		2011										2012								
Office	• R	Rank	Customers	Reviews	Renewal	Proposed	Potential	Avg Proposal	Proposal %	ACP Services %	Rank	Customers	Reviews	Renewal	Proposed	Potential	Avg Proposal	Proposal %	ACP Services	
34031 / N.Detroit-FS		1	4,004	4,113	\$1,329,419	\$4,744,192	\$6,073,610	\$1,185	81.8%	94.7%	1	4,408	4,535	\$1,519,770	\$5,410,101	\$6,929,871	\$1,227	81.8%	95.2%	
34831 / North East Detroit		2	2,178	2,180	\$458,112	\$1,604,052	\$2,062,164	\$736	80.5%	94.2%	36	7	7	\$1,125	\$0	\$1,125	\$0	0.0%	0.0%	
137631 / Oakland		3	27	27	\$1,311	\$13,021	\$14,332		88.7%	92.6%		0	0	\$0	\$0	\$0				
133431 / Indianapolis-FS		4	1,219	1,220	\$372,673	\$627,975	\$1,000,648		63.6%	87.9%		0	0	\$0	\$0	\$0				
134731 / West Chicago	_	5	2,114	2,125	\$645,166	\$1,034,150	\$1,679,316		61.5%	84.1%	36	33	33	\$7,512	\$0	\$7,512	\$0	0.0%	0.0%	
133531 / Youngstown-FS		6	1,083	1,085	\$325,398	\$423,803	\$749,201		56.6%	79.8%	0	0	0	\$0	\$0	\$0	¢ 47.4	E4 40/	75 70/	
137031 / E. Denver		7 8	3,686 2,517	3,688 2,523	\$1,574,868	\$1,713,274 \$1,229,930	\$3,288,142		52.5% 53.9%	77.8% 77.6%	3	3,915 3,155	3,919 3,164	\$1,729,731 \$1,450,216	\$1,854,914 \$1,610,597	\$3,584,645		51.4% 56.1%	75.7% 76.4%	
134131 / S.Detroit-FS 133131 / Akron-FS		8 9	2,517	2,523	\$1,172,312 \$1,370,118	\$1,229,930	\$2,402,242 \$2,550,913		45.0%	74.7%	4	3,155	4,018	\$1,450,216	\$1,610,597 \$1,283,106	\$3,060,814		45.2%	76.4%	
133631 / Canton		9 12	<b>(</b> 39	1,902	\$676,887	\$629,597	\$2,550,913		45.0%	74.7%	4	1,999	2,007	\$753,193	\$696,151	\$2,760,506		43.2%	74.8%	
132631 / Charleston-FS		13	2	1,096	\$528,992	\$369,987	\$898,979		38.8%	70.1%	5	0	0	\$733,173	\$0,00,151	\$1,447,344	\$J40	44.070	/1.070	
137231 / W. Denver		10	2,757	2,757	\$1,305,328	\$1,070,510	\$2,375,839		47.6%	72.2%	6	3.083	3.090	\$1,533,742	\$1,152,974	\$2,686,716	\$374	46.7%	68.5%	
I30631 / Rochester-FS		11	2,412	2,418	\$856,969	\$490,007	\$1,346,976		34.6%	72.0%	7	2,536	2,546	\$1,369,142	\$463,096	\$1,832,238		26.9%	64.7%	
I31831 / Wilmington-FS		14	1.009	1.016	\$626,825	\$231,191	\$858.016		36.5%	67.1%		0	0	\$0	\$0	\$0		20.770	011770	
131531 / Albany-FS		15	2,113	2,119	\$994,292	\$652,827	\$1,647,118	\$309	44.5%	67.0%		0	0	\$0	\$0	\$0				
138531 / Boulder		16	4,343	4,357	\$1,976,385	\$801,189	\$2,777,573		36.3%	63.9%	36	24	24	\$25,487	\$0	\$25,487	\$0	0.0%	0.0%	
34231 / Milwaukee-FS		17	1,950	1,965	\$923,466	\$452,124	\$1,375,590	\$232	31.6%	63.2%		0	0	\$0	\$0	\$0				
134931 / North Chicago		18	1,657	1,664	\$617,683	\$509,387	\$1,127,070	\$307	43.7%	63.0%	36	9	9	\$3,394	\$0	\$3,394	\$0	0.0%	0.0%	
35331 / Raleigh/Durham-FS		19	794	794	\$297,548	\$256,869	\$554,417	\$324	48.7%	62.3%	8	802	805	\$309,830	\$226,980	\$536,810	\$283	43.9%	53.5%	
34531 / N.W.Chicago-FS		20	2,658	2,684	\$1,238,336	\$724,532	\$1,962,868	\$273	32.3%	54.3%	36	59	59	\$17,986	\$0	\$17,986	\$0	0.0%	0.0%	
32931 / W.Cleveland-FS		21	2,889	2,893	\$848,968	\$725,267	\$1,574,235		48.4%	54.0%	24	59	59	\$17,547	\$1,151	\$18,698		8.2%	1.7%	
32831 / Toledo-FS		22	1,200	1,203	\$544,895	\$357,672	\$902,567	\$298	37.9%	53.8%		0	0	\$0	\$0	\$0				
131631 / S.Pittsburgh-FS		23	2,466	2,477	\$1,010,693	\$308,639	\$1,319,332		20.5%	53.6%		0	0	\$0	\$0	\$0				
134631 / S.Chicago-FS		24	5,191	5,244	\$2,508,263	\$1,359,399	\$3,867,663		36.5%	53.5%	19	6	6	\$2,286	\$433	\$2,719		13.8%	16.7%	
135431 / Charlotte-FS		26	1,492	1,505	\$689,927	\$499,031	\$1,188,958		40.2%	52.3%	9	1,521	1,526	\$762,563	\$512,419	\$1,274,982		39.6%	53.4%	
130431 / Cape Cod		25	1,790	1,825	\$783,534	\$386,494	\$1,170,027		31.1%	52.3%	10	1,809	1,851	\$844,394	\$406,902	\$1,251,296	\$225	31.1%	52.2%	
36531 / Kansas City-FS		27	649	660	\$268,461	\$134,345	\$402,806		31.5%	50.7%		0	0	\$0	\$0	\$0				
138631 / Portland OR		38	677	678	\$343,933	\$60,333	\$404,266		11.9%	34.1%	13	843	846	\$415,678	\$74,103	\$489,781	\$88	12.0%	35.9%	
130731 / N.Philadelphia-FS		29	1,360	1,366	\$757,227	\$315,217	\$1,072,444		29.6%	41.7%		0	0	\$0	\$0	\$0		25 (0)	44.00/	
35231 / Greensboro-FS 30531 / Buffalo-FS		30 28	2,831 2,401	2,874	\$1,228,366 \$717,117	\$645,287 \$197,551	\$1,873,653		33.2% 20.0%	41.4%	11	2,412 2,768	2,476 2,782	\$1,001,373 \$1,016,555	\$567,725 \$216,341	\$1,569,098 \$1,232,896		35.6% 18.1%	41.8%	
		28 31	2,401 996	2,407			\$914,668		20.0%		12	2,768	2,782	\$1,016,555 \$425	\$216,341			0.0%		
131431 / New Jersey-FS 133031 / E.Cleveland-FS		31	1.710	1,010 1,717	\$775,956 \$743,871	\$219,979 \$334,204	\$995,935 \$1,078,075		33.3%	40.9% 40.3%	36 36	2	2	\$425	\$0	\$425		0.0%	0.0%	
132531 / R/C West Columbus		33	1,930	1,932	\$788,119	\$211,762	\$999,881		20.4%	36.5%	30	0	0	\$0,550	\$0	\$0,550	φŪ	0.078	0.076	
I33931 / Columbus-FS		34	1,677	1,680	\$579,111	\$181,872	\$760,982		23.1%	36.3%		0	0	\$0	\$0	\$0				
I36631 / Minneapolis-FS		36	1,464	1,473	\$695,275	\$154,038	\$849,313		21.4%	35.6%	14	1,462	1,468	\$726,277	\$158,928	\$885,205		21.3%	35.6%	
I31731 / N.Pittsburgh-FS		35	1,613	1,617	\$779,197	\$160,381	\$939,578		15.9%	35.8%	15	1,828	1,855	\$923,022	\$190,382	\$1,113,404		15.8%	34.6%	
I30831 / W.Philadelphia-FS		39	1,033	1,038	\$610,785	\$203,689	\$814,474		21.2%	33.3%		0	0	\$0	\$0	\$0				
131931 / Washington-DC-FS		40	1,103	1,109	\$521,638	\$192,764	\$714,402		19.5%	32.4%	36	1	1	\$40	\$0	\$40	\$0	0.0%	0.0%	
137431 / Las Vegas		37	754	804	\$282,320	\$78,696	\$361,016		23.4%	35.4%	16	900	974	\$355,737	\$82,771	\$438,508	\$92	20.0%	29.8%	
35631 / Orlando-FS		41	112	115	\$63,588	\$23,087	\$86,675	\$206	20.5%	28.6%	17	168	171	\$93,884	\$25,473	\$119,357	\$152	19.6%	26.8%	
138731 / Ft. Collins		42	1,428	1,432	\$675,499	\$145,673	\$821,172		16.8%	27.0%		0	0	\$0	\$0	\$0				
31231 / Eastern Shore		43	994	996	\$570,789	\$92,082	\$662,870	\$93	14.0%	22.4%	36	5	5	\$2,720	\$0	\$2,720	\$0	0.0%	0.0%	
32131 / Richmond-FS		45	759	759	\$506,110	\$54,717	\$560,827		9.2%	21.2%		0	0	\$0	\$0	\$0				
38431 / Seattle-FS		44	916	924	\$677,388	\$83,303	\$760,691		12.3%	21.6%	18	1,000	1,009	\$750,232	\$83,507	\$833,739		10.9%	18.9%	
35531 / N.Atlanta-FS		46	1,086	1,088	\$529,517	\$52,373	\$581,890		5.5%	20.2%	20	1,115	1,115	\$548,985	\$43,123	\$592,108		4.5%	16.2%	
133331 / Cincinnati-FS		47	1,773	1,775	\$878,096	\$47,069	\$925,166		6.0%	18.6%		0	0	\$0	\$0	\$0				
I30131 / Boston-FS		48	1,087	1,096	\$888,774	\$52,989	\$941,763		5.1%	18.4%		0	0	\$0	\$0	\$0				
36331 / Quad Cities-TC		50	864	866	\$374,862	\$51,821	\$426,683		11.7%	13.9%		0	0	\$0	\$0	\$0				
I34331 / N.E.Chicago-FS		51	2,249	2,261	\$827,145	\$76,488	\$903,633		6.7%	13.5%	36	4	4	\$1,360	\$0	\$1,360		0.0%	0.0%	
137531 / Menlo Park		49	323	345	\$135,758	\$23,373	\$159,131		14.0%	14.2%	22	297	312	\$130,054	\$4,359	\$134,412		3.4%	3.4%	
137931 / East Bay-TC		52	1,170	1,257	\$453,795	\$51,883	\$505,678		13.0%	8.3%	36	3	3	\$1,094	\$0	\$1,094	\$0	0.0%	0.0%	
136231 / Nashville		53	220	242	\$155,803	\$4,377	\$160,180		3.2%	8.2%		0	0	\$0	\$0	\$0				
130931 / Baltimore-FS		55	1,332	1,337	\$733,127	\$20,500	\$753,627		2.4%	5.2%	04	0	0	\$0	\$0	\$0		2.404	E 001	
138831 / Portland ME		54	217	224	\$141,562	\$5,772	\$147,334		4.6%	7.8%	21	337	396	\$206,490	\$5,933	\$212,423		3.1%	5.0%	
132031 / N.Virginia-FS		56 57	1,623 880	1,712	\$901,911	\$22,384	\$924,295		1.6% 2.5%	5.0%	24	0	0	\$0 \$1,388	\$0 \$0	\$0 \$1,388		0.09/	0.09/	
33231 / North East Cleveland		57	711	881 729	\$345,014 \$509,732	\$5,625 \$7,030	\$350,639		2.5%	3.6% 2.8%	36 23	1 821	844	\$1,388 \$627,105	\$0 \$10,690	\$1,388 \$637,795		0.0% 2.1%	0.0%	
		00	/11	129	\$309,132	\$7,030	\$516,762	\$IU	2.0%	2.8%	23	021	044	\$027,105	\$10,090	\$037,195	\$13	2.1%	2.8%	

		2011										2012									
Office	۹	Rank	Customers	Reviews	Renewal	Proposed	Potential	Avg Proposal	Proposal %	ACP Services %	Rank	Customers	Reviews	Renewal	Proposed	Potential	Avg Proposal	Proposal %	ACP Services %		
137831 / San Francisco-TC		60	846	925	\$318,927	\$9,943	\$328,870	\$12	2.2%	2.2%	36	12	14	\$5,415	\$0	\$5,415	\$0	0.0%	0.0%		
136431 / St.Louis-FS		61	864	869	\$475,984	\$2,894	\$478,878	\$3	0.4%	1.7%		0	0	\$0	\$0	\$0					
138231 / Santa Clara-TC		62	1,848	1,884	\$588,504	\$11,517	\$600,021	\$6	1.3%	1.4%	25	1,804	1,854	\$592,145	\$10,948	\$603,093	\$6	1.2%	1.3%		
138331 / Sacramento-TC		64	907	938	\$336,582	\$2,435	\$339,017	\$3	1.0%	1.0%	26	1,010	1,067	\$397,148	\$2,948	\$400,096	\$3	1.0%	1.1%		
136831 / Dallas-TC		63	487	511	\$189,667	\$2,175	\$191,842	\$4	1.0%	1.0%		0	0	\$0	\$0	\$0					
136931 / S Houston		65	1,249	1,271	\$788,791	\$2,760	\$791,551	\$2	0.6%	0.9%	27	1,494	1,624	\$1,090,534	\$2,900	\$1,093,434	\$2	0.5%	0.7%		
135731 / Memphis-FS		66	783	795	\$441,587	\$3,087	\$444,674	\$4	0.4%	0.8%	28	822	851	\$480,882	\$3,129	\$484,011	\$4	0.4%	0.7%		
136031 / Naples/Ft.Myers		67	306	322	\$344,714	\$2,482	\$347,196	\$8	0.2%	0.7%	36	271	296	\$333,131	\$0	\$333,131	\$0	0.0%	0.0%		
136131 / Austin		70	1,026	1,062	\$551,511	\$0	\$551,511	\$0	0.0%	0.0%	36	2	2	\$1,686	\$0	\$1,686	\$0	0.0%	0.0%		
136731 / San Antonio-TC		70	936	951	\$450,271	\$0	\$450,271	\$0	0.0%	0.0%	36	1,233	1,258	\$631,766	\$0	\$631,766	\$0	0.0%	0.0%		
137731 / San Diego-TC		70	754	815	\$299,160	\$0	\$299,160	\$0	0.0%	0.0%		0	0	\$0	\$0	\$0					
Total			107,974	109,173	\$47,963,405	\$26,350,633	\$74,314,038	\$244	39.0%	47.0%		48,053	48,914	\$22,168,981	\$15,102,083	\$37,271,063	\$314	44.4%	50.6%		