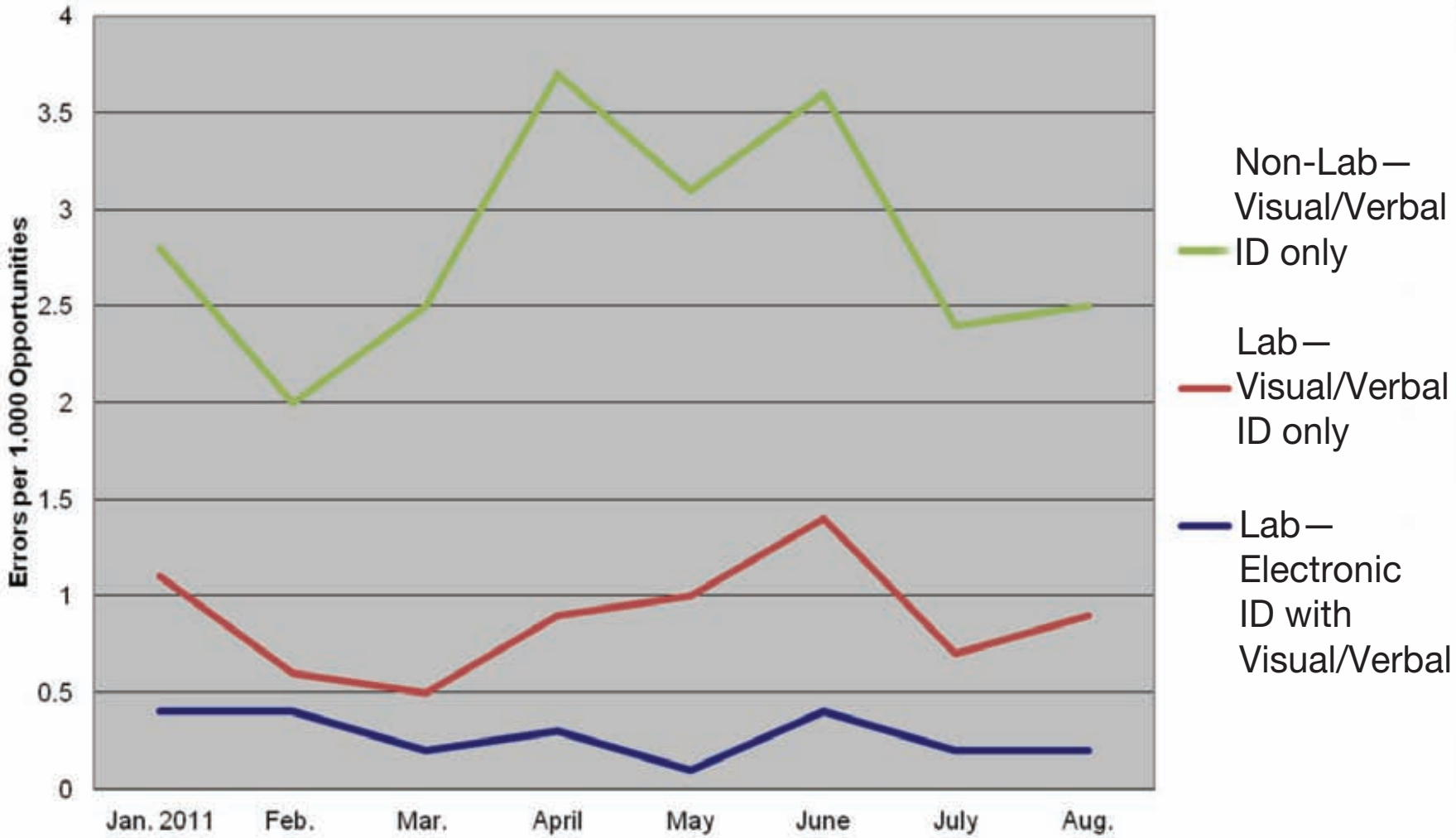
Errors per 1,000 Opportunities
4
3.5
3
2.5
2
1.5
1
0.5
0
Jan. 2011
Feb.
Mar.
April
May
June
July
Aug.
Non-Lab—Visual/Verbal ID only
Lab—Visual/Verbal ID only
Lab—Electronic ID with Visual/Verbal