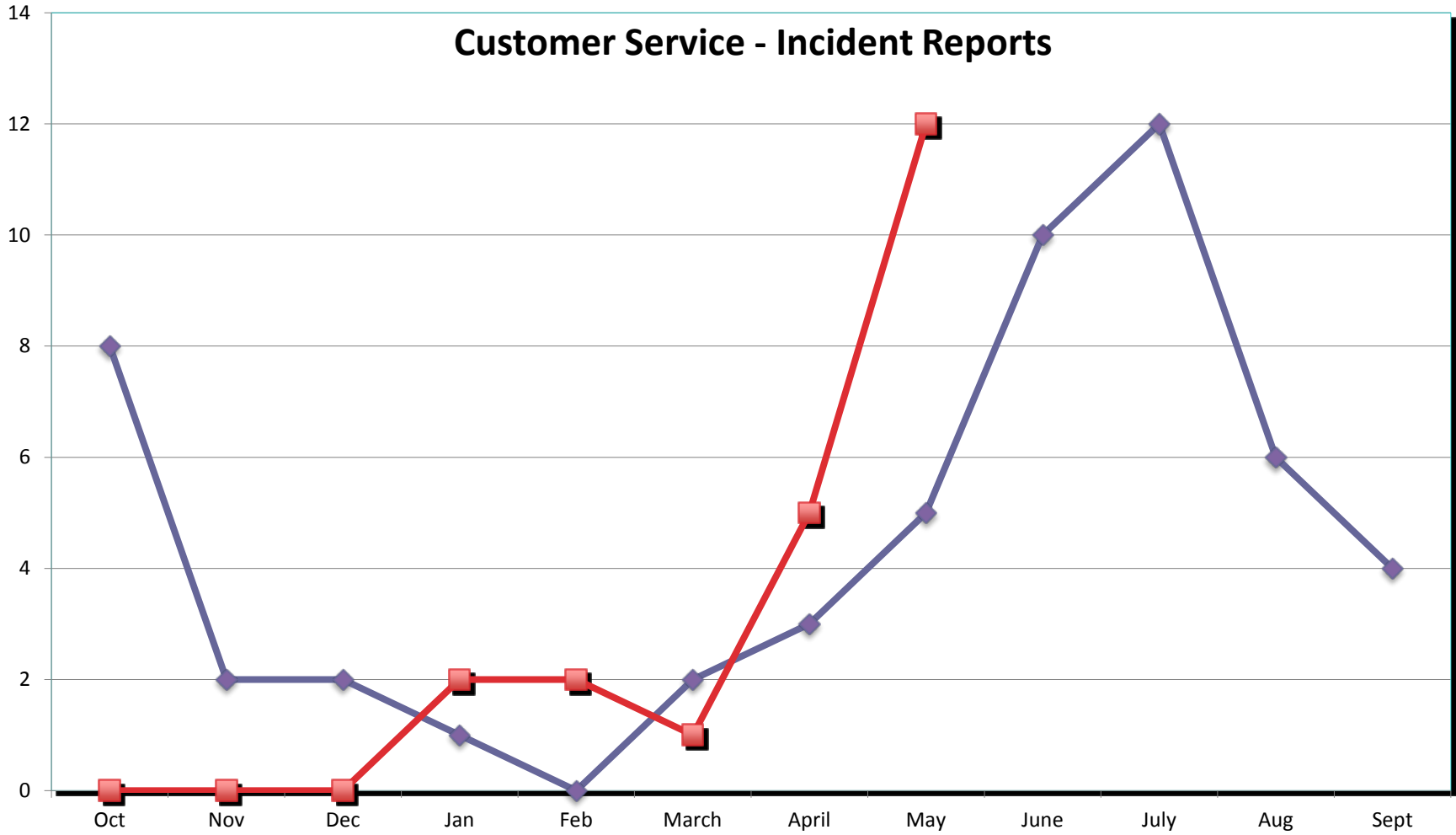
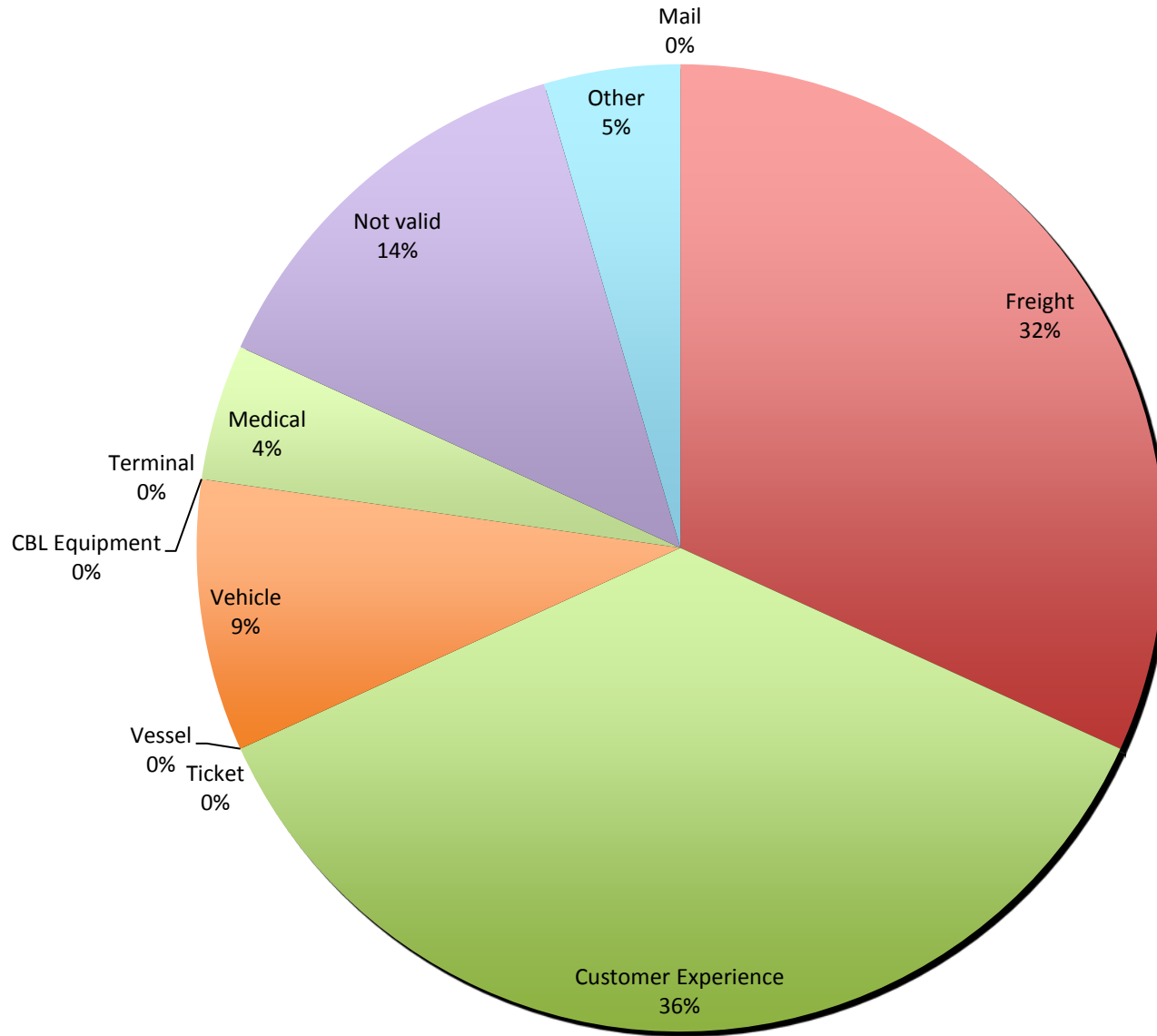


Customer Service - Incident Reports

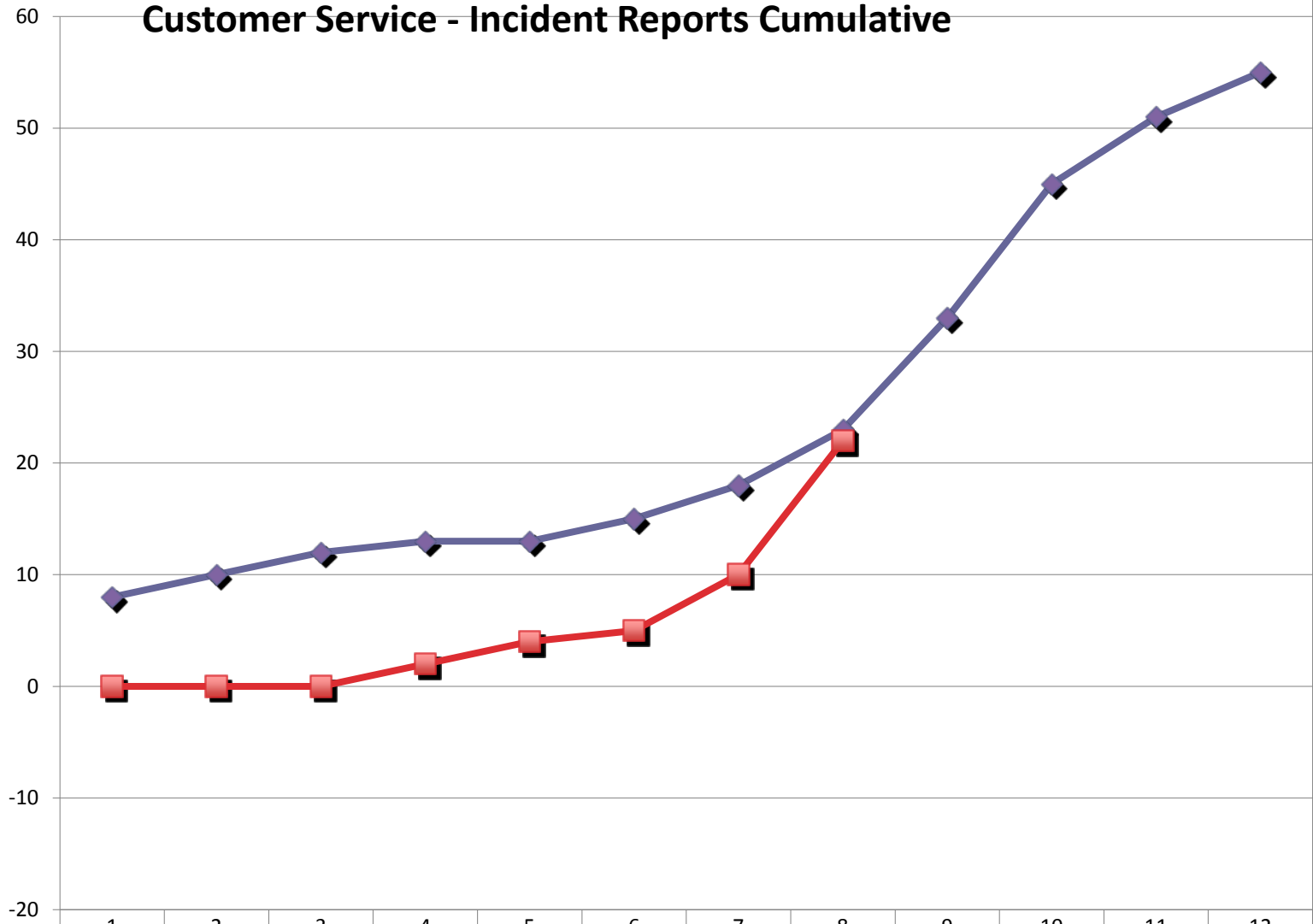


FY2018 FY2019

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	0	0	0	2	4	5	10	22				
Diff 19 vs 18	-8	-10	-12	-11	-9	-10	-8	-1				
% Diff 19 vs 18	-100.0%	-100.0%	-100.0%	-84.6%	-69.2%	-66.7%	-44.4%	-4.3%				