

	2024																
	PYCA Order	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	
	3116	16.2%	8.8%	10.30%	3.10%	16.20%	7.90%		14.00%	12.30%	7.10%	8.50%	7.70%	-1.70%	-1.20%	8.4%	
	3176	11.5%	8.3%	7.10%	6.60%	9.10%	8.20%		8.40%	8.40%	6.80%	11.20%	6.10%	-0.30%	3.30%	7.3%	
	3802	6.2%	-1.2%	-1.70%	-4.50%	-11.30%	1.60%		5.70%	4.20%	18.80%	12.30%	-4.60%	3.50%	4.20%	2.6%	
	3882	27.9	23.5	27.40%	26.20%	32.10%	26.40%		37.30%	35.30%	31.60%	20.20%	4.40%	1.30%	1.70%	27.90%	
	5161	1.9%	2.3%	-3.10%	-1.80%	-2.40%	-9.50%		-12.40%	2.00%	18.30%	1.10%	2.80%	7.10%	4.60%	0.8%	
	5166	12.0%	1.6%	-1.80%	-2.50%	67.60%	5.00%		17.40%	8.40%	17.30%	10.40%	6.70%	-3.10%	2.30%	10.9%	
	8604	19.7%	11.1%	12.20%	9.70%	62.80%	10.50%		16.80%	14.80%	14.90%	4.40%	-2.60%	-0.30%	3.60%	13.7%	
	F4212	11.8%	6.1%	5.60%	3.50%	18.90%	6.50%		11.80%	12.40%	14.30%	8.80%	3.50%	0.60%	2.50%	8.2%	
	eADT 2024	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	PY +-
	3116	31.10	28.60	27.70	28.30	29.40	29.20		29.80	29.00	31.10	28.80	31.20	32.50	31.50	29.86	-2.25
	3176	30.10	28.80	27.90	27.30	26.90	28.20		25.80	26.80	25.30	25.10	25.70	27.40	29.90	27.32	-1.20
	3802	27.00	24.50	21.50	20.90	22.00	24.30		24.10	23.50	25.20	25.20	24.90	27.10	25.70	24.30	-4.62
	3882	21.80	21.50	23.20	24.10	23.60	29.00		26.10	27.00	25.00	23.40	23.70	23.20	25.60	24.40	-5.93
	5161	25.40	24.10	25.70	27.20	27.40	30.70		27.40	29.10	27.20	24.10	26.00	28.40	28.00	26.98	1.75
	5166	25.10	26.20	24.80	25.00	25.80	26.40		24.40	26.70	25.90	26.90	26.80	27.20	28.60	26.14	-2.26
	8604	25.40	27.00	22.90	23.90	38.70	29.20		23.70	24.60	26.90	26.80	25.40	25.80	29.10	26.88	1.08
	F4212	27.50	26.40	25.40	25.80	27.80	28.10		26.30	27.00	27.00	26.10	26.80	28.20	28.80	27.02	-1.98
	eADT 2023	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	PY +-
	3116	33.80	34.90	34.40	36.00	33.30	33.90		31.00	30.50	28.80	30.20	28.60	30.20	31.80	32.11	-8.47
	3176	31.20	36.40	33.20	26.40	27.10	27.00		25.80	24.80	26.05	30.30	27.70	26.60	28.20	28.52	-0.40
	3802	29.00	28.10	35.10	29.40	37.10	27.90		29.00	28.10	27.80	29.50	25.40	24.80	24.80	28.92	-3.88
	3882	24.10	25.20	38.90	42.80	27.50	41.40		34.50	27.90	25.83	36.90	25.70	22.70	20.90	30.33	-5.71
	5161	28.40	26.90	28.90	27.00	25.90	24.30		22.00	24.60	20.68	22.60	22.80	29.50	24.40	25.23	-2.69
	5166	28.90	29.80	33.00	29.80	31.90	29.70		28.90	28.10	25.55	25.60	27.00	26.50	24.40	28.40	-1.35
	8604	24.20	25.00	26.50	24.90	24.90	31.80		25.20	26.90	23.63	26.00	24.50	27.40	24.50	25.80	-1.98
	F4212	29.80	31.00	33.10	30.70	31.20	30.40		28.30	27.50	26.03	28.50	26.30	27.40	26.70	28.99	-3.66
	eADT 2022	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	
	3116	56.00	48.80	46.40	39.30	37.00	41.20		42.00	41.40	38.60	34.10	33.00	36.80	32.90	40.58	
	3176	35.30	28.80	29.60	25.60	26.40	35.70		27.50	26.50	27.90	27.80	30.40	26.60	27.80	28.92	
	3802	36.30	32.80	35.50	32.20	31.70	35.10		33.00	29.40	34.40	32.20	28.80	37.60	27.50	32.81	
	3882	20.00	27.20	37.20	33.80	35.60	53.50		62.80	66.80	36.10	25.70	22.00	23.00	24.80	36.04	
	5161	31.20	30.10	29.60	28.10	26.40	28.50		26.50	29.70	28.50	24.80	25.30	27.60	26.70	27.92	
	5166	32.80	28.80	29.60	28.20	27.70	28.40		29.70	29.80	32.40	28.80	29.70	31.40	29.40	29.75	
	8604	30.80	33.30	32.70	27.90	27.50	32.50		25.20	28.40	26.00	23.80	24.00	24.70	24.30	27.78	
	F4212	37.80	34.20	34.70	31.00	30.50	36.50		35.00	34.90	32.40	29.10	28.90	31.00	28.50	32.65	
	F&L 2024	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	

	3116	50.99	51.80	52.70	50.44	50.83	52.24		49.55	50.12	51.85	54.36	53.30	55.30	50.10	51.81	
	3176	49.93	50.40	53.00	53.08	53.89	53.21		51.72	52.75	54.12	55.52	57.97	57.18	50.30	53.31	
	3802	52.80	53.80	54.90	53.74	51.82	51.86		54.25	52.64	56.26	59.69	58.69	48.52	57.80	54.37	
	3882	88.83	86.10	70.80	69.17	69.22	55.15		50.58	51.28	62.66	67.79	70.75	29.68	78.30	65.41	
	5161	53.39	53.50	53.40	51.39	55.22	55.40		56.22	56.89	55.56	60.33	59.18	51.54	55.70	55.21	
	5166	53.80	53.90	55.70	53.39	52.69	53.01		52.48	53.38	55.83	56.86	58.52	51.93	55.50	54.38	
	8604	62.48	63.70	61.50	59.46	58.05	63.29		62.72	60.63	66.83	65.36	66.86	43.08	64.90	61.45	
	F4212	55.29	55.70	56.30	54.83	55.05	54.18		52.76	53.09	56.43	58.72	59.28	49.49	56.20	55.18	
	VOC 2024	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	
	3116						68.00%		66.00%	67.00%	68.00%	73.00%	61.00%	70.00%		67.57%	
	3176						69.00%		68.00%	69.00%	69.00%	72.00%	75.00%	78.00%		71.43%	
	3802						67.00%		78.00%	76.00%	67.00%	69.00%	63.00%	70.00%		70.00%	
	3882						69.00%		73.00%	80.00%	69.00%	72.00%	72.00%	79.00%		73.43%	
	5161						59.00%		66.00%	63.00%	59.00%	62.00%	64.00%	68.00%		63.00%	
	5166						56.00%		70.00%	71.00%	56.00%	62.00%	64.00%	78.00%		65.29%	
	8604						66.00%		69.00%	66.00%	66.00%	75.00%	78.00%	76.00%		70.86%	
	F4212						65.00%		70.00%	70.00%	65.00%	69.00%	70.00%	74.00%		69.00%	
	CSAT	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	Goal +/-
	3116	7.47	7.37	7.41	7.51	8.16	8.18		8.10	8.06	8.09	8.08	7.79	7.77	7.78	7.83	0.57
	3176	7.80	7.61	7.33	7.12	6.95	7.21		7.26	7.46	7.39	7.50	7.13	7.13	7.15	7.31	0.05
	3802	6.91	6.67	7.31	7.45	7.69	7.89		7.95	8.10	8.26	7.91	8.11	8.10	7.85	7.71	0.44
	3882	6.36	6.31	7.08	7.21	7.76	7.16		6.92	6.92	7.41	7.36	7.38	7.39	7.54	7.14	-0.24
	5161	6.46	6.61	7.08	7.45	7.56	7.17		7.10	6.62	7.32	7.63	7.74	7.74	7.68	7.24	0.06
	5166	7.69	7.45	7.71	7.52	8.22	8.13		7.91	7.79	7.68	7.85	8.03	8.03	8.29	7.87	0.89
	8604	7.45	7.74	7.81	7.71	7.39	7.48		7.38	7.75	8.39	7.96	7.40	7.37	6.99	7.60	-0.29
	F4212	7.22	7.18	7.40	7.41	7.68	7.66		7.61	7.63	7.73	7.77	7.70	7.69	7.68	7.57	0.31
	CSAT C	P1	P2	P3	P4	P5	P6		P7	P8	P9	P10	P11	P12	P13	Year	
	3116	7.11	7.10	7.25	7.25	7.25	7.30		7.30	7.22	7.49	7.39	7.28	7.24	7.15	7.26	
	3176	6.91	6.93	6.96	7.01	7.20	7.26		7.34	7.30	7.69	7.54	7.54	7.41	7.32	7.26	
	3802	7.12	7.18	7.33	7.29	7.31	7.28		7.25	7.18	7.51	7.42	7.27	7.23	7.13	7.27	
	3882	7.33	7.41	7.43	7.35	7.31	7.33		7.34	7.40	7.31	7.35	7.28	7.51	7.56	7.38	
	5161	7.11	7.11	7.11	7.12	7.18	7.27		7.28	7.28	7.23	7.19	7.19	7.19	7.15	7.19	
	5166	6.87	6.92	6.97	6.90	7.02	7.12		7.03	6.90	7.09	7.05	6.94	6.97	6.89	6.97	
	8604	7.72	7.75	7.80	7.76	7.93	7.85		7.93	7.99	8.13	8.02	8.01	7.91	7.83	7.89	
	F4212	7.14	7.16	7.20	7.19	7.25	7.31		7.31	7.29	7.40	7.35	7.30	7.27	7.21	7.26	