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Date: 12/18/2002 10:12:41 AM

Subject: Average Wait Time report as of 12/17/02

Attachments: District\_Office\_Time\_Sum.xls

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Please note that there is a new worksheet included in the report. The worksheet is named 'Monthly Summary' and contains the following information:

(1) Monthly transaction totals by district

(2) Monthly average wait times by district

If there is additional information that would make this report more useful please let me know.

Greg