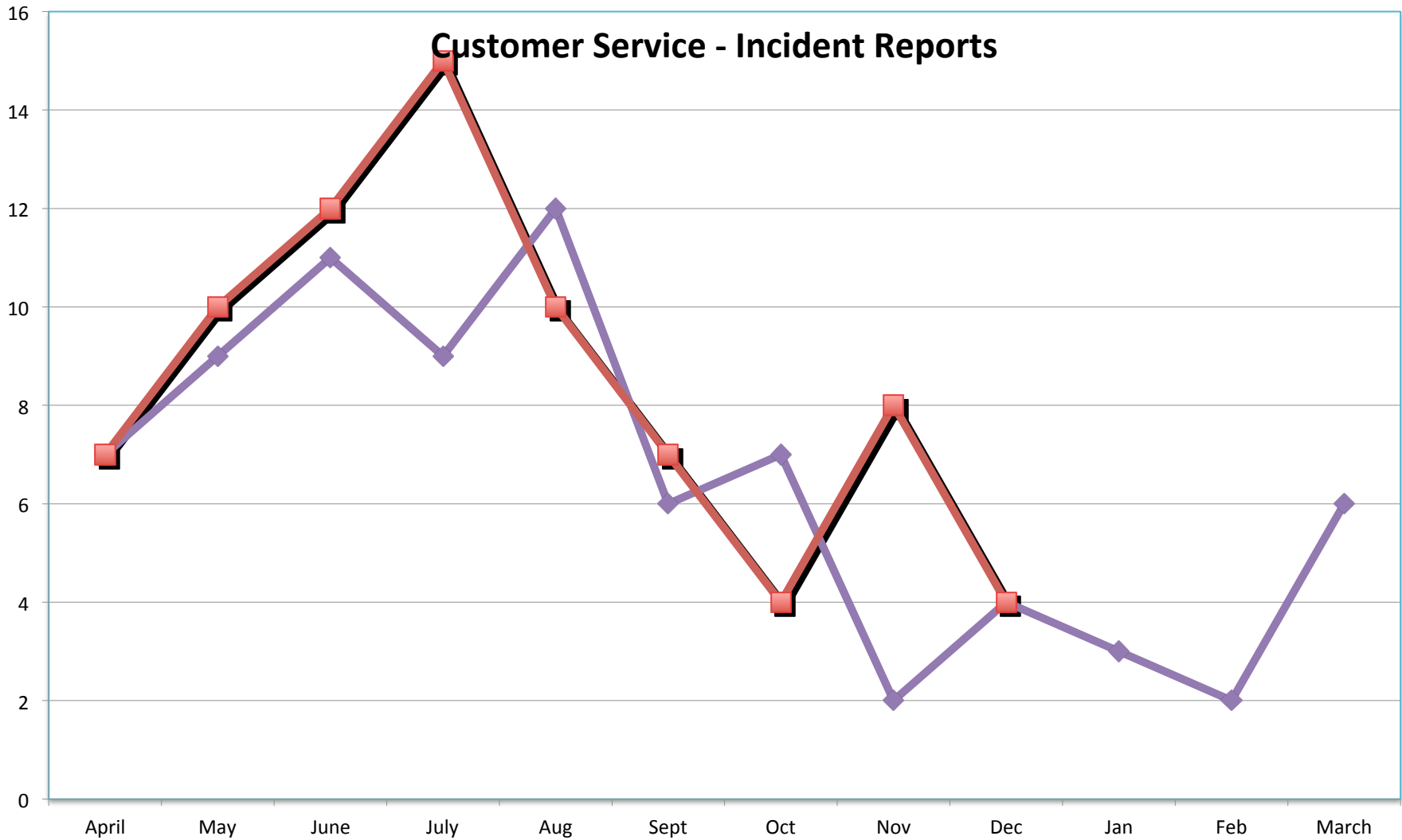
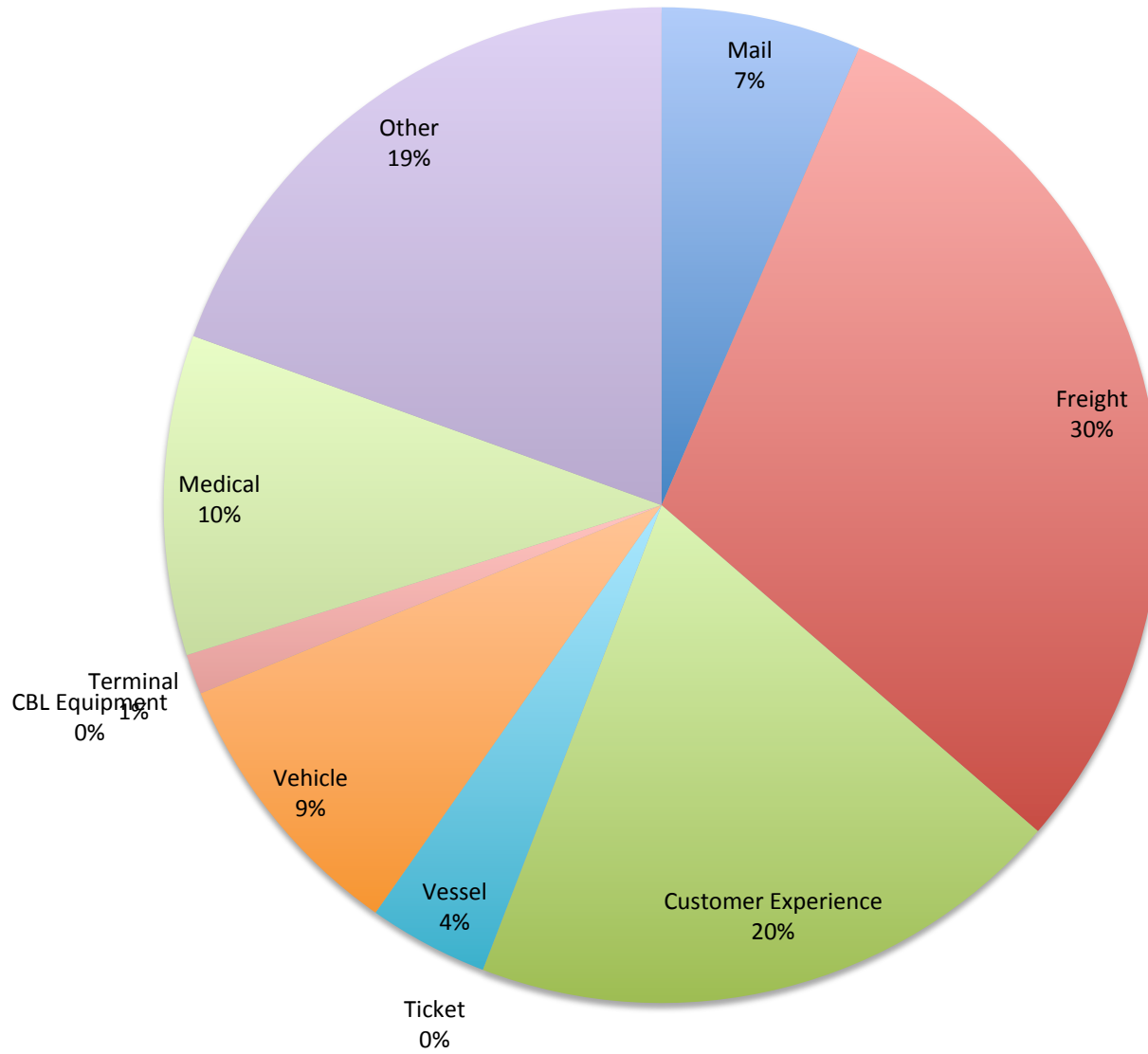


Customer Service - Incident Reports

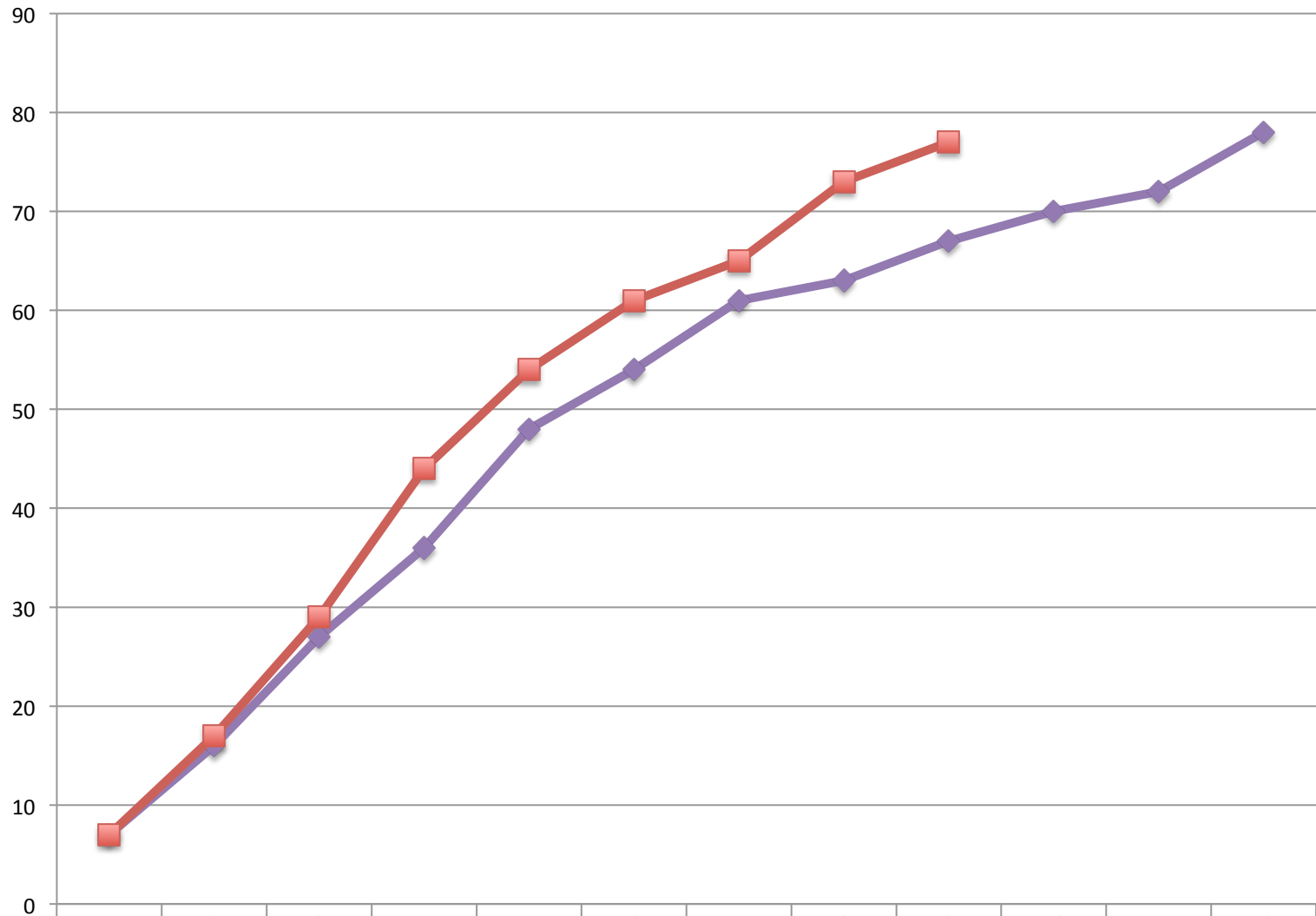


FY2011 FY2012

Incident Type - Current FY to Date



Customer Service - Incident Reports Cumulative



◆ FY2011	7	16	27	36	48	54	61	63	67	70	72	78
■ FY2012	7	17	29	44	54	61	65	73	77			
Diff 12 vs 11	0	1	2	8	6	7	4	10	10			
% Diff 12 vs 11	0.0%	6.3%	7.4%	22.2%	12.5%	13.0%	6.6%	15.9%	14.9%			