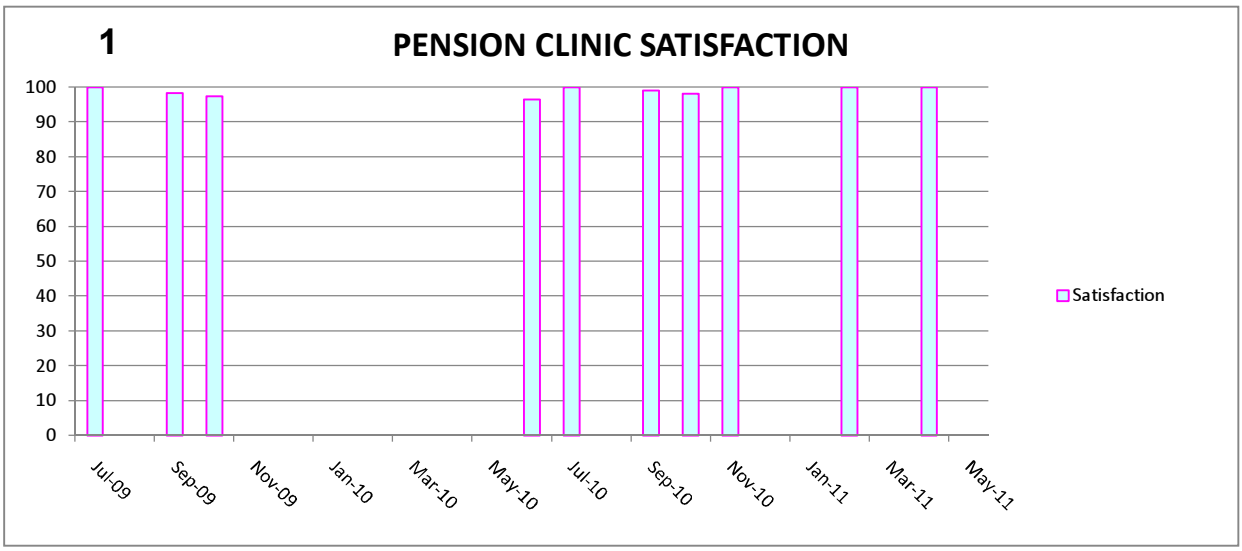
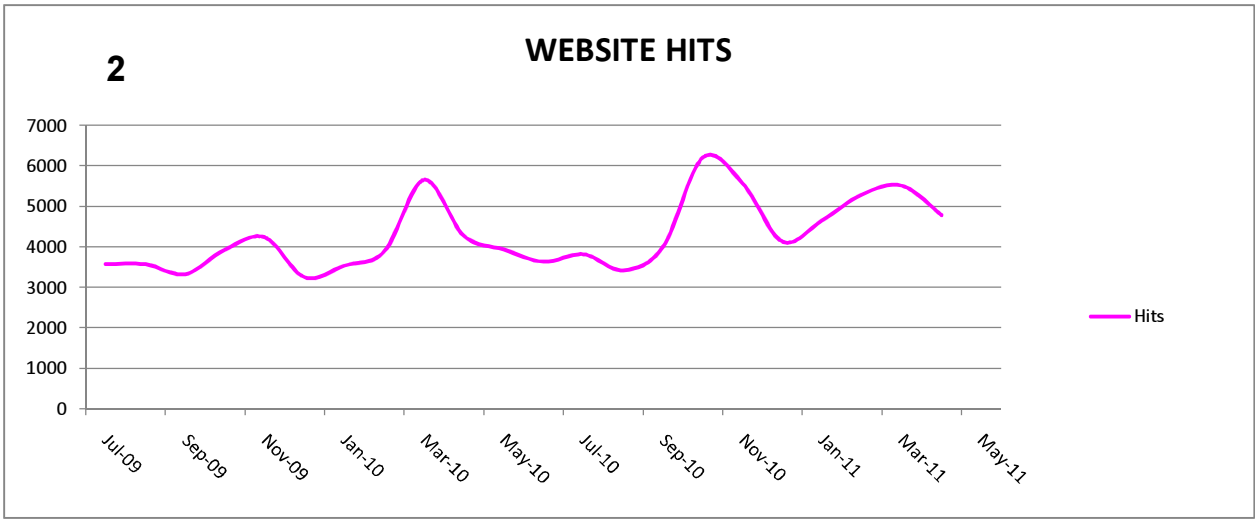
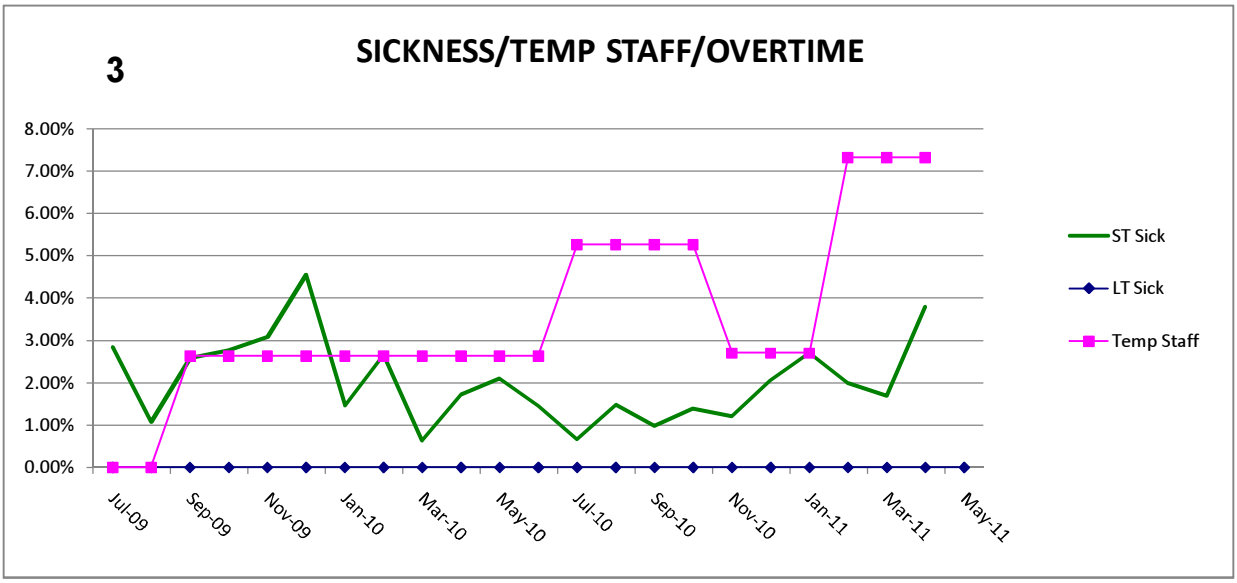
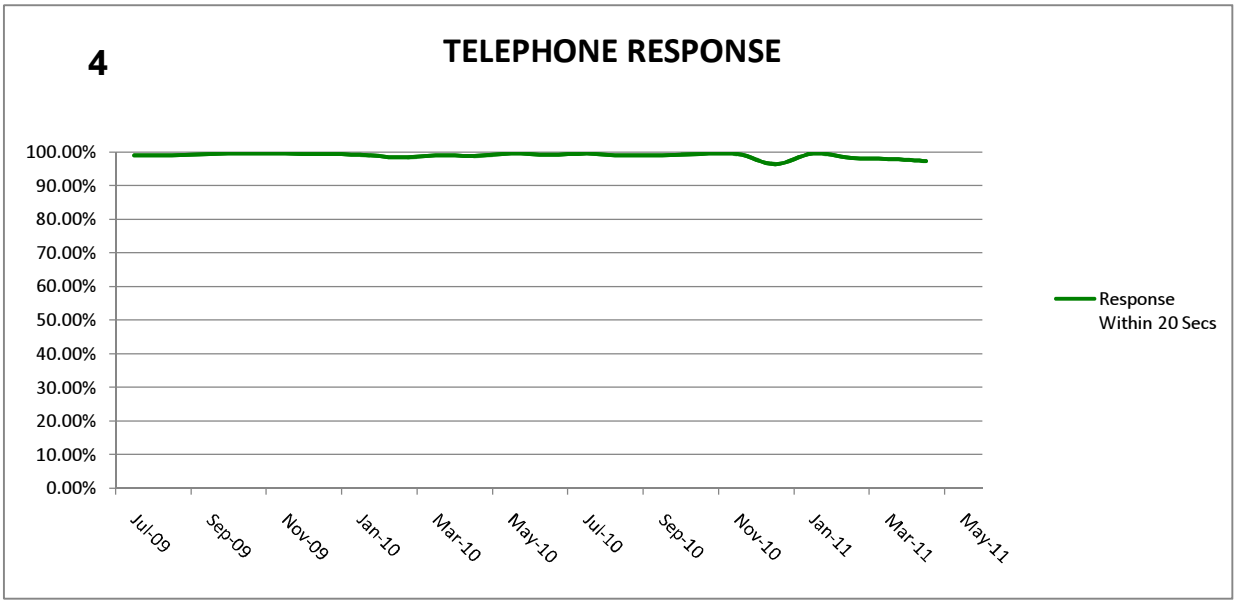
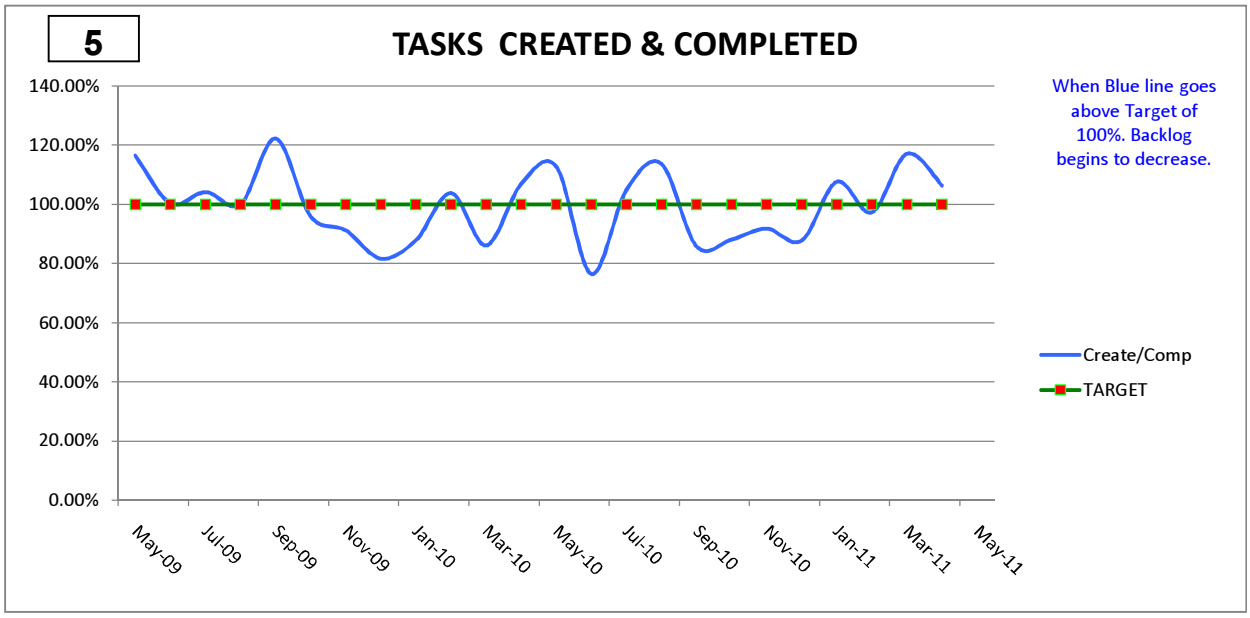
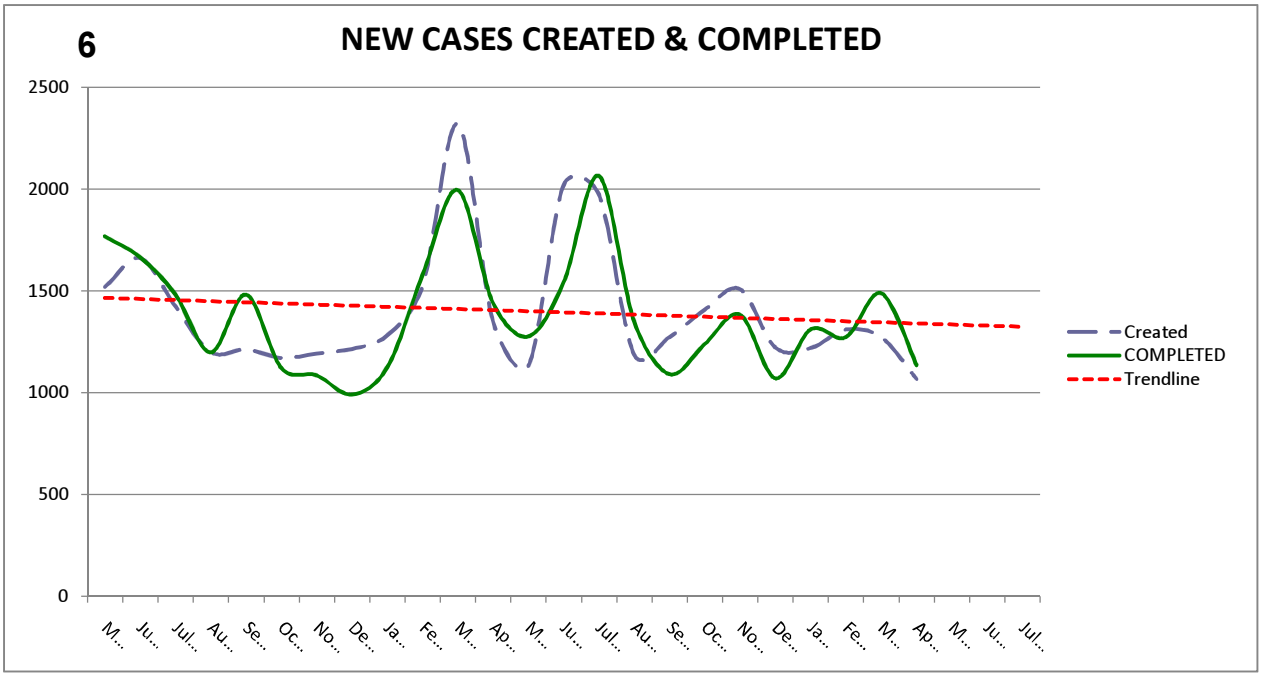

1
PENSION CLINIC SATISFACTION
100
90
80
70
60
50
40
30
20
10
0
Jul-09
Sep-09
Nov-09
Jan-10
Mar-10
May-10
Jul-10
Sep-10
Nov-10
Jan-11
Mar-11
May-11
Satisfaction

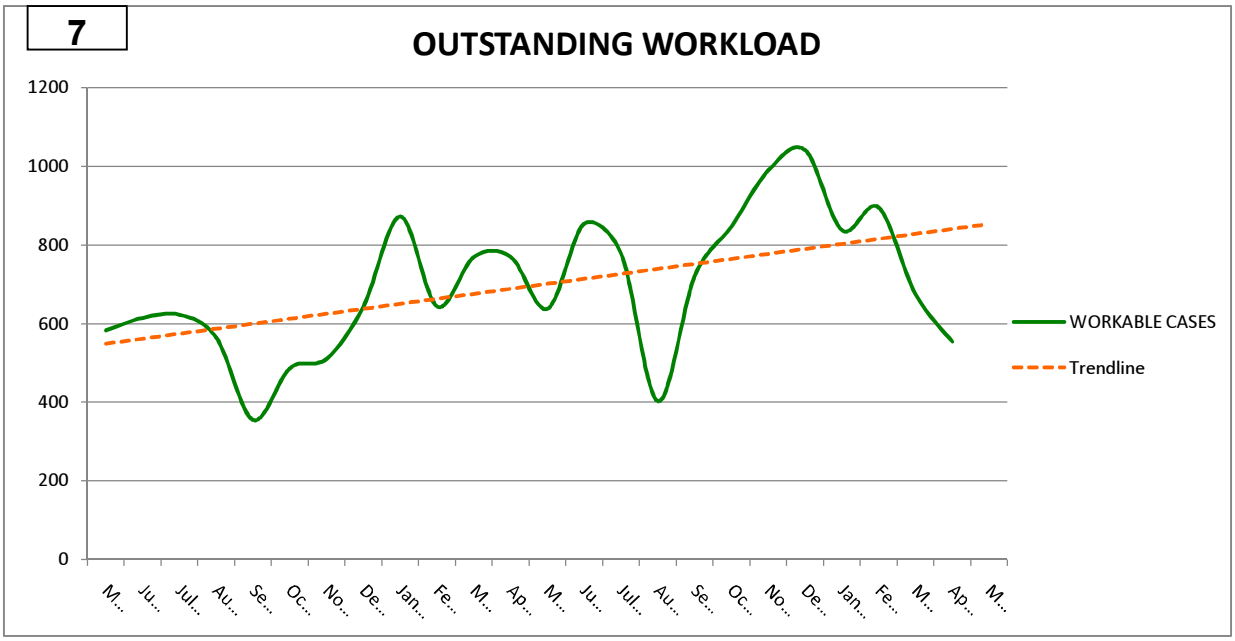

2
WEBSITE HITS
7000
6000
5000
4000
3000
2000
1000
0
Jul-09
Sep-09
Nov-09
Jan-10
Mar-10
May-10
Jul-10
Sep-10
Nov-10
Jan-11
Mar-11
May-11
Hits


3
SICKNESS/TEMP STAFF/OVERTIME
8.00%
7.00%
6.00%
5.00%
4.00%
3.00%
2.00%
1.00%
0.00%
Jul-09
Sep-09
Nov-09
Jan-10
Mar-10
May-10
Jul-10
Sep-10
Nov-10
Jan-11
Mar-11
May-11
ST Sick
LT Sick
Temp Staff


4
TELEPHONE RESPONSE
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Jul-09
Sep-09
Nov-09
Jan-10
Mar-10
May-10
Jul-10
Sep-10
Nov-10
Jan-11
Mar-11
May-11
Response Within 20 Secs


5
TASKS CREATED & COMPLETED
140.00%
120.00%
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
May-09
Jul-09
Sep-09
Nov-09
Jan-10
Mar-10
May-10
Jul-10
Sep-10
Nov-10
Jan-11
Mar-11
May-11
When Blue line goes above Target of 100%. Backlog begins to decrease.
Create/Comp
TARGET


6
NEW CASES CREATED & COMPLETED
2500
2000
1500
1000
500
0
Created
COMPLETED
Trendline


7
OUTSTANDING WORKLOAD
1200
1000
800
600
400
200
0
M...
Ju...
Jul...
Au...
Se...
Oc...
No...
De...
Jan...
Fe...
M...
Ap...
M...
Ju...
Jul...
Au...
Se...
Oc...
No...
De...
Jan...
Fe...
M...
Ap...
M...
WORKABLE CASES
Trendline