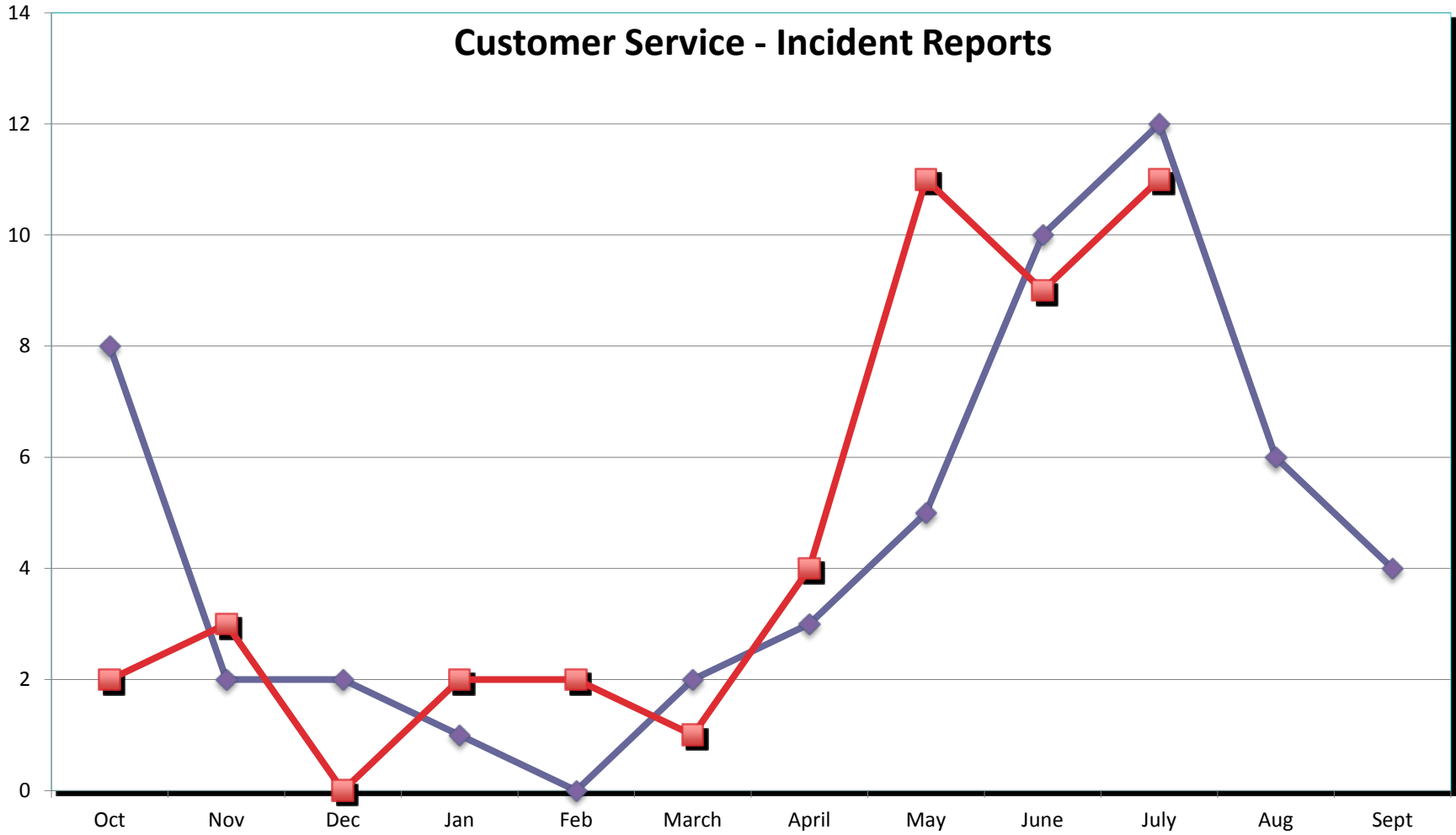
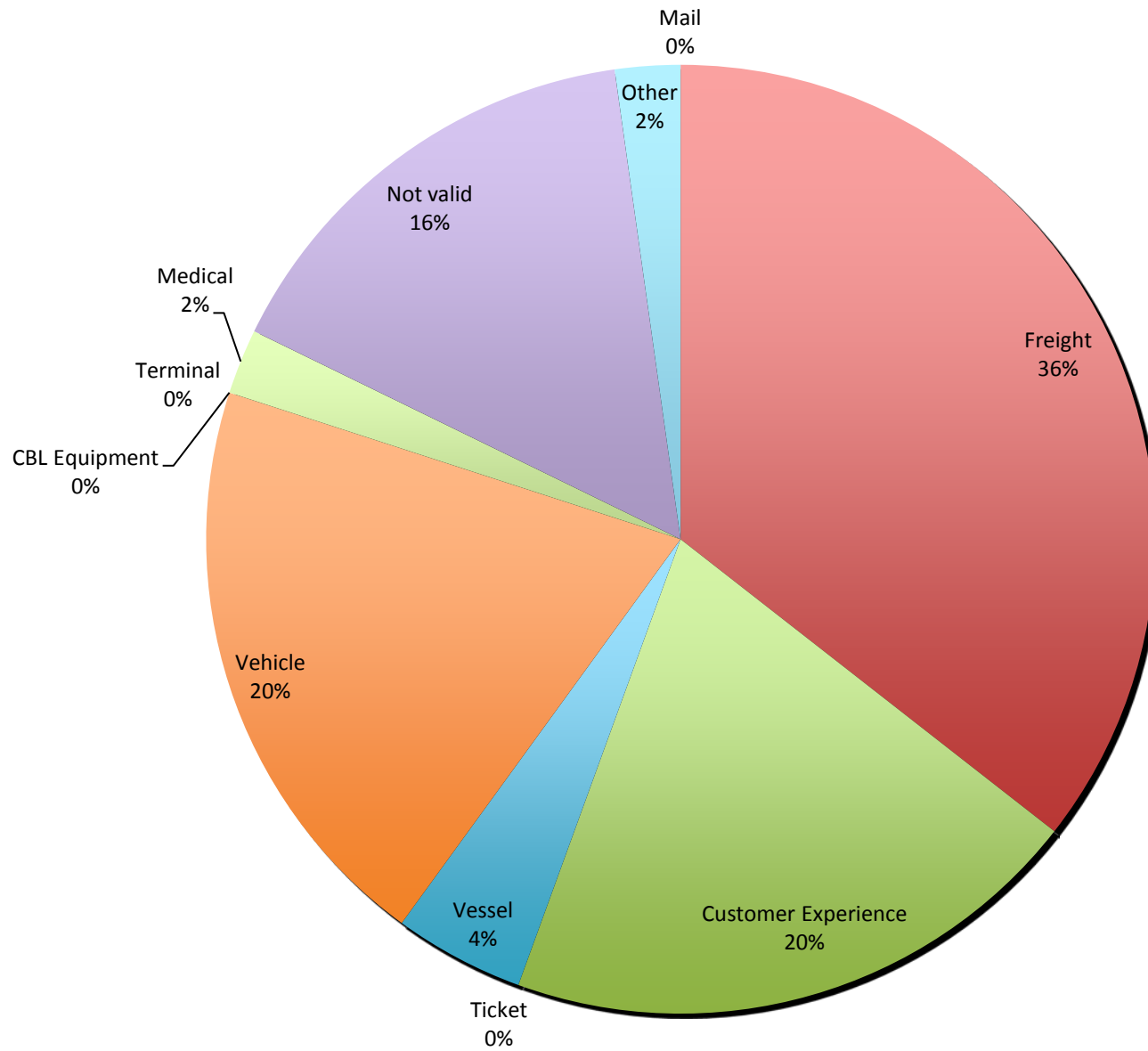


Customer Service - Incident Reports

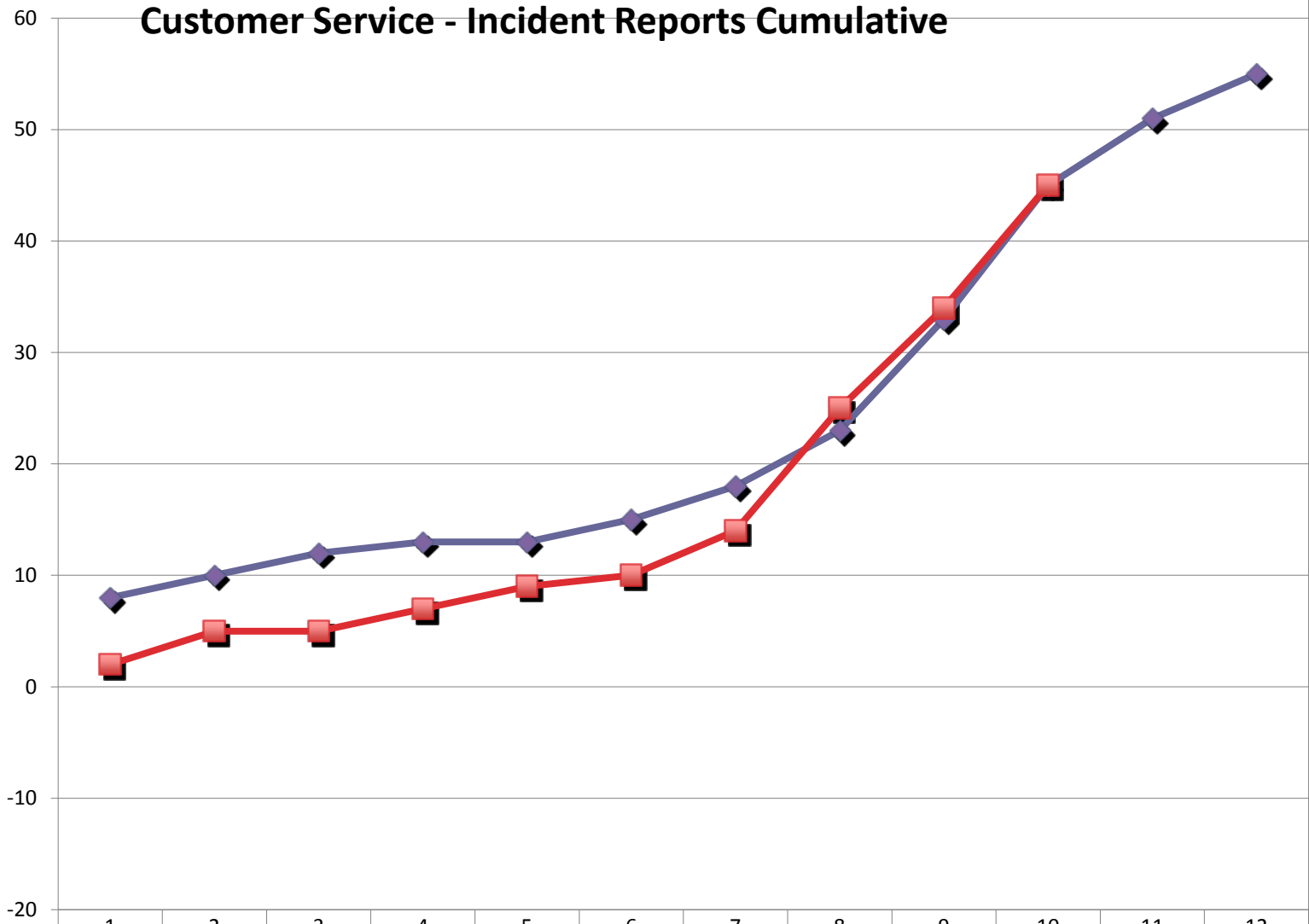


FY2018 FY2019

Incident Type - FY2017 Year to Date



Customer Service - Incident Reports Cumulative



	1	2	3	4	5	6	7	8	9	10	11	12
FY2018	8	10	12	13	13	15	18	23	33	45	51	55
FY2019	2	5	5	7	9	10	14	25	34	45		
Diff 19 vs 18	-6	-5	-7	-6	-4	-5	-4	2	1	0		
% Diff 19 vs 18	-75.0%	-50.0%	-58.3%	-46.2%	-30.8%	-33.3%	-22.2%	8.7%	3.0%	0.0%		