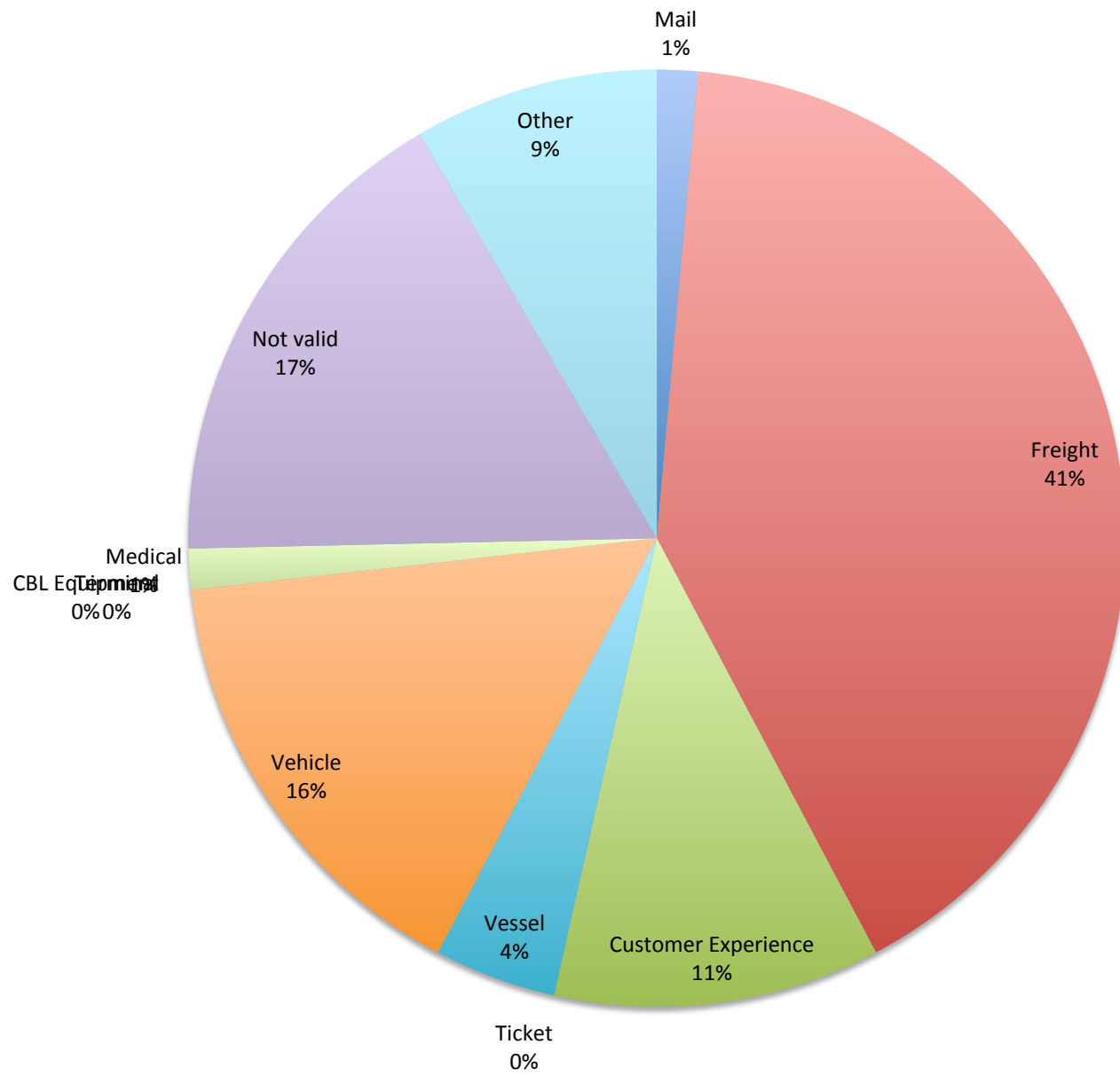


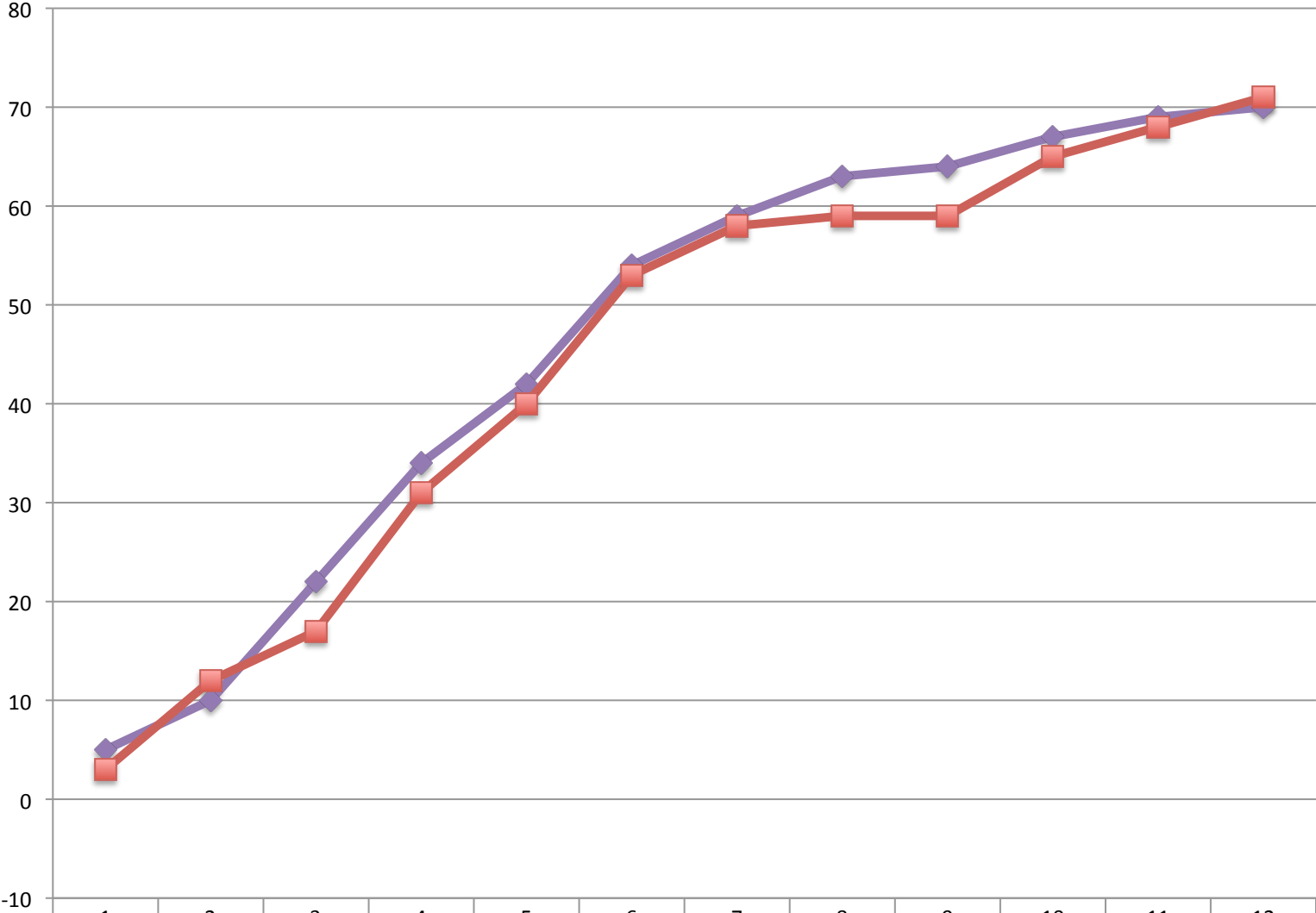
Customer Service - Incident Reports



Incident Type - FY2015



Customer Service - Incident Reports Cumulative



	1	2	3	4	5	6	7	8	9	10	11	12
FY2015	5	10	22	34	42	54	59	63	64	67	69	70
FY2016	3	12	17	31	40	53	58	59	59	65	68	71
Diff 16 vs 15	-2	2	-5	-3	-2	-1	-1	-4	-5	-2	-1	1
% Diff 16 vs 15	-40.0%	20.0%	-22.7%	-8.8%	-4.8%	-1.9%	-1.7%	-6.3%	-7.8%	-3.0%	-1.4%	1.4%

