

**OVEANA Global Business Services**  
**123 W. Mills Avenue, Suite 400**  
**El Paso, TX 79901**

**Digital Imaging Servicing Level**

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## Executive Summary

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**OVEANA, a Texas-based HUB supplier**, is a joint venture between DATAMARK and INTEGRATED HUMAN CAPITAL, two long-time Texas organizations who have teamed up to offer superior, full service document conversion, digital mailroom and call center solutions under a female, minority-owned Corporation. Our 24 and 14 years respectively offering services to Government and Fortune 100 and 500 Organizations qualifies us to meet a variety of service needs to execute this contract. Because OVEANA processes more than **200 million confidential documents** each year with secure, price sensitive requirements for clients in Banking and Finance, Healthcare, Transportation, Insurance, and more recently State Government (Human Services Agency with over 250,000 case files at 20 locations), we have established ourselves as an industry leader through our operational efficiency while lowering production costs to our clients.

OVEANA is an experienced, trusted Business Process Outsourcing partner with expertise and process insight. We will provide a controlled, secure, highly efficient approach to reduce STATE OF TEXAS' risk while controlling scanning quality and logistical cost to the State Agencies. Additionally, OVEANA is adaptable to the specific needs of each of the Participating Agencies (PAs) using business engineering expertise to formulate the best approach in an economical and secure manner.

**We can handle new, high-volume projects with complete control, security, and automation** so we thank you for your consideration to choose our company as the front runner for this contract.

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## OVEANA Overview

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Headquartered in El Paso, Texas, OVEANA is a privately held LLC Corporation. We specialize in streamlining the functional processes behind your business, helping to minimize the back-office operations to your company. Our strategy is to develop world class partnerships with dynamic companies with which we can grow.

OVEANA has over 2,000 people processing these functions for some of the largest and most respected Fortune 100, 500 companies and government agencies in the world. In order to meet all of our clients staffing, turnaround time, and financial needs, OVEANA has facilities in the United States, Mexico and India with more than 100,000 square foot space **immediately** available. OVEANA has the technical capabilities to use state-of-the-art data capture and recognition technologies to automate document processing combined with selected processes from Lean, Six Sigma, and ISO 9001, to continuously improve quality while removing costs. For many years we have been both **PCI certified** and **HIPAA compliant** ensuring a culture of secure and sensitive handling of all client information.

Our core competencies are specialized business functions and processes, including: **Document Processing, OCR Technology, Indexing, Data Entry, Inbound/Outbound Digital Mailroom Operations, Facilities Management, Healthcare Claim Data Entry, Rebate Processing, Customer Care Contact Center, Remittance Processing, On-line Document Storage/Retrieval and Confidential Document Destruction.**

OVEANA's choice of a transportation business partner was highly scrutinized. We understand that they need to be an extension of our high standards including practices of implementing full background screening and yearly security training for document handling practices. More importantly, we jointly concluded a large scale, highly secure government case file pickup at multiple sites with file registration and tracking. All onsite security client audits showed favorable scores and we concluded this work without the loss of a record adhering to all security standards and high quality image output. We are confident in this teaming approach.

OVEANA's HIPAA training takes place annually and PCI testing and audits take place on a quarterly and yearly basis – we consistently pass all audits. We use selected processes from Six Sigma, Lean processing and Total Quality Management to continuously improve quality while reducing costs. Several Fortune 100 financial institutions and government agencies have entrusted us with their document handling.

*All of these factors will allow the Council for Competitive Government to offer its state entities a trusted, competent vendor to not only secure their documents and their document content but to*

*improve the quality of output them.*

*For a quick, 2 minute overview of OVEANA's expertise under DATAMARK:*

<http://www.Datamark.net/resources/videos/Datamark-overview-video>

*For a quick, 2 minute overview of OVEANA's digital mailroom expertise under DATAMARK:*

<https://www.youtube.com/watch?v=f1dH0ex7Qgo>

*For a quick, overview of OVEANA's bilingual contact center expertise under DATAMARK:*

<http://www.datamark.net/resources/videos/datamark-outsourced-bilingual-englishspanish-contact-center-services>

### **Corporate Information and History:**

**Legal Name:** OVEANA, LLC

**Corporate Headquarters:** 123 W Mills Avenue, Suite 400, El Paso, TX 79901

**Ownership:** LLC owned by DATAMARK and INTEGRATED HUMAN CAPITAL

**State of Incorporation:** Texas, for both DATAMARK, 1989 & INTEGRATED HUMAN CAPITAL, 2002

**Number of Years in Business:** DMI 24 years and IHC 12 years.

**Company CEO:** Rosa Santana

**Texas Locations: (removed addresses of IHC sites)**

- **Corporate Headquarters : El Paso**

**Contact: Trisha Ramsey, 915-533-0549 for all locations**

**Operations:** El Paso, TX, Austin, TX, San Antonio, TX, Juarez, Mexico, and Chennai, India.

**Total Employees:** Approximately 2,000

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## SECURITY

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### Secure Document Transport Method

We are confident about OVEANA'S ability to meet all the STATE OF TEXAS's document transport security requirements through our sound security practices file registration software and tracking as well as through our reputable transportation partners. Boxes are registered and depending on the requirement, sealed at client location, transported to warehouse are received and inspected by a 2<sup>nd</sup> team. Client is notified in the event of a broken seal, where applicable which starts an investigation process and communication to client. Full tracking of all boxes and files (where necessary) gives 100% transparency and documentation for file pick up and transport for each PA. Tracking requirements will be established for each location and will vary depending on the PA's regulations.

OVEANA's onsite facility meets all of the storage security standards and we will verify that the overflow storage vendor we ultimately choose will meet all STATE OF TEXAS' security Practices and requirements including:

- applicable criminal history checks and bonding
- full truck and warehouse security with controlled access
- full environmental controls to regulate room temperature
- full and automatic fire detection monitoring
- ongoing inventory tracking for accurate billing of record inventory counts.

As an example of our experience, we recently serviced a State Human Services Agency file conversion that required registration, pick up and tracking of over 250,000 case files, 20,000 boxes at over 20 locations to our secure warehouse for processing. Full tracking was established throughout the process ensuring that all Chain of Custody requirements were met starting with file pick up at each location. Web reports allowed client full access to inventory by box number, by case file and by location.

Tracking requirements vary by agency and we will help each PA determine the level of tracking detail needed. Charges for document pick up and tracking will also vary depending on PA's regulations.

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## SECURITY INFRASTRUCTURE

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OVEANA adheres to multiple policies in the event and incident notification that cover the range of IT issues from failures/outages to security incidents. These include escalation processes for both OVEANA and the client.

Additional details to our security infrastructure and processes:

- We encrypt at network level with AES192 on transmission lines.
- We route only selected networks that have a need or purpose and disallow any network addresses even if they are OVEANA's IP addresses.
- On Internet transmissions we use VPN from Cisco Firewalls ASA models and we also use AES192 on VPN connections. All internet facing connections have a firewall with Intrusion Prevention Services.
- We use VLANs to separate clients and OVEANA networks. OVEANA uses Access Lists and firewalls within the LAN to secure VLANs.
- All Firewalls, routers, and switches are hardened to Cisco Standard Hardening recommendations like disabling default user accounts, changing passwords, disabling all unused ports, etc.
- All network critical equipment has redundant failover to include routers, firewalls and switches.
- We have maintenance contract agreements on all network critical equipment from the manufacturers and their partners.
- We utilize SolarWinds LEM (Log & Event Manager) and Orion for Intrusion Detection System, monitoring all OVEANA networks and alerting on any suspicious patterns or activity.

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## **STORAGE SECURITY**

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OVEANA Servers are secured in many different ways:

- We use MS Active Directory to control Access to all OVEANA servers and PCs.
- Servers are hardened to Microsoft Standards.
- PCs users are locked to only applications needed to perform job.
- Only IT personnel have access to server console.
- We use a centralized antivirus system that is continuously updated, monitored and alerting the IT personnel.
- All servers have dual power supplies, dual network connections and Raid configurations for hard drive redundancy.
- All servers connect to redundant UPS from different power supplies.

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## **PHYSICAL ACCESS SECURITY**

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- Due to the confidential nature of the data that we process, it is a standard requirement to control access to our facilities and to restrict access to sensitive areas within those facilities.
- All sites have strict physical controls to limit access to the facilities and areas that contain confidential data. These physical controls include electronic access control systems, video surveillance and employee ID badges. Security requirements vary from client to client and may include an enclosed work area with key fobs located at work area entrance restricting access to only those individuals working on that project.
- Security cameras are positioned throughout the facilities recording video in all critical areas, including entrances to the sites. Digital Video Surveillance system monitors our sites 24 X 7.
- Only active employees with active ID badges are allowed access to our facilities and their badge must be visible at all times. There are several layers of access control in place so that access is restricted to employees on a need to enter basis only. We are glad to arrange a

secure production area where required that only allows for access of each PA's records by the operators processing the work.

- Datacenter secured with swipe cards and only limited personnel has access.
- All visitors must enter through the visitor's entrance where they must document the purpose of their visit, produce a valid picture ID and sign in. Visitors are issued a visitor badge and escorted for the duration of their visit.
- OVEANA reserves the right to search any baggage, briefcases, automobiles, etc. brought onto company property. Signs are posted at the entrances to the facilities and in the visitor logs informing visitors of this policy. In dedicated production areas we can arrange for lockers so that cell phones and purses/backpacks are not allowed permitted. This will be determined after meeting with PA.
- All employee badge card swipe activity is recorded and maintained for historical purposes. Upon resignation, all employees' access is terminated and their ID badge is confiscated.
- We have Caterpillar 400 KVA diesel generator for backup power that automatically takes over in less than 5 seconds in the event of a power failure from city power.
- All production for this contract will take place in the State of Texas to meet your onshore requirement.

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## **SOURCE DOCUMENT DESTRUCTION OR RETURN**

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As we are disciplined in following established document destruction procedures, OVEANA will also adopt and adhere to all TAC destruction requirement additions for each of the PAs and we will establish written procedures on all records/source documents that are scheduled for destruction.

The source destruction process varies some from client to client but typically the destruction starts with a reconciliation process where OVEANA pulls a report showing all files ready for destruction per client retention schedule. This report is submitted to client for approval and client checks list of files against the scanned image in their possession to first verify that the number of files in their possession match the number of images. Second, client closely examines a sample of the files (2<sup>nd</sup> check-1<sup>st</sup> check takes place when images are initially sent to client). Once this has happened, written

approval is given for documents to be destroyed (secure destruction room with cameras). A log is created documenting destroyed documents including date and time and shared with client.

For documents that need to be returned to PA, OVEANA will work with PA to confirm if further tracking for such documents will need to continue and pickup and transfer will be arranged. At this time, we institute a formal handoff process that details every case file/document has been returned. A reconciliation process happens once this has been completed. Clients are required to match the number of boxes/records received against a manifest with a close examination of a sample of files.

Because of our success using our Document Tracking System (DTS), you can be confident that we are aware of the location of every record in each step of the process.

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## **AVAILABILITY AND SUPPORT**

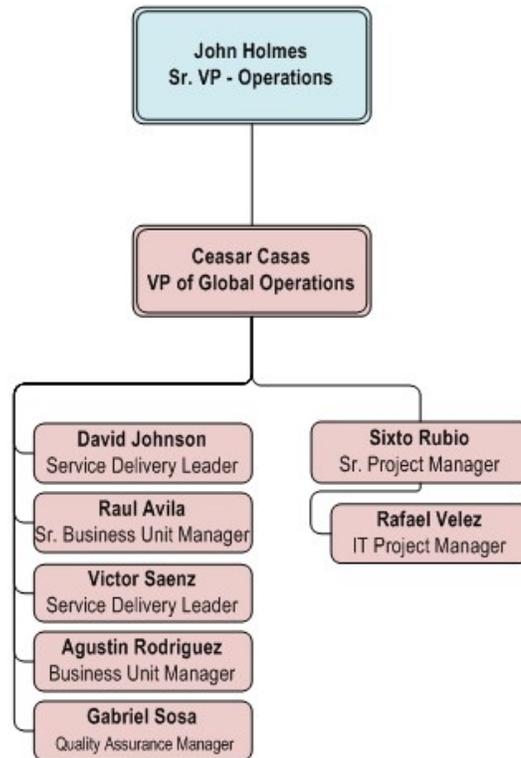
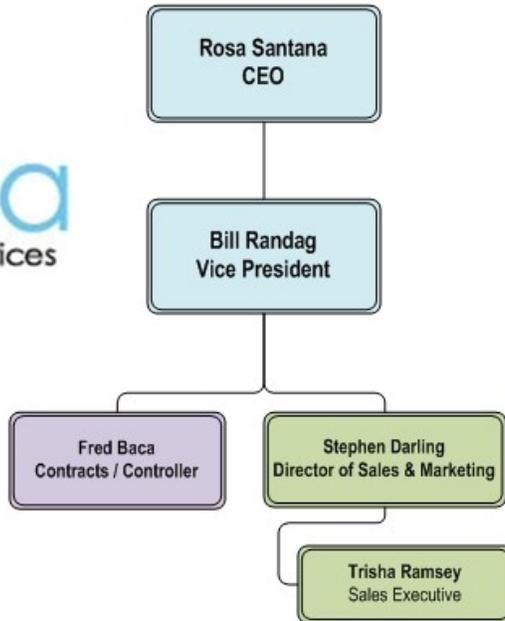
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### **OVEANA's Approach:**

As we do with all clients, we plan to support your project by assigning a dedicated team that will work with CCG and the STATE OF TEXAS PAs from inception through implementation. This process begins with a Transition Manager who will be designated to coordinate all aspects of the project involving representatives from associated departments as necessary. This transition is driven by our Process Migration Methodology (PMM) which we have established as the pivotal piece of our successful transitions.

After initial implementation, the project is turned over to a production team with one main point of contact. This Production Lead and their team institute perpetual monitoring and improvement plans while managing the outsourcing project, to ensure optimal quality results at all times. A regular reporting scheme is established and recurring meetings are held as necessary and if desired to facilitate communication between our client and Production.

In addition, an Account Coordinator will be assigned to your account to make sure all of your expectations are exceeded. The Account Coordinator works jointly with your Operations team to monitor Service Level Agreements, billing details and issues, and Voice of the Customer Surveys just to name a few.



OVEANA will assign the following individuals to your account:

Sales Executive, Trisha Ramsey will initiate communication with end user so that OVEANA team may gather project requirements. Once the PA awards the business to OVEANA, the transition will be led by Senior Project Manager Sixto Rubio who will work with each PA's project manager to clarify, define, and document project requirements and SLAs as well as initiate contract due diligence on baseline metrics. Final contract discussions will be conducted by Bill Randag, VP and Fred Baca, Controller.

Sr. Project Manager will then begin a step-by-step transition from document pick up and transport to document conversion. Weekly meetings will take place during this initial phase until project is stabilized and then transitioned to Operations. Employee staffing process with **rigorous background checks** will be conducted.

The Operations Service Delivery Leader, Victor Saenz and team will manage daily scanning, reporting, and problem solving until completion of the project. Each PA will have a dedicated Operations Lead to act as one point of contact from this point forward. If technical assistance is needed during normal business hours, this request comes in to the Operations Lead first. After hour emergencies are noted on Escalation Matrix provided.

All work will be conducted M-F, 8:30 – 4:30 PM CST except approved holidays. Cell numbers will be available for after hour emergency access to an Operations Lead.

#### **Transitioning Your Project:**

OVEANA will work closely with PA to develop a detailed project plan to include all components of preparing the document pick up and scanning project. At contract inception key milestones and detailed process steps will be scheduled in collaboration with PA and OVEANA stakeholders.

Our Business Engineering team will design a cost-effective solution based on PA's requirements and the functionality offered by our scanning technology. We can re-engineer this solution both in the short-term and long-term where necessary to deliver re-engineered process improvements, integration, and technology.

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## DOCUMENT PROCESSING

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### Preliminary Assessment Step:

- Determine desired depth of content tracking. Content can be tracked at the document, file, or box level.
- Determine type of image desired (standard: 200 DPI B/W TIFF G4 image).
- Determine required indexing fields (standard: 3 basic fields).
- Determine method of return of images and data.
- Determine any additional options required:
  - Scan on demand for immediate scanning of specific document records.
  - Paper Document Destruction/Return
  - Reporting Requirements

### Step 1 – Box Registration

- Register boxes with unique identification numbers for tracking and transportation.
- Stage boxes for physical pickup.
- Generate Chain of Custody listing.

### Step 2 – Warehousing

- Ensure proper approval signatures for chain of custody transfer of boxes.
- Transport boxes to secure distribution center.
- Assign each box to a trackable warehouse location

### Step 3 – Document Processing (daily)

- Securely transport boxes to processing facility.
- Prepare documents for scanning.
- Scan documents.
- Index documents.
- Audit scanned and indexed documents for quality.
- Load images and index data to secure storage location/device for client availability.

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## TRAINING

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While document conversion projects require little training from OVEANA to end user, OVEANA will provide all relevant training to PA.

Pertinent training from PA to OVEANA will typically take place using a train the trainer approach. A common example for a scanning project might include client security practices around document handling or around a PA's policies and procedures where the designated PA trainer will transfer knowledge and practices to OVEANA's training team to capture in writing and for future training of our document handling operators. Relevant training criteria and process will be discussed and agreed upon with each PA at the beginning of the contract scope review.

Please reference the Training and Hiring Phase in our Commitment to Quality section (below) for more specifics on OVEANA's training approach.

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## PROJECT MANAGEMENT SERVICES

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OVEANA's project management services are an integral part of our success and are a key component to transitioning each client's job in a successful manner. The same approach that we use to transition a project outlined above will be used with our project management services and team. OVEANA's solution is designed around our Plan, Review, Evaluate and Process (PREP) and our Process Migration Methodology (PMM) which is our approach to gathering project requirements for key stakeholders and successfully transitioning the project to one of our facilities both on time and within the project budget. Project managers use these project tools to layout the approach and manage the process with the client so that every detail is captured and milestone is managed with full transparency.

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## DELIVERY, TECHNICAL, QUALITY & IMAGING SERVICES

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OVEANA is a Texas based organization headquartered in El Paso, TX with facilities in Austin, El Paso, and San Antonio. Each project coming in will be assessed to determine the most viable production site. *New production locations can be established based on project size and scope.* Our full approach to starting a new project, outlined in the project management section, A.12.9.4 will be used on every project as we engage each new client. Full ramp up for a large project typically takes 2-3 months but each project timeline will be specific to the job.

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## COMMITMENT TO QUALITY

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### Image Quality

At OVEANA, quality is a commitment that encompasses every member of the organization with continuous improvement as our never ending goal. For the purpose of internal management of processes and staff, OVEANA collects, records and trends detailed data regarding item processing to include volume, service level objectives, quality level objectives, speed and efficiency information. This data is recorded and maintained electronically through the use of our **Document Tracking System (DTS)** and is made readily available at all times since such data is necessary for effective management. This data may easily be shared with our customer at regular intervals as desired including custom and tailored real-time reports as business rules dictate.

### Business Engineering – Solutioning Your Scanning Job

One of our greatest value-adds is our Business Engineering Team (BE). BE is responsible for evaluating and creating streamlined processing solutions for new business opportunities through Lean and Six Sigma methodologies. Using this approach they uncover opportunities for innovation, technological improvements, process improvements and solution development to improve the workflow and project cost. Further, to successfully prescribe a solution, OVEANA has developed a Business Process Analysis (BPA) methodology for evaluation of incoming opportunities. This process ensures that we gather all the required information to accurately propose a solution and ultimately price it for our client.

While we have published our standard, cost-effective approach for document conversion, we will evaluate each new job based on individual business needs. The team has worked on many document conversion projects and has the knowledge and experience to be able to share “Best Practices.”

### Training and Hiring Phase

New employees are rigorously screened with full background checks, trained on specific applications in a formal environment with written procedures and practice documents. There are classroom lectures and demonstrations followed by hands on experience with sample documents. The sessions are concluded with written tests on the procedures just learned.

### Tracking and Monitoring Phase

This second phase is further broken down into 3 levels. Employees advance through the levels as their experience and skills increase on the process they have been trained to perform. These processes can be anything from mail sorting, slicing, extraction, prepping, scanning, data entry,

photo copying, in-bound / out-bound calls, etc. In a process driven environment, it is necessary to build training around each identifiable process and then to perform random sampling on the end product of each process to ensure quality expectations are being met.

**QC - Entry Level**

New employees have 100% of their work verified by experienced auditors, and are then counseled on their mistakes. Processors are not released from this QC Level until their work is error free.

**QC - Level 2**

Employees reaching this level have 10% of their work 100% audited daily. They receive counseling from auditors regarding their work on a regular basis to ensure they are following the documented process and are meeting the quality expectation. If problems are noted, employees are returned to the QC – Entry Level for additional training and monitoring.

**QC - Level 3**

Under normal progress, employees reach this level after 6 weeks. At this level, a set percentage of every processor's work is audited each week. The percentages are dependent on several factors including: the complexity of the process being performed, the extent of auxiliary systems that have to be utilized to perform the process, and known track-record of the given employee. Each employee has at least 2% of their work audited every week.

If auditors discover errors at this level, the employees are counseled and disqualified from the bonus program. Additionally, they can be moved back to Level 2 or retrained depending on the severity of the errors.

During the QC process, the results are tabulated and used to analyze the areas containing frequent errors. Problem areas are addressed by management through various methods to include:

1. Additional auditing of the problem areas identified.
2. The use of additional help documentation during processing.
3. Increased training of new processors as well as refresher courses for experienced processors.
4. Replacement of employees unable to achieve the necessary quality results.

Whenever possible we prefer to use our Document Tracking System to record all audit results so that data can be tracked and trended over time. We make this information available to our clients so that we can jointly strive to work as a team and produce the highest quality results possible.

**Quality Process Corrective Action**

At OVEANA, every effort is made to build quality into the scanning processes in order to avoid errors and/or catch them before they reach the customer. The detailed quality audit process described above helps to assure high-quality results. Additionally, we solicit customer feedback through the use of periodic surveys in order to continuously improve overall customer service. However, should an error be found in the performance of Services, the error will be addressed according to our detailed Corrective Action Procedure.

Any nonconformity observed (through customer observation, internal quality issues, or negative customer feedback survey results) will be escalated to the Production Manager who will determine whether or not a Corrective Action is needed.

The Operations Service Delivery Leader is then responsible for engaging a task force of the Quality Control Council described above. This team will notify all stakeholders of the issue at hand and will conduct a complete root cause analysis for the reported issue. A Corrective Action Report (CAR) will then be provided to the Customer outlining the identification of the problem, the resolution of the problem, and the implementation date of the resolution. Any interim containment action needed while the full corrective action is developed will also be included in the documentation. When applicable, details of the issue and corrective action taken will be added to the Standard Operating Procedures Manual, becoming a part of regular training, in order to ensure that the issue does not repeat in the future.

If the issue is not promptly brought to resolution to the customer's satisfaction, complaints can then be escalated to the Account Coordinator who is fully empowered to resolve Customer concerns.

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## **REPORTS AND PERFORMANCE**

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Production reports track incoming documents (paper and electronic) by date, volume, and form type with full document tracking. Reports are used and referenced for billing purposes and track processing on-time SLAs and most will be available on secure web portals with restricted access. Common reports include:

- Daily Scanning Report by Box or File
- Monthly Status Reports
- Reconciliation Reports
- Quarterly Business Reviews (Formal Presentations)
- Scan-on-Demand (If applicable to your job)

Below is a screen shot sample from a HIPAA mailroom client.

The screenshot shows a web browser window with the URL <https://www.datamark.net/Support/Help/Reports/Reconciliation.asp>. The page title is "Reconciliation Report".

**Summary Table:**

Julian Date	Received Date	Batch Count Total	Fax Batch Count Total
136	5/16/14	2,662	1,657

**Detailed Table:**

Batch Name	Product	Claim Type	Batch Count	Beginning FLN	Ending FLN	#FLNs in Range	Time Transmitted	Time Acknowledged
19850090FCH		FCH	1	19814136.00001	19814136.00001	1	5/16/2014 11:01:16 AM	5/16/2014 11:12:57 AM
19850108D		D	3	19814136.00002	19814136.00004	3	5/16/2014 12:04:37 PM	5/16/2014 12:05:14 PM
198501D0FI		FI	1	19814136.00005	19814136.00005	1	5/16/2014 2:12:28 PM	5/16/2014 2:16:01 PM
198501D1FD		FD	1	19814136.00006	19814136.00006	1	5/16/2014 2:13:30 PM	5/16/2014 2:19:24 PM
1985019FD		FD	1	19814136.00007	19814136.00007	1	5/19/2014 9:11:31 AM	5/19/2014 9:26:04 AM
6595016ATP	OTHER	TP	15	65914136.00001	65914136.00015	15	5/16/2014 1:03:39 PM	5/16/2014 1:16:06 PM
65950183TP	OTHER	TP	20	65914136.00016	65914136.00035	20	5/16/2014 1:11:38 PM	5/16/2014 1:16:15 PM
6595018ATP	OTHER	TP	25	65914136.00036	65914136.00060	25	5/16/2014 1:32:29 PM	5/16/2014 1:45:27 PM

Reports can be built around Volume by Doc Type which comes into play when documents are priced differently by type.

**DATAMARK INCORPORATED**

### Daily Volume by Doctype

View From: 5/1/2014      Up To: 5/16/2014      Business Unit: Show All      Run Report

Scanned	Julian	CCL	ESS	GCO	HRL	ISV	OSB	ROC	TRL	TVC	USB	Total
05/01/2014	121	0	71	0	0	57	141	1414	0	65	341	2089
05/02/2014	122	17	97	0	0	70	69	1024	0	2	221	1500
05/03/2014	123	0	0	0	0	51	0	0	0	0	122	173
05/04/2014	124	0	0	0	0	0	0	0	0	0	0	0
05/05/2014	125	0	73	0	0	95	281	1489	0	0	0	1938
05/06/2014	126	13	77	0	0	365	429	936	0	1	435	2256
05/07/2014	127	0	41	0	0	25	244	1660	0	115	543	2628
05/08/2014	128	0	48	0	0	39	101	2337	0	0	313	2838
05/09/2014	129	0	49	0	0	74	123	1144	0	0	131	1521
05/10/2014	130	0	0	0	0	61	0	0	0	0	185	246
05/11/2014	131	0	0	0	0	0	0	0	0	0	0	0
05/12/2014	132	53	53	0	0	442	159	2336	0	155	0	3198
05/13/2014	133	52	26	0	0	385	408	719	0	68	296	1954
05/14/2014	134	1	29	0	0	21	266	935	0	0	463	1715
05/15/2014	135	0	50	0	0	48	54	1286	0	33	328	1799
05/16/2014	136	0	21	0	0	80	228	1086	0	21	194	1630
<b>Totals:</b>	<b>136</b>	<b>635</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1813</b>	<b>2503</b>	<b>16366</b>	<b>0</b>	<b>460</b>	<b>3577</b>	<b>25480</b>

Export to Excel

**Service Level**

**Council on Competitive Government for  
the State of Texas**