

KAWC Operational Measures	2000	2001	2002	2003	2004	2005
1. Number of water service interruptions (boil water advisories)	165	133	163	161	138*	141
2. Average # customers impacted from water service interruptions	35.66	28.45	22.14	22.53	24.04	24.68
3. Average length of time of water service interruption (loss of water)	3.29	2.99	3.11 hrs	2.62	3.47 hrs	2.62
4. Number of Customer Complaints from PSC	12	19	26	20	57	53
5. Average Response Time to Answer Phones KAWC location (1/1/03 - 10/16/03) Call Center location (10/17 - 12/31/03)	31 sec	54 sec	66 sec	162.2 sec 29.07 sec	24 sec	41 sec
6. Number of customer calls	138,519	148,408	168,441	189,688	217,461	171,248

Kentucky American Water
Bills vs. Estimates 2000-2005

Year	Total Bills	Total Estimates	Percentage of Estimates
2000	1,197,936	127,064	10.61%
2001	1,235,991	122,984	9.95%
2002	1,279,509	54,560	4.26%
2003	1,229,189	74,884	6.09%
2004	1,316,993	44,794	3.40%
2005	1,371,419	36,899	2.69%

Date	39	77	94	48	119	0	107	99	129	75	2		78	100%
5-Feb	39	77	94	48	119	0	107	99	129	75	2		78	100%
6-Feb	44	50	57	10	98	50	38	45	63	71	21	42	589	5%
7-Feb	4	44	78	25	62	42	78	33	79	10	22		477	4%
8-Feb	5	65	68	28	88	0	44	45	106	28			477	4%
9-Feb	41	39	23	47	39	16	67	94	86	26	2	55	535	5%
10-Feb											22		22	0%
11-Feb													0	0%
12-Feb	73	68	90	53	104	2	69	107	113	56		24	759	7%
13-Feb	51	20	78	8	81	49	29	48	108	38		45	555	5%
14-Feb	36	47	65	3	97	29	11	17	79	7		19	410	4%
15-Feb	64	67	23	34		13	52	51	109	34		39	486	4%
16-Feb		77	60	35	89	29	71	55	99	7		12	534	5%
17-Feb													0	0%
18-Feb													0	0%
19-Feb	69	31	31	52	29	30	123	122	74			24	585	5%
20-Feb	30	68		34	59	44	100	43	133	69		2	582	5%
21-Feb	48	52	67	25	70	32	15	51	90	8		4	462	4%
22-Feb		50	72	35	85	17	44	68	47	6			424	4%
23-Feb	48	68	64	32	33	0	76	32	82	25			460	4%
24-Feb													0	0%
25-Feb													0	0%
26-Feb	58	19	80	60	116	52	105	48	132	12		24	706	6%
27-Feb	51	54	82	38	82	0	77	45	93	38			560	5%
28-Feb	41	67	70		103	29	6	9	95	34		8	462	4%
													0	0%
													0	0%
													0	0%
Total	749	1074	1241	608	1515	478	1231	1071	1902	585	169	298	10921	100%
%Total	7%	10%	11%	6%	14%	4%	11%	10%	17%	5%	2%	3%	100%	
Hours	124.0	140.0	132.0	124.0	132.0	108.0	140.0	140.0	140.0	132.0			131.2	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	6.04	7.67	9.40	4.90	11.48	4.43	8.79	7.65	13.59	4.43	#DIV/0!	#DIV/0!	83.24	
% Goal	60%	77%	94%	49%	115%	44%	88%	77%	136%	44%	#DIV/0!	#DIV/0!	83%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Mar-01

Date	Peggy Sipes	Cathy Schriever	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Mar	0	64	84	28	63	40	48		119	12		3	461	4%
2-Mar	55	81	32	41	1	29	59		98	59			455	4%
3-Mar													0	0%
4-Mar													0	0%
5-Mar	80			89	10	0	123		174	97		59	632	5%
6-Mar	76	42		19	91	50	75		141	63			557	5%
7-Mar	33	46		57	94	24	20		106	59		6	445	4%
8-Mar	18	78		8	111	39	80		86	18			438	4%
9-Mar	59	58		19	85	14	32		134	18			419	4%
10-Mar													0	0%
11-Mar													0	0%
12-Mar	71	90		56	120	0	128		146	75			686	6%
13-Mar	37	61		21	63	23	33	70	134	43			485	4%

14-Mar	59	11		25	98	24	4	68	102	37			42	4%
15-Mar	58	38		33	3	42	90	29	91	47			431	4%
16-Mar	65	75		28	29	37	88	95	82	6			505	4%
17-Mar													0	0%
18-Mar													0	0%
19-Mar	64	97	7	53	123	53	60	118	108	45	17		745	6%
20-Mar		12	47	65	57		105	125	22	94	3		530	5%
21-Mar	52	55	66	50	65	35	2	79	111	26			541	5%
22-Mar		57	66	23	88	82	59	53	39	34		26	527	5%
23-Mar	58	70	46	32	81	0		73	101		42		503	4%
24-Mar													0	0%
25-Mar													0	0%
26-Mar	63	75	88	40	82	55	73	86	101	10	68		741	6%
27-Mar	63	38	40	27		0	69	117	81	13	85		533	5%
28-Mar	45	9	66	27		43	15	74	81	66	36	52	514	4%
29-Mar		33	99	33		22		6	114	85	31	64	487	4%
30-Mar	41	67	30	44		44	68	87		82	56	52	571	5%
31-Mar											29		29	0%
Total	997	1157	671	818	1264	656	1231	1080	2171	989	152	477	11663	100%
%Total	9%	10%	6%	7%	11%	6%	11%	9%	19%	8%	1%	4%	100%	
Hours	130 0	146 0	74 0	154 0	122 0	146 0	138 0	90 0	146 0	146 0			129 2	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	7 67	7 92	9 07	5 31	10 36	4 49	8 92	12 00	14 87	6 77	#DIV/0!	#DIV/0!	90 27	
% Goal	77%	79%	91%	53%	104%	45%	89%	120%	149%	68%	#DIV/0!	#DIV/0!	90%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Apr													0	0%
2-Apr	68	71	79	28		14	133	91	80	42	38		644	6%
3-Apr	52	37	66	8		36	84	32	96	35	31		477	4%
4-Apr	50	64	53	21		32	10	84	72	46	36		468	4%
5-Apr		62	83	50		46	92	27	71		36	12	479	4%
6-Apr	53	58	37	17		29		100	82	36	12	1	425	4%
7-Apr													0	0%
8-Apr													0	0%
9-Apr	69	87	37	44	97	35		132	111	106	49	1	768	7%
10-Apr	54	46	71	23	90	15		61	72	48	32	18	530	5%
11-Apr	60	17	58	9	56	44		58	70	24	34		430	4%
12-Apr		73	70	19	6			34	119	61	17	20	419	4%
13-Apr													0	0%
14-Apr													0	0%
15-Apr													0	0%
16-Apr	72	84	103	46	110	56	1	210	98	16	33	62	891	8%
17-Apr	48	50	77	30	80	23		75	96		29	8	516	5%
18-Apr	61	78	58	18	70	15		69	29	26	31	19	474	4%
19-Apr	71	55	43	23	49	42		29	40	35	28	27	442	4%
20-Apr	54	40	56	31	69	10			62	52	34	5	413	4%
21-Apr											42		42	0%
22-Apr													0	0%

23-Apr	38		110	72	107			101	131	77	44	102	787	KAW_R%1AGDR_40D_ATT_071106
24-Apr	59	55	23	42		59	83	80	96	50	50	26	623	6%
25-Apr	58	23	59	27	82	23	67	65	77	31	45	31	588	5%
26-Apr	51	46	69	31	72	17	62	8	77	16	39	47	535	5%
27-Apr	65	54	56	37	89	27	18	50		33	52	33	514	5%
28-Apr											28		28	0%
29-Apr													0	0%
30-Apr	58	36		40	127		100	105	123	74	34	97	794	7%
													0	0%
Total	1041	1036	1208	616	1104	523	650	1411	1602	808	774	509	11282	100%
%Total	9%	9%	11%	5%	10%	5%	6%	13%	14%	7%	7%	5%	100%	
Hours	124.0	132.0	132.0	140.0	92.0	116.0	60.0	132.0	132.0	124.0			118.4	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	8.40	7.85	9.15	4.40	12.00	4.51	10.83	10.69	12.14	6.52	#DIV/0!	#DIV/0!	95.29	
% Goal	84%	78%	92%	44%	120%	45%	108%	107%	121%	65%	#DIV/0!	#DIV/0!	95%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

May-01

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-May	61	73		16	105	42	90	103	116		33	1	640	6%
2-May	59	63			102	29	96	82	80	43	36		590	5%
3-May		84			107	62		75	109	103	38	5	583	5%
4-May		51		48	49	60	47	113	129		54	13	564	5%
5-May											32		32	0%
6-May													0	0%
7-May	65		37		97	42	149	47	152	67	50	55	761	7%
8-May	49	53	88	28	65	17	80	93	105		57		635	5%
9-May	55	102	69		35	42	6	109	92	38			548	5%
10-May	45	108	87			53	74		130	62			559	5%
11-May	60	109	55		119	47	76		50	12	42		570	5%
12-May											83		83	1%
13-May													0	0%
14-May													0	0%
15-May													0	0%
16-May													0	0%
17-May	43	84	55	42	30	47	86	0	81	39	38	5	550	5%
18-May	62	36	57	37	72	1	48	38	106	51	37	33	578	5%
19-May											16		16	0%
20-May													0	0%
21-May	73	79	91	46	107	49	69	22	81	13	59	62	751	6%
22-May	52	75	35	35	67	32		64	83	44	44	54	585	5%
23-May	55	83	38	12	5	37	26	50	69	42	48	26	491	4%
24-May	56	87	72	52	38	17		61	24	78	40	8	533	5%
25-May	64	25	62	38		32		75	71	80	39	28	514	4%
26-May											20		20	0%
27-May													0	0%
28-May													0	0%
29-May	67	122	93	56	95	43		143		105	39	92	855	7%
30-May	6	84	77	21	41	52	97	107	74	64	35	31	689	6%
31-May	25	88	47	14	56	23	41	23	66	75	24		482	4%

Total	897	1406	963	445	1190	727	985	1205	1618	916	864	413	1169	1169	RAW_P0%AGDR_40D_ATT_071106
%Total	8%	12%	8%	4%	10%	6%	8%	10%	14%	8%	7%	4%	100%	100%	7 of 137
Hours	114.0	122.0	98.0	82.0	114.0	130.0	90.0	114.0	122.0	106.0					109.2
Goal	10	10	10	10	10	10	10	10	10	10					100
CSR	7.87	11.52	9.83	5.43	10.44	5.59	10.94	10.57	13.26	8.64	#DIV/0!	#DIV/0!			106.49
% Goal	79%	115%	98%	54%	104%	56%	109%	106%	133%	86%	#DIV/0!	#DIV/0!			106%

Note: Stats for May 14th, 15th and 16th are not available due to power failure knocking system out

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jun-01	Peggy	Cathy	Birdie	Carrie	Beverly	Kathy	Sondra	Becky	Marla	Pat	Linda				
Date	Sipes	Schriefer	Holbrook	Stepp	Horton	Brooks	Stone	Ashby	Marcum	James	Garvin	Other	Total	% Total	
1-Jun	44	89	19	31			86	77	113	67	44		570	5%	
2-Jun											23		23	0%	
3-Jun													0	0%	
4-Jun	77	107	115	91	104		45	204		109	48	8	908	7%	
5-Jun	71	44	75	9	61	50	49	117	75	50	71		672	5%	
6-Jun	42	34	65	35	41	14	50	62	57	47	90		537	4%	
7-Jun	66		67	36	73	37	53	33	43	14	90		512	4%	
8-Jun	20	92	19	31	72	36	78	96		44	110		598	5%	
9-Jun											27		27	0%	
10-Jun													0	0%	
11-Jun	54	92	47		105	64	37	99	119	95	96		808	6%	
12-Jun	54	13	105		30	48	46	66	112	59	81		614	5%	
13-Jun													0	0%	
14-Jun	49	65	78		5	44	86	62	104		81		574	5%	
15-Jun	66		62		83	1	38	77	94		94	2	517	4%	
16-Jun											25		25	0%	
17-Jun													0	0%	
18-Jun	59		97	46	98	49	108	110	121	31	210	1	930	7%	
19-Jun	59	8	48	13	55	46	72	91	80	55	72	5	604	5%	
20-Jun	56		82	32	34	12	60	71	107	63	42	22	581	5%	
21-Jun	27			11		49	30	87	50	59	129	33	475	4%	
22-Jun	65	106		1	26	44	67	73	22	55	76	53	588	5%	
23-Jun											18		18	0%	
24-Jun													0	0%	
25-Jun	62	70			106	45	96	103	108	9	164	40	803	6%	
26-Jun	69	68			86	37	12	51	96	33	55	55	562	4%	
27-Jun	48	48			77	31	47	71	115	39	80	6	562	4%	
28-Jun	38	81			8	25	59	56	90	69	58	19	503	4%	
29-Jun	56	64			80	2		98	88	61	106	8	563	4%	
30-Jun													0	0%	
Total	1082	981	879	336	1144	634	1119	1704	1594	959	1890	252	12574	100%	
%Total	9%	8%	7%	3%	9%	5%	9%	14%	13%	8%	15%	2%	100%		
Hours	139.0	99.0	91.0	67.0	123.0	123.0	131.0	139.0	123.0	123.0	139.0		117.9		
Goal	10	10	10	10	10	10	10	10	10	10	10		110		
CSR	7.78	9.91	9.66	5.01	9.30	5.15	8.54	12.26	12.96	7.80	13.60	#DIV/0!	106.64		
% Goal	78%	99%	97%	50%	93%	52%	85%	123%	130%	78%	136%	#DIV/0!	97%		

Note: Power failure on June 13, 2001. NO STATS

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jul-01

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Jul													0	0%
2-Jul	47	99		26	94	14	36	140	105	38	53	163	815	6%
3-Jul	55	92		4	49	35	75	37	95	59	93		594	4%
4-Jul													0	0%
5-Jul	24	52		50	5		112	65	99	91	103	7	608	4%
6-Jul	65	43		48	80		56	90	103	12	106	5	608	4%
7-Jul													0	0%
8-Jul													0	0%
9-Jul	81	106		26	127				102	106	211	24	783	6%
10-Jul	45	119		34	102	3	83		123	68	79		656	5%
11-Jul	62	79		52	89	27	16		88	63	108	10	594	4%
12-Jul	63	62		30	11	40	65		107	78	60	13	529	4%
13-Jul	69	29		42	53	41	86		85	8	45	130	588	4%
14-Jul													0	0%
15-Jul													0	0%
16-Jul	74	85		27	90	42	123	84	120	2	133	64	844	6%
17-Jul	62	49		33	76	53	14	42	87	86	118	44	664	5%
18-Jul	53	31		43	47	29	28	62	95	64	54	11	517	4%
19-Jul	38	84		31	3	45	54	89	90	30	31	22	517	4%
20-Jul	47	50		21	63	12	72	87	94		108	12	566	4%
21-Jul											17		17	0%
22-Jul													0	0%
23-Jul	55				120	58	28	130	137		122	120	770	6%
24-Jul	59	57			93	64	52	116	108			99	648	5%
25-Jul	35	105			92	35	67	77	80	47		68	606	4%
26-Jul	53	77			74	34	31	93	74	67	103	31	637	5%
27-Jul	51	60			74	18	96	66	89	56	108	61	679	5%
28-Jul											28		28	0%
29-Jul													0	0%
30-Jul	42	42			97	58	124	102	110	60	170	110	915	7%
31-Jul	66	55			98	55	71	85	125	23	107	67	752	5%
Total	1146	1376	0	467	1537	663	1289	1365	2116	958	1957	1061	13935	100%
%Total	8%	10%	0%	3%	11%	5%	9%	10%	15%	7%	14%	8%	100%	
Hours	147 0	140 0		98 0	147 0	126 0	140 0	112 0	147 0	126 0	147 0		133 0	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	7 80	9 83	#DIV/0!	4 77	10 46	5 26	9 21	12 19	14 39	7 60	13 31	#DIV/0!	104 77	
% Goal	78%	98%	#DIV/0!	48%	105%	53%	92%	122%	144%	76%	133%	#DIV/0!	105%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Aug-01

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Aug	58	91			80	9	64	64	91	57	47	62	623	4%
2-Aug	2	104			83	26		24	118	70	97	56	580	4%
3-Aug	58	117			79	61	16		126	66	51	37	611	4%

4-Aug														
5-Aug														
6-Aug	67	82		51	99		79	112	114	32	154	29	819	6%
7-Aug	45	85		47	103	15	20	106	95	63	54		633	4%
8-Aug	58	102		52	74	62	15	28	80	67	17	3	558	4%
9-Aug	48	18		42	8	48	92	24	110	102	67		559	4%
10-Aug	37	58		39	49	47	69	41	97		112	61	610	4%
11-Aug												32	32	0%
12-Aug													0	0%
13-Aug	61	87		9	105	33	109	90	118		179	25	816	6%
14-Aug	48	77		31	81		36	92	103	40	72	4	584	4%
15-Aug	32	62		8	73	50	75	42	100	44	92	3	581	4%
16-Aug	58	84		50	106	4	55	76		58	62	23	576	4%
17-Aug	21	81		68	2	40	10	134	59	68	59	77	619	4%
18-Aug												37	37	0%
19-Aug													0	0%
20-Aug	59	92		52	102	63	88	91	59	12	141	87	846	6%
21-Aug	51	61		71	59	11	23	82	56	52	65	34	565	4%
22-Aug	45				88	41	45	40	89	12	81	54	495	3%
23-Aug				36	75	33	63	9	85	34	110	86	531	4%
24-Aug	52			8		45	53	63	97	49	132	104	603	4%
25-Aug												29	29	0%
26-Aug													0	0%
27-Aug	89			76	97	5		95	123		193	126	804	6%
28-Aug	56			43	65	49	17	62	80	30	107	77	586	4%
29-Aug				68	112				94	54	149	19	496	3%
30-Aug	39					62	40	110			168	90	509	4%
31-Aug	54			38	42		76	72	74	9	109	83	557	4%
Total	1038	1201	0	789	1582	704	1045	1457	1968	919	2318	1238	14259	100%
%Total	7%	8%	0%	6%	11%	5%	7%	10%	14%	6%	16%	9%	100%	
Hours	147 0	105 0		126 0	147 0	133 0	140 0	147 0	147 0	133 0	161 0		138 6	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	7 06	11 44	#DIV/0!	6 26	10 76	5 29	7 46	9 91	13 39	6 91	14 40	#DIV/0!	102 88	
% Goal	71%	114%	#DIV/0!	63%	108%	53%	75%	99%	134%	69%	144%	#DIV/0!	103%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Sep												26	26	0%
2-Sep													0	0%
3-Sep													0	0%
4-Sep	70			61	116		22	148	120	102	107	125	871	7%
5-Sep				38	97	34	71	78	92	14	95	19	538	5%
6-Sep				68	9	41	67	67	139	85	135	36	647	5%
7-Sep				10	95	34	46	71	89	29	104	50	528	4%
8-Sep												28	28	0%
9-Sep													0	0%
10-Sep	65			59	111	46	14	110	85	91	168	55	804	7%
11-Sep	36			24	71	20	9	41	87	30	118	41	477	4%
12-Sep	34			24	53	27		73	78	29	86	21	425	4%

Date	47			35	83	38		62	67	30	77	33	477	5%
13-Sep	47			35	83	38		62	67	30	77	33	477	5%
14-Sep	70			46	33	29		89	139	26	113	21	566	5%
15-Sep												22	22	0%
16-Sep													0	0%
17-Sep	79			11	132	68	61	136	120	59	153	55	874	7%
18-Sep	53			50	82	17	63	71	96	61	137	28	658	6%
19-Sep	48			26	100	28		92	87	21	98	20	520	4%
20-Sep	12			22	91	39	88	83	92	38	94	37	596	5%
21-Sep				58	78		15	94	101	65	114	69	594	5%
22-Sep												19	19	0%
23-Sep													0	0%
24-Sep	63			68	69		114	128	87	31	157	107	824	7%
25-Sep	78			40	95		23	93	123	65	117	62	696	6%
26-Sep	53			46	62	42	10	59	86	19	129	29	535	5%
27-Sep	51			38	89	24	19		105	53	105	67	551	5%
28-Sep	41			16			71	47	98	34	102	70	479	4%
29-Sep												24	24	0%
30-Sep													0	0%
Total	800	0	0	740	1466	487	693	1542	1891	882	2209	1064	11774	100%
%Total	7%	0%	0%	6%	12%	4%	6%	13%	16%	7%	19%	9%	100%	
Hours	105.0	0.0		133.0	126.0	98.0	105.0	126.0	133.0	133.0	133.0		109.2	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	7.62	#DIV/0!	#DIV/0!	5.56	11.63	4.97	6.60	12.24	14.22	6.63	16.61	#DIV/0!	107.82	
% Goal	76%	#DIV/0!	#DIV/0!	56%	116%	50%	66%	122%	142%	66%	166%	#DIV/0!	108%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
Oct-01														
1-Oct	65			73	96	47	120	101	143	16	100	23	784	6%
2-Oct	63			76	95	51	14	100	99	76		20	594	4%
3-Oct	57			47	64	4	53	63	102	22	61	32	505	4%
4-Oct	54			47	7	45	85	64	104	28	96	4	534	4%
5-Oct	39			7	81	37	88		128	63	84	3	530	4%
6-Oct												33	33	0%
7-Oct													0	0%
8-Oct	50			66	121	50	4		114	76	97	19	597	4%
9-Oct													551	4%
10-Oct	2			53	107	57		4	94	35	107	28	487	4%
11-Oct	55			41	63	32		51	60	23	115	27	467	4%
12-Oct	53			13	61	49		43	109	78	105	136	647	5%
13-Oct					21			41	20	34	56	8	180	1%
14-Oct					8	13		16				16	53	0%
15-Oct	59			69	9	4	120	65	85	55	144	164	774	6%
16-Oct	66			44	4	84	4	72	95	83	66	34	552	4%
17-Oct	50			69	5	37	58	50	115	20	56	8	468	4%
18-Oct	63			46	9	42	78	8	122	47	82	7	504	4%
19-Oct	77			21	11	27	50	89	63	77	63	33	511	4%
20-Oct												39	39	0%
21-Oct												34	34	0%

22-Oct	78			60	7	42	142	103	118	44	91	98	781	5%
23-Oct	64			28	10		5	97	73	67	69	122	535	4%
24-Oct	10			68	15	5	82	41	92	72	87	73	545	4%
25-Oct	4			41	11	53	54	69	119	49	85	50	535	4%
26-Oct	82			22	16	26	37	91		87	100	88	549	4%
27-Oct												54	54	0%
28-Oct												35	35	0%
29-Oct	74			71	21	51	1	130	108	121	139	77	793	6%
30-Oct	58			63	16	92	78	52	106	37	57	34	593	4%
31-Oct	47			12	11	50	33	99	110	65	86	41	554	4%
Total	1170	0	0	1037	869	898	1106	1449	2179	1275	1946	1340	13269	100%
%Total	9%	0%	0%	8%	7%	7%	8%	11%	16%	10%	15%	10%	100%	
Hours	154.0			154.0	154.0	147.0	133.0	140.0	147.0	154.0	147.0		147.8	
Goal	10			10	10	10	10	10	10	10	10		90	
CSR	7.60	#DIV/0!	#DIV/0!	6.73	5.64	6.11	8.32	10.35	14.82	8.28	13.24	#DIV/0!	89.79	
% Goal	76%	#DIV/0!	#DIV/0!	67%	56%	61%	83%	104%	148%	83%	132%	#DIV/0!	100%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Nov-01

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Nov	51			39	8	24	57	91	98	7	108	47	530	4%
2-Nov	57				10	4	85	70	113	82	38	32	491	4%
3-Nov												48	48	0%
4-Nov												25	25	0%
5-Nov	60	115			31	53	6	142	123	100	108	31	769	6%
6-Nov	74	118			12	47	91	38	89	30	83	1	583	5%
7-Nov		110			10	9	97	87	82	64	44	7	510	4%
8-Nov	47	124				54	73	92	14	66	39		509	4%
9-Nov	29	36				40	106	100	111	75	66		563	5%
10-Nov											27		27	0%
11-Nov													0	0%
12-Nov	65	109		55	116	37	4	102	85	80	60	4	717	6%
13-Nov	57	117		18	92			92	106	46	63	28	619	5%
14-Nov	34	87		40	88	21	69	77	96	16	70	21	619	5%
15-Nov	63	130		52	102	16	73		43	56	63	12	610	5%
16-Nov	39	105		25	44	50	94		92	13	110	51	623	5%
17-Nov											27		27	0%
18-Nov													0	0%
19-Nov	69	188		69			72	135	101	15	134	55	838	7%
20-Nov	65	105		62		12		48	107	27	149	72	647	5%
21-Nov	74	51		32		44		58	67		74	60	460	4%
22-Nov													0	0%
23-Nov													0	0%
24-Nov													0	0%
25-Nov													0	0%
26-Nov	63			9	154	76	118	210		95	92	81	898	7%
27-Nov	39	115		75	117	14	70	64		40	61	23	618	5%
28-Nov	45	32		38	77	46	72	39	75	22	39	47	532	4%
29-Nov	6	98		62		30	29	51	101	60	74	25	536	4%
30-Nov	41	125		63		26	88	76	95	5	67	18	604	5%

Total	978	1765	0	639	861	603	1204	1572	1598	899	1596	688	12403
%Total	8%	14%	0%	5%	7%	5%	10%	13%	13%	7%	13%	6%	100%
Hours	133 0	119 0		98 0	91 0	126 0	119 0	126 0	126 0	133 0	140 0		121 1
Goal	10	10		10	10	10	10	10	10	10	10		100
CSR	7 35	14 83	#DIV/0!	6 52	9 46	4 79	10 12	12 48	12 68	6 76	11 40	#DIV/0!	102 42
% Goal	74%	148%	#DIV/0!	65%	95%	48%	101%	125%	127%	68%	114%	#DIV/0!	102%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Dec-01

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Dec												42	42	0%
2-Dec													0	0%
3-Dec	51	76		81		72	18	180	92	115	83	45	813	7%
4-Dec	47	106		53	18	10	53	20	78	74	74	64	597	5%
5-Dec	23	96		20		52	76	58	78	69	25		497	4%
6-Dec		92		63	20	25	37	5	102	37	63	52	496	4%
7-Dec	6	87		40		46	94	78		55	69	42	517	5%
8-Dec												24	24	0%
9-Dec													0	0%
10-Dec	40	163		81			152	125	99	73	60	78	871	8%
11-Dec	53	124		3		49	58	126	96	71	89	19	688	6%
12-Dec	53	102		45	32	33	51	4	85	64	66	7	542	5%
13-Dec	21	106		44	46	11	26	30	58	27	74	48	491	4%
14-Dec	54	73			1		12	17	94	96	63	77	487	4%
15-Dec												19	19	0%
16-Dec													0	0%
17-Dec	62	152		56	101	46	6	95	108	97	72	43	838	7%
18-Dec	76	50		31	19	26	70	88	60	18	87	33	558	5%
19-Dec	3	143		43	22	54		43	45	106	52	16	527	5%
20-Dec	31	77		32	50	7	45	68	83	60	58	6	517	5%
21-Dec		63		15	50	42	42	54	94	41	37		438	4%
22-Dec													0	0%
23-Dec													0	0%
24-Dec													0	0%
25-Dec													0	0%
26-Dec	71	140		74		48	10	113	81	56	62		655	6%
27-Dec	10	123		48		38	68	82	85	57	65		576	5%
28-Dec	52	69		45		39	70	93	79	62	50		559	5%
29-Dec												27	27	0%
30-Dec													0	0%
31-Dec	88	129		70		6	26	74	95	98	44		630	6%
Total	741	1971	0	844	359	604	914	1353	1512	1276	1193	642	11409	100%
%Total	6%	17%	0%	7%	3%	5%	8%	12%	13%	11%	10%	6%	100%	
Hours	133 0	147 0		140 0	84 0	133 0	140 0	147 0	140 0	147 0	147 0		135 8	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	5 57	13 41	#DIV/0!	6 03	4 27	4 54	6 53	9 20	10 80	8 68	8 12	#DIV/0!	84 01	
% Goal	56%	134%	#DIV/0!	60%	43%	45%	65%	92%	108%	87%	81%	#DIV/0!	84%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

2001 Monthly Quarterly and Year to Date Totals

Date	Peggy Sipes	Cathy Schriefer	Birdie Holbrook	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
Jan	682	499	975	967	2066	673	1143	1748	2345	1186	290	165	12739	9%
Feb	749	1074	1241	608	1515	478	1231	1071	1902	585	169	298	10921	7%
Mar	997	1157	671	818	1264	656	1231	1080	2171	989	152	477	11663	8%
1st QTR	2428	2730	2887	2393	4845	1807	3605	3899	6418	2760	611	940	35323	24%
%Total	7%	8%	8%	7%	14%	5%	10%	11%	18%	8%	2%	3%	100%	
Apr	1041	1036	1208	616	1104	523	650	1411	1602	808	774	509	11282	8%
May	897	1406	963	445	1190	727	985	1205	1618	916	864	413	11629	8%
Jun	1082	981	879	336	1144	634	1119	1704	1594	959	1890	252	12574	9%
2nd QTR	3020	3423	3050	1397	3438	1884	2754	4320	4814	2683	3528	1174	35485	24%
%Total	9%	10%	9%	4%	10%	5%	8%	12%	14%	8%	10%	3%	100%	
Jul	1146	1376	0	467	1537	663	1289	1365	2116	958	1957	1061	13935	9%
Aug	1038	1201	0	789	1582	704	1045	1457	1968	919	2318	1238	14259	10%
Sep	800	0	0	740	1466	487	693	1542	1891	882	2209	1064	11774	8%
3rd QTR	2984	2577	0	1996	4585	1854	3027	4364	5975	2759	6484	3363	39968	27%
%Total	7%	6%	0%	5%	11%	5%	8%	11%	15%	7%	16%	8%	100%	
Oct	1170	0	0	1037	869	898	1106	1449	2179	1275	1946	1340	13269	9%
Nov	978	1765	0	639	861	603	1204	1572	1598	899	1596	688	12403	8%
Dec	741	1971	0	844	359	604	914	1353	1512	1276	1193	642	11409	8%
4th QTR	2889	3736	0	2520	2089	2105	3224	4374	5289	3450	4735	2670	37081	25%
%Total	8%	10%	0%	7%	6%	6%	9%	12%	14%	9%	13%	7%	100%	
TOTALS	11321	12466	5937	8306	14957	7650	12610	16957	22496	11652	15358	8147	147857	100%
%Total	8%	8%	4%	6%	10%	5%	9%	11%	15%	8%	10%	6%	100%	

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Jan-01		Number of Calls				Home	Daily	Seconds		Walk Up
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	CS Counter	
1-Jan	0	0	0		0					
2-Jan	787	17	804	98%	436	54%			33	
3-Jan	600	34	634	95%	358	56%			26	
4-Jan	451	71	522	86%	116	22%			33	
5-Jan	594	29	623	95%	351	56%			41	
6-Jan	45	3	48	94%	0					
7-Jan	0	0	0		0					
8-Jan	854	78	932	92%	481	52%			37	
9-Jan	593	48	641	93%	382	60%			21	
10-Jan	542	52	594	91%	329	55%			38	
11-Jan	503	65	568	89%	211	37%			24	
12-Jan	526	22	548	96%	324	59%			40	
13-Jan	22	0	22	100%	0					
14-Jan	0	0	0		0					
15-Jan	561	21	582	96%	351	60%			40	
16-Jan	585	24	609	96%	375	62%			40	
17-Jan	538	23	561	96%	309	55%			32	
18-Jan	493	46	539	91%	238	44%			32	
19-Jan	596	23	619	96%	321	52%	37	57	39	
20-Jan	23	0	23	100%	0					
21-Jan	0	0	0		0					
22-Jan	745	63	808	92%	423	52%	29	92	47	
23-Jan	590	40	630	94%	377	60%	61	67	40	
24-Jan	484	31	515	94%	227	44%	78	131	30	
25-Jan	432	17	449	96%	252	56%	51	89	29	
26-Jan	417	23	440	95%	219	50%	55	106	28	
27-Jan	29		29	100%	0					
28-Jan	0		0		0					
29-Jan	688	22	710	97%	312	44%	37	55	35	
30-Jan	558	26	584	96%	185	32%	45	61	37	
31-Jan	483	13	496	97%	264	53%	44	48	33	
Total 2001 MTD	12,739	791	13,530	94%	6,841	51%	49	78	755	
Total 2000 MTD	11,505	346	11,851	97%	5,002	42%	23	57	643	
Total 2001 QTD	12,739	791	13,530	94%	6,841	51%			755	
Total 2000 QTD	11,505	346	11,851	97%	5,002	42%			643	
Total 2001 YTD	12,739	791	13,530	94%	6,841	51%			755	
Total 2000 YTD	11,505	346	11,851	97%	5,002	42%			643	

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Feb-01		Number of Calls				Home	Daily	Seconds		Walk Up
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	CS Counter	
1-Feb	452	23	475	95%	186	41%	39	84	36	
2-Feb	546	15	561	97%	266	47%	25	88	35	
3-Feb	49	1	50	98%	0					
4-Feb	0		0		0					

5-Feb	789	22	811	97%	386	48%	34	57	
6-Feb	589	23	612	96%	250	41%	47	101	
7-Feb	477	24	501	95%	178	36%	57	92	
8-Feb	477	26	503	95%	244	49%	47	69	
9-Feb	535	36	571	94%	260	46%	47	79	
10-Feb	22	2	24	92%	0				
11-Feb	0		0		0				
12-Feb	759	29	788	96%	397	50%	44	63	37
13-Feb	555	28	583	95%	288	49%	57	92	28
14-Feb	410	16	426	96%	229	54%	33	81	26
15-Feb	486	19	505	96%	224	44%	34	64	28
16-Feb	534	15	549	97%	243	44%	39	43	33
17-Feb	0		0		0				
18-Feb	0		0		0				
19-Feb	585	20	605	97%	294	49%	42	87	35
20-Feb	582	36	618	94%	265	43%	60	70	36
21-Feb	462	14	476	97%	259	54%	39	56	22
22-Feb	424	18	442	96%	200	45%	45	79	20
23-Feb	460	28	488	94%	195	40%	43	76	32
24-Feb	0		0		0				
25-Feb	0		0		0				
26-Feb	706	42	748	94%	354	47%	50	85	44
27-Feb	560	22	582	96%	271	47%	41	54	37
28-Feb	462	25	487	95%	248	51%	36	109	21
	0		0		0				
	0		0		0				
	0		0		0				
Total 2001 MTD	10,921	484	11,405	96%	5,237	46%	43	76	641
Total 2000 MTD	10,271	328	10,599	97%	4,388	41%	24	61	564
Total 2001 QTD	23,660	1,275	24,935	95%	12,078	48%			1,396
Total 2000 QTD	21,776	674	22,450	97%	9,390	42%			1,207
Total 2001 YTD	23,660	1,275	24,935	95%	12,078	48%			1,396
Total 2000 YTD	21,776	674	22,450	97%	9,390	42%			1,207

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Mar-01									
1-Mar	461	21	482	96%	182	39%	52	64	21
2-Mar	455	20	475	96%	154	32%	40	61	30
3-Mar	0		0		0				
4-Mar	0		0		0				
5-Mar	632	123	755	84%	264	35%	119	111	48
6-Mar	557	96	653	85%	308	47%	113	126	30
7-Mar	445	23	468	95%	233	50%	62	83	38
8-Mar	438	33	471	93%	215	46%	51	122	26
9-Mar	419	38	457	92%	278	61%	57	97	36
10-Mar	0		0		0				
11-Mar	0		0		0				
12-Mar	686	68	754	91%	337	45%	81	79	40
13-Mar	485	57	542	89%	304	56%	87	79	38

14-Mar	428	22	450	95%	327	73%	85	61	KAW_R39 AGDR_40D_ATT_071106
15-Mar	431	36	467	92%	181	39%	87	90	
16-Mar	505	26	531	95%	271	51%	57	87	39
17-Mar	0		0		0				
18-Mar	0		0		0				
19-Mar	745	66	811	92%	413	51%	64	94	61
20-Mar	530	88	618	86%	204	33%	117	100	39
21-Mar	541	20	561	96%	307	55%	48	88	36
22-Mar	527	58	585	90%	180	31%	94	115	46
23-Mar	503	19	522	96%	313	60%	51	82	53
24-Mar	0		0		0				
25-Mar	0		0		0				
26-Mar	741	35	776	95%	332	43%	54	76	43
27-Mar	533	22	555	96%	261	47%	40	74	34
28-Mar	514	36	550	93%	200	36%	53	106	40
29-Mar	487	28	515	95%	120	23%	62	67	30
30-Mar	571	24	595	96%	128	22%	50	89	36
31-Mar	29		29	100%	0				
Total 2001 MTD	11,663	959	12,622	92%	5,512	44%	69	89	826
Total 2000 MTD	11,532	366	11,898	97%	4,388	37%	20	69	564
Total 2001 QTD	35,323	2,234	37,557	94%	17,590	47%			2,222
Total 2000 QTD	33,308	1,040	34,348	97%	13,778	40%			1,771
Total 2001 YTD	35,323	2,234	37,557	94%	17,590	47%			2,222
Total 2000 YTD	33,308	1,040	34,348	97%	13,778	40%			1,771

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Apr-01

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Apr	0		0		0				
2-Apr	644	29	673	96%	239	36%	33	72	42
3-Apr	477	18	495	96%	180	36%	47	58	29
4-Apr	468	29	497	94%	206	41%	50	83	30
5-Apr	479	53	532	90%	98	18%	80	100	36
6-Apr	425	23	448	95%	235	52%	48	100	39
7-Apr	0		0		0				
8-Apr	0		0		0				
9-Apr	768	23	791	97%	409	52%	43	64	46
10-Apr	530	24	554	96%	277	50%	50	75	32
11-Apr	430	24	454	95%	244	54%	39	96	39
12-Apr	419	31	450	93%	159	35%	54	78	37
13-Apr	0		0		0				
14-Apr	0		0		0				
15-Apr	0		0		0				
16-Apr	891	74	965	92%	490	51%	73	72	57
17-Apr	516	11	527	98%	299	57%	28	64	35
18-Apr	474	10	484	98%	229	47%	40	74	35
19-Apr	442	19	461	96%	189	41%	55	77	23
20-Apr	413	23	436	95%	185	42%	43	75	28
21-Apr	42	2	44	95%	0				
22-Apr	0		0		0				

23-Apr	782	59	841	93%	377	45%	72	79	KAW_R43	AGDR_40D_ATT_071106
24-Apr	623	31	654	95%	235	36%	52	103	37	17 of 137
25-Apr	588	23	611	96%	282	46%	37	63		
26-Apr	535	31	566	95%	208	37%	30	89		
27-Apr	514	62	576	89%	204	35%	43	111		
28-Apr	28		28	100%	0					
29-Apr	0		0		0					
30-Apr	794	41	835	95%	413	49%	68	75		46
	0		0		0					
Total 2001 MTD	11,282	640	11,922	95%	5,158	43%	49	80		750
Total 2000 MTD	9,782	275	10,057	97%	4,319	43%	20	69		604
Total 2001 QTD	11,282	640	11,922	95%	5,158	43%				750
Total 2000 QTD	9,782	275	10,057	97%	4,319	43%				604
Total 2001 YTD	46,605	2,874	49,479	94%	22,748	46%				2,972
Total 2000 YTD	43,090	1,315	44,405	97%	18,097	41%				2,375

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-May	640	41	681	94%	385	60%	72	95	38
2-May	590	26	616	96%	323	52%	49	69	32
3-May	583	45	628	93%	291	46%	71	112	40
4-May	564	81	645	87%	291	45%	128	117	48
5-May	32	2	34	94%	0				
6-May	0		0		0				
7-May	761	40	801	95%	361	45%	64	75	48
8-May	635	53	688	92%	312	45%	65	107	37
9-May	548	26	574	95%	291	51%	58	71	36
10-May	559	59	618	90%	175	28%	86	94	30
11-May	570	30	600	95%	229	38%	41	105	55
12-May	83	1	84	99%	0				
13-May	0		0		0				
14-May	0		0		0				55
15-May	0		0		0				25
16-May	0		0		0				25
17-May	550	34	584	94%	154	26%	35	76	36
18-May	578	15	593	97%	278	47%	24	79	35
19-May	16	0	16	100%	0				
20-May	0		0		0				
21-May	751	25	776	97%	283	36%	42	75	45
22-May	585	21	606	97%	266	44%	27	66	33
23-May	491	27	518	95%	179	35%	34	97	36
24-May	533	15	548	97%	179	33%	33	77	40
25-May	514	17	531	97%	210	40%	42	57	34
26-May	20	1	21	95%	0				
27-May	0		0		0				
28-May	0		0		0				
29-May	855	36	891	96%	305	34%	42	63	35
30-May	689	35	724	95%	228	31%	46	66	29
31-May	482	14	496	97%	170	34%	22	65	27

Total 2001 MTD	11,629	644	12,273	95%	4,910	40%	52	82	KAW_R_100	100
Total 2000 MTD	12,466	559	13,025	96%	5,003	38%	42	84	DR_40D_ATT_071106	716
Total 2001 QTD	22,911	1,284	24,195	95%	10,068	42%				1,569
Total 2000 QTD	22,248	834	23,082	96%	9,322	40%				1,320
Total 2001 YTD	58,234	3,518	61,752	94%	27,658	45%				3,791
Total 2000 YTD	55,556	1,874	57,430	97%	23,100	40%				3,091

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jun-01									
1-Jun	570	16	586	97%	234	41%	33	60	40
2-Jun	23		23	100%	0				
3-Jun	0		0		0				
4-Jun	908	137	1045	87%	385	37%	109	107	63
5-Jun	672	26	698	96%	324	46%	35	99	41
6-Jun	537	14	551	97%	202	37%	26	98	32
7-Jun	512	18	530	97%	215	41%	26	77	24
8-Jun	598	29	627	95%	188	30%	43	65	49
9-Jun	27		27	100%	0				
10-Jun	0		0		0				
11-Jun	808	43	851	95%	377	44%	50	65	42
12-Jun	614	53	667	92%	262	39%	66	79	36
13-Jun	0		0		0				28
14-Jun	574	16	590	97%	220	37%	33	102	31
15-Jun	517	8	525	98%	320	61%	22	75	32
16-Jun	25		25	100%	0				
17-Jun	0		0		0				
18-Jun	930	69	999	93%	388	39%	61	73	63
19-Jun	604	21	625	97%	285	46%	42	70	36
20-Jun	581	18	599	97%	268	45%	41	65	32
21-Jun	475	30	505	94%	164	32%	51	72	33
22-Jun	588	33	621	95%	186	30%	52	117	41
23-Jun	18		18	100%	0				
24-Jun	0		0		0				
25-Jun	803	34	837	96%	379	45%	32	55	42
26-Jun	562	26	588	96%	302	51%	38	75	33
27-Jun	562	13	575	98%	311	54%	33	65	32
28-Jun	503	22	525	96%	192	37%	24	73	31
29-Jun	563	28	591	95%	322	54%	35	90	39
30-Jun	0		0		0				
Total 2001 MTD	12,574	654	13,228	95%	5,524	42%	43	79	800
Total 2000 MTD	12,689	325	13,014	98%	7,890	61%	22	74	673
Total 2001 QTD	35,485	1,938	37,423	95%	15,592	42%			2,369
Total 2000 QTD	34,937	1,159	36,096	97%	17,212	48%			1,993
Total 2001 YTD	70,808	4,172	74,980	94%	33,182	44%			4,591
Total 2000 YTD	68,245	2,199	70,444	97%	30,990	44%			3,764

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Jul-01		Number of Calls				Home	Daily	Seconds		Walk Up
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	CS Counter	
1-Jul	0		0		0					
2-Jul	815	24	839	97%	386	46%	30	61	49	
3-Jul	594	21	615	97%	236	38%	30	88	27	
4-Jul	0		0		0					
5-Jul	608	42	650	94%	193	30%	60	81	38	
6-Jul	608	47	655	93%	338	52%	54	94	40	
7-Jul	0		0		0					
8-Jul	0		0		0					
9-Jul	783	86	869	90%	310	36%	79	74	41	
10-Jul	656	38	694	95%	270	39%	52	77	40	
11-Jul	594	28	622	95%	239	38%	54	86	26	
12-Jul	529	25	554	95%	181	33%	49	98	33	
13-Jul	588	48	636	92%	207	33%	45	97	46	
14-Jul	0		0		0					
15-Jul	0		0		0					
16-Jul	844	39	883	96%	368	42%	40	79	51	
17-Jul	664	28	692	96%	267	39%	51	73	32	
18-Jul	517	34	551	94%	257	47%	32	79	23	
19-Jul	517	31	548	94%	220	40%	37	77	39	
20-Jul	566	14	580	98%	291	50%	27	36	36	
21-Jul	17		17	100%	0					
22-Jul	0		0		0					
23-Jul	770	48	818	94%	442	54%	65	69	50	
24-Jul	648	32	680	95%	376	55%	49	61	27	
25-Jul	606	32	638	95%	284	45%	31	63	26	
26-Jul	637	27	664	96%	294	44%	31	78	30	
27-Jul	679	27	706	96%	280	40%	40	84	32	
28-Jul	28	2	30	93%	0					
29-Jul	0		0		0					
30-Jul	915	45	960	95%	351	37%	40	74	49	
31-Jul	752	43	795	95%	374	47%	52	94	41	
Total 2001 MTD	13,935	761	14,696	95%	6,164	42%	45	77	776	
Total 2000 MTD	12,544	290	12,834	98%	7,607	59%	24	60	662	
Total 2001 QTD	13,935	761	14,696	95%	6,164	42%			776	
Total 2000 QTD	12,544	290	12,834	98%	7,607	59%			662	
Total 2001 YTD	84,743	4,933	89,676	94%	39,346	44%			5,367	
Total 2000 YTD	80,789	2,489	83,278	97%	38,597	46%			4,426	

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Aug-01		Number of Calls				Home	Daily	Seconds		Walk Up
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	CS Counter	
1-Aug	623	25	648	96%	293	47%	31	69	25	
2-Aug	580	37	617	94%	227	37%	53	88	38	
3-Aug	611	56	667	92%	263	39%	65	98	45	

4-Aug	0		0		0					
5-Aug	0		0		0					
6-Aug	819	34	853	96%	392	46%	57	88	56	
7-Aug	633	22	655	97%	349	53%	33	66	30	
8-Aug	558	39	597	93%	240	40%	51	71	27	
9-Aug	559	25	584	96%	190	33%	51	56	25	
10-Aug	610	37	647	94%	224	35%	42	106	46	
11-Aug	32		32	100%	0					
12-Aug	0		0		0					
13-Aug	816	53	869	94%	374	43%	64	93	56	
14-Aug	584	28	612	95%	324	53%	42	45	30	
15-Aug	581	21	602	97%	247	41%	48	94	35	
16-Aug	576	45	621	93%	240	39%	63	78	40	
17-Aug	619	56	675	92%	216	32%	83	80	64	
18-Aug	37		37	100%	0					
19-Aug	0		0		0					
20-Aug	846	45	891	95%	311	35%	39	67	78	
21-Aug	565	25	590	96%	248	42%	43	89	26	
22-Aug	495	25	520	95%	262	50%	43	83	26	
23-Aug	531	12	543	98%	169	31%	31	74	27	
24-Aug	603	25	628	96%	212	34%	36	87	42	
25-Aug	29		29	100%	0					
26-Aug	0		0		0					
27-Aug	804	45	849	95%	404	48%	58	77	48	
28-Aug	586	30	616	95%	263	43%	38	62	30	
29-Aug	496	14	510	97%	206	40%	38	34	28	
30-Aug	509	30	539	94%	149	28%	56	130	25	
31-Aug	557	23	580	96%	242	42%	31	78	31	
Total 2001 MTD	14,259	752	15,011	95%	6,045	40%	48	79	878	
Total 2000 MTD	13,350	356	13,706	97%	8,054	59%	24	66	856	
Total 2001 QTD	28,194	1,513	29,707	95%	12,209	41%			1,654	
Total 2000 QTD	25,894	646	26,540	98%	15,661	59%			1,518	
Total 2001 YTD	99,002	5,685	104,687	95%	45,391	43%			6,245	
Total 2000 YTD	94,139	2,845	96,984	97%	46,651	48%			5,282	

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Sep-01									
1-Sep	26	1	27	96%	0				
2-Sep	0		0		0				
3-Sep	0		0		0				
4-Sep	871	31	902	97%	454	50%	51	62	58
5-Sep	538	15	553	97%	267	48%	43	80	39
6-Sep	647	22	669	97%	215	32%	38	52	42
7-Sep	528	12	540	98%	255	47%	26	72	29
8-Sep	28	1	29	97%	0				
9-Sep	0		0		0				
10-Sep	804	59	863	93%	371	43%	46	110	44
11-Sep	477	11	488	98%	235	48%	28	99	28
12-Sep	425	7	432	98%	238	55%	23	52	33

13-Sep	472	21	493	96%	259	53%	42	62	KAW_R25 AGDR_40D_ATT_071106 35 21 of 137	
14-Sep	566	27	593	95%	331	56%	57	85		
15-Sep	22		22	100%	0					
16-Sep	0		0		0					
17-Sep	874	118	992	88%	467	47%	89	86		60
18-Sep	658	20	678	97%	302	45%	43	66		36
19-Sep	520	20	540	96%	327	61%	48	64		23
20-Sep	596	22	618	96%	278	45%	39	72		41
21-Sep	594	35	629	94%	273	43%	48	69		33
22-Sep	19		19	100%	0					
23-Sep	0		0		0					
24-Sep	824	46	870	95%	347	40%	70	96		49
25-Sep	696	21	717	97%	389	54%	52	60		40
26-Sep	535	17	552	97%	260	47%	34	62		25
27-Sep	551	29	580	95%	245	42%	45	67		28
28-Sep	479	14	493	97%	186	38%	32	69		28
29-Sep	24		24	100%	0					
30-Sep	0		0		0					
	0		0		0					
Total 2001 MTD	11,774	549	12,323	96%	5,699	46%	45	73		696
Total 2000 MTD	11,051	309	11,360	97%	6,624	58%	30	66		630
Total 2001 QTD	39,968	2,062	42,030	95%	17,908	43%				2,350
Total 2000 QTD	36,945	955	37,900	97%	22,285	59%				2,148
Total 2001 YTD	110,776	6,234	117,010	95%	51,090	44%				6,941
Total 2000 YTD	105,190	3,154	108,344	97%	53,275	49%				5,912

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Oct	784	26	810	97%	405	52%	49	55	48
2-Oct	594	23	617	96%	357	58%	67	89	44
3-Oct	505	20	525	96%	286	54%	46	60	43
4-Oct	534	20	554	96%	229	41%	45	66	41
5-Oct	530	29	559	95%	248	44%	54	72	41
6-Oct	33	2	35	94%	0				
7-Oct	0		0		0				
8-Oct	597	38	635	94%	285	45%	63	110	41
9-Oct	551	50	601	92%	0		78	80	35
10-Oct	487	53	540	90%	207	38%	87	105	35
11-Oct	467	28	495	94%	229	46%	37	89	30
12-Oct	647	43	690	94%	266	39%	66	81	61
13-Oct	180	3	183	98%	82	45%	32	15	
14-Oct	53	0	53	100%	24	45%		21	
15-Oct	774	74	848	91%	218	26%	82	105	63
16-Oct	552	28	580	95%	237	41%	64	67	56
17-Oct	468	40	508	92%	220	43%	67	125	30
18-Oct	504	28	532	95%	202	38%	67	104	42
19-Oct	511	25	536	95%	240	45%	44	55	37
20-Oct	39		39	100%	0				
21-Oct	34		34	100%	0				

22-Oct	783	82	865	91%	306	35%	88	94	KAW_R64AGDR_40D_ATT_071106 22 of 137
23-Oct	535	43	578	93%	244	42%	64	104	
24-Oct	545	31	576	95%	158	27%	65	109	
25-Oct	535	38	573	93%	203	35%	52	118	
26-Oct	549	38	587	94%	189	32%	68	80	
27-Oct	54	2	56	96%	0				
28-Oct	35	1	36	97%	0				
29-Oct	793	45	838	95%	333	40%	60	62	
30-Oct	593	70	663	89%	232	35%	90	104	
31-Oct	554	27	581	95%	267	46%	58	58	
Total 2001 MTD	13,820	907	14,727	94%	5,667	38%	62	81	981
Total 2000 MTD	12,028	348	12,376	97%	7,263	59%	30	66	676
Total 2001 QTD	13,820	907	14,727	94%	5,667	38%			981
Total 2000 QTD	12,028	348	12,376	97%	7,263	59%			676
Total 2001 YTD	124,596	7,141	131,737	95%	56,757	43%			7,922
Total 2000 YTD	117,218	3,502	120,720	97%	60,538	50%			6,588

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Nov-01									
1-Nov	530	39	569	93%	248	47%	62	111	44
2-Nov	491	37	528	93%	250	47%	58	101	54
3-Nov	48	6	54	89%	0				
4-Nov	25		25	100%	0				
5-Nov	769	61	830	93%	356	43%	85	80	57
6-Nov	583	76	659	88%	213	32%	103	102	37
7-Nov	510	54	564	90%	179	32%	76	91	45
8-Nov	509	46	555	92%	153	28%	67	88	32
9-Nov	563	33	596	94%	240	40%	85	90	57
10-Nov	27		27	100%	0				
11-Nov	0		0		0				
12-Nov	717	49	766	94%	368	48%	68	73	39
13-Nov	619	47	666	93%	347	52%	70	91	39
14-Nov	619	38	657	94%	295	45%	56	89	38
15-Nov	610	45	655	93%	208	32%	77	122	46
16-Nov	623	44	667	93%	175	26%	79	94	56
17-Nov	27		27	100%	0				
18-Nov	0		0		0				
19-Nov	838	84	922	91%	305	33%	96	100	61
20-Nov	647	35	682	95%	220	32%	48	69	36
21-Nov	460	21	481	96%	199	41%	42	78	24
22-Nov	0		0		0				
23-Nov	0		0		0				
24-Nov	0		0		0				
25-Nov	0		0		0				
26-Nov	898	100	998	90%	427	43%	108	100	59
27-Nov	618	55	673	92%	220	33%	67	79	33
28-Nov	532	27	559	95%	236	42%	55	97	31
29-Nov	536	46	582	92%	158	27%	71	116	28
30-Nov	604	28	632	96%	212	34%	54	90	42

	0		0		0				
Total 2001 MTD	12,403	971	13,374	93%	5,009	37%	71	93	858
Total 2000 MTD	10,805	643	11,448	94%	4,943	43%	54	84	597
Total 2001 QTD	26,223	1,878	28,101	93%	10,676	38%			1,839
Total 2000 QTD	22,833	991	23,824	96%	12,206	51%			1,273
Total 2001 YTD	136,999	8,112	145,111	94%	61,766	43%			8,780
Total 2000 YTD	128,023	4,145	132,168	97%	65,481	50%			7,185

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Dec-01									
1-Dec	42	1	43	98%	0				
2-Dec	0		0		0				
3-Dec	813	118	931	87%	323	35%	101	104	32
4-Dec	597	62	659	91%	163	25%			30
5-Dec	497	44	541	92%	159	29%	71	103	23
6-Dec	496	60	556	89%	127	23%	94	151	26
7-Dec	517	36	553	93%	84	15%	71	85	23
8-Dec	24	1	25	96%	0				
9-Dec	0		0		0				
10-Dec	871	69	940	93%	264	28%	82	95	38
11-Dec	688	50	738	93%	275	37%	65	102	21
12-Dec	542	37	579	94%	174	30%	61	90	34
13-Dec	491	47	538	91%	155	29%	66	108	47
14-Dec	487	49	536	91%	166	31%	76	102	38
15-Dec	19	2	21	90%	0				
16-Dec	0		0		0				
17-Dec	838	51	889	94%	366	41%	70	83	31
18-Dec	558	57	615	91%	243	40%	83	94	29
19-Dec	527	76	603	87%	113	19%	92	82	41
20-Dec	517	36	553	93%	232	42%	86	42	51
21-Dec	438	21	459	95%	198	43%	85	28	38
22-Dec	0		0		0				
23-Dec	0		0		0				
24-Dec	0		0		0				
25-Dec	0		0		0				
26-Dec	655	40	695	94%	265	38%	102	55	33
27-Dec	576	18	594	97%	177	30%	65	33	32
28-Dec	559	31	590	95%	224	38%	64	35	34
29-Dec	27		27	100%	0				
30-Dec	0		0		0				
31-Dec	630	45	675	93%	257	38%	83	54	53
Total 2001 MTD	11,409	951	12,360	92%	3,965	32%	79	80	654
Total 2000 MTD	10,496	611	11,107	94%	4,843	44%	54	90	558
Total 2001 QTD	37,632	2,829	40,461	93%	14,641	36%			2,493
Total 2000 QTD	33,329	1,602	34,931	95%	17,049	49%			1,831
Total 2001 YTD	148,408	9,063	157,471	94%	65,731	42%			9,434
Total 2000 YTD	138,519	4,756	143,275	97%	70,324	49%			7,743

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

2001 Monthly Quarterly and Year to Date Totals

Date	Number of Calls				Home Agents	Monthly % Total	Seconds		Walk Up CS Counter	Monthly %
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned		
Jan	12,739	791	13,530	94%	6,841	54%	49	78	755	8%
Feb	10,921	484	11,405	96%	5,237	46%	43	76	641	7%
Mar	11,663	959	12,622	92%	5,512	44%	69	89	826	9%
1st QTR	35,323	2,234	37,557	94%	17,590	47%	54	81	2,222	24%
%Total	94%	6%	100%		47%					
Apr	11,282	640	11,922	95%	5158	43%	49	80	750	8%
May	11,629	644	12,273	95%	4910	40%	52	82	819	9%
Jun	12,574	654	13,228	95%	5524	42%	43	79	800	8%
2nd QTR	35,485	1,938	37,423	95%	15,592	42%	48	81	2,369	25%
%Total	95%	5%	100%		42%					
Jul	13,935	761	14,696	95%	6,164	42%	45	77	776	8%
Aug	14,259	752	15,011	95%	6,045	40%	48	79	878	9%
Sep	11,774	549	12,323	96%	5,699	46%	45	73	696	7%
3rd QTR	39,968	2,062	42,030	95%	17,908	43%	46	76	2,350	25%
%Total	95%	5%	100%		43%					
Oct	13,820	907	14,727	94%	5,667	38%	62	81	981	10%
Nov	12,403	971	13,374	93%	5,009	37%	71	93	858	9%
Dec	11,409	951	12,360	92%	3,965	32%	79	80	654	7%
4th QTR	37,632	2,829	40,461	93%	14,641	36%	71	85	2,493	26%
%Total	93%	7%	100%		36%					
TOTALS	148,408	9,063	157,471	94%	65,731	42%	218	323	9,434	100%
%Total	94%	6%	100%		42%					

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

2002 Monthly Quarterly and Year to Date Totals

Date	Number of Calls				Home Agents	Monthly % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jan	13,751	551	14,302	96%	5,682	40%	27	73	866
Feb	11,573	405	11,978	97%	4,971	42%	27	71	767
Mar	11,350	439	11,789	96%	4,713	40%	30	76	732
1st QTR	36,674	1,395	38,069	96%	15,366	40%	28	74	2,365
Apr	12,447	635	13,082	95%	4905	37%	32	81	778
May	12,890	588	13,478	96%	4380	32%	33	76	760
Jun	12,275	899	13,174	93%	3636	28%	62	84	761
2nd QTR	37,612	2,122	39,734	95%	12,921	33%	42	81	2,299
Note: One home agent resigned after being on maternity leave									
Jul	14,512	1,303	15,815	92%	4,907	31%	66	86	919
Aug	16,834	1,871	18,705	90%	4,898	26%	95	102	1,012
Sep	12,368	1,183	13,551	91%	3,709	27%	76	99	700
3rd QTR	43,714	4,357	48,071	91%	13,514	28%	79	96	2,631
Oct	13,364	1,877	15,241	88%	3,481	23%	105	117	964
Nov	11,593	1,430	13,023	89%	3,475	27%	96	115	730
Dec	11,995	2,308	14,303	84%	4,199	29%	145	133	804
4th QTR	36,952	5,615	42,567	87%	11,155	26%	115	121	2,498
TOTALS	154,952	13,489	168,441	92%	52,956	31%	66	93	9,793

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jan-02

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Jan													0	0%
2-Jan	66	78		69	120	59		117	110	45	73		737	5%
3-Jan	62	148		16	39			110	92	89	84		640	5%
4-Jan	41	109		75	65	33		97	98	60	37		615	4%
5-Jan												31	31	0%
6-Jan													0	0%
7-Jan	58	136		87	137	83	108	101		40	118	19	887	6%
8-Jan		39		77	110	73	80	109	82		121	32	723	5%
9-Jan		87		78	67	32	68	42	81		93	56	604	4%
10-Jan	62	83		70	7	51	87	76	64	29	87		616	4%
11-Jan	54	76		45	64	40	59	63	72	76	85	10	644	5%
12-Jan												29	29	0%
13-Jan													0	0%
14-Jan	77	87		82	115	56	8	113	84	133	72	17	844	6%
15-Jan	91			78	99	64	61	13	90	24	95	51	666	5%
16-Jan	70	23		52	61	43	67		80	60	74	32	562	4%
17-Jan	1	70		48	76	45	63	48	72	68	76	20	587	4%
18-Jan	51	86		53	48	11	28	47	61	57	45	39	526	4%
19-Jan												23	23	0%
20-Jan													0	0%
21-Jan	59	78			76			60	60	63	52	43	491	4%
22-Jan	72	51		44	87	39	5	45	85	79	104	30	641	5%
23-Jan	49	72		61	12	32	64	52	66	18	72	32	530	4%
24-Jan	38	59		49	61	32	50	20	69	54	29	10	471	3%
25-Jan	66	70		15	56	37	34	68	74	69	74	1	564	4%
26-Jan												22	22	0%
27-Jan													0	0%
28-Jan		85		14	109	68	76	89	86	83	42	79	731	5%
29-Jan	30	45		35	102	46	80	58	72		85	36	589	4%
30-Jan	34	62		70	40	22	10	54	71	36	68	21	488	4%
31-Jan	58	85		15		53	88	50	91		49	1	490	4%
Total	1039	1629	0	1133	1551	919	1036	1432	1660	1083	1635	634	13751	100%
%Total	8%	12%	0%	8%	11%	7%	8%	10%	12%	8%	12%	5%	100%	
Hours	133 0	147 0		147 0	147 0	140 0	126 0	147 0	147 0	126 0	154 0		141.4	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	7 81	11.08	#DIV/0!	7 71	10 55	6 56	8 22	9 74	11 29	8 60	10 62	#DIV/0!	97 25	
% Goal	78%	111%	#DIV/0!	77%	106%	66%	82%	97%	113%	86%	106%	#DIV/0!	97%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Feb-02

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	Linda Garvin	Other	Total	% Total
1-Feb		83		50	113	6		92	93		43	34	514	4%
2-Feb												35	35	0%
3-Feb													0	0%
4-Feb	84			61	111	17	121	118		105	94		711	6%

Date	57	77	41	78	43	78	57	59	88	5	582	5%		
5-Feb	57	77	41	78	43	78	57	59	88	5	582	5%		
6-Feb	55		60	52	36	43	10	76	80	54	466	4%		
7-Feb	59	69	18	52	37	54	14	65	75	77	520	4%		
8-Feb	58	85	54		54	25	85	95		75	531	5%		
9-Feb											23	0%		
10-Feb											0	0%		
11-Feb	57	98	68	104	50	102	95	109	27	95	3	808	7%	
12-Feb	49	82	30	97	50		45	78	93	75		599	5%	
13-Feb	2	68	30	72	36	54	22	79	61	71		495	4%	
14-Feb	59	76	50	63	8		58	86	72	36		508	4%	
15-Feb	61	61	45	90				77	88	79	27	528	5%	
16-Feb											30	30	0%	
17-Feb												0	0%	
18-Feb	51	86	34	67	48	31	56	86	70	44	20	593	5%	
19-Feb	41	96	72	51	53	60	61	93	20	82	18	647	6%	
20-Feb	50	79		66	40	3	47	77	83	76	51	572	5%	
21-Feb	27	77	37	85	54		66	84	36	27	15	508	4%	
22-Feb		105		73	9		104	110	87	87	38	613	5%	
23-Feb											20	20	0%	
24-Feb												0	0%	
25-Feb	65	86	59	87	59	3	62	73	89	78	66	727	6%	
26-Feb	51	64	35	65	34	31	49	96		74	57	556	5%	
27-Feb	49	14	27	38	45	62		99	61	47	43	485	4%	
28-Feb		74	37	18	40	76	39	99	77	20	21	501	4%	
												0	0%	
												0	0%	
												0	0%	
Total	875	1380	0	808	1382	719	743	1115	1634	1124	1372	421	11573	100%
%Total	8%	12%	0%	7%	12%	6%	6%	10%	14%	10%	12%	4%	100%	
Hours	119.0	126.0		126.0	133.0	133.0	98.0	126.0	133.0	112.0	140.0		124.6	
Goal	10	10		10	10	10	10	10	10	10	10		100	
CSR	7.35	10.95	#DIV/0!	6.41	10.39	5.41	7.58	8.85	12.29	10.04	9.80	#DIV/0!	92.88	
% Goal	74%	110%	#DIV/0!	64%	104%	54%	76%	88%	123%	100%	98%	#DIV/0!	93%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Maria Marcum	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Mar	38	39		39	51	24	42	65	75	71			516	5%
2-Mar												23	23	0%
3-Mar													0	0%
4-Mar	41	98	44	63	88	74	165	146		43	10	15	787	7%
5-Mar	33	87	25	43	73	41	8	93	73		42		518	5%
6-Mar	47	40	34	34	79	10	57	62	59	65	30	1	518	5%
7-Mar	47	63	41	36	6	53	62	96	76	48		18	546	5%
8-Mar	28	38	23	45				65	117	88	40	73	517	5%
9-Mar												25	25	0%
10-Mar													0	0%
11-Mar	56	122		42	83	65	88	101	84	12	37	51	741	7%
12-Mar	27	103		30	69	8	72	45	75	70	51	1	551	5%
13-Mar	71	82	20		38	51	52		105	41	25	36	521	5%

14-Mar	4	95	45	48	54	71	58	101	40	26	18	502	4%		
15-Mar	30		57	59	20	80	58	80	74	31	21	510	4%		
16-Mar											21	21	0%		
17-Mar												0	0%		
18-Mar		103	78	10	130	54	141	104	10	65	35	31	761	7%	
19-Mar		74	49	19	67	61		59	73	101	36	14	553	5%	
20-Mar	46	50	38	40	50	40		74	79	29	35	20	501	4%	
21-Mar	51	73	45	29	51	49		62	91	53		37	541	5%	
22-Mar	49	73	33	37				13	81	75	84		34	479	4%
23-Mar												25	25	0%	
24-Mar													0	0%	
25-Mar	50	75	72	7	68	61	90	68	62	93		37	683	6%	
26-Mar	27	72	41	48	75	50		37	105	31	19	31	536	5%	
27-Mar	56		48	30	78	57		58	96	9	29	30	491	4%	
28-Mar		64		32	69	59		94	88		21	38	465	4%	
29-Mar													0	0%	
30-Mar												19	19	0%	
31-Mar													0	0%	
Total	701	1351	693	584	1182	831	1003	1306	1524	1017	539	619	11350	100%	
%Total	6%	12%	6%	5%	10%	7%	9%	12%	13%	9%	5%	5%	100%		
Hours	119 0	126 0	112 0	119 0	126 0	126 0	98 0	119 0	133 0	126 0			120 4		
Goal	10	10	10	10	10	10	10	10	10	10			100		
CSR	5 89	10 72	6 19	4 91	9 38	6 60	10 23	10 97	11 46	8 07	#DIV/0!	#DIV/0!	94 27		
% Goal	59%	107%	62%	49%	94%	66%	102%	110%	115%	81%	#DIV/0!	#DIV/0!	94%		

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

First Quarter 2002

	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total
Jan													
Total	1039	1629	0	1133	1551	919	1036	1432	1660	1083	1635	634	13751
Hours	133 0	147 0	0 0	147 0	147 0	140 0	126 0	147 0	147 0	126 0	154 0	0 0	141 4
Goal	10	10	0	10	10	10	10	10	10	10	10	0	100
CSR	7 81	11 08	#DIV/0!	7 71	10 55	6 56	8 22	9 74	11 29	8 60	10 62	#DIV/0!	97 25
% Goal	78%	111%	#DIV/0!	77%	106%	66%	82%	97%	113%	86%	106%	#DIV/0!	97%
Feb													
Total	875	1380	0	808	1382	719	743	1115	1634	1124	1372	421	11573
Hours	119 0	126 0	0 0	126 0	133 0	133 0	98 0	126 0	133 0	112 0	140 0	0 0	124 6
Goal	10	10	0	10	10	10	10	10	10	10	10	0	100
CSR	7 35	10 95	#DIV/0!	6 41	10 39	5 41	7 58	8 85	12 29	10 04	9 80	#DIV/0!	92 88
% Goal	74%	110%	#DIV/0!	64%	104%	54%	76%	88%	123%	100%	98%	#DIV/0!	93%
Mar													
Total	701	1351	693	584	1182	831	1003	1306	1524	1017	539	619	11350
Hours	119 0	126 0	112 0	119 0	126 0	126 0	98 0	119 0	133 0	126 0	0 0	0 0	120 4

22-Apr	54	96	69	14	90	48	68	87	81	72	14	14	707	6%
23-Apr	30	60	48	27	60	43	53	27	77	34	25	20	504	4%
24-Apr	39	37	53	50	43	45	64	48	71	50	21		521	4%
25-Apr		90	40	28	39	45	68	54	87	35	48	12	546	4%
26-Apr	62	50	70	70		61	3	75		84	53	19	547	4%
27-Apr												22	22	0%
28-Apr													0	0%
29-Apr	55	40	67	76	74	97		102	78	100	29	71	789	6%
30-Apr	58	80	49	56	72	10		68	73	55	25	33	579	5%
													0	0%
Total	979	1194	996	926	1234	932	971	1143	1549	1390	658	475	12447	100%
%Total	8%	10%	8%	7%	10%	7%	8%	9%	12%	11%	5%	4%	100%	
Hours	140 0	140 0	147 0	154 0	147 0	147 0	140 0	140 0	140 0	154 0			144 9	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	6 99	8 53	6 78	6 01	8 39	6 34	6 94	8 16	11 06	9 03	#DIV/0!	#DIV/0!	85 90	
% Goal	70%	85%	68%	60%	84%	63%	69%	82%	111%	90%	#DIV/0!	#DIV/0!	86%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

May-02

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total	% Total
1-May	54	56	40	29	48	55		51	83	59	9		484	4%
2-May		87		36	17	36	63	89	63	62	19		472	4%
3-May	43	55		29	61	46	4	60	81	61	23		463	4%
4-May												14	14	0%
5-May													0	0%
6-May	40	104	81	86	86	76	26	60	41	137		11	748	6%
7-May	33	60	78	31	65	48	78	15	70	42	17	2	539	4%
8-May	52	55	51	60	65	14	54		69	65	26	3	514	4%
9-May	36	56	49	41	48	46	47		57	59	37	25	501	4%
10-May	41	21	76	38	52	62	52	28	83		38	5	496	4%
11-May												21	21	0%
12-May													0	0%
13-May	54	103	63	59	99	89	90	28	77	2	22	18	704	5%
14-May	36	84	53	37	54	35		51	77	90	33	4	554	4%
15-May	52	98	34	43	61	39	21	3	75	109	22	1	558	4%
16-May	38	86	45	29	3	54	78	60	74	78	36	15	596	5%
17-May	53	95	41	8	61	40	71	70		68	33	13	553	4%
18-May												20	20	0%
19-May													0	0%
20-May	44	89	50	51	80	31	104	56		118	35	16	674	5%
21-May	47	48	49	47	59	62	67	46	35	100	25	23	608	5%
22-May	36	73	46	56	33	49	2	92	31	117	38	9	582	5%
23-May	3	84		68	40	53	99	30	47	101	41	12	578	4%
24-May	58	75	44	10	29	72		59	11	113	24	67	562	4%
25-May												18	18	0%
26-May													0	0%
27-May													0	0%
28-May		101	102		106	89	92	126	100	122		60	898	7%
29-May		73	55	22	72	72	21	63	83	107	17	22	607	5%
30-May		100	70	24	33	39	55	32	87	100	30	24	594	5%

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17

31-May		115		52	41		31	77	107	66	22	21	52	100%	100%
Total	720	1718	1027	856	1213	1107	1055	1096	1351	1776	547	424	12890	100%	100%
%Total	6%	13%	8%	7%	9%	9%	8%	9%	10%	14%	4%	3%	100%		
Hours	119 0	154 0	126 0	147 0	154 0	147 0	133 0	140 0	140 0	140 0			140 7		
Goal	10	10	10	10	10	10	10	10	10	10			100		
CSR	6 05	11 16	8 15	5 82	7 88	7 53	7 93	7 83	9 65	12 08	#DIV/0!	#DIV/0!	91 61		
% Goal	61%	112%	82%	58%	79%	75%	79%	78%	97%	121%	#DIV/0!	#DIV/0!	92%		

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jun-02

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Jun												29	29	0%
2-Jun												0	0	0%
3-Jun	60	143	87	98	106		31	141		105	42	37	850	7%
4-Jun	49	124	76	62	82		23	109	2	88	22		637	5%
5-Jun	42	80	47	82	44			71	1	109	39	20	535	4%
6-Jun	3	115	61	85	16			47		102	43	34	506	4%
7-Jun	57	105	66	22	88		104	17		101	46	2	608	5%
8-Jun												23	23	0%
9-Jun												0	0	0%
10-Jun	54	138	102		106	30	136	53		115	43	50	827	7%
11-Jun	35	101	63		73	68	20	50		120	42	23	595	5%
12-Jun	69	43	67		51	80	72	70			37	28	517	4%
13-Jun	65	117	55		75	51	90	29			38	8	528	4%
14-Jun	55	53	75		99	49	84	70			49	16	550	4%
15-Jun													0	0%
16-Jun													0	0%
17-Jun	64	141	89		132	5	53	168		73	52		777	6%
18-Jun	58	83	37	18	86	61	104	52		89	41		629	5%
19-Jun	63	131	25	33	86	72	34	33		18	47		542	4%
20-Jun	58	100	57	41	23	61	72	60		67	35		574	5%
21-Jun	45	93	63	44	43	40	13	43		102	39	6	531	4%
22-Jun													0	0%
23-Jun													0	0%
24-Jun	69		104	20		106	138	110		163	37	34	781	6%
25-Jun	85	105	78	69		27		90		94	26	35	609	5%
26-Jun	66	110	96	54		48		54		29	36	49	542	4%
27-Jun	4	106	57	52	3	52		92		68	48	35	517	4%
28-Jun	66	115	54	31		67		94		41	42	58	568	5%
29-Jun													0	0%
30-Jun													0	0%
Total	1067	2003	1359	711	1113	817	974	1453	3	1484	804	487	12275	100%
%Total	9%	16%	11%	6%	9%	7%	8%	12%	0%	12%	7%	4%	100%	
Hours	126 0	133 0	140 0	98 0	105 0	98 0	98 0	140 0	0 0	119 0			105 7	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	8 47	15 06	9 71	7 26	10 60	8 34	9 94	10 38	#DIV/0!	12 47	#DIV/0!	#DIV/0!	116 13	
% Goal	85%	151%	97%	73%	106%	83%	99%	104%	#DIV/0!	125%	#DIV/0!	#DIV/0!	116%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Second Quarter 2002

	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total
Apr													
Total	979	1194	996	926	1234	932	971	1143	1549	1390	658	475	12447
Hours	140.0	140.0	147.0	154.0	147.0	147.0	140.0	140.0	140.0	154.0	0.0	0.0	144.9
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	6.99	8.53	6.78	6.01	8.39	6.34	6.94	8.16	11.06	9.03	#DIV/0!	#DIV/0!	85.90
% Goal	70%	85%	68%	60%	84%	63%	69%	82%	111%	90%	#DIV/0!	#DIV/0!	86%
May													
Total	720	1718	1027	856	1213	1107	1055	1096	1351	1776	547	424	12890
Hours	119.0	154.0	126.0	147.0	154.0	147.0	133.0	140.0	140.0	147.0	0.0	0.0	140.7
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	6.05	11.16	8.15	5.82	7.88	7.53	7.93	7.83	9.65	12.08	#DIV/0!	#DIV/0!	91.61
% Goal	61%	112%	82%	58%	79%	75%	79%	78%	97%	121%	#DIV/0!	#DIV/0!	92%
Jun													
Total	1067	2003	1359	711	1113	817	974	1453	3	1484	804	487	12275
Hours	126.0	133.0	140.0	98.0	105.0	98.0	98.0	140.0	0.0	119.0	0.0	0.0	105.7
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.47	15.06	9.71	7.26	10.60	8.34	9.94	10.38	#DIV/0!	12.47	#DIV/0!	#DIV/0!	116.13
% Goal	85%	151%	97%	73%	106%	83%	99%	104%	#DIV/0!	125%	#DIV/0!	#DIV/0!	116%

Second Quarter 2002

Total													
Calls	2,766	4,915	3,382	2,493	3,560	2,856	3,000	3,692	2,903	4,650	2,009	1,386	37,612
Available													
Hours	385.0	427.0	413.0	399.0	406.0	392.0	371.0	420.0	280.0	420.0	0.0	0.0	391.3
Goal Per													
Hour	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR													
Calls Per Hour	7.18	11.51	8.19	6.25	8.77	7.29	8.09	8.79	10.37	11.07	#DIV/0!	#DIV/0!	96.12
CSR													
Percent of Goal	72%	115%	82%	62%	88%	73%	81%	88%	104%	111%	#DIV/0!	#DIV/0!	96%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jul-02														
Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Jul	63	116	86	43	83	70	79	102		43	36	2	723	5%
2-Jul	51	108		33	72	23	89	66		93	52	1	588	4%
3-Jul	42	76	70	44		58	23	77		98	51		539	4%
4-Jul													0	0%
5-Jul*													0	0%
6-Jul													0	0%
7-Jul													0	0%
8-Jul	64	164	31	72	131	62	151			115	59	22	871	6%
9-Jul	66	124	50	17	94	57	104			103	37		652	4%
10-Jul	69	61	60	30	77	38	78			95	27	1	536	4%
11-Jul		68	78	42	101	74	73			115	44	67	662	5%
12-Jul**	64		42	43	105	70	66			31	99	14	534	4%
13-Jul													0	0%
14-Jul													0	0%
15-Jul	57	161			114	66	139	98		76	54	55	820	6%
16-Jul	57	59			81	84	107	85		109	57	75	714	5%
17-Jul	57	103			77	20	107	82		100	47	21	614	4%
18-Jul	56	89			69	58	83	32		96	44	38	565	4%
19-Jul	63	110			79	56	19	77		94	52	49	599	4%
20-Jul													0	0%
21-Jul													0	0%
22-Jul	64	58		60	115	79	158	119		134	39	72	898	6%
23-Jul	61	128		38	87	68	92	87		35	29	50	675	5%
24-Jul	65	103		10	80	35	52	82		73	48	17	565	4%
25-Jul	73	76		45	46	80		146		101	42		609	4%
26-Jul	53	104		22	100	18	67	92		77	41		574	4%
27-Jul													0	0%
28-Jul													0	0%
29-Jul	76		59	15	154		164	181		135	60	29	873	6%
30-Jul	71	114	23	39	112	54	57	119		108	49	12	758	5%
31-Jul***	175	149	40	62	88	86	115	250		64	42	72	1143	8%
Total	1347	1971	539	615	1865	1156	1823	1695	0	1895	1009	597	14512	100%
%Total	9%	14%	4%	4%	13%	8%	13%	12%	0%	13%	7%	4%	100%	
Hours	140.0	140.0	70.0	112.0	147.0	140.0	140.0	112.0		147.0			127.6	
Goal	10	10	10	10	10	10	10	10		10			90	
CSR	9.62	14.08	7.70	5.49	12.69	8.26	13.02	15.13	#DIV/0!	12.89	#DIV/0!	#DIV/0!	113.77	
% Goal	96%	141%	77%	55%	127%	83%	130%	151%	#DIV/0!	129%	#DIV/0!	#DIV/0!	126%	

Note: *Jul 5 Phone Stats not available **Jul 12 Phones down 2 hours due to power surge ***Jul 31 Loss of Pressure Boil Water Advisory

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Aug-02														
Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Marla Marcum	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Aug*	196	579	244	117	76	224	275	406		236	206	201	2760	16%
2-Aug	86	87	25	67	20	100	107	15		138	67	6	718	4%

3-Aug														
4-Aug													0	0%
5-Aug	56	136	57	43	138	44	157	137	38	54	15	875	5%	
6-Aug	72	115	17	50	95		81	109	95	40	4	678	4%	
7-Aug		72	62	48	105	73	3	97	89	45	16	610	4%	
8-Aug		133	63	50	85	52	126		68	42	6	625	4%	
9-Aug	104	49	85	81	3	102	159		98	64	33	778	5%	
10-Aug												0	0%	
11-Aug												0	0%	
12-Aug	82	140	39	57	136	22		140	107	42	44	809	5%	
13-Aug	45	106	45	20	92	51	87	48	62	43	29	628	4%	
14-Aug	79	105	10	52	31	67	32	25	56	56	68	581	3%	
15-Aug	65	124	44	57	13	32	56	114	82	42	6	635	4%	
16-Aug	82	100	76	45		90	12	140		45	43	633	4%	
17-Aug												0	0%	
18-Aug												0	0%	
19-Aug	64	136	50	3	122	89	113	106	87	52	107	929	6%	
20-Aug	61	87	27	42	89	55	69	100	3	33	72	638	4%	
21-Aug	73	112	4		45	58	39	55	70	48	58	562	3%	
22-Aug	13	63	37	48		49	77	101	77	43	31	539	3%	
23-Aug	53	110	46	44		1	97	98	88	39	35	611	4%	
24-Aug												0	0%	
25-Aug												0	0%	
26-Aug	57	67	70	76	108	6	7	149	122	60	133	855	5%	
27-Aug	66	137	60	43	79			53	81	36	74	629	4%	
28-Aug	53	28	65	41	79			29	83	11	99	561	3%	
29-Aug	61	108	19	56	79			85	65	45	81	599	4%	
30-Aug	61	82	29	6	87			45	75	34	97	581	3%	
31-Aug												0	0%	
Total	1429	2676	1174	1046	1482	1115	1700	1987	0	1820	1147	1258	16834	100%
%Total	8%	16%	7%	6%	9%	7%	10%	12%	0%	11%	7%	7%	100%	
Hours	140 0	154 0	154 0	147 0	133 0	119 0	140 0	133 0		147 0			140 8	
Goal	10	10	10	10	10	10	10	10		10			90	
CSR	10 21	17 38	7 62	7 12	11 14	9 37	12 14	14 94	#DIV/0!	12 38	#DIV/0!	#DIV/0!	119 58	
% Goal	102%	174%	76%	71%	111%	94%	121%	149%	#DIV/0!	124%	#DIV/0!	#DIV/0!	133%	

Note: *Aug 1 Loss of System pressure Jul 31 Boil Water Advisory issued for 24 hours

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Kelly Lynne	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Sep													0	0%
2-Sep													0	0%
3-Sep		104	68	78	104		126	116	131	11			738	6%
4-Sep	49	89	27	7	101	25	72	41	110	58	31		610	5%
5-Sep	45	88	16	37	13	49		38	107	99	54		546	4%
6-Sep	40	121			103	27	51	80	111	38	48		619	5%
7-Sep													0	0%
8-Sep													0	0%
9-Sep	79	34	78	57	92	90	84	136	131	99	20		900	7%
10-Sep		110	40	46	134	68	52	108	125	20	42		745	6%
11-Sep	64	78	61	30	48	36		73	56	61	1		508	4%

Date	6	64	44		89	44	35	85	45	88	51	551	4%	
12-Sep	6	64	44		89	44	35	85	45	88	51	551	4%	
13-Sep	60	99	49	26	75	8	27	95	61	76	37	613	5%	
14-Sep												0	0%	
15-Sep												0	0%	
16-Sep	49	108	65	4	114	66	90	109	106	91		802	6%	
17-Sep	47	62	5	44	75	53	61	60	102	83	34	626	5%	
18-Sep	59	110	78		95	61	82	44	46	7		582	5%	
19-Sep	49	82	52		88	39	61	11	55	73	21	531	4%	
20-Sep	50	77	7		31	47	82	58	61	73	29	515	4%	
21-Sep												0	0%	
22-Sep												0	0%	
23-Sep	88	117	82			57	1	149	113	78		685	6%	
24-Sep	65	72	60	33		22	71		117	101	30	571	5%	
25-Sep	69	89	62	7		44	59	61	72	32		495	4%	
26-Sep	62	34	53	35		23	87	103	34	26	41	498	4%	
27-Sep	47	91	12	34		42	81	51	52	96	25	531	4%	
28-Sep												0	0%	
29-Sep												0	0%	
30-Sep	56	5	75	74	86	47	98	59	72	129	1	702	6%	
Total	984	1634	934	512	1248	848	1220	1477	1707	1339	465	0	12368	100%
%Total	8%	13%	8%	4%	10%	7%	10%	12%	14%	11%	4%	0%	100%	
Hours	133.0	140.0	133.0	98.0	105.0	133.0	119.0	133.0		133.0			125.2	
Goal	10	10	10	10	10	10	10	10		10			90	
CSR	7.40	11.67	7.02	5.22	11.89	6.38	10.25	11.11	#DIV/0!	10.07	#DIV/0!	#DIV/0!	98.77	
% Goal	74%	117%	70%	52%	119%	64%	103%	111%	#DIV/0!	101%	#DIV/0!	#DIV/0!	110%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Third Quarter 2002

	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Kelly Lynne	Pat James	LeeAnn Merritt	Other	Total
Jul													
Total	1347	1971	539	615	1865	1156	1823	1695	0	1895	1009	597	14512
Hours	140.0	140.0	70.0	112.0	147.0	140.0	140.0	112.0	0.0	147.0	0.0	0.0	127.6
Goal	10	10	10	10	10	10	10	10	0	10	0	0	90
CSR	9.62	14.08	7.70	5.49	12.69	8.26	13.02	15.13	#DIV/0!	12.89	#DIV/0!	#DIV/0!	113.77
% Goal	96%	141%	77%	55%	127%	83%	130%	151%	#DIV/0!	129%	#DIV/0!	#DIV/0!	126%
Aug													
Total	1429	2676	1174	1046	1482	1115	1700	1987	0	1820	1147	1258	16834
Hours	140.0	154.0	154.0	147.0	133.0	119.0	140.0	133.0	0.0	147.0	0.0	0.0	140.8
Goal	10	10	10	10	10	10	10	10	0	10	0	0	90
CSR	10.21	17.38	7.62	7.12	11.14	9.37	12.14	14.94	#DIV/0!	12.38	#DIV/0!	#DIV/0!	119.58
% Goal	102%	174%	76%	71%	111%	94%	121%	149%	#DIV/0!	124%	#DIV/0!	#DIV/0!	133%
Sep													
Total	984	1634	934	512	1248	848	1220	1477	1707	1339	465	0	12368

30-Nov

Total	1017	1531	795	791	1203	786	928	1255	1337	1519	431	0	11593
%Total	9%	13%	7%	7%	10%	7%	8%	11%	12%	13%	4%	0%	100%
Hours	126 0	112 0	119 0	112 0	98 0	126 0	84 0	98 0	133 0	126 0			113 4
Goal	10	10	10	10	10	10	10	10	10	10			100
CSR	8 07	13 67	6 68	7 06	12 28	6 24	11 05	12 81	10 05	12 06	#DIV/0!	#DIV/0!	102 23
% Goal	81%	137%	67%	71%	123%	62%	110%	128%	101%	121%	#DIV/0!	#DIV/0!	102%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Dec-02

Date	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Kelly Lynne	Pat James	LeeAnn Merritt	Other	Total	% Total
1-Dec													0	0%
2-Dec	81		80		143	14	156	183	174	121	14		966	8%
3-Dec	34	85	27	17	68	31	63	84	50	119	46		624	5%
4-Dec	55	66	33	33	79	27		72	46	86			497	4%
5-Dec	63	86	15	53	82	28		69	14	49			459	4%
6-Dec	59	21		49	73	50		123	6	97			478	4%
7-Dec													0	0%
8-Dec													0	0%
9-Dec	65	139	93	17	127	70	53	141		140			845	7%
10-Dec	37	90	57	68	94	39	49	108	18	71	50		681	6%
11-Dec	54	100	7		45	51	4	119	81	93			554	5%
12-Dec	54	110	32	69	4	28		110	25	107	26		565	5%
13-Dec	11	90	20	81	106		35	65	63	108	49		628	5%
14-Dec													0	0%
15-Dec													0	0%
16-Dec	82	128	5	49	132	40		139		152	50		777	6%
17-Dec	57	113	65	28	89	58	11	116		24			561	5%
18-Dec	69	66	51		47	29	1	66		118			447	4%
19-Dec	52	128	44	56	40	49	13	8	66	45	43		544	5%
20-Dec		173	53	53	41	64				61	70		515	4%
21-Dec													0	0%
22-Dec													0	0%
23-Dec	109	165	85	87	48	30	39		9				572	5%
24-Dec													0	0%
25-Dec													0	0%
26-Dec	33	104		72		51		103	18	98	14		493	4%
27-Dec	63			24		91	4	138	111		27		458	4%
28-Dec													0	0%
29-Dec													0	0%
30-Dec	74	166			1		143	142	158	38	72		794	7%
31-Dec	58	134					55	84	81	91	34		537	4%
Total	1110	1964	667	756	1219	750	626	1870	920	1618	495	0	11995	100%
%Total	9%	16%	6%	6%	10%	6%	5%	16%	8%	13%	4%	0%	100%	
Hours	133 0	126 0	105 0	105 0	119 0	119 0	91 0	126 0	105 0	126 0			115 5	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	8 35	15 59	6 35	7 20	10 24	6 30	6 88	14 84	8 76	12 84	#DIV/0!	#DIV/0!	103 85	
% Goal	83%	156%	64%	72%	102%	63%	69%	148%	88%	128%	#DIV/0!	#DIV/0!	104%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Fourth Quarter 2002

	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Kelly Lynne	Pat James	LeeAnn Merritt	Other	Total
Oct													
Total	1021	2071	865	1021	605	1059	1031	1855	1920	1465	451	0	13364
Hours	126.0	161.0	133.0	154.0	63.0	154.0	112.0	154.0	161.0	133.0	0.0	0.0	135.1
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.10	12.86	6.50	6.63	9.60	6.88	9.21	12.05	11.93	11.02	#DIV/0!	#DIV/0!	98.92
% Goal	81%	129%	65%	66%	96%	69%	92%	120%	119%	110%	#DIV/0!	#DIV/0!	99%
Nov													
Total	1017	1531	795	791	1203	786	928	1255	1337	1519	431	0	11593
Hours	126.0	112.0	119.0	112.0	98.0	126.0	84.0	98.0	133.0	126.0	0.0	0.0	113.4
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.07	13.67	6.68	7.06	12.28	6.24	11.05	12.81	10.05	12.06	#DIV/0!	#DIV/0!	102.23
% Goal	81%	137%	67%	71%	123%	62%	110%	128%	101%	121%	#DIV/0!	#DIV/0!	102%
Dec													
Total	1110	1964	667	756	1219	750	626	1870	920	1618	495	0	11995
Hours	133.0	126.0	105.0	105.0	119.0	119.0	91.0	126.0	105.0	126.0	0.0	0.0	115.5
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.35	15.59	6.35	7.20	10.24	6.30	6.88	14.84	8.76	12.84	#DIV/0!	#DIV/0!	103.85
% Goal	83%	156%	64%	72%	102%	63%	69%	148%	88%	128%	#DIV/0!	#DIV/0!	104%

Fourth Quarter 2002

Total Calls	3,148	5,566	2,327	2,568	3,027	2,595	2,585	4,980	4,177	4,602	1,377	0	36.952
Available Hours	385.0	399.0	357.0	371.0	280.0	399.0	287.0	378.0	399.0	385.0	0.0	0.0	364.0
Goal Per Hour	10	10	10	10	10	10	10	10	10	10		0	100
CSR Calls Per Hour	8.18	13.95	6.52	6.92	10.81	6.50	9.01	13.17	10.47	11.95	#DIV/0!	#DIV/0!	101.52
CSR Percent of Goal	82%	139%	65%	69%	108%	65%	90%	132%	105%	120%	#DIV/0!	#DIV/0!	102%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Year to Date 2002

	Peggy Sipes	Cathy Schriefer	Stacy Owens	Carrie Stepp	Beverly Horton	Kathy Brooks	Sondra Stone	Becky Ashby	Kelly Lynne	Pat James	LeeAnn Merritt	Other	Total
Total Calls	12.289	21.122	9.049	9.759	15.297	11.039	13,110	17,684	13,605	17,530	9,014	3,241	152.739
Available Hours	1554 0	1659 0	1239 0	1519 0	1477 0	1582 0	1379 0	1568 0	1092 0	1596 0	0 0	0 0	1535 3
Goal Per Hour	10	10	10	10	10	10	10	10	10	10			100
CSR Calls Per Hour	7 91	12 73	7 30	6 42	10 36	6 98	9 51	11 28	12 46	10 98	#DIV/0!	#DIV/0!	99 49
CSR Percent of Goal	79%	127%	73%	64%	104%	70%	95%	113%	125%	110%	#DIV/0!	#DIV/0!	99%

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

KAW_R_1AGDR_40D_ATT_071106

Jan-02

41 of 137

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Jan	0		0		0				
2-Jan	737	40	777	95%	413	53%	47	68	37
3-Jan	640	44	684	94%	303	44%	67	72	52
4-Jan	615	32	647	95%	301	47%	32	82	44
5-Jan	31	2	33	94%	0				
6-Jan	0		0		0				
7-Jan	887	53	940	94%	296	31%	56	99	60
8-Jan	723	42	765	95%	301	39%	38	97	39
9-Jan	604	40	644	94%	190	30%	35	63	28
10-Jan	616	25	641	96%	209	33%	27	65	34
11-Jan	644	20	664	97%	253	38%	23	81	37
12-Jan	29		29	100%	0				
13-Jan	0		0		0				
14-Jan	844	21	865	98%	389	45%	18	73	50
15-Jan	666	21	687	97%	293	43%	29	68	50
16-Jan	562	25	587	96%	211	36%	20	70	34
17-Jan	587	18	605	97%	197	33%	15	53	37
18-Jan	526	20	546	96%	207	38%	14	89	39
19-Jan	23	1	24	96%	0				
20-Jan	0		0		0				
21-Jan	491	16	507	97%	255	50%	15	43	24
22-Jan	641	8	649	99%	289	45%	20	62	36
23-Jan	530	23	553	96%	179	32%	14	77	31
24-Jan	471	13	484	97%	188	39%	14	70	27
25-Jan	564	14	578	98%	264	46%	11	73	41
26-Jan	22	1	23	96%	0				
27-Jan	0		0		0				
28-Jan	731	11	742	99%	284	38%	19	79	47
29-Jan	589	20	609	97%	262	43%	23	37	40
30-Jan	488	9	497	98%	199	40%	13	104	39
31-Jan	490	32	522	94%	199	38%	35	78	40
Total 2002 MTD	13,751	551	14,302	96%	5,682	40%	27	73	866
Total 2001 MTD	12,739	791	13,530	94%	6,841	51%	49	78	755
Total 2002 QTD	13,751	551	14,302	96%	5,682	40%			866
Total 2001 QTD	12,739	791	13,530	94%	6,841	51%			755
Total 2002 YTD	13,751	551	14,302	96%	5,682	40%			866
Total 2001 YTD	12,739	791	13,530	94%	6,841	51%			755

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Feb-02

Walk Up CS

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Feb	514	25	539	95%	298	58%	29	71	28
2-Feb	35	1	36	97%	0				
3-Feb	0		0		0				
4-Feb	711	19	730	97%	313	43%	35	68	28

5-Feb	583	18	601	97%	251	42%	25	66	
6-Feb	466	10	476	98%	193	41%	25	44	
7-Feb	520	19	539	96%	190	35%	20	61	
8-Feb	531	21	552	96%	238	43%	32	74	
9-Feb	23	1	24	96%	0				
10-Feb	0		0		0				
11-Feb	808	37	845	96%	365	43%	36	75	37
12-Feb	599	30	629	95%	269	43%	20	84	30
13-Feb	495	22	517	96%	175	34%	31	92	36
14-Feb	508	15	523	97%	266	51%	25	69	41
15-Feb	528	8	536	99%	228	43%	27	120	39
16-Feb	30	2	32	94%	0				
17-Feb	0		0		0				
18-Feb	593	12	605	98%	260	43%	18	66	32
19-Feb	647	15	662	98%	246	37%	17	64	34
20-Feb	572	11	583	98%	240	41%	20	82	53
21-Feb	508	20	528	96%	262	50%	32	61	40
22-Feb	613	25	638	96%	287	45%	44	85	30
23-Feb	20	1	21	95%	0				
24-Feb	0		0		0				
25-Feb	727	28	755	96%	287	38%	30	59	43
26-Feb	556	30	586	95%	261	45%	29	72	53
27-Feb	485	16	501	97%	186	37%	22	56	56
28-Feb	501	19	520	96%	156	30%	25	60	34
	0		0		0				
	0		0		0				
	0		0		0				
Total 2002 MTD	11,573	405	11,978	97%	4,971	42%	27	71	767
Total 2001 MTD	10,921	484	11,405	96%	5,237	46%	43	76	641
Total 2002 QTD	25,324	956	26,280	96%	10,653	41%			1,633
Total 2001 QTD	23,660	1,275	24,935	95%	12,078	48%			1,396
Total 2002 YTD	25,324	956	26,280	96%	10,653	41%			1,633
Total 2001 YTD	23,660	1,275	24,935	95%	12,078	48%			1,396

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Mar	516	18	534	97%	229	44%	22	91	28
2-Mar	23		23	100%	0				
3-Mar	0		0		0				
4-Mar	787	48	835	94%	275	33%	48	83	44
5-Mar	518	25	543	95%	272	50%	39	89	35
6-Mar	518	19	537	96%	247	46%	26	69	46
7-Mar	546	16	562	97%	225	40%	25	114	35
8-Mar	517	11	528	98%	210	40%	31	96	28
9-Mar	25	1	26	96%	0				
10-Mar	0		0		0				
11-Mar	741	23	764	97%	324	42%	27	63	28
12-Mar	551	22	573	96%	216	38%	18	62	45
13-Mar	521	29	550	95%	214	39%	34	82	51

14-Mar	502	20	522	96%	153	29%	39	58	
15-Mar	510	20	530	96%	227	43%	35	65	
16-Mar	21		21	100%	0				
17-Mar	0		0		0				
18-Mar	761	18	779	98%	244	31%	40	75	36
19-Mar	553	19	572	97%	199	35%	37	74	38
20-Mar	501	12	513	98%	249	49%	18	55	38
21-Mar	541	35	576	94%	193	34%	25	87	31
22-Mar	479	15	494	97%	205	41%	34	76	39
23-Mar	25	1	26	96%	0				
24-Mar	0		0		0				
25-Mar	683	19	702	97%	248	35%	26	68	34
26-Mar	536	38	574	93%	244	43%	27	118	34
27-Mar	491	19	510	96%	288	56%	26	54	38
28-Mar	465	11	476	98%	251	53%	29	50	32
29-Mar	0		0		0				
30-Mar	19		19	100%	0				
31-Mar	0		0		0				
Total 2002 MTD	11,350	439	11,789	96%	4,713	40%	30	76	732
Total 2001 MTD	11,663	959	12,622	92%	5,512	44%	69	89	826
Total 2002 QTD	36,674	1,395	38,069	96%	15,366	40%			2,365
Total 2001 QTD	35,323	2,234	37,557	94%	17,590	47%			2,222
Total 2002 YTD	36,674	1,395	38,069	96%	15,366	40%			2,365
Total 2001 YTD	35,323	2,234	37,557	94%	17,590	47%			2,222

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

First Quarter 2002

	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jan									
Total	13,751	551	14,302	96%	5,682	40%	27	73	866
Feb									
Total	11,573	405	11,978	97%	4,971	42%	27	71	767
Mar									
Total	11,350	439	11,789	96%	4,713	40%	30	76	732

First Quarter 2002

Total	36,674	1,395	38,069	96%	15,366	40%	28	74	2,365
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DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Apr-02									
1-Apr	796	79	875	91%	282	35%	76	79	50
2-Apr	560	48	608	92%	206	34%	52	98	24
3-Apr	500	16	516	97%	211	41%	20	69	30
4-Apr	517	17	534	97%	204	38%	25	60	43
5-Apr	540	26	566	95%	273	48%	23	73	42
6-Apr	20	4	24	83%	0				
7-Apr	0		0		0				
8-Apr	685	32	717	96%	308	43%	27	80	41
9-Apr	502	25	527	95%	220	42%	24	98	43
10-Apr	433	24	457	95%	178	39%	15	132	18
11-Apr	413	24	437	95%	176	40%	58		39
12-Apr	442	19	461	96%	188	41%	20	96	26
13-Apr	18	1	19	95%	0				
14-Apr	0		0		0				
15-Apr	686	45	731	94%	187	26%	40	86	35
16-Apr	529	30	559	95%	130	23%	39	63	21
17-Apr	527	21	548	96%	210	38%	26	69	30
18-Apr	546	14	560	98%	252	45%	26	96	26
19-Apr	504	17	521	97%	276	53%	38	57	29
20-Apr	14	0	14	100%	0				
21-Apr	0		0		0				

22-Apr	707	28	735	96%	312	42%	28	53	
23-Apr	504	35	539	94%	194	36%	27	101	28
24-Apr	521	22	543	96%	201	37%	18	61	33
25-Apr	546	24	570	96%	180	32%	25	76	25
26-Apr	547	21	568	96%	137	24%	27	100	53
27-Apr	22		22	100%	0				
28-Apr	0		0		0				
29-Apr	789	39	828	95%	309	37%	35	63	49
30-Apr	579	24	603	96%	271	45%	36	97	36
	0		0		0				
Total 2002 MTD	12,447	635	13,082	95%	4,905	37%	32	81	778
Total 2001 MTD	11,282	640	11,922	95%	5,158	43%	49	80	750
Total 2002 QTD	12,447	635	13,082	95%	4,905	37%			778
Total 2001 QTD	11,282	640	11,922	95%	5,158	43%			750
Total 2002 YTD	49,121	2,030	51,151	96%	20,271	40%			3143
Total 2001 YTD	46,605	2,874	49,479	94%	22,748	46%			2972

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

May-02

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-May	484	21	505	96%	236	49%	23	93	36
2-May	472	22	494	96%	169	34%	39	91	34
3-May	463	9	472	98%	245	52%	23	62	39
4-May	14		14	100%	0				
5-May	0		0		0				
6-May	748	36	784	95%	227	29%	46	89	49
7-May	539	34	573	94%	183	32%	26	96	37
8-May	514	21	535	96%	186	35%	20	56	27
9-May	501	28	529	95%	141	27%	21	112	27
10-May	496	35	531	93%	204	38%	44	60	33
11-May	21	3	24	88%	0				
12-May	0		0		0				
13-May	704	20	724	97%	258	36%	25	55	49
14-May	554	10	564	98%	218	39%	22	110	29
15-May	558	34	592	94%	191	32%	29	82	27
16-May	596	18	614	97%	175	29%	24	47	41
17-May	553	19	572	97%	184	32%	24	83	45
18-May	20	2	22	91%	0				
19-May	0		0		0				
20-May	674	32	706	95%	180	25%	34	59	35
21-May	608	34	642	95%	187	29%	36	94	28
22-May	582	34	616	94%	192	31%	38	89	39
23-May	578	43	621	93%	120	19%	54	74	19
24-May	562	20	582	97%	157	27%	42	75	27
25-May	18	0	18	100%	0				
26-May	0		0		0				
27-May	0		0		0				
28-May	898	53	951	94%	332	35%	47	74	54
29-May	607	23	630	96%	218	35%	31	78	32
30-May	594	22	616	96%	152	25%	35	58	28

31-May	532	15	547	97%	225	41%	40	45	KAW_R2\$AGDR_40D_ATT_071106
Total 2002 MTD	12,890	588	13,478	96%	4,380	32%	33	76	760
Total 2001 MTD	11,629	644	12,273	95%	4,910	40%	52	82	819
Total 2002 QTD	25,337	1,223	26,560	95%	9,285	35%			1,538
Total 2001 QTD	22,911	1,284	24,195	95%	10,068	42%			1,569
Total 2002 YTD	62,011	2,618	64,629	96%	24,651	38%			3,903
Total 2001 YTD	58,234	3,518	61,752	94%	27,658	45%			3,791

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jun-02									
1-Jun	29		29	100%	0				
2-Jun	0		0		0				
3-Jun	850	60	910	93%	307	34%	84	85	52
4-Jun	637	54	691	92%	242	35%	84	101	36
5-Jun	535	24	559	96%	158	28%	48	80	26
6-Jun	506	37	543	93%	66	12%	65	94	32
7-Jun	608	27	635	96%	162	26%	44	77	45
8-Jun	23	2	25	92%	0				
9-Jun	0		0		0				
10-Jun	827	41	868	95%	213	25%	58	54	45
11-Jun	595	28	623	96%	158	25%	46	89	31
12-Jun	517	45	562	92%	190	34%	57	89	37
13-Jun	528	28	556	95%	169	30%	45	72	37
14-Jun	550	51	601	92%	224	37%	69	117	42
15-Jun	0		0		0				
16-Jun	0		0		0				
17-Jun	777	91	868	90%	364	42%	88	104	64
18-Jun	629	19	648	97%	196	30%	43	59	35
19-Jun	542	39	581	93%	182	31%	50	73	27
20-Jun	574	28	602	95%	141	23%	45	50	27
21-Jun	531	27	558	95%	131	23%	38	69	43
22-Jun	0		0		0				
23-Jun	0		0		0				
24-Jun	781	120	901	87%	179	20%	102	112	48
25-Jun	609	61	670	91%	175	26%	92	98	37
26-Jun	542	39	581	93%	120	21%	61	66	31
27-Jun	517	33	550	94%	99	18%	54	101	28
28-Jun	568	45	613	93%	160	26%	69	91	38
29-Jun	0		0		0				
30-Jun	0		0		0				
01-Jun	0		0		0				
Total 2002 MTD	12,275	899	13,174	93%	3,636	28%	62	84	761
Total 2001 MTD	12,574	654	13,228	95%	5,524	42%	43	79	800
Total 2002 QTD	37,612	2,122	39,734	95%	12,921	33%			2,299
Total 2001 QTD	35,485	1,938	37,423	95%	15,592	42%			2,369
Total 2002 YTD	74,286	3,517	77,803	95%	28,287	36%			4,664
Total 2001 YTD	70,808	4,172	74,980	94%	33,182	44%			4,591

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Second Quarter 2002

	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Apr Total	12,447	635	13,082	95%	4,905	37%	32	81	778
May Total	12,890	588	13,478	96%	4,380	32%	33	76	760
Jun Total	12,275	899	13,174	93%	3,636	28%	62	84	761

Second Quarter 2002

Total	37,612	2,122	39,734	95%	12,921	33%	42	81	2,299
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DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jul-02									
1-Jul	723	42	765	95%	248	34%	60	70	48
2-Jul	588	32	620	95%	189	30%	36	52	37
3-Jul	539	49	588	92%	119	20%	57	70	38
4-Jul	0		0		0				
5-Jul*	0		0		0				40
6-Jul	0		0		0				
7-Jul	0		0		0				
8-Jul	871	69	940	93%	195	21%	78	68	56
9-Jul	652	50	702	93%	160	23%	72	79	54
10-Jul	536	41	577	93%	146	25%	64	81	28
11-Jul	662	45	707	94%	101	14%	53	70	43
12-Jul**	534	74	608	88%	169	28%	126	128	44
13-Jul	0		0		0				
14-Jul	0		0		0				
15-Jul	820	43	863	95%	269	31%	66	73	35
16-Jul	714	33	747	96%	223	30%	50	72	41
17-Jul	614	59	673	91%	216	32%	73	96	48
18-Jul	565	54	619	91%	157	25%	58	97	41
19-Jul	599	28	627	96%	219	35%	46	89	43
20-Jul	0		0		0				
21-Jul	0		0		0				
22-Jul	898	85	983	91%	298	30%	79	88	51
23-Jul	675	30	705	96%	235	33%	61	98	36
24-Jul	565	48	613	92%	227	37%	58	89	33
25-Jul	609	58	667	91%	265	40%	82	102	23
26-Jul	574	41	615	93%	245	40%	53	116	48
27-Jul	0		0		0				
28-Jul	0		0		0				
29-Jul	873	193	1066	82%	411	39%			55
30-Jul	758	82	840	90%	302	36%	92	86	36
31-Jul***	1143	147	1290	89%	513	40%	55	88	41
Total 2002 MTD	14,512	1,303	15,815	92%	4,907	31%	66	86	919
Total 2001 MTD	13,935	761	14,696	95%	6,164	42%	45	77	776
Total 2002 QTD	14,512	1,303	15,815	92%	4,907	31%			919
Total 2001 QTD	13,935	761	14,696	95%	6,164	42%			776
Total 2002 YTD	88,798	4,820	93,618	95%	33,194	35%			5,583
Total 2001 YTD	84,743	4,933	89,676	94%	39,346	44%			5,367

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Aug-02									
1-Aug*	2760	181	2941	94%	678	25%	46	61	42
2-Aug	718	148	866	83%	121	14%	137	139	47

3-Aug	0		0		0				
4-Aug	0		0		0				
5-Aug	875	105	980	89%	331	34%	105	94	61
6-Aug	678	79	757	90%	276	36%	93	109	39
7-Aug	610	82	692	88%	202	29%	98	94	40
8-Aug	625	76	701	89%	85	12%	98	107	45
9-Aug	778	102	880	88%	107	12%	113	116	51
10-Aug	0		0		0				
11-Aug	0		0		0				
12-Aug	809	85	894	90%	358	40%	98	96	51
13-Aug	628	95	723	87%	185	26%	82	82	28
14-Aug	581	71	652	89%	135	21%	109	121	44
15-Aug	635	78	713	89%	192	27%	102	95	46
16-Aug	633	95	728	87%	222	30%	121	124	56
17-Aug	0		0		0				
18-Aug	0		0		0				
19-Aug	929	134	1063	87%	292	27%	125	103	63
20-Aug	638	42	680	94%	250	37%	68	76	32
21-Aug	562	26	588	96%	173	29%	66	74	40
22-Aug	539	98	637	85%	114	18%	116	143	31
23-Aug	611	72	683	89%	151	22%	92	101	45
24-Aug	0		0		0				
25-Aug	0		0		0				
26-Aug	855	79	934	92%	314	34%	105	99	65
27-Aug	629	50	679	93%	198	29%	76	97	51
28-Aug	561	55	616	91%	161	26%	83	99	45
29-Aug	599	74	673	89%	140	21%	92	131	29
30-Aug	581	44	625	93%	213	34%	66	93	61
31-Aug	0		0		0				
Total 2002 MTD	16,834	1,871	18,705	90%	4,898	26%	95	102	1012
Total 2001 MTD	14,259	752	15,011	95%	6,045	40%	48	79	878
Total 2002 QTD	31,346	3,174	34,520	91%	9,805	28%			1,931
Total 2001 QTD	28,194	1,513	29,707	95%	12,209	41%			1,654
Total 2002 YTD	105,632	6,691	112,323	94%	38,092	34%			6,595
Total 2001 YTD	99,002	5,685	104,687	95%	45,391	43%			6,245

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Sep-02									
1-Sep	0		0		0				
2-Sep	0		0		0				
3-Sep	738	90	828	89%	220	27%	85	105	
4-Sep	610	45	655	93%	191	29%	52	90	
5-Sep	546	52	598	91%	96	16%	64	108	
6-Sep	619	49	668	93%	223	33%	71	101	
7-Sep	0		0		0				
8-Sep	0		0		0				
9-Sep	900	49	949	95%	307	32%	66	70	
10-Sep	745	89	834	89%	242	29%	88	98	
11-Sep	508	42	550	92%	185	34%	43	99	

12-Sep	551	44	595	93%	180	30%	78	94	
13-Sep	613	69	682	90%	230	34%	91	104	
14-Sep	0		0		0				
15-Sep	0		0		0				
16-Sep	802	57	859	93%	272	32%	73	74	
17-Sep	626	53	679	92%	182	27%	77	110	
18-Sep	582	53	635	92%	198	31%	70	99	
19-Sep	531	35	566	94%	148	26%	46	83	
20-Sep	515	63	578	89%	139	24%	72	115	
21-Sep	0		0		0				
22-Sep	0		0		0				
23-Sep	685	83	768	89%	237	31%	83	73	
24-Sep	571	85	656	87%	65	10%	115	122	
25-Sep	495	58	553	90%	130	24%	80	113	
26-Sep	498	54	552	90%	165	30%	91	108	
27-Sep	531	42	573	93%	98	17%	70	98	
28-Sep	0		0		0				
29-Sep	0		0		0				
30-Sep	702	71	773	91%	201	26%	96	111	
Total 2002 MTD	12,368	1,183	13,551	91%	3,709	27%	76	99	700
Total 2001 MTD	11,774	549	12,323	96%	5,699	46%	45	73	696
Total 2002 QTD	43,714	4,357	48,071	91%	13,514	28%			2,631
Total 2001 QTD	39,968	2,062	42,030	95%	17,908	43%			2,350
Total 2002 YTD	118,000	7,874	125,874	94%	41,801	33%			7,295
Total 2001 YTD	110,776	6,234	117,010	95%	51,090	44%			6,941

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Third Quarter 2002

	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Jul Total	14,512	1,303	15,815	92%	4,907	31%	66	86	919
Aug Total	16,834	1,871	18,705	90%	4,898	26%	95	102	1012
Sep Total	12,368	1,183	13,551	91%	3,709	27%	76	99	700

Third Quarter 2002

Total	43,714	4,357	48,071	91%	13,514	28%	79	96	2,631
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DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Oct-02									
1-Oct	557	41	598	93%	165	30%	81	77	42
2-Oct	558	50	608	92%	175	29%	66	99	42
3-Oct	498	34	532	94%	90	17%	41	97	44
4-Oct	520	70	590	88%	139	24%	83	106	37
5-Oct	0		0		0				
6-Oct	0		0		0				
7-Oct	852	107	959	89%	76	8%	107	101	57
8-Oct	598	45	643	93%	133	21%	73	70	43
9-Oct	507	43	550	92%	99	18%	73	127	29
10-Oct	535	59	594	90%	66	11%	83	99	34
11-Oct	567	52	619	92%	182	29%	77	73	48
12-Oct	0		0		0				
13-Oct	0		0		0				
14-Oct	670	90	760	88%	164	22%	79	102	47
15-Oct	592	138	730	81%	159	22%	137	149	42
16-Oct	557	106	663	84%	121	18%	139	133	49
17-Oct	541	80	621	87%	207	33%	145	147	43
18-Oct	583	71	654	89%	182	28%	86	108	44
19-Oct	0		0		0				
20-Oct	0		0		0				

21-Oct	787	140	927	85%	193	21%	138	120	KAW_R59AGDR_40D_ATT_071106
22-Oct	541	59	600	90%	180	30%	80	114	52 of 137
23-Oct	539	58	597	90%	198	33%	99	144	
24-Oct	534	73	607	88%	170	28%	104	115	
25-Oct	537	89	626	86%	141	23%	122	125	
26-Oct	0		0		0				
27-Oct	0		0		0				
28-Oct	723	89	812	89%	300	37%	114	121	
29-Oct	575	180	755	76%	155	21%	170	179	
30-Oct	519	125	644	81%	94	15%	169	146	
31-Oct	474	78	552	86%	92	17%	140	131	
Total 2002 MTD	13,364	1,877	15,241	88%	3,481	23%	105	117	964
Total 2001 MTD	13,820	907	14,727	94%	5,667	38%	62	81	981
Total 2002 QTD	13,364	1,877	15,241	88%	3,481	23%			964
Total 2001 QTD	13,820	907	14,727	94%	5,667	38%			981
Total 2002 YTD	131,364	9,751	141,115	93%	45,282	32%			8,259
Total 2001 YTD	124,596	7,141	131,737	95%	56,757	43%			7,922

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Nov-02

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
1-Nov	545	54	599	91%	215	39%	88	118	40
2-Nov	0		0		0				
3-Nov	0		0		0				
4-Nov	773	78	851	91%	182	21%	84	116	54
5-Nov	493	31	524	94%	71	14%	60	103	27
6-Nov	499	92	591	84%	84	14%	142	156	30
7-Nov	479	62	541	89%	147	27%	92	115	36
8-Nov	577	81	658	88%	194	29%	83	120	35
9-Nov	0		0		0				
10-Nov	0		0		0				
11-Nov	657	65	722	91%	229	32%	60	94	48
12-Nov	639	72	711	90%	252	35%	84	103	43
13-Nov	648	78	726	89%	241	33%	103	106	35
14-Nov	580	60	640	91%	194	30%	92	131	40
15-Nov	655	52	707	93%	218	31%	68	86	48
16-Nov	0		0		0				
17-Nov	0		0		0				
18-Nov	947	111	1058	90%	394	37%	115	116	53
19-Nov	637	81	718	89%	139	19%	95	129	42
20-Nov	583	53	636	92%	228	36%	80	94	2
21-Nov	548	75	623	88%	80	13%	100	119	39
22-Nov	555	45	600	93%	139	23%	68	109	37
23-Nov	0		0		0				
24-Nov	0		0		0				
25-Nov	721	167	888	81%	204	23%	129	111	46
26-Nov	608	84	692	88%	166	24%	140	123	41
27-Nov	449	89	538	83%	98	18%	133	141	34
28-Nov	0		0		0				
29-Nov	0		0		0				

30-Nov	0	0	0						
	0	0	0						
Total 2002 MTD	11,593	1,430	13,023	89%	3,475	27%	96	115	730
Total 2001 MTD	12,403	971	13,374	93%	5,009	37%	71	93	858
Total 2002 QTD	24,957	3,307	28,264	88%	6,956	25%			1,694
Total 2001 QTD	26,223	1,878	28,101	93%	10,676	38%			1,839
Total 2002 YTD	142,957	11,181	154,138	93%	48,757	32%			8,989
Total 2001 YTD	136,999	8,112	145,111	94%	61,766	43%			8,780

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Date	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Dec-02									
1-Dec	0		0		0				
2-Dec	966	168	1134	85%	407	36%	126	97	64
3-Dec	624	77	701	89%	186	27%	109	109	42
4-Dec	497	60	557	89%	206	37%	76	109	30
5-Dec	459	46	505	91%	214	42%	75	102	14
6-Dec	478	45	523	91%	255	49%	88	103	37
7-Dec	0		0		0				
8-Dec	0		0		0				
9-Dec	845	176	1021	83%	333	33%	160	120	47
10-Dec	681	124	805	85%	239	30%	148	139	46
11-Dec	554	126	680	81%	218	32%	149	141	43
12-Dec	565	135	700	81%	168	24%	168	158	53
13-Dec	628	137	765	82%	182	24%	168	134	60
14-Dec	0		0		0				
15-Dec	0		0		0				
16-Dec	777	129	906	86%	353	39%	151	122	51
17-Dec	561	92	653	86%	262	40%	149	140	31
18-Dec	447	68	515	87%	182	35%	149	135	29
19-Dec	544	124	668	81%	100	15%	158	141	26
20-Dec	515	124	639	81%	41	6%	191	164	42
21-Dec	0		0		0				
22-Dec	0		0		0				
23-Dec	572	233	805	71%	157	20%	248	174	37
24-Dec	0		0		0				
25-Dec	0		0		0				
26-Dec	493	83	576	86%	136	24%	130	145	21
27-Dec	458	149	607	75%	201	33%	206	188	40
28-Dec	0		0		0				
29-Dec	0		0		0				
30-Dec	794	149	943	84%	217	23%	153	122	63
31-Dec	537	63	600	90%	142	24%	100	107	28
Total 2002 MTD	11,995	2,308	14,303	84%	4,199	29%	145	133	804
Total 2001 MTD	11,409	951	12,360	92%	3,965	32%	79	80	654
Total 2002 QTD	36,952	5,615	42,567	87%	11,155	26%			2,498
Total 2001 QTD	37,632	2,829	40,461	93%	14,641	36%			2,493
Total 2002 YTD	154,952	13,489	168,441	92%	52,956	31%			9,793
Total 2001 YTD	148,408	9,063	157,471	94%	65,731	42%			9,434

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Fourth Quarter 2002

	Number of Calls				Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned	Total	%			Avg Wait Before Answered	Avg Delay Before Abandoned	
Oct Total	13,364	1,877	15,241	88%	3,481	23%	105	117	964
Nov Total	11,593	1,430	13,023	89%	3,475	27%	96	115	730
Dec Total	11,995	2,308	14,303	84%	4,199	29%	145	133	804
Fourth Quarter 2002									
Total	36,952	5,615	42,567	87%	11,155	26%	115	121	2,498

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Year to Date 2002

	Number of Calls		Total	%	Home Agents	Daily % Total	Seconds		Walk Up CS Counter
	Answered	Abandoned					Avg Wait Before Answered	Avg Delay Before Abandoned	
Total	154,952	13,489	168,441	92%	52,956	31%	66	93	9.793

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jan-03														
Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Jan													0	0%
2-Jan	61	81	51		67		130	133	76	21	30		650	4%
3-Jan	77	109	6		72		127	117	97	27	28		660	5%
4-Jan													0	0%
5-Jan													0	0%
6-Jan	71	53	69	123	9	69	137	121	142	6	47		847	6%
7-Jan	63		68	115	47	55	35	112	70	6	40		611	4%
8-Jan	60		11	92	42	59	110	58	64	4	35		535	4%
9-Jan	63		79	50	55	53			102	104	44		550	4%
10-Jan	74		34	70	44	76		110	77	116	48		649	4%
11-Jan													0	0%
12-Jan													0	0%
13-Jan	38	86	38	116	77	8	121	162	98	79	73		896	6%
14-Jan	34	104	63	81	59	35	91	90	10	71	42		680	5%
15-Jan	49	87	53	15	51		20	92	101	34	49		551	4%
16-Jan	31	125	44	71	46		13	56	81	82	29		578	4%
17-Jan	56	87	72	89	12			67	104	75	32		594	4%
18-Jan													0	0%
19-Jan													0	0%
20-Jan	71			104	19	91	90	117		83	16		591	4%
21-Jan	51	51	48	96	41	59		93	75	61	47		622	4%
22-Jan	45	123	27	107	35	53	103	41	66	38	45		683	5%
23-Jan	61	58	29	79	43	35	81	86	52	34	37		595	4%
24-Jan	55	107	35	109	30	40	88	138	128	34	43		807	6%
25-Jan	3	3		43	13			16	33	58			169	1%
26-Jan	10			36	16								62	0%
27-Jan	71	101	24	119	51	51	95	116	64	79	72		843	6%
28-Jan	52	92	45	134	24	32	82	55	66	36	40		658	5%
29-Jan	66	100	46	78	39	5	65	60	83	5	51		598	4%
30-Jan	63	104	35	37	40	34	106	55	61	7	45		587	4%
31-Jan	67	59	45	98		33	98	52	92		40		584	4%
Total	1292	1530	922	1862	932	788	1592	1947	1742	1060	933	0	14600	100%
%Total	9%	10%	6%	13%	6%	5%	11%	13%	12%	7%	6%	0%	100%	
Hours	154.0	119.0	147.0	140.0	147.0	119.0	126.0	147.0	147.0	112.0			135.8	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	8.39	12.86	6.27	13.30	6.34	6.62	12.63	13.24	11.85	9.46			107.51	
% Goal	84%	129%	63%	133%	63%	66%	126%	132%	119%	95%			108%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Feb-03														
Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
2-Feb													0	0%
3-Feb	75	155	20	168		76	106	40		102	4		746	7%
4-Feb	56	61	48	124	57	66	47	88		49	57		653	6%
5-Feb	69	112	43	91	20	38	80	21		28	63		565	5%

17-Mar	60	104		118	74		108	102	37	60	42	705	4%	
18-Mar	74	71	41	91	15		65	74	75	25	49	580	4%	
19-Mar	53	85	11	80	24	30	58	35	69	69	37	551	4%	
20-Mar		75	25	92	59	38	115		52	27	31	514	4%	
21-Mar	42	42	38	65	13	16	74	81	15	73	43	502	4%	
22-Mar												0	0%	
23-Mar												0	0%	
24-Mar	30	122	4	106	67	66	138	119	74	45		771	6%	
25-Mar	69	147	34	108	68	43		73	32			574	4%	
26-Mar	73	174	12	92	59	73		84				567	4%	
27-Mar	83	83	71	106	31	38		14	79	23		528	4%	
28-Mar	54	114	62	168		61		69	55	69		652	5%	
29-Mar												0	0%	
30-Mar												0	0%	
31-Mar	87	192		109	95	25	78		114	75		775	6%	
Total	1251	2066	550	1995	905	742	1413	1378	1314	1071	434	8	13127	100%
%Total	10%	16%	4%	15%	7%	6%	11%	10%	10%	8%	3%	0%	100%	
Hours	140.0	140.0	98.0	147.0	133.0	112.0	112.0	133.0	133.0	133.0			128.1	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	8.94	14.76	5.61	13.57	6.80	6.63	12.62	10.36	9.88	8.05			102.47	
% Goal	89%	148%	56%	136%	68%	66%	126%	104%	99%	81%			102%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

First Quarter 2003

	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total
Jan													
Total	1292	1530	922	1862	932	788	1592	1947	1742	1060	933	0	14600
Hours	154.0	119.0	147.0	140.0	147.0	119.0	126.0	147.0	147.0	112.0	0.0	0.0	135.8
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.39	12.86	6.27	13.30	6.34	6.62	12.63	13.24	11.85	9.46			107.51
% Goal	84%	129%	63%	133%	63%	66%	126%	132%	119%	95%			108%
Feb													
Total	905	1069	908	1815	837	762	1096	1433	972	604	428	0	10829
Hours	112.0	91.0	140.0	140.0	133.0	126.0	105.0	133.0	98.0	98.0	0.0	0.0	117.6
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.08	11.75	6.49	12.96	6.29	6.05	10.44	10.77	9.92	6.16			92.08
% Goal	81%	117%	65%	130%	63%	60%	104%	108%	99%	62%			92%
Mar													
Total	1251	2066	550	1995	905	742	1413	1378	1314	1071	434	8	13127
Hours	140.0	140.0	98.0	147.0	133.0	112.0	112.0	133.0	133.0	133.0	0.0	0.0	128.1
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	8.94	14.76	5.61	13.57	6.80	6.63	12.62	10.36	9.88	8.05			102.47
% Goal	89%	148%	56%	136%	68%	66%	126%	104%	99%	81%			102%

First Quarter 2003

Total Calls	3.448	4.665	2.380	5.672	2.674	2.292	4.101	4.758	4.028	2.735	1.795	8	38.556
Available Hours	406.0	350.0	385.0	427.0	413.0	357.0	343.0	413.0	378.0	343.0	0.0	0.0	381.5
Goal Per Hour	10	10	10	10	10	10	10	10	10	10		0	100
CSR Calls Per Hour	8.49	13.33	6.18	13.28	6.47	6.42	11.96	11.52	10.66	7.97			101.06
CSR Percent of Goal	85%	133%	62%	133%	65%	64%	120%	115%	107%	80%			101%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Apr-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Apr													0	#DIV/0!
2-Apr													0	#DIV/0!
3-Apr													0	#DIV/0!
4-Apr													0	#DIV/0!
5-Apr													0	#DIV/0!
6-Apr													0	#DIV/0!
7-Apr													0	#DIV/0!
8-Apr													0	#DIV/0!
9-Apr													0	#DIV/0!
10-Apr													0	#DIV/0!
11-Apr													0	#DIV/0!
12-Apr													0	#DIV/0!
13-Apr													0	#DIV/0!
14-Apr													0	#DIV/0!
15-Apr													0	#DIV/0!
16-Apr													0	#DIV/0!
17-Apr													0	#DIV/0!
18-Apr													0	#DIV/0!
19-Apr													0	#DIV/0!
20-Apr													0	#DIV/0!
21-Apr													0	#DIV/0!
22-Apr													0	#DIV/0!
23-Apr													0	#DIV/0!
24-Apr													0	#DIV/0!
25-Apr													0	#DIV/0!
26-Apr													0	#DIV/0!
27-Apr													0	#DIV/0!
28-Apr													0	#DIV/0!
29-Apr													0	#DIV/0!
30-Apr													0	#DIV/0!

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Jun-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Jun													0	#DIV/0!
2-Jun													0	#DIV/0!
3-Jun													0	#DIV/0!
4-Jun													0	#DIV/0!
5-Jun													0	#DIV/0!
6-Jun													0	#DIV/0!
7-Jun													0	#DIV/0!
8-Jun													0	#DIV/0!
9-Jun													0	#DIV/0!
10-Jun													0	#DIV/0!
11-Jun													0	#DIV/0!
12-Jun													0	#DIV/0!
13-Jun													0	#DIV/0!
14-Jun													0	#DIV/0!
15-Jun													0	#DIV/0!
16-Jun													0	#DIV/0!
17-Jun													0	#DIV/0!
18-Jun													0	#DIV/0!
19-Jun													0	#DIV/0!
20-Jun													0	#DIV/0!
21-Jun													0	#DIV/0!
22-Jun													0	#DIV/0!
23-Jun													0	#DIV/0!
24-Jun													0	#DIV/0!
25-Jun													0	#DIV/0!
26-Jun													0	#DIV/0!
27-Jun													0	#DIV/0!
28-Jun													0	#DIV/0!
29-Jun													0	#DIV/0!
30-Jun													0	#DIV/0!
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0			147.0	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Second Quarter 2003

	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total
Apr													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	0.0	0.0	154.0

													0	#DIV/0!	
8-Jul														0	#DIV/0!
9-Jul														0	#DIV/0!
10-Jul														0	#DIV/0!
11-Jul														0	#DIV/0!
12-Jul														0	#DIV/0!
13-Jul														0	#DIV/0!
14-Jul														0	#DIV/0!
15-Jul														0	#DIV/0!
16-Jul														0	#DIV/0!
17-Jul														0	#DIV/0!
18-Jul														0	#DIV/0!
19-Jul														0	#DIV/0!
20-Jul														0	#DIV/0!
21-Jul														0	#DIV/0!
22-Jul														0	#DIV/0!
23-Jul														0	#DIV/0!
24-Jul														0	#DIV/0!
25-Jul														0	#DIV/0!
26-Jul														0	#DIV/0!
27-Jul														0	#DIV/0!
28-Jul														0	#DIV/0!
29-Jul														0	#DIV/0!
30-Jul														0	#DIV/0!
31-Jul														0	#DIV/0!
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0				161.0	
Goal	10	10	10	10	10	10	10	10	10	10				100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Aug-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Aug													0	#DIV/0!
2-Aug													0	#DIV/0!
3-Aug													0	#DIV/0!
4-Aug													0	#DIV/0!
5-Aug													0	#DIV/0!
6-Aug													0	#DIV/0!
7-Aug													0	#DIV/0!
8-Aug													0	#DIV/0!
9-Aug													0	#DIV/0!
10-Aug													0	#DIV/0!
11-Aug													0	#DIV/0!
12-Aug													0	#DIV/0!
13-Aug													0	#DIV/0!
14-Aug													0	#DIV/0!
15-Aug													0	#DIV/0!
16-Aug													0	#DIV/0!
17-Aug													0	#DIV/0!
18-Aug													0	#DIV/0!

19-Aug													0	#DIV/0!
20-Aug													0	#DIV/0!
21-Aug													0	#DIV/0!
22-Aug													0	#DIV/0!
23-Aug													0	#DIV/0!
24-Aug													0	#DIV/0!
25-Aug													0	#DIV/0!
26-Aug													0	#DIV/0!
27-Aug													0	#DIV/0!
28-Aug													0	#DIV/0!
29-Aug													0	#DIV/0!
30-Aug													0	#DIV/0!
31-Aug													0	#DIV/0!
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0			147.0	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Sep-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Sep													0	#DIV/0!
2-Sep													0	#DIV/0!
3-Sep													0	#DIV/0!
4-Sep													0	#DIV/0!
5-Sep													0	#DIV/0!
6-Sep													0	#DIV/0!
7-Sep													0	#DIV/0!
8-Sep													0	#DIV/0!
9-Sep													0	#DIV/0!
10-Sep													0	#DIV/0!
11-Sep													0	#DIV/0!
12-Sep													0	#DIV/0!
13-Sep													0	#DIV/0!
14-Sep													0	#DIV/0!
15-Sep													0	#DIV/0!
16-Sep													0	#DIV/0!
17-Sep													0	#DIV/0!
18-Sep													0	#DIV/0!
19-Sep													0	#DIV/0!
20-Sep													0	#DIV/0!
21-Sep													0	#DIV/0!
22-Sep													0	#DIV/0!
23-Sep													0	#DIV/0!
24-Sep													0	#DIV/0!
25-Sep													0	#DIV/0!
26-Sep													0	#DIV/0!
27-Sep													0	#DIV/0!
28-Sep													0	#DIV/0!
29-Sep													0	#DIV/0!

30-Sep

0

#DIV/0!
 #DIV/0!
 #DIV/0!
 KAW_R_1AGDR_40D_ATT_071106
 65 of 137

Total	0	0	0	0	0	0	0	0	0	0	0	0	0
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0			154.0
Goal	10	10	10	10	10	10	10	10	10	10			100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Third Quarter 2003

	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total
Jul													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	0.0	0.0	161.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%
Aug													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	147.0	0.0	0.0	147.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%
Sep													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	154.0	0.0	0.0	154.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%

Third Quarter 2003

Total Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Available Hours	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	0.0	0.0	462.0
Goal Per Hour	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR Calls Per Hour	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00

CSR
Percent
of Goal

0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Oct-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Oct													0	#DIV/0!
2-Oct													0	#DIV/0!
3-Oct													0	#DIV/0!
4-Oct													0	#DIV/0!
5-Oct													0	#DIV/0!
6-Oct													0	#DIV/0!
7-Oct													0	#DIV/0!
8-Oct													0	#DIV/0!
9-Oct													0	#DIV/0!
10-Oct													0	#DIV/0!
11-Oct													0	#DIV/0!
12-Oct													0	#DIV/0!
13-Oct													0	#DIV/0!
14-Oct													0	#DIV/0!
15-Oct													0	#DIV/0!
16-Oct													0	#DIV/0!
17-Oct													0	#DIV/0!
18-Oct													0	#DIV/0!
19-Oct													0	#DIV/0!
20-Oct													0	#DIV/0!
21-Oct													0	#DIV/0!
22-Oct													0	#DIV/0!
23-Oct													0	#DIV/0!
24-Oct													0	#DIV/0!
25-Oct													0	#DIV/0!
26-Oct													0	#DIV/0!
27-Oct													0	#DIV/0!
28-Oct													0	#DIV/0!
29-Oct													0	#DIV/0!
30-Oct													0	#DIV/0!
31-Oct													0	#DIV/0!
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0			161.0	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Nov-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Nov													0	#DIV/0!
2-Nov													0	#DIV/0!
3-Nov													0	#DIV/0!
4-Nov													0	#DIV/0!
5-Nov													0	#DIV/0!
6-Nov													0	#DIV/0!
7-Nov													0	#DIV/0!
8-Nov													0	#DIV/0!
9-Nov													0	#DIV/0!
10-Nov													0	#DIV/0!
11-Nov													0	#DIV/0!
12-Nov													0	#DIV/0!
13-Nov													0	#DIV/0!
14-Nov													0	#DIV/0!
15-Nov													0	#DIV/0!
16-Nov													0	#DIV/0!
17-Nov													0	#DIV/0!
18-Nov													0	#DIV/0!
19-Nov													0	#DIV/0!
20-Nov													0	#DIV/0!
21-Nov													0	#DIV/0!
22-Nov													0	#DIV/0!
23-Nov													0	#DIV/0!
24-Nov													0	#DIV/0!
25-Nov													0	#DIV/0!
26-Nov													0	#DIV/0!
27-Nov													0	#DIV/0!
28-Nov													0	#DIV/0!
29-Nov													0	#DIV/0!
30-Nov													0	#DIV/0!
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0			140.0	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Dec-03

Date	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total	% Total
1-Dec													0	#DIV/0!
2-Dec													0	#DIV/0!
3-Dec													0	#DIV/0!
4-Dec													0	#DIV/0!
5-Dec													0	#DIV/0!
6-Dec													0	#DIV/0!

	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7-Dec														
8-Dec														
9-Dec														
10-Dec														
11-Dec														
12-Dec														
13-Dec														
14-Dec														
15-Dec														
16-Dec														
17-Dec														
18-Dec														
19-Dec														
20-Dec														
21-Dec														
22-Dec														
23-Dec														
24-Dec														
25-Dec														
26-Dec														
27-Dec														
28-Dec														
29-Dec														
30-Dec														
31-Dec														
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0			161.0	
Goal	10	10	10	10	10	10	10	10	10	10			100	
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Fourth Quarter 2003

	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total
Oct													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	0.0	0.0	161.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%
Nov													
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0	140.0	0.0	0.0	140.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%

Dec	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	161.0	0.0	0.0	161.0
Goal	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
% Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Fourth Quarter 2003

Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Available	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	0.0	0.0	462.0
Hours	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	462.0	0.0	0.0	462.0
Goal Per	10	10	10	10	10	10	10	10	10	10	0	0	100
Hour	10	10	10	10	10	10	10	10	10	10	0	0	100
CSR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Calls Per	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Hour	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CSR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
of Goal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

DAILY CALL STATS BY CUSTOMER SERVICE REPRESENTATIVE

Year to Date 2003

	Peggy Sipes	Cathy Schriefer	Carrie Stepp	Beverly Horton	Stacy Owens	Kathy Brooks	Sondra Stone	Becky Ashby	Pat James	Kelly Lynne	LeeAnn Merritt	Other	Total
Total	3.448	4.665	2.380	5.672	2.674	2.292	4.101	4.758	4.028	2.735	1.795	8	38.556
Available	1785.0	1729.0	1764.0	1806.0	1792.0	1736.0	1722.0	1792.0	1757.0	1722.0	0.0	0.0	1760.5
Hours	1785.0	1729.0	1764.0	1806.0	1792.0	1736.0	1722.0	1792.0	1757.0	1722.0	0.0	0.0	1760.5
Goal Per	10	10	10	10	10	10	10	10	10	10			100
Hour	10	10	10	10	10	10	10	10	10	10			100
CSR	1.93	2.70	1.35	3.14	1.49	1.32	2.38	2.66	2.29	1.59			21.90
Calls Per	1.93	2.70	1.35	3.14	1.49	1.32	2.38	2.66	2.29	1.59			21.90
Hour	1.93	2.70	1.35	3.14	1.49	1.32	2.38	2.66	2.29	1.59			21.90
CSR	19%	27%	13%	31%	15%	13%	24%	27%	23%	16%			22%
Percent	19%	27%	13%	31%	15%	13%	24%	27%	23%	16%			22%
of Goal	19%	27%	13%	31%	15%	13%	24%	27%	23%	16%			22%

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

KAW_R_1AGDR_40D_ATT_071106

Jan-03		Goal 95%			Goal 38%		Walk Up CS Counter	Goal < 30 sec		Goal < 90 sec		Goal > 50%	
Date	Number of Calls		Total	%	Home Agents	Daily % Total		Seconds		Percent		Percent	
	Answered	Abandoned					Avg Wait Before Answered	Avg Delay Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec			
1-Jan	0		0		0								
2-Jan	650	64	714	91%	194	30%	39	97	105	29	72		
3-Jan	660	151	811	81%	194	29%	63	150	137	19	82		
4-Jan	0		0		0								
5-Jan	0		0		0								
6-Jan	847	148	995	85%	315	37%	60	134	110	16	84		
7-Jan	611	104	715	85%	290	47%	33	136	154	20	85		
8-Jan	535	58	593	90%	210	39%	34	94	104	35	76		
9-Jan	550	73	623	88%	113	21%	51	118	117	26	81		
10-Jan	649	57	706	92%	254	39%	41	97	100	30	73		
11-Jan	0		0		0								
12-Jan	0		0		0								
13-Jan	896	145	1041	86%	316	35%	66	113	122	30	86		
14-Jan	680	69	749	91%	205	30%	35	90	103	40	78		
15-Jan	551	99	650	85%	156	28%	42	158	137	24	90		
16-Jan	578	94	672	86%	158	27%	51	126	112	27	73		
17-Jan	594	32	626	95%	212	36%	42	70	76	41	66		
18-Jan	0		0		0								
19-Jan	0		0		0								
20-Jan	591	44	635	93%	292	49%	42	61	91	47	77		
21-Jan	622	34	656	95%	240	39%	51	63	67	44	63		
22-Jan	683	54	737	93%	193	28%	47	73	115	46	79		
23-Jan	595	37	632	94%	226	38%	27	51	83	56	83		
24-Jan	807	30	837	96%	302	37%	27	32	74	68	70		
25-Jan	169	4	173	98%	62	37%		23	33	81	25		
26-Jan	62	3	65	95%	46	74%		9	3	97	0		
27-Jan	843	32	875	96%	306	36%	41	38	94	65	68		
28-Jan	658	22	680	97%	241	37%	38	41	52	61	63		
29-Jan	598	49	647	92%	204	34%	42	57	101	48	75		
30-Jan	587	34	621	95%	155	26%	38	48	82	54	77		
31-Jan	584	25	609	96%	217	37%	32	55	79	51	72		
Total 2003 MTD	14,600	1,462	16,062	91%	5,101	35%	942	81	94	44	71		
Total 2002 MTD	13,751	551	14,302	96%	5,682	41%	866	27	73				
Total 2003 QTD	14,600	1,462	16,062	91%	5,101	35%	942						
Total 2002 QTD	13,751	551	14,302	96%	5,682	41%	866						
Total 2003 YTD	14,600	1,462	16,062	91%	5,101	35%	942						
Total 2002 YTD	13,751	551	14,302	96%	5,682	41%	866						

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Feb-03		Goal 95%			Goal 38%		Walk Up CS Counter	Goal < 30 sec		Goal < 90 sec		Goal > 50%	
Date	Number of Calls		Total	%	Home Agents	Daily % Total		Seconds		Percent		Percent	
	Answered	Abandoned					Avg Wait Before Answered	Avg Delay Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec			
	0		0		0								
2-Feb	0		0		0								
3-Feb	746	114	860	87%	283	38%	66	118	114	27	86		
4-Feb	653	72	725	90%	268	41%	44	94	99	33	70		
5-Feb	565	26	591	96%	181	32%	31	52	79	53	81		