ZF Northwest Washington 2023 Report	Objective	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MAINTENANCE													
Troubles per 100 Access lines	Stip	1.72	1.27	0.95									
Repeat Troubles per 100 Access lines	Stip	0.79	0.56	0.17									
ANSWER PERFORMANCE													
Business Line Answer w/in 60 seconds	60 seconds	87.66%	90.77%	85.83%									
Repair Line Answer w/in 60 seconds	60 seconds	67.40%	83.22%	91.59%									