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Date: 2/24/2003 9:04:48 AM

Subject: Average Wait Time Item

Wanda and Beverly,

In compiling the Wait stats from last Friday (2/21), I saw an item that I wanted to bring to your attention:

For the past two Fridays (2/14 and 2/21), the St. George office has reported an Average Wait Time of 2 hours. There doesn't appear to be a high amount of transactions or large reduction in staff for those days.

Also, on 2/21, the Ladson office reported an Average Wait Time of 2 hours. Again, there doesn't appear to be a high amount of transactions or large reduction in staff for that day.

Please let us know if there were any system problems that these offices encountered during these dates.

Thanks,

Greg
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