



Tech Helpline Usage Through May 2016

May 1-31, 2016:

Unique Users	164
Case Totals	237
Average Call Time	17.9 min

2016 Year-to-Date:

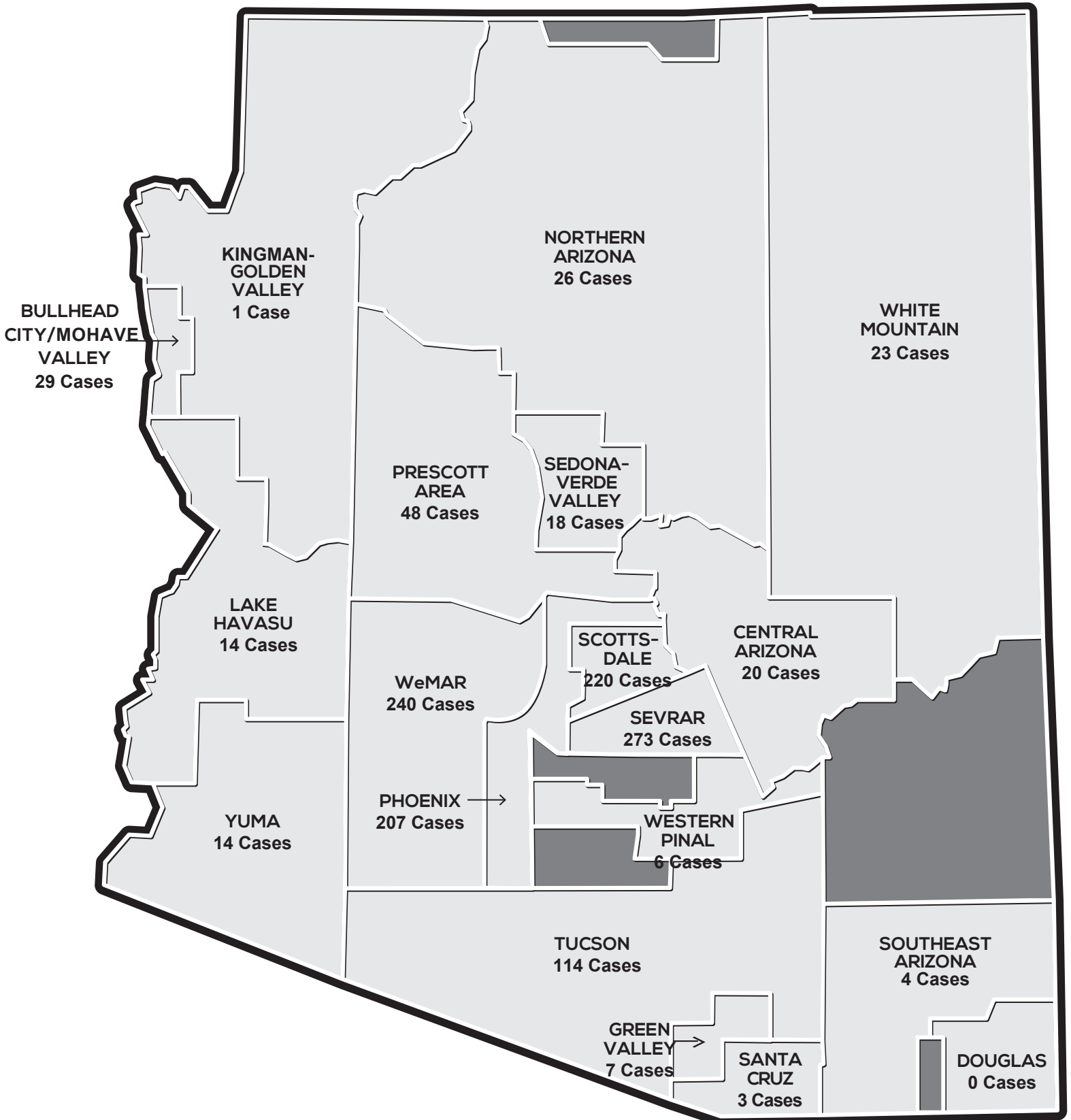
Unique Users	763
Case Totals	1317
Average Cases/Day	11.3

YTD Usage by Generation:

Silents (born thru 1945)	168
Boomers (born thru 1964)	670
Gen X (born thru 1979)	216
Gen Y (born thru 1994)	36
Unknown (no data)	227

*A map showing Year-to-Date usage by local association follows on page 2. To date only one local association, Douglas, has not utilized the Helpline.

TECH HELPLINE CASE MAP OF ARIZONA 2016 Usage Through May



 UNASSIGNED TERRITORY