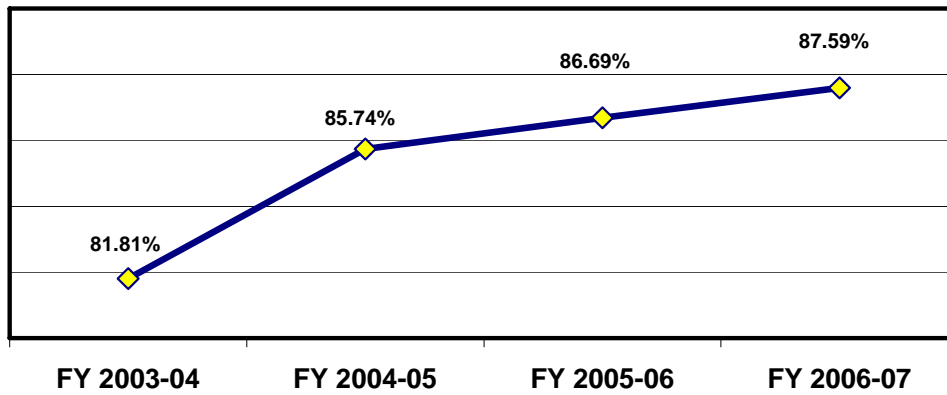


**ON-TIME APPOINTMENTS
6% INCREASE ON-TIME PERFORMANCE
4 YEARS STATEWIDE TOTALS**



IMPROVEMENT IN CUSTOMER SERVICE

**ON-TIME APPOINTMENTS
FISCAL YEARS 2004 - 2007
STATEWIDE AND ALL AGENCY GROUPS**

