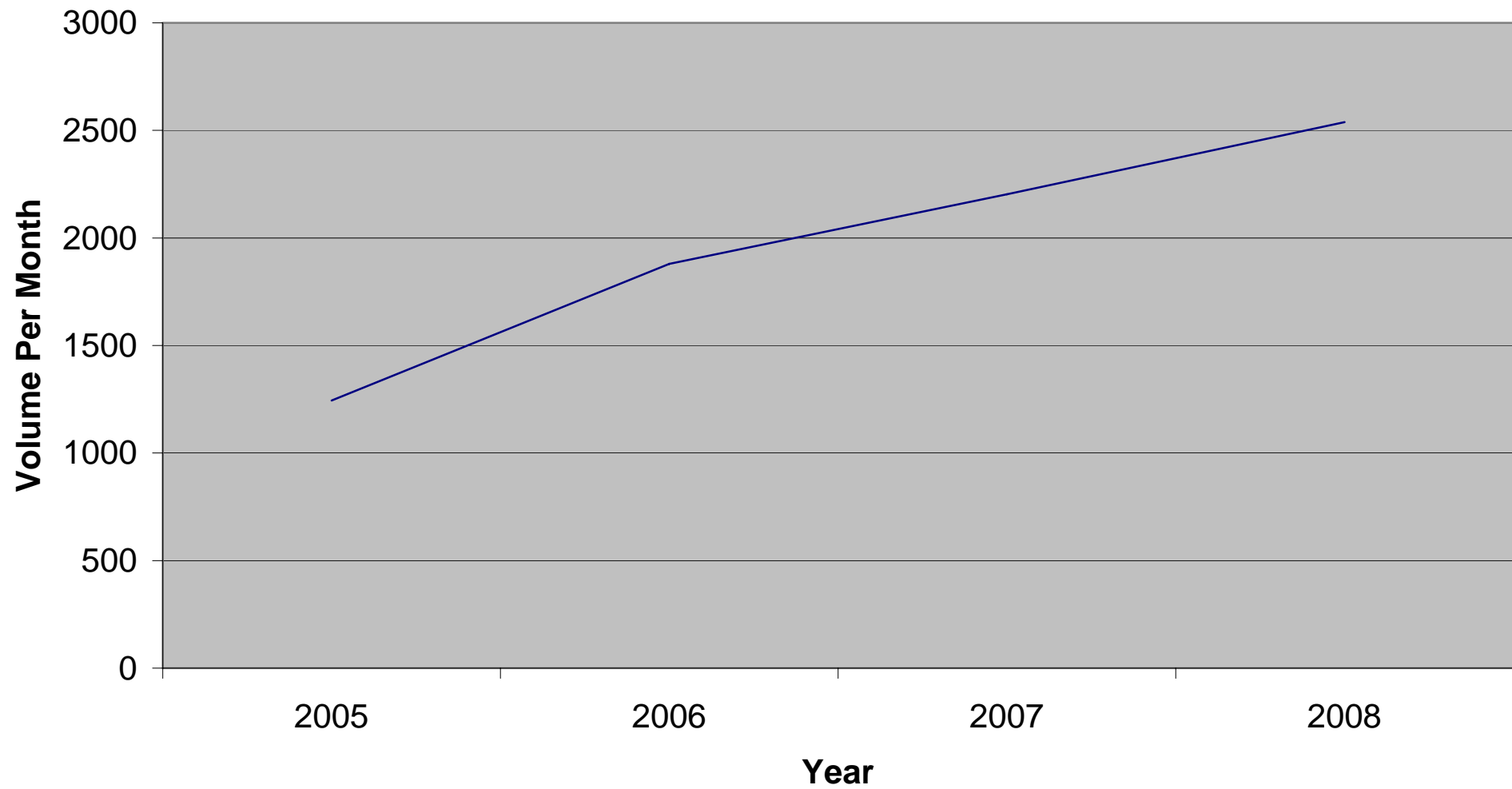


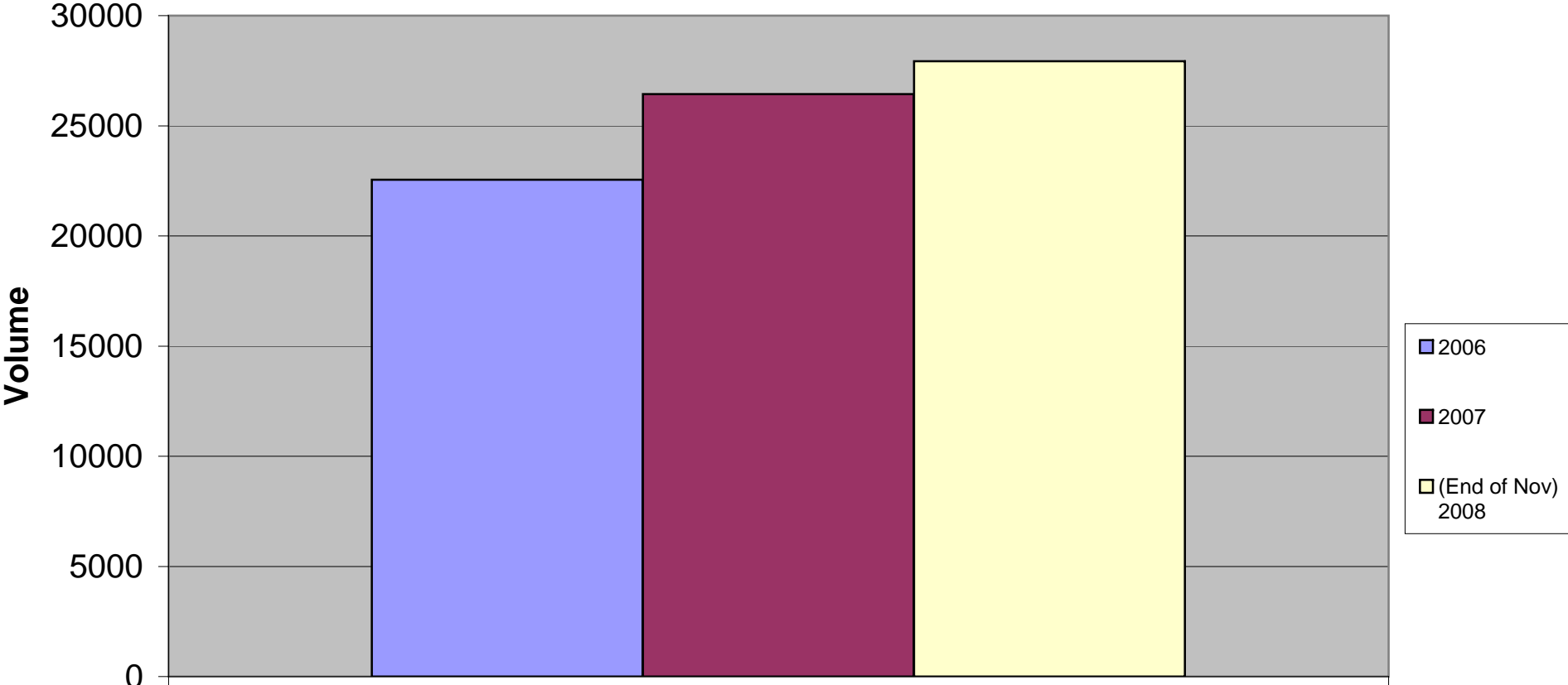
17000 Phone Calls - Volume by Month



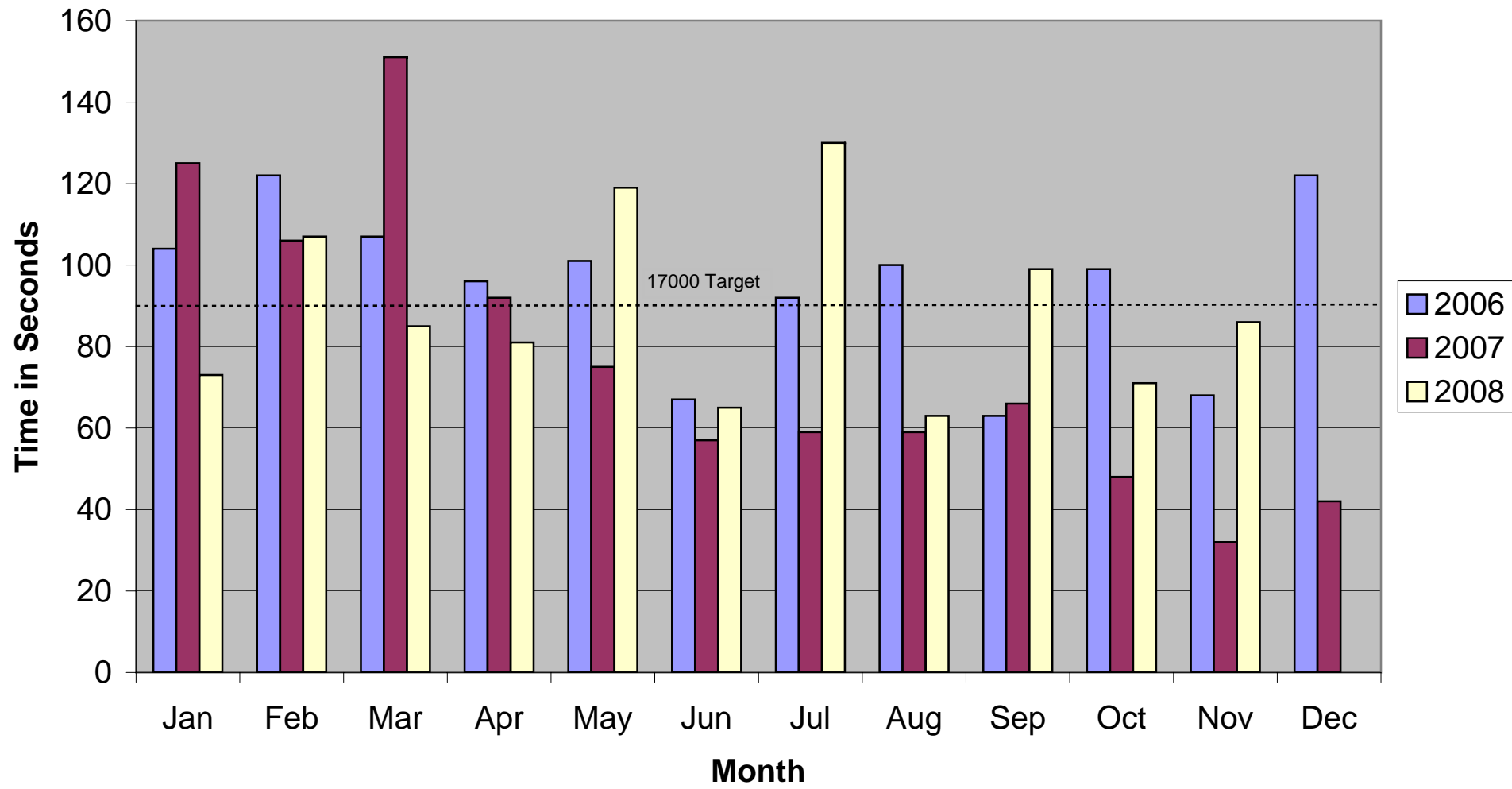
17000 Phone Calls - Average Per Month



17000 Phone Calls - Total Per Year



Average Wait Time by Year



Average Wait Time By Year

