

**BLUE STAKES OF UTAH UTILITY NOTIFICATION CENTER, INC.
CALENDAR YEAR STATISTICS**

| | <u>CALL VOLUME</u> | | | | | | | | | | | | | | | | |
|--------------|--------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|
| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| January | 8,213 | 6,720 | 8,536 | 6,415 | 7,688 | 8,416 | 9,139 | 7,650 | 6,259 | 5,412 | 5,468 | 6,142 | 4,961 | 5,661 | 5,865 | 5,022 | 4,704 |
| February | 7,974 | 6,125 | 7,413 | 6,228 | 7,800 | 8,486 | 9,521 | 7,892 | 6,426 | 6,088 | 5,248 | 6,080 | 4,823 | 6,330 | 6,935 | 6,040 | 5,941 |
| March | 14,378 | 10,200 | 11,862 | 15,655 | 13,881 | 12,612 | 17,338 | 14,492 | 10,885 | 10,884 | 9,377 | 9,528 | 9,148 | 10,234 | 10,677 | 10,390 | 11,415 |
| April | 21,582 | 18,854 | 16,512 | 18,817 | 16,106 | 17,122 | 22,644 | 20,795 | 15,361 | 13,240 | 11,186 | 12,842 | 12,682 | 13,612 | 12,505 | 12,308 | 11,733 |
| May | 21,494 | 18,743 | 18,369 | 18,402 | 18,562 | 23,160 | 25,309 | 21,095 | 16,670 | 13,634 | 13,211 | 14,533 | 14,350 | 14,511 | 10,961 | 12,812 | 15,002 |
| June | 15,902 | 15,796 | 17,518 | 19,337 | 19,386 | 19,956 | 21,527 | 19,371 | 15,684 | 14,864 | 14,138 | 12,060 | 11,548 | 13,436 | 12,126 | 13,040 | 14,398 |
| July | 15,288 | 15,476 | 16,110 | 16,151 | 16,322 | 16,679 | 20,535 | 18,269 | 14,115 | 12,867 | 11,294 | 11,035 | 11,259 | 12,026 | 11,396 | 10,628 | 11,952 |
| August | 15,341 | 15,116 | 14,696 | 16,351 | 18,665 | 18,391 | 19,501 | 16,061 | 13,786 | 13,276 | 13,115 | 11,626 | 11,258 | 11,268 | 12,751 | 12,548 | 13,486 |
| September | 13,226 | 12,947 | 16,005 | 15,100 | 16,592 | 16,485 | 17,001 | 16,909 | 13,103 | 12,521 | 11,717 | 9,784 | 10,581 | 11,530 | 10,760 | 11,254 | 11,141 |
| October | 14,126 | 13,390 | 14,832 | 12,023 | 14,309 | 15,711 | 17,438 | 14,796 | 11,180 | 10,838 | 9,914 | 10,542 | 10,894 | 11,547 | 10,095 | 10,449 | |
| November | 9,248 | 9,188 | 8,663 | 10,123 | 11,390 | 11,454 | 12,901 | 9,264 | 8,399 | 7,978 | 7,502 | 7,460 | 7,375 | 7,210 | 7,125 | 8,185 | |
| December | 5,253 | 7,263 | 8,370 | 7,630 | 8,223 | 8,242 | 7,509 | 7,349 | 5,658 | 5,483 | 5,631 | 4,752 | 4,844 | 6,198 | 5,205 | 5,375 | |
| TOTAL | 162,025 | 149,818 | 158,886 | 162,232 | 168,924 | 176,714 | 200,363 | 173,943 | 137,526 | 127,085 | 117,801 | 116,384 | 113,723 | 123,563 | 116,401 | 118,051 | 99,772 |

| | <u>% OF CALLS ANS. WITHIN 40 SECONDS</u> | | | | | | | | | | | | | | | | |
|----------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| January | 99.19% | 97.07% | 95.01% | 94.20% | 92.01% | 94.13% | 97.37% | 99.05% | 99.19% | 99.57% | 98.34% | 97.64% | 98.74% | 96.12% | 95.53% | 97.76% | 99.49% |
| February | 86.46% | 96.88% | 94.05% | 95.43% | 94.34% | 90.68% | 91.76% | 96.39% | 98.68% | 98.26% | 94.61% | 96.59% | 96.90% | 95.26% | 87.33% | 91.73% | 96.10% |
| March | 55.60% | 97.50% | 92.13% | 81.67% | 96.01% | 91.72% | 79.83% | 92.39% | 90.39% | 94.04% | 93.22% | 89.26% | 86.17% | 85.43% | 78.87% | 85.73% | 85.88% |
| April | 21.95% | 79.15% | 82.44% | 77.61% | 85.91% | 76.28% | 66.77% | 76.57% | 84.93% | 90.74% | 90.04% | 83.44% | 71.92% | 78.95% | 80.64% | 81.01% | 74.16% |
| May | 30.24% | 81.45% | 75.29% | 84.42% | 74.62% | 71.98% | 64.09% | 73.19% | 79.97% | 86.24% | 89.65% | 86.76% | 67.23% | 71.47% | 86.65% | 84.15% | 53.19% |
| June | 68.53% | 82.59% | 78.97% | 83.48% | 76.29% | 77.35% | 84.22% | 83.16% | 88.65% | 81.78% | 87.27% | 90.77% | 80.70% | 84.52% | 91.31% | 91.52% | 53.57% |
| July | 59.82% | 76.29% | 87.09% | 88.33% | 81.74% | 71.73% | 90.97% | 91.11% | 80.06% | 83.36% | 88.09% | 90.42% | 87.97% | 88.84% | 90.98% | 91.36% | 47.34% |
| August | 84.07% | 72.09% | 87.74% | 84.06% | 77.70% | 84.81% | 90.49% | 88.78% | 83.38% | 86.93% | 86.20% | 92.78% | 81.65% | 89.90% | 93.03% | 89.23% | 56.36% |
| September | 71.29% | 82.88% | 86.23% | 78.65% | 72.83% | 82.17% | 83.33% | 88.64% | 82.07% | 80.87% | 84.05% | 83.37% | 88.47% | 80.19% | 85.06% | 82.93% | 60.59% |
| October | 83.68% | 89.78% | 81.35% | 89.37% | 69.26% | 88.59% | 93.18% | 95.35% | 92.11% | 87.26% | 88.65% | 87.86% | 92.26% | 82.47% | 85.06% | 84.82% | |
| November | 88.86% | 93.06% | 89.53% | 82.36% | 73.40% | 92.69% | 92.65% | 97.22% | 95.34% | 93.22% | 91.91% | 90.41% | 91.22% | 83.26% | 89.61% | 89.22% | |
| December | 95.82% | 94.58% | 90.88% | 88.49% | 91.76% | 96.41% | 95.70% | 98.13% | 98.45% | 95.95% | 94.44% | 96.24% | 93.29% | 93.51% | 91.88% | 98.19% | |
| AVERAGE | 70.46% | 86.94% | 86.73% | 85.67% | 82.16% | 84.88% | 85.86% | 90.00% | 89.44% | 89.85% | 90.54% | 90.46% | 86.38% | 85.83% | 88.00% | 88.97% | 69.63% |

GOAL = 80 PERCENT OF CALLS ANSWERED WITHIN 40 SECONDS

| | <u>ABANDONED PERCENTAGE</u> | | | | | | | | | | | | | | | | |
|----------------|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| January | 4.63% | 1.50% | 1.50% | 1.17% | 1.51% | 1.06% | 1.14% | 0.82% | 0.94% | 0.78% | 0.55% | 0.57% | 0.58% | 0.62% | 0.63% | 0.62% | 0.32% |
| February | 4.87% | 1.22% | 2.20% | 0.92% | 1.28% | 1.57% | 2.28% | 1.10% | 0.93% | 0.87% | 1.31% | 0.59% | 0.95% | 1.55% | 1.69% | 0.83% | 0.61% |
| March | 17.96% | 0.87% | 1.45% | 2.18% | 0.84% | 0.78% | 3.11% | 1.49% | 2.03% | 1.48% | 1.19% | 1.90% | 2.28% | 2.78% | 3.60% | 1.52% | 1.47% |
| April | 30.54% | 2.03% | 2.35% | 2.53% | 2.24% | 2.12% | 4.79% | 2.50% | 2.06% | 1.69% | 1.85% | 2.43% | 3.97% | 3.47% | 2.39% | 2.31% | 3.02% |
| May | 18.99% | 2.01% | 2.52% | 1.71% | 3.50% | 2.46% | 6.28% | 3.23% | 2.58% | 2.20% | 1.44% | 1.78% | 4.72% | 5.82% | 1.44% | 1.91% | 6.73% |
| June | 5.50% | 2.08% | 2.65% | 1.48% | 3.30% | 2.15% | 3.03% | 1.79% | 1.79% | 2.66% | 1.51% | 1.32% | 2.81% | 2.87% | 0.89% | 1.30% | 9.39% |
| July | 5.94% | 2.54% | 2.77% | 1.08% | 3.39% | 3.39% | 1.16% | 1.05% | 2.74% | 2.88% | 1.51% | 1.39% | 1.47% | 1.96% | 1.19% | 1.20% | 10.62% |
| August | 1.90% | 3.06% | 1.65% | 1.81% | 3.16% | 2.38% | 1.18% | 1.30% | 2.30% | 2.09% | 2.55% | 1.85% | 2.43% | 2.06% | 0.96% | 1.39% | 6.96% |
| September | 3.77% | 2.32% | 1.93% | 2.26% | 3.44% | 2.89% | 2.08% | 1.33% | 2.43% | 2.96% | 2.25% | 2.11% | 1.39% | 3.13% | 2.05% | 2.07% | 7.41% |
| October | 2.26% | 1.72% | 2.83% | 1.66% | 4.36% | 1.69% | 1.09% | 0.81% | 1.44% | 2.48% | 1.62% | 1.57% | 1.25% | 3.49% | 1.72% | 1.56% | |
| November | 1.83% | 1.65% | 2.26% | 2.73% | 3.55% | 1.39% | 1.56% | 0.81% | 1.06% | 1.19% | 1.44% | 1.26% | 1.14% | 3.20% | 0.87% | 0.93% | |
| December | 1.58% | 1.36% | 2.25% | 1.82% | 1.75% | 1.29% | 1.16% | 0.94% | 0.78% | 0.84% | 0.92% | 0.86% | 1.16% | 2.16% | 1.34% | 0.24% | |
| AVERAGE | 8.31% | 1.86% | 2.20% | 1.78% | 2.63% | 1.93% | 2.41% | 1.43% | 1.76% | 1.84% | 1.51% | 1.39% | 2.01% | 2.76% | 1.56% | 1.32% | 5.17% |

GOAL = ABANDONED PERCENTAGE LESS THAN 5%

AVERAGE HOLD TIME (SECONDS)

| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| January | 18 | 8 | 12 | 13 | 14 | 13 | 9 | 8 | 9 | 8 | 10 | 9 | 8 | 10 | 12 | 9 | 7 |
| February | 16 | 8 | 12 | 11 | 13 | 17 | 16 | 11 | 9 | 9 | 14 | 10 | 12 | 12 | 21 | 14 | 11 |
| March | 116 | 7 | 13 | 24 | 10 | 14 | 26 | 15 | 18 | 14 | 14 | 18 | 23 | 23 | 32 | 23 | 22 |
| April | 273 | 26 | 24 | 29 | 20 | 33 | 43 | 32 | 21 | 16 | 18 | 24 | 43 | 31 | 30 | 29 | 42 |
| May | 272 | 24 | 32 | 22 | 33 | 39 | 57 | 37 | 27 | 21 | 17 | 20 | 50 | 50 | 21 | 23 | 84 |
| June | 56 | 23 | 27 | 22 | 32 | 33 | 26 | 24 | 17 | 27 | 20 | 17 | 30 | 25 | 16 | 16 | 111 |
| July | 71 | 29 | 18 | 16 | 25 | 42 | 16 | 15 | 29 | 25 | 19 | 18 | 20 | 18 | 17 | 15 | 128 |
| August | 24 | 36 | 18 | 21 | 30 | 22 | 16 | 19 | 25 | 21 | 24 | 14 | 29 | 18 | 14 | 19 | 93 |
| September | 45 | 23 | 21 | 27 | 36 | 26 | 25 | 18 | 26 | 30 | 27 | 25 | 19 | 29 | 25 | 25 | 93 |
| October | 23 | 16 | 26 | 15 | 43 | 18 | 13 | 12 | 15 | 22 | 20 | 20 | 15 | 27 | 26 | 25 | 25 |
| November | 18 | 13 | 17 | 26 | 39 | 15 | 14 | 10 | 12 | 14 | 17 | 17 | 15 | 29 | 18 | 18 | 18 |
| December | 9 | 12 | 15 | 19 | 15 | 11 | 12 | 9 | 9 | 12 | 13 | 10 | 13 | 15 | 15 | 9 | 9 |
| AVERAGE | 78 | 19 | 20 | 20 | 26 | 24 | 23 | 18 | 18 | 18 | 18 | 17 | 23 | 24 | 21 | 19 | 66 |

GOAL = AHT EQUAL TO OR LESS THAN 30 SECONDS

TICKET VOLUME

| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| January | 13,309 | 12,645 | 17,247 | 16,588 | 17,546 | 21,625 | 19,676 | 15,733 | 11,810 | 11,499 | 12,976 | 14,371 | 12,528 | 16,034 | 17,234 | 18,483 | 22,124 |
| February | 13,428 | 11,242 | 15,563 | 15,639 | 17,766 | 20,754 | 19,433 | 15,590 | 12,750 | 13,271 | 12,124 | 15,310 | 12,135 | 16,523 | 20,370 | 21,952 | 23,425 |
| March | 22,543 | 18,462 | 22,573 | 31,846 | 27,335 | 27,866 | 32,816 | 24,545 | 20,232 | 21,497 | 21,173 | 21,977 | 21,521 | 25,602 | 28,621 | 33,336 | 35,712 |
| April | 25,747 | 30,165 | 28,793 | 35,033 | 29,965 | 32,397 | 37,621 | 32,871 | 26,786 | 25,644 | 23,683 | 27,408 | 28,603 | 31,750 | 33,701 | 36,036 | 35,665 |
| May | 30,791 | 30,763 | 33,871 | 32,500 | 33,294 | 39,404 | 41,546 | 34,174 | 27,811 | 26,921 | 27,603 | 31,678 | 32,286 | 33,343 | 32,579 | 38,427 | 44,004 |
| June | 27,155 | 25,559 | 32,735 | 34,363 | 35,277 | 36,237 | 37,500 | 32,240 | 28,912 | 30,138 | 29,304 | 27,025 | 28,395 | 32,555 | 35,720 | 38,895 | 42,303 |
| July | 26,103 | 27,028 | 30,921 | 31,247 | 30,927 | 31,743 | 36,232 | 31,335 | 26,824 | 26,010 | 24,456 | 25,742 | 29,933 | 31,924 | 34,138 | 34,128 | 37,363 |
| August | 27,363 | 26,787 | 28,706 | 31,166 | 36,219 | 36,364 | 37,063 | 26,605 | 25,693 | 27,277 | 27,531 | 27,022 | 29,827 | 31,451 | 32,622 | 40,702 | 43,097 |
| September | 22,962 | 25,221 | 30,543 | 30,221 | 33,563 | 31,963 | 32,132 | 26,537 | 25,031 | 25,940 | 25,271 | 23,270 | 28,116 | 31,340 | 33,479 | 35,528 | 36,799 |
| October | 24,785 | 25,991 | 30,580 | 25,639 | 31,495 | 32,696 | 33,626 | 25,811 | 22,940 | 22,844 | 22,903 | 26,561 | 29,259 | 31,214 | 32,196 | 34,347 | 36,799 |
| November | 18,007 | 18,569 | 21,687 | 23,559 | 27,800 | 26,936 | 26,425 | 17,730 | 16,431 | 18,680 | 18,779 | 19,614 | 21,600 | 20,968 | 25,247 | 30,749 | 36,799 |
| December | 10,911 | 15,920 | 20,693 | 18,541 | 20,770 | 19,126 | 17,159 | 14,549 | 12,034 | 12,995 | 14,496 | 13,123 | 15,715 | 18,739 | 20,774 | 24,296 | 36,799 |
| TOTAL | 263,104 | 268,352 | 313,912 | 326,342 | 341,957 | 357,111 | 371,229 | 297,720 | 257,254 | 262,716 | 260,299 | 273,101 | 289,918 | 321,443 | 346,681 | 386,879 | 320,492 |

ONLINE TICKET SUBMISSION (Fax Tickets included in calculation from January 2001 - June 2004)

| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| January | 23.79% | 31.66% | 35.89% | 47.23% | 34.55% | 43.38% | 37.49% | 36.21% | 40.58% | 42.31% | 52.61% | 50.91% | 56.43% | 61.03% | 61.71% | 66.10% | 70.64% |
| February | 26.13% | 31.64% | 36.69% | 44.97% | 36.04% | 42.02% | 35.19% | 35.65% | 38.20% | 47.58% | 52.10% | 54.32% | 55.41% | 57.82% | 60.54% | 66.35% | 66.89% |
| March | 24.24% | 33.23% | 33.77% | 41.16% | 31.87% | 38.15% | 31.94% | 28.60% | 34.48% | 44.24% | 50.65% | 51.46% | 53.66% | 53.78% | 58.83% | 61.98% | 62.89% |
| April | 22.62% | 26.44% | 29.04% | 33.15% | 30.92% | 34.48% | 27.86% | 26.51% | 33.82% | 41.49% | 48.68% | 49.83% | 52.21% | 53.02% | 56.86% | 59.86% | 62.27% |
| May | 23.77% | 26.46% | 30.52% | 30.05% | 28.54% | 30.43% | 29.13% | 26.77% | 31.55% | 42.52% | 47.84% | 49.23% | 51.33% | 53.63% | 59.56% | 61.14% | 63.08% |
| June | 23.54% | 25.15% | 30.78% | 29.00% | 28.10% | 31.58% | 29.97% | 28.57% | 33.99% | 42.78% | 47.41% | 50.61% | 52.26% | 53.76% | 59.05% | 60.55% | 64.09% |
| July | 23.41% | 26.59% | 28.73% | 31.93% | 30.82% | 34.68% | 30.83% | 30.37% | 35.84% | 43.46% | 48.95% | 52.37% | 55.11% | 56.45% | 59.83% | 62.94% | 65.41% |
| August | 26.42% | 28.12% | 31.20% | 30.56% | 33.73% | 34.68% | 33.10% | 28.29% | 33.55% | 43.65% | 48.10% | 52.65% | 55.65% | 59.41% | 60.91% | 63.74% | 65.60% |
| September | 25.12% | 30.42% | 31.51% | 31.82% | 34.88% | 36.82% | 33.04% | 29.41% | 34.97% | 43.61% | 49.04% | 53.48% | 57.09% | 58.48% | 61.33% | 63.79% | 65.82% |
| October | 29.19% | 31.09% | 35.59% | 34.48% | 38.40% | 38.13% | 34.01% | 32.73% | 35.72% | 46.17% | 50.77% | 54.40% | 59.02% | 58.24% | 64.07% | 64.07% | 64.07% |
| November | 28.90% | 30.99% | 44.45% | 37.76% | 41.38% | 40.33% | 34.72% | 37.19% | 36.75% | 48.44% | 53.58% | 55.96% | 60.23% | 60.78% | 66.97% | 67.17% | 67.17% |
| December | 34.22% | 36.83% | 46.45% | 38.96% | 41.19% | 40.92% | 38.83% | 39.02% | 42.26% | 50.98% | 54.44% | 59.70% | 65.89% | 62.73% | 70.76% | 72.02% | 72.02% |
| AVERAGE | 25.95% | 29.89% | 34.55% | 35.92% | 34.20% | 37.13% | 33.01% | 31.61% | 35.98% | 44.77% | 50.35% | 52.91% | 56.19% | 57.43% | 61.70% | 64.14% | 65.19% |

NOTE: ONLINE TICKET SUBMISSION DEPLOYED IN APRIL 2001 / FAX TICKETS ELIMINATED IN JUNE 2004

| | <u>BILLED NOTIFICATION VOLUME</u> | | | | | | | | | | | | | | | | |
|--------------|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| January | 97,732 | 92,787 | 125,932 | 119,189 | 123,636 | 148,270 | 129,703 | 105,324 | 80,531 | 77,618 | 92,780 | 103,793 | 83,049 | 107,545 | 116,562 | 127,475 | 151,863 |
| February | 98,553 | 77,880 | 112,276 | 111,178 | 126,795 | 142,026 | 127,651 | 106,456 | 88,062 | 93,634 | 84,306 | 112,042 | 80,668 | 108,859 | 135,408 | 152,907 | 163,361 |
| March | 165,074 | 128,626 | 162,859 | 226,524 | 188,030 | 189,807 | 208,758 | 160,677 | 135,359 | 145,105 | 143,171 | 156,242 | 143,162 | 163,580 | 189,948 | 227,995 | 240,046 |
| April | 183,373 | 208,106 | 202,369 | 246,215 | 206,512 | 220,071 | 235,791 | 214,054 | 178,883 | 170,492 | 161,120 | 186,054 | 187,023 | 201,837 | 218,936 | 243,503 | 238,423 |
| May | 224,153 | 213,658 | 232,188 | 225,935 | 226,777 | 262,252 | 258,610 | 217,701 | 185,340 | 179,211 | 183,286 | 213,597 | 206,525 | 212,527 | 211,750 | 260,560 | 292,664 |
| June | 198,292 | 180,317 | 226,788 | 237,469 | 238,206 | 240,833 | 235,871 | 203,804 | 194,522 | 202,448 | 197,315 | 180,553 | 184,540 | 207,790 | 233,509 | 259,902 | 275,730 |
| July | 185,151 | 191,264 | 216,651 | 215,975 | 205,269 | 211,971 | 230,605 | 195,519 | 181,082 | 174,914 | 164,627 | 171,821 | 195,940 | 206,893 | 228,600 | 230,393 | 253,257 |
| August | 190,866 | 191,486 | 202,404 | 215,369 | 240,632 | 243,235 | 239,290 | 168,248 | 173,353 | 183,057 | 188,254 | 180,903 | 194,435 | 203,880 | 219,016 | 277,064 | 283,809 |
| September | 162,012 | 180,798 | 214,419 | 208,212 | 225,036 | 213,148 | 205,784 | 173,731 | 170,581 | 173,669 | 174,942 | 159,275 | 185,186 | 203,827 | 227,280 | 240,329 | 242,848 |
| October | 172,718 | 182,211 | 216,406 | 174,994 | 212,096 | 217,517 | 219,659 | 173,461 | 157,801 | 154,978 | 159,450 | 176,834 | 193,437 | 204,466 | 220,901 | 230,844 | |
| November | 124,928 | 149,186 | 156,465 | 168,005 | 189,356 | 179,967 | 175,178 | 120,580 | 114,143 | 127,900 | 132,181 | 131,577 | 143,859 | 138,509 | 174,186 | 208,826 | |
| December | 77,519 | 115,120 | 149,293 | 129,784 | 144,055 | 129,857 | 112,682 | 99,280 | 86,283 | 91,237 | 107,692 | 86,392 | 105,324 | 124,589 | 141,306 | 170,379 | |
| TOTAL | 1,880,371 | 1,911,439 | 2,218,050 | 2,278,849 | 2,326,400 | 2,398,954 | 2,379,582 | 1,938,835 | 1,745,940 | 1,774,263 | 1,789,124 | 1,859,083 | 1,903,148 | 2,084,302 | 2,317,402 | 2,630,177 | 2,142,001 |