



	<u>TICKET 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	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	25,747	30,165	28,793	35,033	29,965	32,397	37,621	32,871	26,786	25,644	23,683	27,408	28,603	31,750	33,701	36,036	35,665	42,641	45,187	53,580	59,100	59,473
May	30,791	30,763	33,871	32,500	33,294	39,404	41,546	34,174	27,811	26,921	27,603	31,678	32,286	33,343	32,579	38,427	44,004	49,247	47,367	51,441	55,916	
June	27,155	25,559	32,735	34,363	35,277	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	
<b>TOTAL</b>	<b>263,104</b>	<b>268,352</b>	<b>313,912</b>	<b>326,342</b>	<b>341,957</b>	<b>357,111</b>	<b>371,229</b>	<b>297,720</b>	<b>257,254</b>	<b>262,716</b>	<b>260,299</b>	<b>273,101</b>	<b>289,918</b>	<b>321,443</b>	<b>346,681</b>	<b>386,879</b>	<b>420,152</b>	<b>452,618</b>	<b>463,928</b>	<b>550,796</b>	<b>618,712</b>	<b>198,337</b>

ONLINE TICKET SUBMISSION (Fax Tickets included in calculation from January 2001 - June 2004)

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
January	23.79%	31.66%	35.89%	47.23%	34.55%	43.38%	37.49%	36.21%	40.58%	42.31%	52.61%	50.91%	56.43%	61.03%	61.71%	66.10%	70.64%	69.89%	69.04%	68.74%	73.42%	75.61%
February	26.13%	31.64%	36.69%	44.97%	36.04%	42.02%	35.19%	35.65%	38.20%	47.58%	52.10%	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%	31.09%	35.59%	34.48%	38.40%	38.13%	34.01%	32.73%	35.72%	46.17%	50.77%	54.40%	59.02%	58.24%	64.07%	64.07%	67.39%	66.42%	66.29%	69.60%	73.90%	
November	28.90%	30.99%	44.45%	37.76%	41.38%	40.33%	34.72%	37.19%	36.75%	48.44%	53.58%	55.96%	60.23%	60.78%	66.97%	67.17%	69.94%	68.21%	67.26%	72.81%	76.38%	
December	34.22%	36.83%	46.45%	38.96%	41.19%	40.92%	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%	79.67%	
<b>AVERAGE</b>	<b>25.95%</b>	<b>29.89%</b>	<b>34.55%</b>	<b>35.92%</b>	<b>34.20%</b>	<b>37.13%</b>	<b>33.01%</b>	<b>31.61%</b>	<b>35.98%</b>	<b>44.77%</b>	<b>50.35%</b>	<b>52.91%</b>	<b>56.19%</b>	<b>57.43%</b>	<b>61.70%</b>	<b>64.14%</b>	<b>66.33%</b>	<b>65.89%</b>	<b>65.88%</b>	<b>68.95%</b>	<b>72.95%</b>	<b>74.96%</b>

NOTE: ONLINE TICKET SUBMISSION DEPLOYED IN APRIL 2001 / FAX TICKETS ELIMINATED IN JUNE 2004

	<u>BILLED NOTIFICATION 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	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	208,106	202,369	246,215	206,512	220,071	235,791	214,054	178,883	170,492	161,120	186,054	187,023	201,837	218,936	243,503	238,423	279,153	299,336	357,039	394,300	521,999
May	224,153	213,658	232,188	225,935	226,777	262,252	258,610	217,701	185,340	179,211	183,286	213,597	206,525	212,527	211,750	260,560	292,664	318,741	314,378	346,903	367,475	
June	198,292	180,317	226,788	237,469	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	
<b>TOTAL</b>	<b>1,880,371</b>	<b>1,911,439</b>	<b>2,218,050</b>	<b>2,278,849</b>	<b>2,326,400</b>	<b>2,398,954</b>	<b>2,379,582</b>	<b>1,938,835</b>	<b>1,745,940</b>	<b>1,774,263</b>	<b>1,789,124</b>	<b>1,859,083</b>	<b>1,903,148</b>	<b>2,084,302</b>	<b>2,317,402</b>	<b>2,630,177</b>	<b>2,812,506</b>	<b>2,987,680</b>	<b>3,120,290</b>	<b>3,778,294</b>	<b>4,865,748</b>	<b>1,767,195</b>

NOTE: INCLUDES BILLABLE COPY/DUPLICATE NOTIFICATIONS STARTING IN JULY 2021