

| | FY05 | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | % Change |
|-------------|---------|---------|---------|---------|-----------|---------|------------|----------|
| Volume | 2685820 | 2752728 | 3053065 | 3284346 | 3,180,626 | 3232387 | 3,503,411 | 30% |
| Hours | 180,506 | 183,303 | 181,934 | 190,378 | 164,421 | 164421 | 160,323.90 | -11% |
| Prouctivity | 14.88 | 15.02 | 16.78 | 17.25 | 19.34 | 19.7 | 21.9 | 47% |

