|  | 2011 |  |  |  |  |  |  |  |  | 2012 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Office | Rank | Customers | Reviews | Renewal | Proposed | Potential | Avg Proposal | $\begin{gathered} \text { Proposal } \\ \% \end{gathered}$ | ACP <br> Services \% | Rank | Customers | Reviews | Renewal | Proposed | Potential | $\begin{aligned} & \text { Avg } \\ & \text { Proposal } \end{aligned}$ | $\begin{gathered} \text { Proposal } \\ \% \end{gathered}$ | $\stackrel{\text { ACP }}{\text { Services \% }}$ |
| 134031 / 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\% |
| 134831 / 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 | \$482 | 88.7\% | 92.6\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 133431 / Indianapolis-FS | 4 | 1,219 | 1,220 | \$372,673 | \$627,975 | \$1,000,648 | \$515 | 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 | \$489 | 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 | \$391 | 56.6\% | 79.8\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 137031 / E. Denver | 7 | 3,686 | 3,688 | \$1,574,868 | \$1,713,274 | \$3,288,142 | \$465 | 52.5\% | 77.8\% | 3 | 3,915 | 3,919 | \$1,729,731 | \$1,854,914 | \$3,584,645 | \$474 | 51.4\% | 75.7\% |
| 134131 / S.Detroit-FS | 8 | 2,517 | 2,523 | \$1,172,312 | \$1,229,930 | \$2,402,242 | \$489 | 53.9\% | 77.6\% | 2 | 3,155 | 3,164 | \$1,450,216 | \$1,610,597 | \$3,060,814 | \$510 | 56.1\% | 76.4\% |
| 133131 / Akron-FS | 9 |  | 3,958 | \$1,370,118 | \$1,180,795 | \$2,550,913 | \$300 | 45.0\% | 74.7\% | 4 | 3,991 | 4,018 | \$1,477,400 | \$1,283,106 | \$2,760,506 | \$321 | 45.2\% | 74.6\% |
| 133631 / Canton | 12 | (89) | 1,902 | \$676,887 | \$629,597 | \$1,306,483 | \$332 | 44.3\% | 71.8\% | 5 | 1,999 | 2,007 | \$753,193 | \$696,151 | \$1,449,344 | \$348 | 44.6\% | 71.0\% |
| 132631 / Charleston-FS | 13 |  | 1,096 | \$528,992 | \$369,987 | \$898,979 | \$339 | 38.8\% | 70.1\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 137231 / W. Denver | 10 | 2,757 | 2,757 | \$1,305,328 | \$1,070,510 | \$2,375,839 | \$388 | 47.6\% | 72.2\% | 6 | 3,083 | 3,090 | \$1,533,742 | \$1,152,974 | \$2,686,716 | \$374 | 46.7\% | 68.5\% |
| 130631 / Rochester-FS | 11 | 2,412 | 2,418 | \$856,969 | \$490,007 | \$1,346,976 | \$203 | 34.6\% | 72.0\% | 7 | 2,536 | 2,546 | \$1,369,142 | \$463,096 | \$1,832,238 | \$183 | 26.9\% | 64.7\% |
| 131831 / Wilmington-FS | 14 | 1,009 | 1,016 | \$626,825 | \$231,191 | \$858,016 | \$229 | 36.5\% | 67.1\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 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 | \$184 | 36.3\% | 63.9\% | 36 | 24 | 24 | \$25,487 | \$0 | \$25,487 | \$0 | 0.0\% | 0.0\% |
| 134231 / 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\% |
| 135331 / 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\% |
| 134531 / 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\% |
| 132931 / W.Cleveland-FS | 21 | 2,889 | 2,893 | \$848,968 | \$725,267 | \$1,574,235 | \$251 | 48.4\% | 54.0\% | 24 | 59 | 59 | \$17,547 | \$1,151 | \$18,698 | \$20 | 8.2\% | 1.7\% |
| 132831 / 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 | \$125 | 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 | \$262 | 36.5\% | 53.5\% | 19 | 6 | 6 | \$2,286 | \$433 | \$2,719 | \$72 | 13.8\% | 16.7\% |
| 135431 / Charlotte-FS | 26 | 1,492 | 1,505 | \$689,927 | \$499,031 | \$1,188,958 | \$334 | 40.2\% | 52.3\% | 9 | 1,521 | 1,526 | \$762,563 | \$512,419 | \$1,274,982 | \$337 | 39.6\% | 53.4\% |
| 130431 / Cape Cod | 25 | 1,790 | 1,825 | \$783,534 | \$386,494 | \$1,170,027 | \$216 | 31.1\% | 52.3\% | 10 | 1,809 | 1,851 | \$844,394 | \$406,902 | \$1,251,296 | \$225 | 31.1\% | 52.2\% |
| 136531 / Kansas City-FS | 27 | 649 | 660 | \$268,461 | \$134,345 | \$402,806 | \$207 | 31.5\% | 50.7\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 138631 / Portland OR | 38 | 677 | 678 | \$343,933 | \$60,333 | \$404,266 | \$89 | 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 | \$232 | 29.6\% | 41.7\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 135231 / Greensboro-FS | 30 | 2,831 | 2,874 | \$1,228,366 | \$645,287 | \$1,873,653 | \$228 | 33.2\% | 41.4\% | 11 | 2,412 | 2,476 | \$1,001,373 | \$567,725 | \$1,569,098 | \$235 | 35.6\% | 41.8\% |
| 130531 / Buffalo-FS | 28 | 2,401 | 2,407 | \$717,117 | \$197,551 | \$914,668 | \$82 | 20.0\% | 44.2\% | 12 | 2,768 | 2,782 | \$1,016,555 | \$216,341 | \$1,232,896 | \$78 | 18.1\% | 41.1\% |
| 131431 / New Jersey-FS | 31 | 996 | 1,010 | \$775,956 | \$219,979 | \$995,935 | \$221 | 27.5\% | 40.9\% | 36 | 2 | 2 | \$425 | \$0 | \$425 | \$0 | 0.0\% | 0.0\% |
| 133031 / E.Cleveland-FS | 32 | 1,710 | 1,717 | \$743,871 | \$334,204 | \$1,078,075 | \$195 | 33.3\% | 40.3\% | 36 | 28 | 28 | \$8,536 | \$0 | \$8,536 | \$0 | 0.0\% | 0.0\% |
| 132531 / R/C West Columbus | 33 | 1,930 | 1,932 | \$788,119 | \$211,762 | \$999,881 | \$110 | 20.4\% | 36.5\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 133931 / Columbus-FS | 34 | 1,677 | 1,680 | \$579,111 | \$181,872 | \$760,982 | \$108 | 23.1\% | 36.3\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 136631 / Minneapolis-FS | 36 | 1,464 | 1,473 | \$695,275 | \$154,038 | \$849,313 | \$105 | 21.4\% | 35.6\% | 14 | 1,462 | 1,468 | \$726,277 | \$158,928 | \$885,205 | \$109 | 21.3\% | 35.6\% |
| 131731 / N.Pittsburgh-FS | 35 | 1,613 | 1,617 | \$779,197 | \$160,381 | \$939,578 | \$99 | 15.9\% | 35.8\% | 15 | 1,828 | 1,855 | \$923,022 | \$190,382 | \$1,113,404 | \$104 | 15.8\% | 34.6\% |
| 130831 / W.Philadelphia-FS | 39 | 1,033 | 1,038 | \$610,785 | \$203,689 | \$814,474 | \$197 | 21.2\% | 33.3\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 131931 / Washington-DC-FS | 40 | 1,103 | 1,109 | \$521,638 | \$192,764 | \$714,402 | \$175 | 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 | \$104 | 23.4\% | 35.4\% | 16 | 900 | 974 | \$355,737 | \$82,771 | \$438,508 | \$92 | 20.0\% | 29.8\% |
| 135631 / 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 | \$102 | 16.8\% | 27.0\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 131231 / 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\% |
| 132131 / Richmond-FS | 45 | 759 | 759 | \$506,110 | \$54,717 | \$560,827 | \$72 | 9.2\% | 21.2\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 138431 / Seattle-FS | 44 | 916 | 924 | \$677,388 | \$83,303 | \$760,691 | \$91 | 12.3\% | 21.6\% | 18 | 1,000 | 1,009 | \$750,232 | \$83,507 | \$833,739 | \$84 | 10.9\% | 18.9\% |
| 135531 / N.Atlanta-FS | 46 | 1,086 | 1,088 | \$529,517 | \$52,373 | \$581,890 | \$48 | 5.5\% | 20.2\% | 20 | 1,115 | 1,115 | \$548,985 | \$43,123 | \$592,108 | \$39 | 4.5\% | 16.2\% |
| 133331 / Cincinnati-SS | 47 | 1,773 | 1,775 | \$878,096 | \$47,069 | \$925,166 | \$27 | 6.0\% | 18.6\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 130131 / Boston-FS | 48 | 1,087 | 1,096 | \$888,774 | \$52,989 | \$941,763 | \$49 | 5.1\% | 18.4\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 136331 / Quad Cities-TC | 50 | 864 | 866 | \$374,862 | \$51,821 | \$426,683 | \$60 | 11.7\% | 13.9\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 134331 / N.E.Chicago-FS | 51 | 2,249 | 2,261 | \$827,145 | \$76,488 | \$903,633 | \$34 | 6.7\% | 13.5\% | 36 | 4 | 4 | \$1,360 | \$0 | \$1,360 | \$0 | 0.0\% | 0.0\% |
| 137531 / Menlo Park | 49 | 323 | 345 | \$135,758 | \$23,373 | \$159,131 | \$72 | 14.0\% | 14.2\% | 22 | 297 | 312 | \$130,054 | \$4,359 | \$134,412 | \$15 | 3.4\% | 3.4\% |
| 137931 / East Bay-TC | 52 | 1,170 | 1,257 | \$453,795 | \$51,883 | \$505,678 | \$44 | 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 | \$20 | 3.2\% | 8.2\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 130931 / Baltimore-FS | 55 | 1,332 | 1,337 | \$733,127 | \$20,500 | \$753,627 | \$15 | 2.4\% | 5.2\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 138831 / Portland ME | 54 | 217 | 224 | \$141,562 | \$5,772 | \$147,334 | \$27 | 4.6\% | 7.8\% | 21 | 337 | 396 | \$206,490 | \$5,933 | \$212,423 | \$18 | 3.1\% | 5.0\% |
| 132031 / N.Virginia-FS | 56 | 1,623 | 1,712 | \$901,911 | \$22,384 | \$924,295 | \$14 | 1.6\% | 5.0\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |
| 133231 / North East Cleveland | 57 | 880 | 881 | \$345,014 | \$5,625 | \$350,639 | \$6 | 2.5\% | 3.6\% | 36 | 1 | 1 | \$1,388 | \$0 | \$1,388 | \$0 | 0.0\% | 0.0\% |
| 137331 / N Houston | 58 | 711 | 729 | \$509,732 | \$7,030 | \$516,762 | \$10 | 2.0\% | 2.8\% | 23 | 821 | 844 | \$627,105 | \$10,690 | \$637,795 | \$13 | 2.1\% | 2.8\% |
| 130331 / Mid-Long Island-FS | 59 | 1,624 | 1,642 | \$1,039,498 | \$6,765 | \$1,046,263 | \$4 | 0.6\% | 2.3\% |  | 0 | 0 | \$0 | \$0 | \$0 |  |  |  |


|  | 2011 |  |  |  |  |  |  |  |  | 2012 |  |  |  |  |  |  |  |  |
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| Office | Rank | Customers | Reviews | Renewal | Proposed | Potential | $\begin{gathered} \text { Avg } \\ \text { Proposal } \end{gathered}$ | Proposal \% | Services \% | Rank | Customers | Reviews | Renewal | Proposed | Potential | $\begin{gathered} \text { Avg } \\ \text { Proposal } \end{gathered}$ | $\begin{gathered} \text { Proposal } \\ \% \end{gathered}$ | 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\% |

