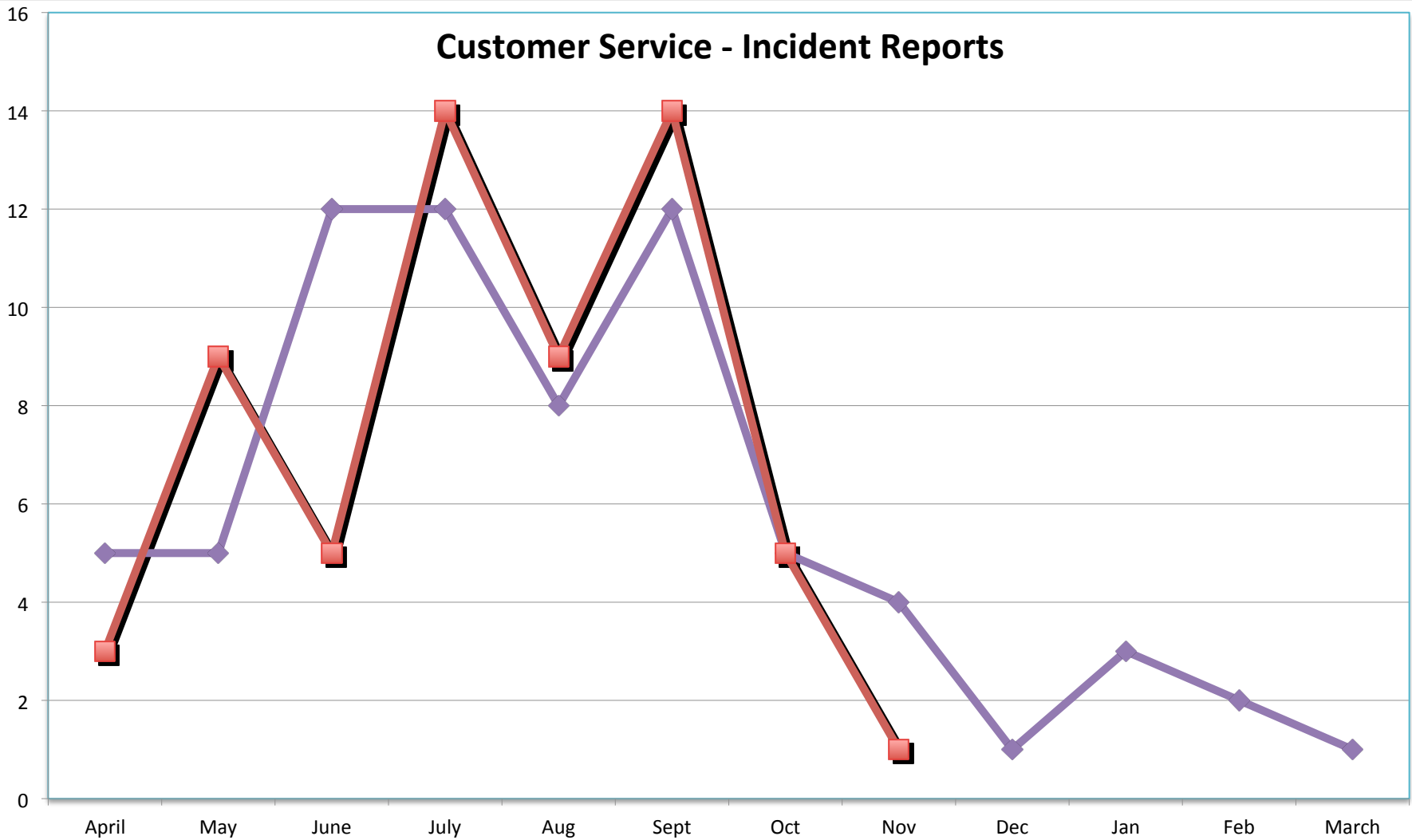
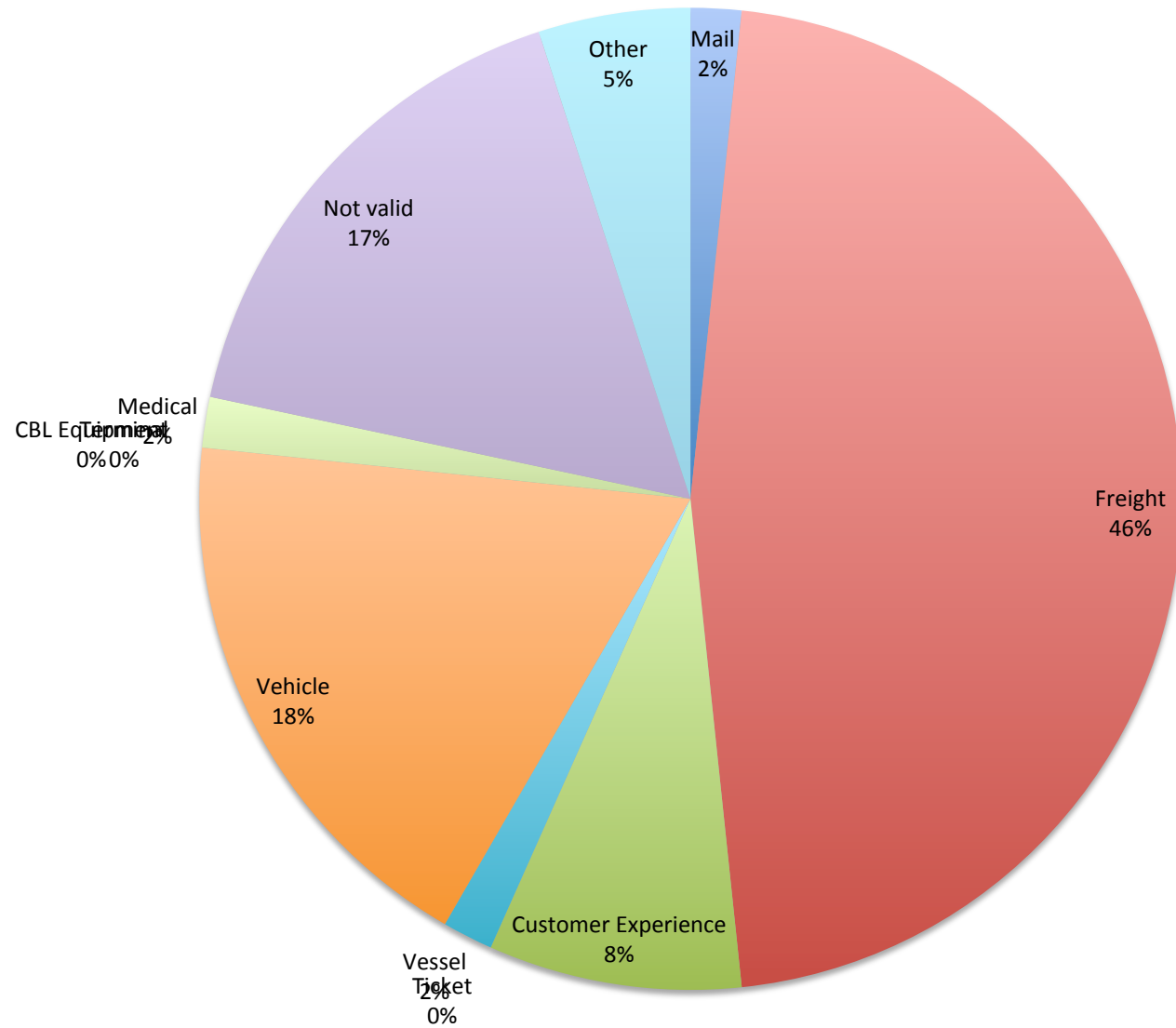


Customer Service - Incident Reports

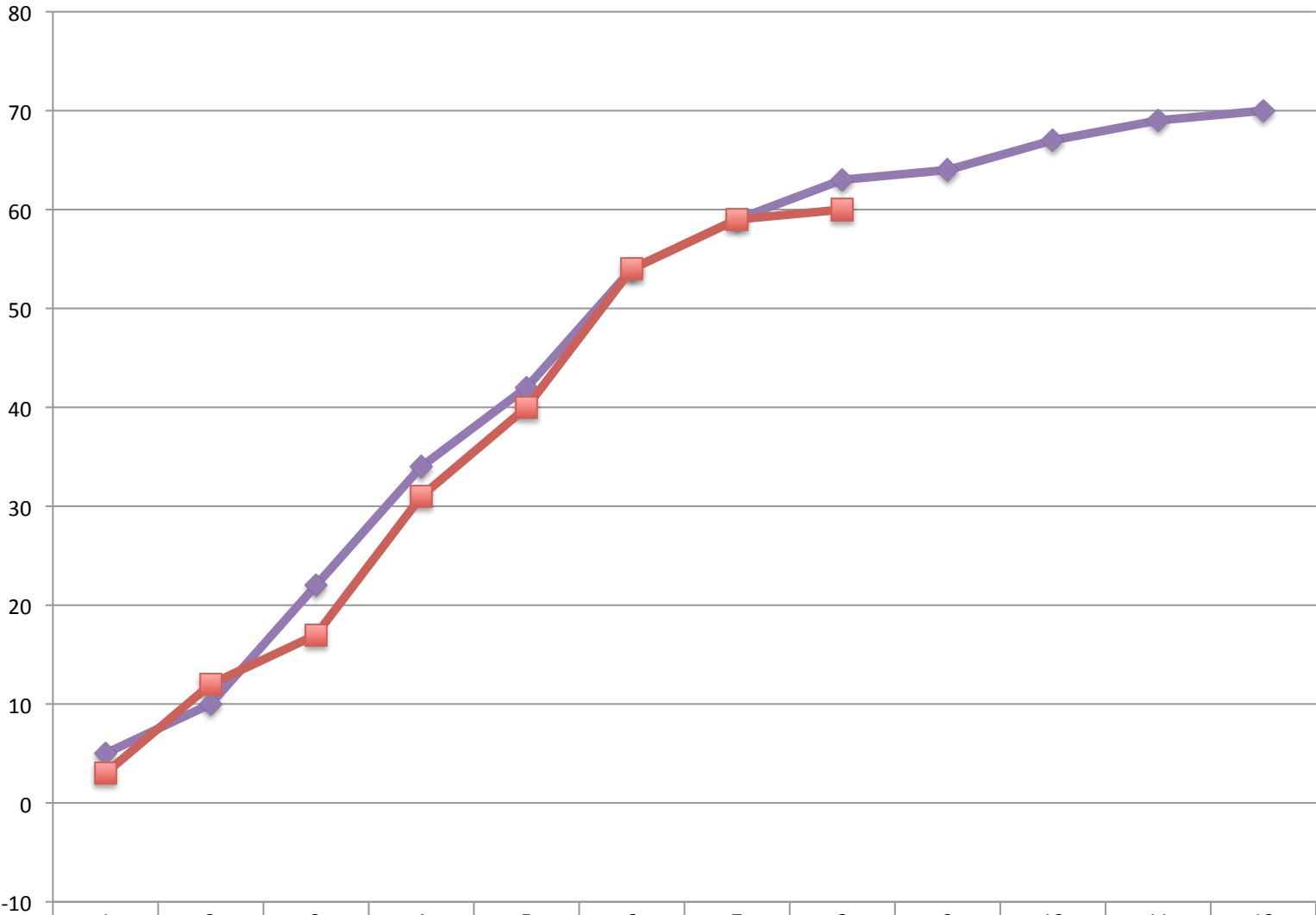


FY2015 FY2016

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	54	59	60				
Diff 16 vs 15	-2	2	-5	-3	-2	0	0	-3				
% Diff 16 vs 15	-40.0%	20.0%	-22.7%	-8.8%	-4.8%	0.0%	0.0%	-4.8%				

