BLUE STAKES OF UTAH 811 CALENDAR YEAR STATISTICS

<u>CALL VOLUME</u>																						
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January February	8,213 7,974	6,720 6,125	8,536 7,413	6,415 6,228	7,688 7,800	8,416 8,486	9,139 9,521	7,650 7,892	6,259 6,426	5,412 6,088	5,468 5,248	6,142 6,080	4,961 4,823	5,661 6,330	5,865 6,935	5,022 6,040	4,704 5,941	6,986 6,726	6,241 5,689	7,030 7,121	6,985 7,060	7,017 7,227
March	14,378	10,200	11,862	15,655	13,881	12,612	17,338	14,492	10,885	10,884	9,377	9,528	9,148	10,234	10,677	10,390	11,415	10,411	9,353	10,344	12,869	10,905
April	21,582	18,854	16,512	18,817	16,106	17,122	22,644	20,795	15,361	13,240	11,186	12,842	12,682	13,612	12,505	12,308	11,733	13,900	13,933	15,433	14,759	12,156
May	21,494	18,743	18,369	18,402	18,562	23,160	25,309	21,095	16,670	13,634	13,211	14,533	14,350	14,511	10,961	12,812	15,002	15,902	14,402	15,243	13,866	
June	15,902	15,796	17,518	19,337	19,386	19,956	21,527	19,371	15,684	14,864	14,138	12,060	11,548	13,436	12,126	13,040	14,398	13,365	13,485	14,237	13,787	
July	15,288	15,476	16,110	16,151	16,322	16,679	20,535	18,269	14,115	12,867	11,294	11,035	11,259	12,026	11,396	10,628	11,952	11,936	13,282	13,083	11,615	
August September	15,341 13,226	15,116 12,947	14,696 16,005	16,351 15,100	18,665 16,592	18,391 16,485	19,501 17,001	16,061 16,909	13,786 13,103	13,276 12,521	13,115 11,717	11,626 9,784	11,258 10,581	11,268 11,530	12,751 10,760	12,548 11,254	13,486 11,141	13,183 11,290	13,273 12,132	13,086 13,082	11,907 11,668	
October	14,126	13,390	14,832	12,023	14,309	15,711	17,438	14,796	11,180	10,838	9,914	10,542	10,894	11,547	10,095	10,449	11,182	11,587	11,997	12,382	9,777	
November	9,248	9,188	8,663	10,123	11,390	11,454	12,901	9,264	8,399	7,978	7,502	7,460	7,375	7,210	7,125	8,185	8,446	8,495	8,264	8,969	9,114	
December	5,253	7,263	8,370	7,630	8,223	8,242	7,509	7,349	5,658	5,483	5,631	4,752	4,844	6,198	5,205	5,375	5,906	5,214	6,224	7,155	5,888	
TOTAL	162,025	149,818	158,886	162,232	168,924	176,714	200,363	173,943	137,526	127,085	117,801	116,384	113,723	123,563	116,401	118,051	125,306	128,995	128,275	137,165	129,295	37,305
	2001	2002	2003	2004	2005	2006	2007	2008	2009	% OF CALLS 2010	<u>S ANS. WITH</u> 2011	<u>IIN 40 SECO</u> 2012	<u>NDS</u> 2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	99.19%	97.07%	95.01%	94.20%	92.01%	94.13%	97.37%	99.05%	99.19%	99.57%	98.34%	97.64%	98.74%	96.12%	95.53%	97.76%	99.49%	93.05%	96.86%	98.44%	93.87%	95.47%
February	86.46%	96.88%	94.05%	95.43%	94.34%	90.68%	91.76%	96.39%	98.68%	98.26%	94.61%	96.59%	96.90%	95.26%	87.33%	91.73%	96.10%	87.92%	94.43%	92.47%	89.42%	91.66%
March	55.60%	97.50%	92.13%	81.67%	96.01%	91.72%	79.83%	92.39%	90.39%	94.04%	93.22%	89.26%	86.17%	85.43%	78.87%	85.73%	85.88%	79.96%	94.23%	91.80%	83.37%	89.67%
April	21.95% 30.24%	79.15% 81.45%	82.44%	77.61% 84.42%	85.91%	76.28% 71.98%	66.77% 64.09%	76.57% 73.19%	84.93%	90.74% 86.24%	90.04%	83.44%	71.92%	78.95% 71.47%	80.64%	81.01% 84.15%	74.16% 53.19%	66.51%	84.69% 84.81%	77.26% 80.15%	77.71% 79.24%	69.69%
May June	68.53%	82.59%	75.29% 78.97%	83.48%	74.62% 76.29%	77.35%	84.22%	83.16%	79.97% 88.65%	81.78%	89.65% 87.27%	86.76% 90.77%	67.23% 80.70%	84.52%	86.65% 91.31%	91.52%	53.19%	61.31% 69.23%	93.79%	90.71%	79.24% 89.98%	
July	59.82%	76.29%	87.09%	88.33%	81.74%	71.73%	90.97%	91.11%	80.06%	83.36%	88.09%	90.42%	87.97%	88.84%	90.98%	91.36%	47.34%	68.72%	94.39%	90.23%	90.84%	
August	84.07%	72.09%	87.74%	84.06%	77.70%	84.81%	90.49%	88.78%	83.38%	86.93%	86.20%	92.78%	81.65%	89.90%	93.03%	89.23%	56.36%	69.00%	95.30%	86.92%	92.21%	
September	71.29%	82.88%	86.23%	78.65%	72.83%	82.17%	83.33%	88.64%	82.07%	80.87%	84.05%	83.37%	88.47%	80.19%	85.06%	82.93%	60.59%	65.74%	92.47%	75.04%	89.87%	
October	83.68%	89.78%	81.35%	89.37%	69.26%	88.59%	93.18%	95.35%	92.11%	87.26%	88.65%	87.86%	92.26%	82.47%	85.06%	84.82%	79.65%	71.45%	93.56%	81.21%	90.43%	
November December	88.86% 95.82%	93.06% 94.58%	89.53% 90.88%	82.36% 88.49%	73.40% 91.76%	92.69% 96.41%	92.65% 95.70%	97.22% 98.13%	95.34% 98.45%	93.22% 95.95%	91.91% 94.44%	90.41% 96.24%	91.22% 93.29%	83.26% 93.51%	89.61% 91.88%	89.22% 98.19%	84.01% 94.83%	81.00% 92.17%	92.82% 98.07%	90.44% 92.90%	86.50% 96.55%	
AVERAGE	70.46%	86.94%	86.73%	85.67%	82.16%	84.88%	85.86%	90.00%	89.44%	89.85%	90.54%	90.46%	86.38%	85.83%	88.00%	88.97%	73.76%	75.51%	92.95%	87.30%	88.33%	86.62%
								G	OAL = 80 PE		CALLS ANS	WERED WIT	HIN 40 SEC	ONDS								
	2001	2002	2003	2004	2005	2006	2007	2008	2000		DONED PER		2013	2014	2015	2016	2017	2018	2010	2020	2021	2022
January	2001 4.63%	2002 1.50%	2003 1.50%	2004 1.17%	2005 1.51%	2006 1.06%	2007 1.14%	2008 0.82%	2009 0.94%	<u>ABAN</u> 2010 0.78%	DONED PER 2011 0.55%	2012	2013 0.58%	2014 0.62%	2015 0.63%	2016 0.62%	2017 0.32%	2018 0.92%	2019 0.59%	2020 0.38%	2021 0.66%	2022 0.40%
January February		2002 1.50% 1.22%				2006 1.06% 1.57%		2008 0.82% 1.10%		2010	2011		2013 0.58% 0.95%				2017 0.32% 0.61%	2018 0.92% 1.81%			2021 0.66% 0.85%	
February March	4.63% 4.87% 17.96%	1.50% 1.22% 0.87%	1.50% 2.20% 1.45%	1.17% 0.92% 2.18%	1.51% 1.28% 0.84%	1.06% 1.57% 0.78%	1.14% 2.28% 3.11%	0.82% 1.10% 1.49%	0.94% 0.93% 2.03%	2010 0.78% 0.87% 1.48%	2011 0.55% 1.31% 1.19%	2012 0.57% 0.59% 1.90%	0.58% 0.95% 2.28%	0.62% 1.55% 2.78%	0.63% 1.69% 3.60%	0.62% 0.83% 1.52%	0.32% 0.61% 1.47%	0.92% 1.81% 2.29%	0.59% 0.93% 0.98%	0.38% 0.87% 0.64%	0.66% 0.85% 1.24%	0.40% 0.84% 0.70%
February March April	4.63% 4.87% 17.96% 30.54%	1.50% 1.22% 0.87% 2.03%	1.50% 2.20% 1.45% 2.35%	1.17% 0.92% 2.18% 2.53%	1.51% 1.28% 0.84% 2.24%	1.06% 1.57% 0.78% 2.12%	1.14% 2.28% 3.11% 4.79%	0.82% 1.10% 1.49% 2.50%	0.94% 0.93% 2.03% 2.06%	2010 0.78% 0.87% 1.48% 1.69%	2011 0.55% 1.31% 1.19% 1.85%	2012 0.57% 0.59% 1.90% 2.43%	0.58% 0.95% 2.28% 3.97%	0.62% 1.55% 2.78% 3.47%	0.63% 1.69% 3.60% 2.39%	0.62% 0.83% 1.52% 2.31%	0.32% 0.61% 1.47% 3.02%	0.92% 1.81% 2.29% 4.47%	0.59% 0.93% 0.98% 2.00%	0.38% 0.87% 0.64% 2.07%	0.66% 0.85% 1.24% 1.90%	0.40% 0.84%
February March April May	4.63% 4.87% 17.96% 30.54% 18.99%	1.50% 1.22% 0.87% 2.03% 2.01%	1.50% 2.20% 1.45% 2.35% 2.52%	1.17% 0.92% 2.18% 2.53% 1.71%	1.51% 1.28% 0.84% 2.24% 3.50%	1.06% 1.57% 0.78% 2.12% 2.46%	1.14% 2.28% 3.11% 4.79% 6.28%	0.82% 1.10% 1.49% 2.50% 3.23%	0.94% 0.93% 2.03% 2.06% 2.58%	2010 0.78% 0.87% 1.48% 1.69% 2.20%	2011 0.55% 1.31% 1.19% 1.85% 1.44%	2012 0.57% 0.59% 1.90% 2.43% 1.78%	0.58% 0.95% 2.28% 3.97% 4.72%	0.62% 1.55% 2.78% 3.47% 5.82%	0.63% 1.69% 3.60% 2.39% 1.44%	0.62% 0.83% 1.52% 2.31% 1.91%	0.32% 0.61% 1.47% 3.02% 6.73%	0.92% 1.81% 2.29% 4.47% 6.03%	0.59% 0.93% 0.98% 2.00% 1.89%	0.38% 0.87% 0.64% 2.07% 1.42%	0.66% 0.85% 1.24% 1.90% 1.67%	0.40% 0.84% 0.70%
February March April May June	4.63% 4.87% 17.96% 30.54% 18.99% 5.50%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83%	0.40% 0.84% 0.70%
February March April May	4.63% 4.87% 17.96% 30.54% 18.99%	1.50% 1.22% 0.87% 2.03% 2.01%	1.50% 2.20% 1.45% 2.35% 2.52%	1.17% 0.92% 2.18% 2.53% 1.71%	1.51% 1.28% 0.84% 2.24% 3.50%	1.06% 1.57% 0.78% 2.12% 2.46%	1.14% 2.28% 3.11% 4.79% 6.28%	0.82% 1.10% 1.49% 2.50% 3.23%	0.94% 0.93% 2.03% 2.06% 2.58%	2010 0.78% 0.87% 1.48% 1.69% 2.20%	2011 0.55% 1.31% 1.19% 1.85% 1.44%	2012 0.57% 0.59% 1.90% 2.43% 1.78%	0.58% 0.95% 2.28% 3.97% 4.72%	0.62% 1.55% 2.78% 3.47% 5.82%	0.63% 1.69% 3.60% 2.39% 1.44%	0.62% 0.83% 1.52% 2.31% 1.91%	0.32% 0.61% 1.47% 3.02% 6.73%	0.92% 1.81% 2.29% 4.47% 6.03%	0.59% 0.93% 0.98% 2.00% 1.89%	0.38% 0.87% 0.64% 2.07% 1.42%	0.66% 0.85% 1.24% 1.90% 1.67%	0.40% 0.84% 0.70%
February March April May June July August September	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.89%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 2.11%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77%	0.40% 0.84% 0.70%
February March April May June July August September October	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.89% 1.69%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.44%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 1.51% 2.55% 2.25% 1.62%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 2.11% 1.57%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00%	0.59% 0.93% 0.98% 2.00% 1.89% 0.83% 0.60% 0.97% 0.82%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76%	0.40% 0.84% 0.70%
February March April May June July August September October November	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26% 1.83%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83% 2.26%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.89% 1.69% 1.39%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.44% 1.06%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.44%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 2.11% 1.57% 1.26%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00% 1.67%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.82% 0.75%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76%	0.40% 0.84% 0.70%
February March April May June July August September October	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.89% 1.69%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.44%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 1.51% 2.55% 2.25% 1.62%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 2.11% 1.57%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00%	0.59% 0.93% 0.98% 2.00% 1.89% 0.83% 0.60% 0.97% 0.82%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76%	0.40% 0.84% 0.70%
February March April May June July August September October November December	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26% 1.83% 1.58%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83% 2.26% 2.25%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 1.75%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.89% 1.69% 1.39% 1.29%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 1.16%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78%	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19% 0.84% 1.84%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.44% 0.92%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 0.85% 2.11% 1.57% 1.26% 0.86% 1.39%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.25% 1.14% 1.16% 2.01%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00% 1.67% 0.77%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.82% 0.75%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24%	0.40% 0.84% 0.70% 1.79%
February March April May June July August September October November December	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26% 1.83% 1.58% 8.31%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83% 2.26% 2.25% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 2.73% 1.82% 1.78%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 1.75% 2.63%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.88% 1.69% 1.39% 1.29%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 1.16% 2.41%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94% 1.43%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.44% 1.06% 0.78% GOAL	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19% 0.84% 0.84% 1.484% 4.484	2011 0.55% 1.31% 1.19% 1.85% 1.51% 1.51% 2.55% 2.25% 1.62% 1.44% 0.92% 1.51% NED PERCEI	2012 0.57% 0.59% 1.90% 2.43% 1.32% 1.32% 0.85% 2.11% 1.57% 1.26% 0.86% 0.86%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14% 1.16% 2.01% S THAN 5%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.82% 0.75% 0.50%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 0.78% 0.84% 1.20%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91%	0.40% 0.84% 0.70% 1.79%
February March April May June July August September October November December AVERAGE	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.266% 1.83% 1.58% 8.31%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36% 1.86%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.26% 2.25% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.66% 2.26% 1.82% 1.78%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 3.16% 3.44% 4.36% 3.55% 1.75% 2.63%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.89% 1.69% 1.39% 1.29% 1.93%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 1.16% 2.41%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81% 0.81% 0.94% 1.43%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78% GOAL	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19% 0.84% 1.84% = ABANDON AVERAG 2010	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 1.51% 2.55% 2.25% 1.62% 1.44% 0.92% 1.51% E HOLD TIM 2011	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 2.11% 1.57% 1.26% 0.86% 1.39% 1.39% 1.39%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14% 1.16% 2.01% S THAN 5% SJ	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00% 1.67% 0.77% 2.86%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.82% 0.75% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91%	0.40% 0.84% 0.70% 1.79%
February March April May June July August September October November December	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26% 1.83% 1.58% 8.31%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36%	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83% 2.26% 2.25% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 2.73% 1.82% 1.78%	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 1.75% 2.63%	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 2.88% 1.69% 1.39% 1.29%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 1.16% 2.41%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94% 1.43%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.44% 1.06% 0.78% GOAL	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19% 0.84% 0.84% 1.484% 4.484	2011 0.55% 1.31% 1.19% 1.85% 1.51% 1.51% 2.55% 2.25% 1.62% 1.44% 0.92% 1.51% NED PERCEI	2012 0.57% 0.59% 1.90% 2.43% 1.32% 1.32% 0.85% 2.11% 1.57% 1.26% 0.86% 0.86%	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14% 1.16% 2.01% S THAN 5%	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86%	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.82% 0.75% 0.50%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 0.78% 0.84% 1.20%	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91%	0.40% 0.84% 0.70% 1.79%
February March April May June July August September October November December AVERAGE	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 2.26% 1.83% 1.58% 8.31%	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.65% 1.36% 1.86%	1.50% 2.20% 2.20% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.26% 2.25% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82% 1.78%	1.51% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 2.63%	1.06% 1.57% 0.78% 2.12% 2.46% 2.155% 3.39% 2.38% 2.88% 1.69% 1.39% 1.29% 1.93%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.56% 1.16% 2.41%	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81% 0.94% 1.43%	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.30% 2.43% 1.44% 1.06% 0.78% GOAL	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.096% 2.48% 1.19% 0.84% 1.84% = ABANDON AVERAG 2010	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 1.62% 1.62% 1.51% VED PERCE! E HOLD TIM 2011	2012 0.57% 0.59% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 0.85% 1.26% 0.86% 1.39% VITAGE LES: E (SECOND 2012	0.58% 0.95% 2.28% 3.97% 4.72% 2.811% 1.47% 2.43% 1.25% 1.14% 2.01% S THAN 5% S) 2013 8	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.20% 2.16% 2.76%	0.63% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56%	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30%	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00% 1.67% 0.77% 2.86%	0.59% 0.93% 0.98% 2.00% 1.89% 0.83% 0.60% 0.97% 0.82% 0.75% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20%	0.66% 0.85% 1.24% 1.90% 1.67% 0.53% 0.59% 0.77% 0.76% 0.84% 0.91% 2021 11 17 23	0.40% 0.84% 0.70% 1.79% 0.93%
February March April May June July August September October November December AVERAGE January February March April	4.63% 4.87% 4.87% 30.54% 18.99% 5.50% 1.90% 3.77% 1.83% 1.58% 8.31% 2001 18 16 116 273	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 1.72% 1.65% 1.36% 1.86% 2.322 8 8 8 7	1.50% 2.20% 2.20% 2.35% 2.52% 2.65% 2.65% 1.93% 2.26% 2.25% 2.25% 2.20% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82% 1.78% 2004 13 11 24 29	1.51% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.45% 4.36% 3.55% 2.63% 2.63%	1.06% 1.57% 2.12% 2.46% 2.15% 2.39% 2.38% 2.89% 1.39% 1.29% 1.93%	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 2.08% 2.41% 2007 9 16 26 43	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94% 1.43% 2008 8 11 15 32	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 2.43% 1.06% 0.78% GOAL 2009 9 9 18	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.096% 2.48% 1.19% 1.84% 1.84% 2.88% 1.19% 1.84% 1.194% 1.84% 1.194	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 1.62% 1.62% 1.44% 0.92% 1.51% VED PERCE! E HOLD TIM 2011 10 14 14 18	2012 0.57% 0.59% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 0.85% 1.39% 1.57% 1.26% 1.39% VITAGE LES: E (SECOND) 2012 9 10 18 24	0.58% 0.95% 2.28% 3.97% 4.72% 2.811% 1.47% 2.43% 1.39% 1.125% 1.14% 2.01% 5 THAN 5% S) 2013 8 12 23 43	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.20% 2.16% 2.76% 2.16% 2.76%	0.63% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.055% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32%	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.41% 3.00% 1.67% 0.77% 2.86% 2018 17 26 34 60	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.50% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24
February March April May June July August September October November December AVERAGE January February March April May	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 1.90% 3.77% 1.83% 1.58% 8.31% 2001 18 16 116 273 272	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36% 1.86% 2002 8 8 7 26 24	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.26% 2.25% 2.20% 2003 12 12 13 24 32	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82% 1.78% 2004 13 11 24 29 22	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 1.75% 2.63% 2005 14 13 10 20 33	1.06% 1.57% 2.12% 2.46% 2.15% 2.38% 2.38% 2.89% 1.39% 1.29% 1.93% 2006 13 17 14 33 39	1.14% 2.28% 3.11% 6.28% 3.03% 1.16% 1.16% 1.16% 2.08% 2.41% 2007 9 16 26 43 57	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94% 1.43% 2008 8 11 15 32 37	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78% GOAL 2009 9 9 18 21 27	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.99% 2.96% 2.48% 0.84% 1.19% 0.84% 1.84% 2010 8 9 14 16 21	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.51% 1.51% E HOLD TIM 2011 10 14 14 18 17	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 2.11% 1.57% 0.86% 0.86% VIAGE LES: E (SECOND) 2012 9 10 18 24 20	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76% 2.76%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 6.07% 2.86% 2018 17 26 34 60 75	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.50% 0.50% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29 26	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February March April May June	4.63% 4.87% 4.87% 30.54% 18.99% 5.50% 5.94% 1.90% 2.26% 1.83% 8.31% 2001 18 16 273 272 56	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 3.06% 3.06% 1.72% 1.86% 1.86% 2.322 8 8 8 7 26 24 23	1.50% 2.20% 2.20% 2.52% 2.65% 2.77% 1.65% 1.93% 2.83% 2.25% 2.25% 2.20% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82% 1.78% 2004 13 11 24 29 22 22	1.51% 1.28% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 4.36% 2.63% 2005 14 13 10 20 33 32	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 1.69% 1.39% 1.29% 1.29% 1.29% 1.33%	1.14% 2.28% 4.79% 6.28% 1.16% 1.16% 1.16% 2.08% 1.09% 1.56% 2.41% 2007 9 16 26 43 57 26	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 1.33% 0.81% 0.94% 1.43% 2008 8 11 15 32 37 24	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 1.44% 1.06% GOAL 2009 9 18 21 27	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.19% 1.84% 1.84% 1.84% 1.84% 1.184% 1.84% 1.184% 1.84% 1.184%	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.44% 2.92% 1.51% 1.51% 2.092% 1.51%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 0.85% 1.26% 1.39% 1.26% 1.39% Step of the control of the c	0.58% 0.95% 2.28% 3.97% 4.72% 4.72% 2.81% 1.47% 2.43% 1.25% 1.16% 2.01% S THAN 5% S) 2013 8 12 23 43 50 30	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76% 2014 10 12 23 31 50 25	0.63% 1.69% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23 16	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86% 2018 17 26 34 60 75 50	0.59% 0.93% 0.98% 2.00% 1.89% 0.83% 0.60% 0.97% 0.82% 0.75% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29 26 16	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February March April May June July	4.63% 4.87% 17.96% 30.54% 18.99% 5.50% 1.90% 3.77% 1.83% 1.58% 8.31% 2001 18 16 116 273 272	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 2.32% 1.72% 1.65% 1.36% 1.86% 2002 8 8 7 26 24	1.50% 2.20% 1.45% 2.35% 2.52% 2.65% 2.77% 1.65% 1.93% 2.26% 2.25% 2.20% 2003 12 12 13 24 32	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.82% 1.78% 2004 13 11 24 29 22	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 1.75% 2.63% 2005 14 13 10 20 33	1.06% 1.57% 2.12% 2.46% 2.15% 2.38% 2.89% 1.69% 1.39% 1.29% 1.29% 1.39% 1.39% 1.39% 1.39% 1.39%	1.14% 2.28% 3.11% 6.28% 3.03% 1.16% 1.16% 1.16% 2.08% 2.41% 2007 9 16 26 43 57	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.05% 1.30% 0.81% 0.81% 0.94% 1.43% 2008 8 11 15 32 37	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78% GOAL 2009 9 9 18 21 27	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.99% 2.96% 2.48% 0.84% 1.19% 0.84% 1.84% 2010 8 9 14 16 21	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.51% 1.51% E HOLD TIM 2011 10 14 14 18 17	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 2.11% 1.57% 0.86% 0.86% VIAGE LES: E (SECOND) 2012 9 10 18 24 20	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.39% 1.25% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.16% 2.76% 2.76%	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 6.07% 2.86% 2018 17 26 34 60 75	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.50% 0.50% 0.50% 0.99%	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29 26	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February March April May June	4.63% 4.87% 4.87% 4.879% 5.50% 5.94% 1.90% 5.94% 1.90% 2.26% 1.83% 8.31% 2001 18 16 273 272 256 71 24 45	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 1.72% 1.65% 1.36% 1.86% 2.32% 1.65% 2.32% 1.65%	1.50% 2.20% 2.20% 2.35% 2.52% 2.65% 2.65% 1.93% 2.26% 2.25% 2.25% 2.20% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.78% 2004 13 11 24 29 22 16 21 27	1.51% 1.28% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 4.36% 2.63% 2005 14 13 10 20 33 32 25 30 36	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 1.69% 1.39% 1.29% 1.29% 1.29% 1.33%	1.14% 2.28% 3.19% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 2.41% 2007 9 16 26 43 57 26 16 16 16 25	0.82% 1.10% 1.49% 2.50% 3.23% 1.05% 1.30% 1.33% 0.81% 0.94% 1.43% 2008 8 11 15 32 37 24 15 19	0.94% 0.93% 2.03% 2.06% 2.58% 2.74% 2.30% 2.43% 1.44% 1.06% GOAL 2009 9 18 21 27 17 29 25 26	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.96% 2.48% 1.184% 1.84% 1.84% 1.84% 1.84% 2010 8 9 14 16 21 27 25 21 30	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 2.25% 1.62% 1.44% 0.92% 1.51% 1	2012 0.57% 0.59% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 0.85% 1.26% 1.39% VIAGE LES: E/SECOND 2012 9 10 18 24 20 17 18	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.25% 1.14% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50 20 29 19	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 2.16% 2.76% 2.76% 2.16 10 12 23 31 50 25 18 18 29	0.63% 1.69% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16 17 14 25	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.30% 1.20% 1.39% 0.24% 1.32% 2016 9 14 23 29 23 16 15	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111 128 93 93	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86% 2018 17 26 34 60 75 50 46 48 56	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.50% 0.50% 0.99% 2019 9 15 12 25 22 11	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11 13 17 29	0.66% 0.85% 1.24% 1.90% 1.67% 0.53% 0.59% 0.77% 0.76% 0.84% 0.91% 2021 11 17 23 29 26 16 17 15 18	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February March April May June July August September October	4.63% 4.87% 4.87% 4.879% 5.50% 5.94% 1.90% 2.26% 1.83% 1.58% 8.31% 2001 18 16 116 273 272 56 71 24 45 23	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 1.72% 1.65% 1.36% 1.86% 1.86% 2002 8 8 7 7 26 24 23 29 36 23 16	1.50% 2.20% 2.20% 2.52% 2.65% 2.65% 2.65% 1.93% 2.26% 2.25% 2.20% 2003 12 12 13 24 32 27 18 18 18 21	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.78% 2004 13 11 24 29 22 21 26 21 27 15	1.51% 1.28% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 3.55% 2.63% 2005 14 13 10 20 33 32 25 30 36 43	1.06% 1.57% 2.16% 2.16% 2.15% 2.38% 2.89% 1.69% 1.39% 1.29% 1.29% 1.39% 2006 13 17 14 33 39 33 42 22 26 18	1.14% 2.28% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 2.41% 2007 9 16 26 43 57 26 16 16 16 25 13	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.305% 1.30% 0.81% 0.81% 0.84% 1.43% 2008 8 11 15 32 37 24 15 19 18	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78% GOAL 2009 9 18 21 27 17 29 25 26 15	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.09% 2.48% 1.19% 1.84% 1.84% 2.010 8 9 14 16 21 27 25 21 30 22	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 2.55% 1.62% 1.62% 1.44% 1.51% 2.255% 1.62% 1.44% 1.51% 2.25% 1.62% 1.44% 1.51% 2.25% 1.51% 2.25% 1.51% 2.25% 1.51% 2.25%	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 1.39% 0.85% 1.26% 2.11% 1.57% 1.26% 1.39% 1.26% 1.39% 1.39% 1.26% 1.39% 1.39% 1.26% 1.39% 1	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.25% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50 30 20 29 19 15	0.62% 1.55% 2.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.20% 2.16% 2.76% 2.16 10 12 23 31 50 25 18 18 29 27	0.63% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.055% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16 17 14 25 26	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23 16 15 19 25 25	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111 128 93 93 93	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86% 2018 17 26 34 60 75 50 46 48 56 47	0.59% 0.93% 0.98% 2.00% 1.89% 0.99% 0.83% 0.60% 0.97% 0.50% 0.99% 2019 9 15 12 25 22 11 11 11 11 12	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11 13 17 29 27	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.77% 0.84% 0.24% 0.91% 2021 11 17 23 29 26 16 17 15 18	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February March April May June July August September October November	4.63% 4.87% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 1.83% 1.58% 8.31% 2001 18 16 116 273 272 56 67 71 24 45 23 18	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 1.72% 1.65% 1.86% 1.86% 2002 8 8 7 26 24 23 29 36 23 16	1.50% 2.20% 2.20% 2.65% 2.55% 2.65% 1.93% 2.26% 2.25% 2.20% 2.20% 2.20 12 12 13 24 32 27 18 18 21 26 17	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.78% 2004 13 11 24 29 22 16 21 27 15 26	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 2.55% 2.63% 2005 14 13 10 20 33 32 25 30 36 43 39	1.06% 1.57% 2.12% 2.46% 2.15% 2.38% 2.38% 2.89% 1.39% 1.29% 1.93% 2006 13 17 14 33 39 33 42 22 26 18	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 2.41% 2.007 9 16 26 43 57 26 16 16 25 13	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.30% 1.30% 0.81% 0.81% 0.94% 1.43% 2008 8 11 15 32 37 24 15 19 18 11	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 2.43% 1.06% 0.78% GOAL 2009 9 18 21 27 17 29 25 26 15 12	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.66% 2.88% 2.96% 2.48% 1.84% 1.84% 2010 8 9 14 16 21 27 25 21 30 22 14	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 1.51% 2.25% 2.25% 1.62% 1.51% 2.92% 1.51% 2.92% 1.44% 0.92% 1.51% 2011 10 14 14 18 17 20 19 24 27 20 17	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.32% 1.39% 2.11% 1.57% 0.86% 2.11% 1.26% 0.86% 1.39% 1.26% 0.86% 1.26% 0.86% 1.26% 1	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.125% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50 30 20 29 19 15 15	0.62% 1.55% 2.78% 3.47% 5.82% 6.287% 1.96% 2.06% 3.13% 3.49% 3.20% 2.76% 2.76% 2.76% 2.16 10 12 23 31 50 25 18 18 29 27 29	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16 17 14 25 26 18	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23 16 15 19 25 25 18	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111 128 93 93 37 30	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 6.07% 2.86% 2018 17 26 34 60 75 50 46 48 56 48 56 47 33	0.59% 0.93% 0.98% 2.00% 1.89% 0.98% 0.99% 0.83% 0.60% 0.75% 0.50% 0.50% 0.99% 2019 9 15 12 25 22 11 11 11 12 12 14	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11 13 17 29 27 16	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29 26 16 17 15 18 19 25	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20
February March April May June July August September October November December AVERAGE January February February March April May June July August September October November December	4.63% 4.87% 4.87% 4.879% 5.50% 5.94% 1.90% 5.94% 1.90% 2.26% 1.83% 8.31% 2001 18 16 273 272 256 71 24 45 23 18 9	1.50% 1.22% 1.22% 1.87% 2.03% 2.01% 2.08% 2.54% 3.06% 3.06% 1.36% 1.86% 2002 8 8 7 26 24 23 29 36 23 16 13 12	1.50% 2.20% 2.20% 2.52% 2.65% 2.77% 1.65% 2.93% 2.20%	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.78% 2004 13 11 24 29 22 16 21 27 15 26 19	1.51% 1.28% 1.28% 1.28% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 4.36% 2.63% 2005 14 13 10 20 33 22 25 30 36 43 39 15	1.06% 1.57% 2.16% 2.16% 2.15% 2.38% 2.89% 1.69% 1.39% 1.29% 1.29% 1.39% 2006 13 17 14 33 39 33 42 22 26 18	1.14% 2.28% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 1.09% 1.56% 2.41% 2007 9 16 26 43 57 26 16 16 16 15 17 18 18 18 18 18 18 18 18 18 18 18 18 18	0.82% 1.10% 1.49% 2.50% 3.23% 1.05% 1.30% 1.33% 0.81% 0.84% 1.43% 2008 8 11 15 32 37 24 15 19 18 12 10 9	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.30% 1.44% 1.06% GOAL 2009 9 18 21 27 17 29 25 26 15 12	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.20% 2.96% 2.48% 1.19% 0.84% 1.184% 1.84% 2010 8 9 14 16 21 27 25 21 30 22 14 12	2011 0.55% 1.31% 1.19% 1.85% 1.44% 2.55% 2.25% 1.62% 1.44% 2.95% 1.51% 2.95% 2.25% 1.44% 2011 10 14 18 17 20 19 24 27 20 17 13	2012 0.57% 0.59% 1.90% 2.43% 1.78% 1.32% 1.39% 0.85% 0.86% 1.26% 1.39% 2.119 2012 9 10 18 24 20 17 18 24 20 17 18 14 25 20 17	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.25% 1.14% 1.14% 2.01% S THAN 5% S) 2013 8 12 23 43 50 20 29 19 15 15 13	0.62% 1.55% 1.78% 3.47% 5.82% 2.87% 1.96% 2.06% 3.13% 3.49% 3.20% 2.76% 2014 10 12 23 31 50 25 18 18 29 27 29 15	0.63% 1.69% 1.69% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16 17 14 25 26 18 15	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 0.93% 0.24% 1.32% 2016 9 14 23 29 23 16 15 19 25 25 18	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111 128 93 93 37 30 12	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 3.00% 1.67% 0.77% 2.86% 2018 17 26 34 60 75 50 46 48 56 47 33 17	0.59% 0.93% 0.98% 2.00% 1.89% 0.83% 0.60% 0.82% 0.75% 0.50% 0.99% 2019 9 15 12 25 22 11 11 11 11 11 12 12 14 7	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11 13 17 29 27 16 14	0.66% 0.85% 1.24% 1.90% 1.67% 0.53% 0.59% 0.77% 0.76% 0.84% 0.91% 2021 11 17 23 29 26 16 17 15 18 19 25 12	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20 51
February March April May June July August September October November December AVERAGE January February March April May June July August September October November	4.63% 4.87% 4.87% 17.96% 30.54% 18.99% 5.50% 5.94% 1.90% 3.77% 1.83% 1.58% 8.31% 2001 18 16 116 273 272 56 67 71 24 45 23 18	1.50% 1.22% 0.87% 2.03% 2.01% 2.08% 2.54% 3.06% 1.72% 1.65% 1.86% 1.86% 2002 8 8 7 26 24 23 29 36 23 16	1.50% 2.20% 2.20% 2.65% 2.55% 2.65% 1.93% 2.26% 2.25% 2.20% 2.20% 2.20 12 12 13 24 32 27 18 18 21 26 17	1.17% 0.92% 2.18% 2.53% 1.71% 1.48% 1.08% 1.81% 2.26% 1.66% 2.73% 1.78% 2004 13 11 24 29 22 16 21 27 15 26	1.51% 1.28% 0.84% 2.24% 3.50% 3.30% 2.67% 3.16% 3.44% 4.36% 2.55% 2.63% 2005 14 13 10 20 33 32 25 30 36 43 39	1.06% 1.57% 0.78% 2.12% 2.46% 2.15% 3.39% 2.38% 1.69% 1.39% 1.29% 1.29% 1.29% 2006 13 17 14 33 39 33 42 226 18 15 11	1.14% 2.28% 3.11% 4.79% 6.28% 3.03% 1.16% 1.18% 2.08% 2.41% 2.007 9 16 26 43 57 26 16 16 25 13	0.82% 1.10% 1.49% 2.50% 3.23% 1.79% 1.30% 1.30% 0.81% 0.81% 0.94% 1.43% 2008 8 11 15 32 37 24 15 19 18 11	0.94% 0.93% 2.03% 2.06% 2.58% 1.79% 2.74% 2.309% 2.43% 1.06% 0.78% GOAL 2009 9 18 21 27 17 29 25 26 15 12 9 18	2010 0.78% 0.87% 1.48% 1.69% 2.20% 2.20% 2.96% 2.98% 2.91 1.19% 0.84% 1.84% = ABANDON AVERAG 2010 8 9 14 16 21 27 25 21 30 22 14 12 18	2011 0.55% 1.31% 1.19% 1.85% 1.44% 1.51% 1.51% 2.25% 2.25% 1.62% 1.51% 2.92% 1.51% 2.92% 1.44% 0.92% 1.51% 2011 10 14 14 18 17 20 19 24 27 20 17	2012 0.57% 0.59% 1.90% 2.43% 1.32% 1.32% 1.32% 1.35% 2.11% 1.57% 2.118 1.26% 0.86% VTAGE LES: E (SECOND) 2012 9 10 18 24 20 17 18 14 25 20 17 10 17	0.58% 0.95% 2.28% 3.97% 4.72% 2.81% 1.47% 2.43% 1.19% 1.16% 2.01% S THAN 5% S 2013 8 12 23 43 50 30 20 29 19 15 15 15 13 23	0.62% 1.55% 2.78% 3.47% 5.82% 6.287% 1.96% 2.06% 3.13% 3.49% 3.20% 2.76% 2.76% 2.76% 2.16 10 12 23 31 50 25 18 18 29 27 29	0.63% 1.69% 3.60% 2.39% 1.44% 0.89% 1.19% 0.96% 2.05% 1.72% 0.87% 1.34% 1.56% 2015 12 21 32 30 21 16 17 14 25 26 18	0.62% 0.83% 1.52% 2.31% 1.91% 1.30% 1.20% 1.39% 2.07% 1.56% 0.93% 0.24% 1.32% 2016 9 14 23 29 23 16 15 19 25 25 18	0.32% 0.61% 1.47% 3.02% 6.73% 9.39% 10.62% 6.96% 7.41% 2.49% 1.82% 0.71% 4.30% 2017 7 11 22 42 84 111 128 93 93 37 30	0.92% 1.81% 2.29% 4.47% 6.03% 3.48% 3.12% 3.31% 6.07% 2.86% 2018 17 26 34 60 75 50 46 48 56 48 56 47 33	0.59% 0.93% 0.98% 2.00% 1.89% 0.98% 0.99% 0.83% 0.60% 0.75% 0.50% 0.50% 0.99% 2019 9 15 12 25 22 11 11 11 12 12 14	0.38% 0.87% 0.64% 2.07% 1.42% 0.59% 1.14% 1.49% 2.39% 1.73% 0.78% 0.84% 1.20% 2020 7 14 9 26 22 11 13 17 29 27 16	0.66% 0.85% 1.24% 1.90% 1.67% 0.83% 0.59% 0.53% 0.76% 0.84% 0.24% 0.91% 2021 11 17 23 29 26 16 17 15 18 19 25	0.40% 0.84% 0.70% 1.79% 0.93% 2022 14 24 20

TICKET VOLUME																						
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	13,309	12,645	17,247	16,588	17,546	21,625	19,676	15,733	11,810	11,499	12,976	14,371	12,528	16,034	17,234	18,483	22,124	28,224	27,082	31,019	36,438	41,474
February	13,428	11,242	15,563	15,639	17,766	20,754	19,433	15,590	12,750	13,271	12,124	15,310	12,135	16,523	20,370	21,952	23,425	26,803	24,532	30,658	37,847	41,787
March	22,543	18,462	22,573	31,846	27,335	27,866	32,816	24,545	20,232	21,497	21,173	21,977	21,521	25,602	28,621	33,336	35,712	34,470	34,643	42,415	56,559	55,603
April May	25,747 30,791	30,165 30,763	28,793 33,871	35,033 32,500	29,965 33,294	32,397 39,404	37,621 41,546	32,871 34,174	26,786 27,811	25,644 26,921	23,683 27,603	27,408 31,678	28,603 32,286	31,750 33,343	33,701 32,579	36,036 38,427	35,665 44,004	42,641 49,247	45,187 47,367	53,580 51,441	59,100 55,916	59,473
June	27,155	25,559	32,735	34,363	35,294	36,237	37,500	32,240	28,912	30,138	29,304	27,025	28,395	32,555	35,720	38,895	42,303	44,198	45,093	52,556	59,668	
July	26,103	27,028	30,921	31,247	30,927	31,743	36,232	31,335	26,824	26,010	24,456	25,742	29,933	31,924	34,138	34,128	37,363	42,408	46,608	50,404	54,621	
August	27,363	26,787	28,706	31,166	36,219	36,364	37,063	26,605	25,693	27,277	27,531	27,022	29,827	31,451	32,622	40,702	43,097	46,081	45,842	50,675	57,004	
September	22,962	25,221	30,543	30,221	33,563	31,963	32,132	26,537	25,031	25,940	25,271	23,270	28,116	31,340	33,479	35,528	36,799	38,272	41,555	53,180	57,475	
October	24,785	25,991	30,580	25,639	31,495	32,696	33,626	25,811	22,940	22,844	22,903	26,561	29,259	31,214	32,196	34,347	40,137	42,993	44,451	52,083	50,853	
November	18,007	18,569	21,687	23,559	27,800	26,936	26,425	17,730	16,431	18,680	18,779	19,614	21,600	20,968	25,247	30,749	33,435	33,413	32,623	43,176	51,491	
December	10,911	15,920	20,693	18,541	20,770	19,126	17,159	14,549	12,034	12,995	14,496	13,123	15,715	18,739	20,774	24,296	26,088	23,868	28,945	39,609	41,740	
TOTAL	263,104	268,352	313,912	326,342	341,957	357,111	371,229	297,720	257,254	262,716	260,299	273,101	289,918	321,443	346,681	386,879	420,152	452,618	463,928	550,796	618,712	198,337
	ONLINE TICKET SUBMISSION (Fax Tickets included in calculation from January 2001 - June 2004)															2022						
January	2001 23.79%	2002 31.66%	2003 35.89%	2004 47.23%	2005 34.55%	2006 43.38%	2007 37.49%	2008 36.21%	2009 40.58%	2010 42.31%	2011 52.61%	2012 50.91%	2013 56.43%	2014 61.03%	2015 61.71%	2016 66.10%	2017 70.64%	2018 69.89%	2019 69.04%	2020 68.74%	2021 73.42%	2022 75.61%
February	26.13%	31.64%	36.69%	44.97%	36.04%	42.02%	35.19%	35.65%	38.20%	47.58%	52.01%	54.32%	55.41%	57.82%	60.54%	66.35%	66.89%	67.58%	69.16%	68.45%	75.23%	76.12%
March	24.24%	33.23%	33.77%	41.16%	31.87%	38.15%	31.94%	28.60%	34.48%	44.24%	50.65%	51.46%	53.66%	53.78%	58.83%	61.98%	62.89%	64.11%	65.36%	68.15%	70.68%	74.63%
April	22.62%	26.44%	29.04%	33.15%	30.92%	34.48%	27.86%	26.51%	33.82%	41.49%	48.68%	49.83%	52.21%	53.02%	56.86%	59.86%	62.27%	62.51%	63.02%	65.73%	69.62%	73.48%
May	23.77%	26.46%	30.52%	30.05%	28.54%	30.43%	29.13%	26.77%	31.55%	42.52%	47.84%	49.23%	51.33%	53.63%	59.56%	61.14%	63.08%	62.97%	63.18%	65.15%	69.46%	
June	23.54%	25.15%	30.78%	29.00%	28.10%	31.58%	29.97%	28.57%	33.99%	42.78%	47.41%	50.61%	52.26%	53.76%	59.05%	60.55%	64.09%	63.45%	62.54%	66.41%	70.64%	
July	23.41%	26.59%	28.73%	31.93%	30.82%	34.68%	30.83%	30.37%	35.84%	43.46%	48.95%	52.37%	55.11%	56.45%	59.83%	62.94%	65.41%	65.50%	63.97%	67.85%	71.82%	
August	26.42%	28.12%	31.20%	30.56%	33.73%	34.68%	33.10%	28.29%	33.55%	43.65%	48.10%	52.65%	55.65%	59.41%	60.91%	63.74%	65.60%	65.09%	64.50%	68.53%	71.67%	
September	25.12%	30.42%	31.51%	31.82%	34.88%	36.82%	33.04%	29.41%	34.97%	43.61%	49.04%	53.48%	57.09%	58.48%	61.33%	63.79%	65.82%	64.07%	63.99%	69.51%	72.95%	
October	29.19% 28.90%	31.09% 30.99%	35.59% 44.45%	34.48% 37.76%	38.40% 41.38%	38.13% 40.33%	34.01% 34.72%	32.73% 37.19%	35.72% 36.75%	46.17% 48.44%	50.77% 53.58%	54.40% 55.96%	59.02% 60.23%	58.24% 60.78%	64.07% 66.97%	64.07% 67.17%	67.39% 69.94%	66.42% 68.21%	66.29% 67.26%	69.60% 72.81%	73.90% 76.38%	
November December	34.22%	36.83%	46.45%	38.96%	41.19%	40.33%	38.83%	39.02%	42.26%	50.98%	54.44%	59.70%	65.89%	62.73%	70.76%	72.02%	71.91%	70.92%	72.22%	76.49%	76.36% 79.67%	
AVERAGE	25.95%	29.89%	34.55%	35.92%	34.20%	37.13%	33.01%	31.61%	35.98%	44.77%	50.35%	52.91%	56.19%	57.43%	61.70%	64.14%	66.33%	65.89%	65.88%	68.95%	72.95%	74.96%
711211102	20.0070	2010070	0.10070	00.0270	0 1120 / 0	0111070								LIMINATED I		0	0010070	00.0070	00.0070	00.0070	12.0070	
										BILLED	NOTIFICATI	ON VOLUME	<u> </u>									
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	97,732	92,787	125,932	119,189	123,636	148,270	129,703	105,324	80,531	77,618	92,780	103,793	83,049	107,545	116,562	127,475	151,863	189,927	183,473	214,485	250,823	370,860
February	98,553	77,880	112,276	111,178	126,795	142,026	127,651	106,456	88,062	93,634	84,306	112,042	80,668	108,859	135,408	152,907	163,361	176,940	165,036	210,486	258,298	378,607
March	165,074	128,626	162,859	226,524	188,030	189,807	208,758	160,677	135,359	145,105	143,171	156,242	143,162	163,580	189,948	227,995	240,046	227,039	232,454	288,761	386,861	495,729
April	183,373 224,153	208,106 213,658	202,369 232,188	246,215 225,935	206,512 226,777	220,071 262,252	235,791 258.610	214,054 217,701	178,883 185,340	170,492 179,211	161,120 183,286	186,054 213,597	187,023 206,525	201,837 212,527	218,936 211,750	243,503 260,560	238,423 292,664	279,153 318,741	299,336 314,378	357,039 346,903	394,300 367,475	521,999
May June	198,292	180,317	232,100	225,935	238,206	240,833	235,871	203,804	194,522	202,448	197,315	180,553	184,540	207,790	233,509	259,902	275,730	288,686	297,623	361,567	402,511	
July	185,151	191,264	216,651	215,975	205,269	211,971	230,605	195,519	181,082	174,914	164,627	171,821	195,940	206,893	228,600	230,393	253,257	282,764	311,199	350,059	496,511	
August	190,866	191,486	202,404	215,369	240,632	243,235	239,290	168,248	173,353	183,057	188,254	180,903	194,435	203,880	219,016	277,064	283,809	301,150	306,600	348,711	510,145	
September	162,012	180,798	214,419	208,212	225,036	213,148	205,784	173,731	170,581	173,669	174,942	159,275	185,186	203,827	227,280	240,329	242,848	251,448	278,192	365,417	513,355	
October	172,718	182,211	216,406	174,994	212,096	217,517	219,659	173,461	157,801	154,978	159,450	176,834	193,437	204,466	220,901	230,844	266,770	284,394	303,275	359,033	455,073	
November	124,928	149,186	156,465	168,005	189,356	179,967	175,178	120,580	114,143	127,900	132,181	131,577	143,859	138,509	174,186	208,826	226,616	225,520	224,690	298,484	456,584	
December	77,519	115,120	149,293	129,784	144,055	129,857	112,682	99,280	86,283	91,237	107,692	86,392	105,324	124,589	141,306	170,379	177,119	161,918	204,034	277,349	373,812	
TOTAL	1,880,371	1,911,439	2,218,050	2,278,849	2,326,400	2,398,954	2,379,582	1,938,835	1,745,940	1,774,263	1,789,124	1,859,083	1,903,148	2,084,302	2,317,402	2,630,177	2,812,506	2,987,680	3,120,290	3,778,294	4,865,748	1,767,195
							N	OTE: INCL	JDES BILLA	BLE COPY/I	DUPLICATE	NOTIFICATION	ONS STARTII	NG IN JULY 2	2021							