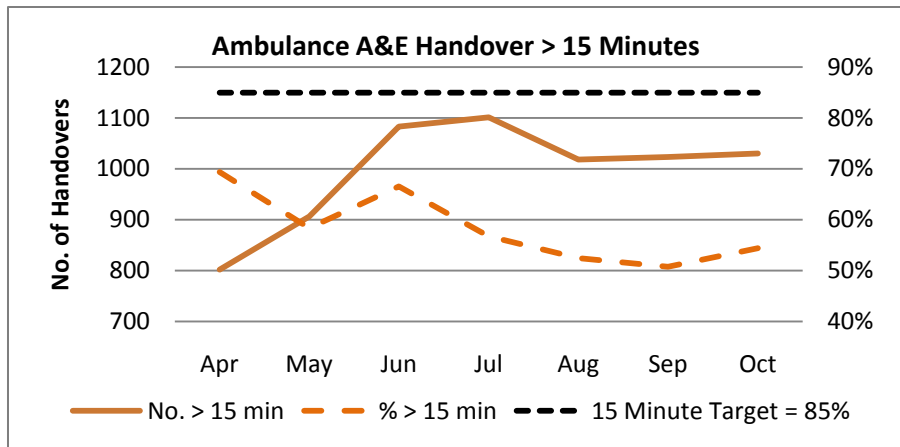
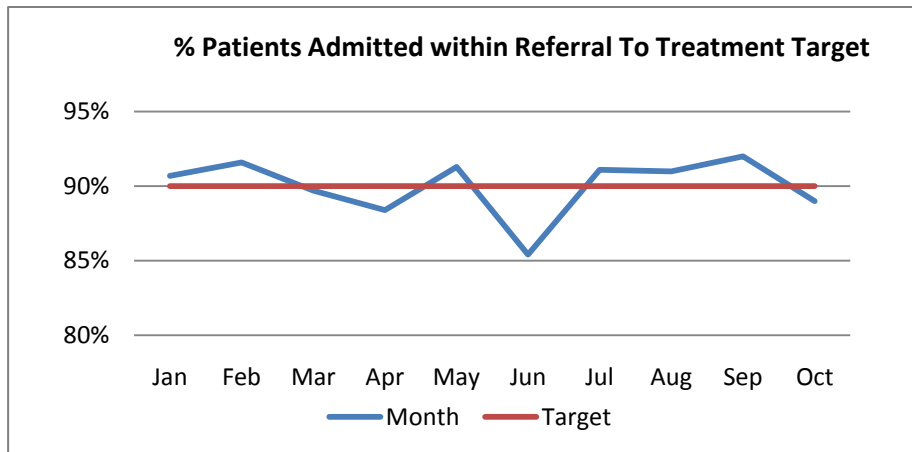


Selected KPIs

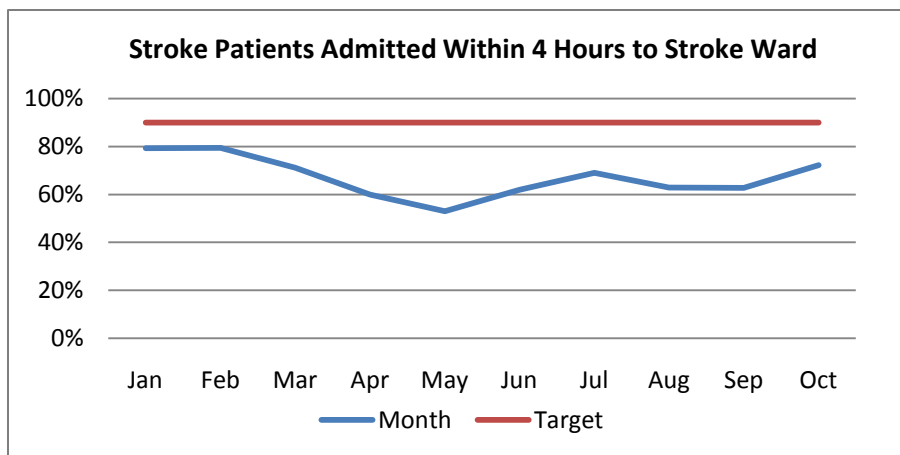
2013	Apr	May	Jun	Jul	Aug	Sep	Oct
Number	802	906	1083	1101	1018	1023	1030
Percent	69%	58%	67%	57%	52%	51%	54%



2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Month	91%	92%	90%	88%	91%	85%	91%	91%	92%	89%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Month	79%	80%	71%	60%	53%	62%	69%	63%	63%	72%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Month	71%	71%	79%	70%	78%	68%	88%	69%	78%	84%
Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

