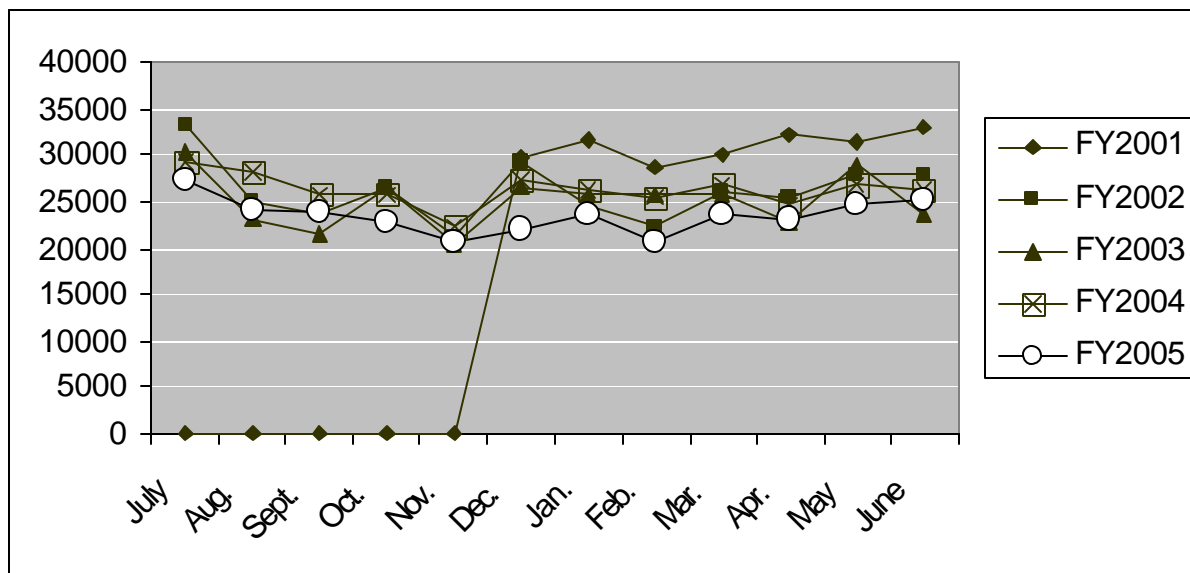


Performance Measures

Administrative Call Activity

No records available prior to December 2000



	FY2001	FY2002	FY2003	FY2004	FY2005
July		33367	30335	29348	27513
Aug.		24931	22956	28177	24291
Sept.		23681	21356	25877	23989
Oct.		26529	26541	25690	22771
Nov.		21238	20524	22314	20606
Dec.	29802	29148	26547	27456	21979
Jan.	31627	24464	25686	26358	23606
Feb.	28759	22395	25878	25378	20657
Mar.	29940	26033	25687	26800	23700
Apr.	32087	25370	22851	24620	22957
May	31277	27954	28975	26780	24814
June	32933	27873	23729	26260	25202
	216425	312983	301065	315058	282085