



**WORKFORCE DEVELOPMENT BOARD**

*Supporting the Development and Retention of a World Class Workforce*

Jeffrey S. Swartz, Executive Director

Carl A. Donato Jr., Chair

**Operations Committee Meeting Minutes**  
**FRIDAY, MAY 10, 2024, 9:00 AM (Zoom Conferencing)**  
**1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003**

**ATTENDANCE**

<b>COMMITTEE INFORMATION AND ATTENDANCE</b>									
<b>NAME</b>	<b>ORGANIZATION</b>	<b>TRUSTEE MEMBER</b>	<b>8-Dec-23</b>	<b>12-Jan-24</b>	<b>9-Feb-24</b>	<b>8-Mar-24</b>	<b>12-Apr-24</b>	<b>10-May-24</b>	
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	
Buscher, Steven	NJ DOL-Unemployment								
Cirii, Frank	Camden County One Stop	✓	X	X	X		X	X	
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X	
Deitz, Jeff	NJDVRS	✓			X	X			
Guzman, Elizabeth	NJDVRS		X						
Maguire, Laurie	Camden County One-Stop			X	X				
McFarland, Salama	Camden County Board of Social Services		X	X	X	X	X		
McIntyre, Stephanie	Board of Social Services								X
Mendez, Kelly	Camden County Board of Social Services								
Peterson, Jyi	Camden County One-Stop			X	X	X			X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X		
Romolini, Eric	Camden County One-Stop			X			X	X	
Sinclair, Nidia	Camden County Resource Center			X		X	X		
Weil, Bob	Conner, Strong & Buckelew	✓	X		X	X	X	X	
Wemple, Anita	CPAC	✓	X						X
Gutbezah, Maayan	WDB		X	X	X	X	X		
Henderson, Bridget	WDB		X	X	X	X	X	X	
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	
Vaughn, Debra	WDB		X	X	X	X	X	X	
Williams, Leslie J	WDB		X	X		X	X	X	

**Welcome**

Jeff Swartz welcomed attendees and called the meeting to order at 9:09 AM. Gregg DeBaere joined the meeting and asked for a motion to approve the minutes for the committee meeting on April 12, 2024. With the correction to the attendance table that Bob Weil requested, Gregg motioned to approve the minutes seconded by Frank Cirii. With a majority vote to the affirmative, the motion carried and the minutes for April 12, 2024 were approved.

**WDB Summer Youth Work Experience Program Updates**

Leslie Williams, Chief Financial Officer & SYWE Program Manager

- There are 120 applicants for the Summer Youth Work Experience Program (SYWEP) for 50 positions. Volunteers are needed to interview the applicants, which take place from 9:30 AM to 6:00 PM on Zoom. An intern packet, interview questions, and a rubric are provided. The interviews take 15-20 minutes to complete.
- Interviews should be completed by May 23<sup>rd</sup>, with work-learn site placements completed by May 28<sup>th</sup> and permanent placement documents from employers processed by June 1<sup>st</sup>. Orientation is scheduled for applicants on the evenings of May 21<sup>st</sup> and May 23<sup>rd</sup> at CCC/Rohrer Center.
- Work Readiness Training will take place at CCC/Rohrer Center June 24<sup>th</sup> through June 27<sup>th</sup> from 9:00 AM to 2:00 PM. Volunteers are needed to facilitate eight training sessions over 4 days with the new, provided curriculum. Ravitz ShopRite will provide lunch for the interns over 4 days. Interns will receive a stipend for their attendance.
- The interns will begin their work-learn assignments on July 1<sup>st</sup>, working 20 hours per week, earning



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\$400 per week. The stipends will be paid bi-weekly as direct-deposits to the intern's bank account with employer-signed time sheets. Interns will receive a 1099 for their records in the event they need to file a tax return. The 1099 income threshold is \$600.

**WDB Updates**

Jeffrey S. Swartz, Executive Director

**MOU/IFA Update**

- The MOU/IFA was submitted, and we have received confirmation that the Camden local area was the first MOU/IFA submitted to the State. To date, no feedback has been received.

**WDB Certification**

- A technical assistance memo was circulated. The certification documentation is due at the end of June. There were no major changes to the requirements or past format.

**One-Stop Operator Procurement**

The process is complete, and the County of Camden will retain its position as One-Stop operator to provide career and youth services.

**One-Stop Career Center Update**

Frank Cirii, CC One-Stop

- Frank asked the attendees to keep Nidia in their thoughts due to the loss of her daughter earlier in the week.
- The refrigerator and ice machine need to be serviced or replaced and the carpeting in the offices need to be cleaned. The costs for these services are being evaluated by the County's Director of Buildings and Operations. Consideration is being given to converting a main storage area into a small classroom or seating area with tables, but the items currently stored there will have to be relocated or disposed of.
- In celebration of Public Employees Appreciation Week, lunch will be provided today, and the casual Friday dress code will also be allowed for Thursday.
- Frank congratulated Jeff on being re-elected as 1<sup>st</sup> Vice President of GSETA.
- There have been no major illnesses or viral outbreaks among the staff.
- The most problematic area is the parking lot with people driving too fast and parking issues, but there have been no accidents in the past month.
- Staff training and cross-training continues. The counselors will be registered for their GSETA certification training as well as the GSETA conference.
- The One-Stop is averaging approximately 30-40 GED tests per month. The pass rate is very high.
- There is no official response from the State but it appears that the One-Stop will be approved to give Chromebooks to clients who successfully complete their training.
- As a part of the One-Stop's outreach campaign, an ad that includes the QR code will appear on the 2024 Camden County Parks Guide, which is constantly referred to by residents for current summer events. Placing the ad in the CC Parks Guide will increase awareness of all the partner services to residents.
- The issue of homelessness is a priority of Director Commissioner Cappelli. Deputy County Administrator Jim Rhodes will lead an initiative to assist the homelessness population in Camden County. In the next two years, a day center will be built in Camden City. The site will be staffed by all the county agencies that serve the homeless population and provide addiction and veteran services. A shelter with a minimum of 60-beds will be built in Lakeland. The goal of the initiative is to eliminate homelessness in Camden County by 2035. A breakfast was held that included the county police departments with discussion of an approach to address encampments and treating the homeless with

respect and providing resources.

- There are no new developments to report for the Incumbent Worker Training Program. Closeouts are in progress with MIS.
- Commissioner Approvals
  - The One-Stop Operator RFP is on the agenda.
  - There are no personnel actions for approval.
- The One-Stop will be a gold sponsor for job fairs on May 17<sup>th</sup> and September 13<sup>th</sup> at the Cherry Hill Mall. The job fairs are run by Employment Weekly and management of the Cherry Hill Mall. There will be 10 tables for the One-Stop, WDB and county partners. Entities such as the Sheriff's Department, juvenile detention, corrections, 911 operators, etc., are hiring and will have tables at the events.
- The DOL is currently auditing the One-Stop. Everything appears to be going well.
- The One-Stop's server had to be taken offline due to a hacking scare. The incident was investigated and determined to be the result of a technical issue, caused by a glitch in the software update that monitors the One-Stop systems.
- After a 10-day process of meetings and discussions between Jeff, Leslie and the One-Stop fiscal team, recommendations were made for a budget to be submitted to the NJDOL. A substantial increase in intake numbers would justify requests for additional funds for staffing.
  - Jeff noted the State plans to push co-enrollment of Title I (WIOA) and Title III (ES) customers because the WIOA numbers are low; and to expect an upcoming meeting about the rollout of the plan. GSETA submitted a letter to the Commissioner with recommendations on how to deal with the problem. The slight cut (approximately 25%) in the proposed budget funding would mean not giving back as much funding at the end of the year. The acceptable spending target is 80%. Assurance was received from the State if allotted funds were exhausted, there would be an opportunity to request additional funding.
  - Frank noted that the proposed co-enrollment plan would greatly impact the performance measures. He added that local areas need DOL training for implementation of mandated changes.

Jyi Peterson, Youth Work Experience

- One participant will begin their work experience next week.
- Thirteen participants attended the previous youth work experience orientation. One participant from out of the county was referred back to his home county for services, but as a dislocated worker, he may still be assisted in Camden County.
- For WorkFirst NJ (WFNJ), 31 attended the first day of class and approximately 18 remained. Three WFNJ participants are about to start school, with two having start dates in the coming week.
- The TANF population is slowly but surely growing. The County's initiative to eventually eradicate homelessness is crucial. Jyi cited a large number of GA customers in classes (men, women and parents) in dire need of housing. Options are being considered to facilitate payment for customers to use the River Line.
- The Father Center program offers resources and services for men and GA customers, but their services take place in Burlington. BSS pays for bus tickets and PATCO passes, but no passes for the River Line, which has a stop in front of the Father Center. Timely transportation back to Camden presents a problem for people who need to be in line by 3 PM to receive a meal by 5:00 PM at Cathedral Kitchen.
- Over 200 participants have been placed in CWEP sites and are being monitored and documented for State compliance to retain their benefits from the Board of Social Services.



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**Board of Social Services (BSS) Update**

Stephanie McIntyre, CC Board of Social Services

- Some staff still need to complete ABAWD training in preparation for changes in the coming months. There has still been no response to questions or clear guidance on how to manage ABAWD cases.
- SNAP waivers will end on May 31<sup>st</sup>. All SNAP participants are now mandated to have interviews, with telephonic signatures still being permitted.
- No update was provided for the Employee Committee.
- The staff has been working diligently to re-engage the TANF population for WorkFirst activities while the implementation of the new sanction process is finalized. The TANF sanction process is now 6 months. As of May 1<sup>st</sup>, two attempts to contact clients are made by phone before a letter is sent. If there is no response, the clients are referred for sanctions. The IT Dept. has worked with the State to resolve coding issues with the new system, and sanction referrals are now being successfully transmitted.
- The 2-week pull method study has been successfully preventing work backlogs. The staff appears to be flourishing and clients are receiving services in a timelier manner.
- G-Jobs referral and retention numbers are growing.
- These are the BSS numbers for the month of April and May:

APR 2024 TOTALS	EPDT'S	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA - 108	GA - 138	GA - 126	GA - 43	REPORTED - 35	GA - 1
MONTHLY SUB-TOTAL	TANF - 35	TANF - 93	TANF - 88	TANF - 18	STAYED - 18	TANF - 23
MONTHLY SUB-TOTAL	SNAP -	SNAP -	SNAP -	SNAP - 1		SNAP -
<b>MONTHLY TOTAL</b>	<b>143</b>	<b>231</b>	<b>214</b>	<b>62</b>	<b>125</b>	<b>24</b>



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MAY 2024 TOTALS	EPDT'S	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA -	GA -	GA -	GA -	REPORTED - 23	GA -
MONTHLY SUB-TOTAL	TANF -	TANF -	TANF -	TANF -	STAYED - 18	TANF -
MONTHLY SUB-TOTAL	SNAP -	SNAP -	SNAP -	SNAP -		SNAP -
MONTHLY TOTAL					88	

**DVRS**

Jeffery Deitz, absent

- Jeff Deitz previously mentioned that TD Bank had never hired any of the Project Search participants. Jeff (Swartz) commented that someone attending the recent Abilities Committee meeting stated that a Project Search participant has been hired.

**NJ DOL/Employment Services (ES) Updates**

Kristi Connors, Employment Services Manager

- Kristi recommended 2 interns for the DOL’s “I Lead” program. She is considering instituting a mentoring program for the two newest hires, with an assigned project to update workshops.
  - She commented that other ES offices are doing Jersey Job Clubs but Camden ES will not because of VSCs and RESEA traffic. She has plans to get a series of quick YouTube videos or Tik-Toks done to engage people.
- An updated virtual services guide was distributed. Elton Custis replaced Gerald Davis as the Workforce 55+ Coordinator and Declan Callan was added as the new DVOP.
- Nine participants in Forklift Training earned their certifications.
- Boiler Certifications will take place twice this month in Room 3 and 4 the ES suite for 30-40 attending. For the next 18 months, the Labor building’s parking lot is being worked on, which makes their building unusable to host organizations.
- Kendra Lee was announced as the new NJDOL Assistant Director at the GSETA Ops meeting on Monday. She will oversee the WIOA pod and monitoring of AOSOS documentation.
  - AOSOS access for vendors was discussed so they can enter their activities, but the question remains who will train the vendors on what information is required and how to enter required information.
  - Kristi plans to ask Trenton if her background checked interns will be allowed to enter information into AOSOS.
- Geoffrey will attend the May 17<sup>th</sup> job fair at the Cherry Hill Mall
  - *The Selective Service issue that ES was having was resolved.*
- The Software Modification Team is moving into the procurement phase.
- ES has been using SimplySign since July, which is easier for staff to use.
- The RESEA project has been progressing since it began in February. They have been working on it with an AI voiceover but on Monday they will work with the selected human voiceover talent with a modified

version of the script that Kristi created for the previous One-Stop video script.

- The project will serve as RESEA, an individual One-Stop and Job Source video. The estimated cost is over \$25k.
- Kristi presented her report for the month of April. (report attached)
  - Customer check-in for April is 3248 and average per day in March of 148.
  - Additional services (Boiler Certifications) and 2 additional workdays are a factor in the increased number from March.
  - 56% of the customer check-ins were for UI services.

### **NJ DOL/Unemployment Insurance (UI) Updates**

In Steve Buscher's absence, updates were provided by Kristi Connors

- In April, 70% of our customers had scheduled appointments. The show rate was 52%.
- Previous Show Rate - Jan 59%, February 51%, March 50%, April 52%.

### **Business Services and Outreach Team (BSOT) Updates**

Bob Weil, Treasurer

Bob reviewed the minutes of the March 21<sup>st</sup> BSOT meeting, which were as follows:

- Jeanne Page-Soncrant – Jeanne continues to provide business services for Camden County. She has been coordinating specialty job fairs and virtual recruiting events.
- William Moen, Camden County College – The NJ Build Grant Program for women and minorities in the construction trades will commence this month. CCC will host the 6-week pre-apprenticeship program at the Camden City campus and is expected to start in June.
- Carol McCormick, Camden County College – The Manufacturing Bootcamp will resume in the fall for senior high school students. Successful students will earn 13 credits and a credential from the National Institute of Metalworking Skills and will also receive work-readiness skills education to prepare them for employer interviews.
- Bob Regensberger – Lockheed Martin continues to build its pipeline in southern New Jersey. Collaborating successfully with Rowan College Burlington County (RCBC), the company is currently working to set up a cyber security certificate program to attract those interested in pursuing a degree in engineering and has seen good progression after hiring RCBC students as they move into their career. In addition, Lockheed Martin is also working with the Brown University Systems Engineering Certificate Program, which is intended, in part, to help their current employees earn a certificate in systems engineering if they desire to do so.
- Ryan Thompson, BSOT Chair – Ryan shared that she is planning to offer an open position to a student at Hopeworks. She commented that the career team at Hopeworks does an excellent job of thoroughly screening their list of qualified candidates for employers.

### **Regional Updates/Workforce Development Board Updates**

Jeffrey Swartz, Workforce Development Board

- The WDB staff has attended several high school events across the county over the past several weeks to promote the ACE Spark Internship/Scholarships Program and will continue to do so at upcoming events. Two youth from Camden County have been selected for SPARK internships at a solar company in Camden.
- GSETA trainings are ongoing. The GSETA Conference will be held on October 23-24 at the Ocean Resort in Atlantic City. Information is available on the website ([www.gseta.org](http://www.gseta.org)).





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- The SETC has been holding meetings with WDB Directors. A current meeting was held to discuss co-enrollment and matters related to a letter sent to them by the directors.
- The quarterly meeting will be in-person at Camden County College, held on Tuesday, June 18<sup>th</sup> because of the Juneteenth holiday. Breakfast will be served. Suggestions are welcome for a Success Story or guest speaker. A quorum is needed to conduct WDB business. Board members are asked to rsvp as soon as possible.

**Final Comments**

Meetings will continue to be held via Zoom on Friday for the summer months. The Operations Committee will recess in August.

The next Operations Committee meeting will take place via Zoom on Friday, June 14, 2024, at 9:00 AM.

**Adjournment**

A motion to adjourn was made by Bob Weil and seconded by Frank Cirii. The meeting adjourned at 10:40 AM.

Submitted by:

Debra Vaughn

Assistant to the Executive Director



FY 2024  
Camden NJDOL  
Employment Services  
and Unemployment



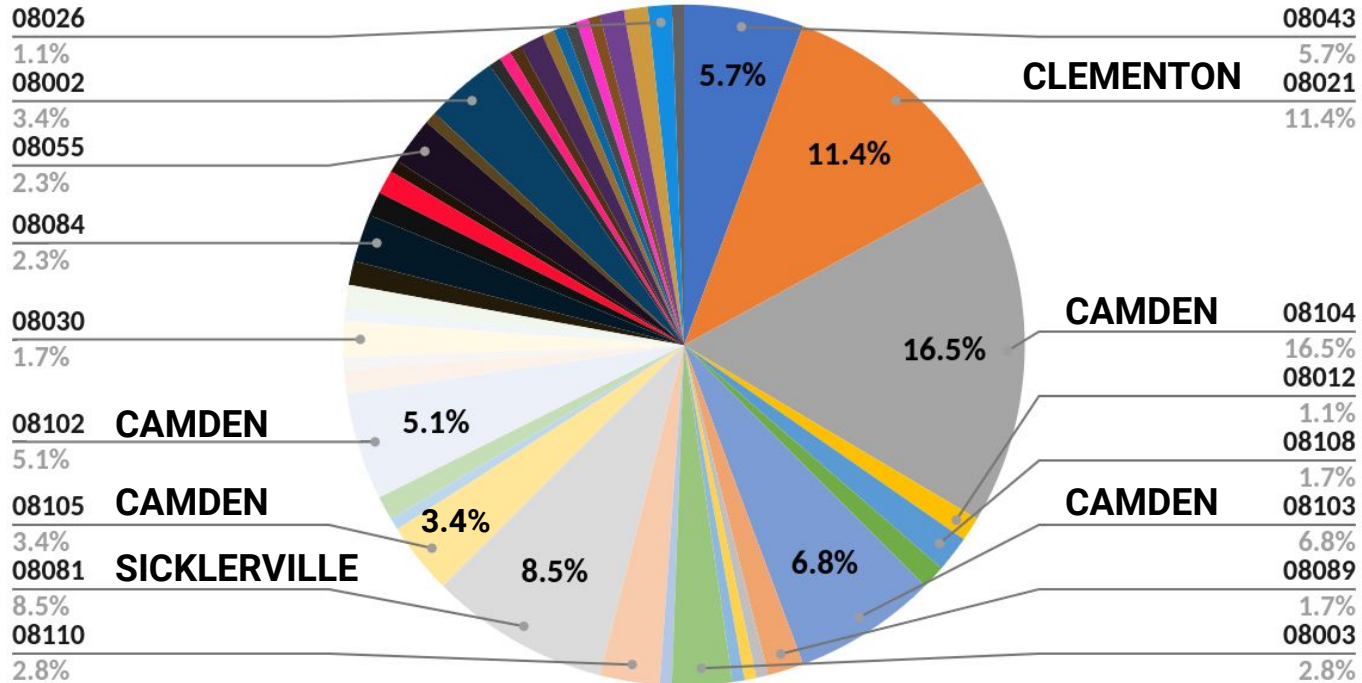
May 2024  
Statistics and Charts





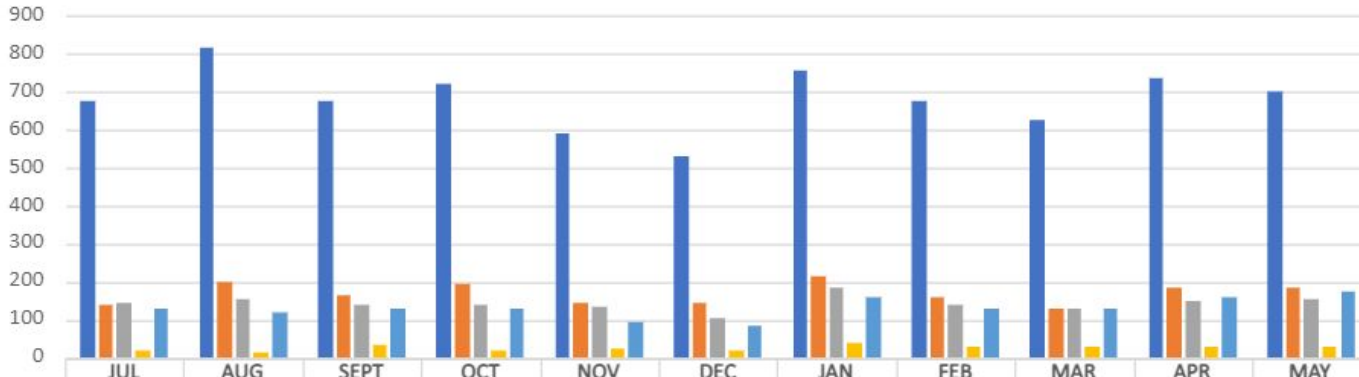
TOTAL CUSTOMERS=176 CAMDEN-31.5%/55 CLEMENTON & SICKLERVILLE-19.5%/34

### ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS MAY 2024



# MAY TOTAL ES SERVICES DELIVERED-75 %VIRTUALLY/25% IN PERSON YTD TOTAL ES SERVICES DELIVERED-81%VIRTUALLY/19% IN PERSON

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	625	736	700
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182	182
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151	156
PTE	16	14	32	16	22	18	36	26	30	27	30
WALK-INS	131	119	129	128	95	84	158	127	128	159	176

■ CUSTOMER CHECK-IN ■ VSC OUTCOMES ■ REFERRED TO TRAINING ■ PTE ■ WALK-INS

KQC-NJDOL

YTD  
VIRTUAL-81%  
IN PERSON-19%

FEB  
VIRTUAL-81%  
IN PERSON-19%

MAR  
VIRTUAL-80%  
IN PERSON-20%

APR  
VIRTUAL-78%  
IN PERSON-22%

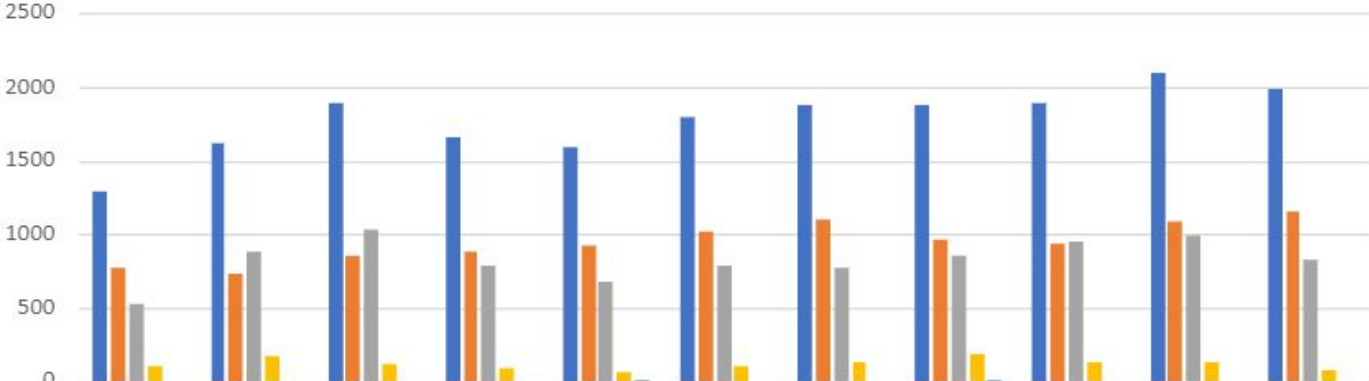
MAY  
VIRTUAL-75%  
IN PERSON-25%

# Total ES Customer Check-ins=7505 Average Per Month=682

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES												TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	625	736	700	7505	682.3
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182	182	1859	169.0
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151	156	1576	143.3
PTE	16	14	32	16	22	18	36	26	30	27	30	267	24.3
WALK-INS	131	119	129	128	95	84	158	127	128	159	176	1434	130.4

# MAY 2024 UI SHOW RATE=58% YTD UI SHOW RATE= 53%

FY 2024 UI IN-PERSON APPOINTMENTS



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
<b>SCHEDULED</b>	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090	1988
<b>ATTENDED</b>	770	737	859	885	925	1014	1099	968	943	1092	1155
<b>NO SHOWS</b>	528	877	1029	780	673	784	774	849	946	998	833
<b>APPT-NOT ON LIST</b>	102	173	117	88	64	103	132	189	127	131	76
<b>WALK-INS</b>	0	0	0	0	10	0	0	3	0	0	0

■ SCHEDULED 
 ■ ATTENDED 
 ■ NO SHOWS 
 ■ APPT-NOT ON LIST 
 ■ WALK-INS

KQC-NJDOL

**YTD**  
 SHOW RATE-53%  
 DNR-47%

**FEB**  
 SHOW RATE-51%  
 DNR-49%


**MAR**  
 SHOW RATE-50%  
 DNR-50%

**APR**  
 SHOW RATE-52%  
 DNR-48%

**MAY**  
 SHOW RATE-58%  
 DNR-42%

# Total UI Onsite Customer Check-ins=10447 Average Per Month=950

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS												TOT	AVG
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24		
SCHEDULED	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090	1988	19586	1780.5
ATTENDED	770	737	859	885	925	1014	1099	968	943	1092	1155	10447	949.7
NO SHOWS	528	877	1029	780	673	784	774	849	946	998	833	9071	824.6
APPT-NOT ON	102	173	117	88	64	103	132	189	127	131	76	1302	118.4
WALK-INS	0	0	0	0	10	0	0	3	0	0	0	13	1.2



FY 2024  
Camden One-Stop  
Customer Check-in

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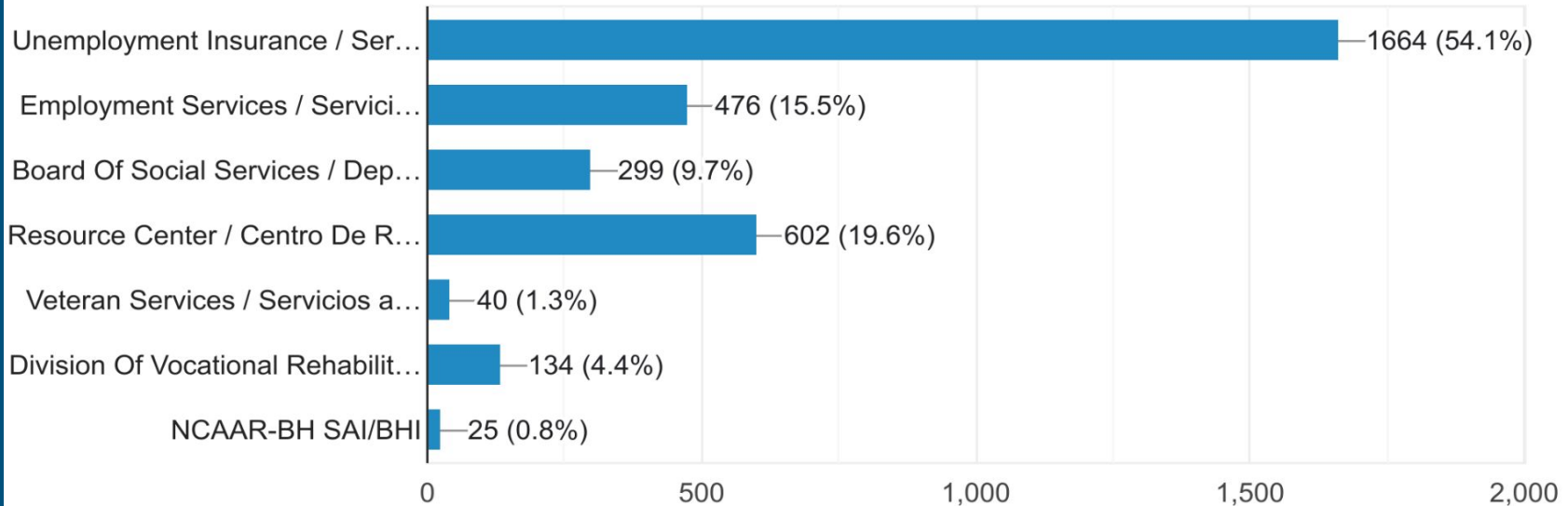
May 2024  
3078 Services Provided  
Average of 140 Customer Served Per Day



# 54% of Total Customer Check-ins Were for UI

## Choose Your Service Provider / Elija Su Proveedor De Servicios

3,078 responses

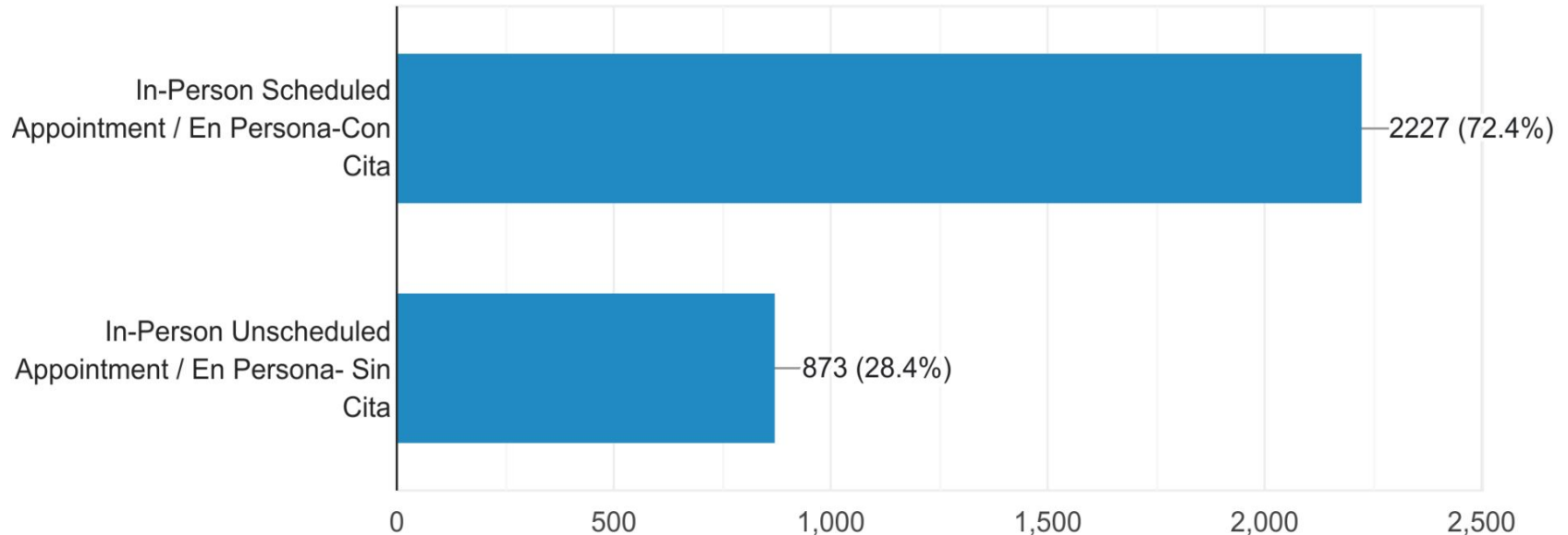




# 72% of Customers Had a Scheduled Appointment

Choose Your Appointment Method / Escoja La Manera De Su Cita

3,078 responses

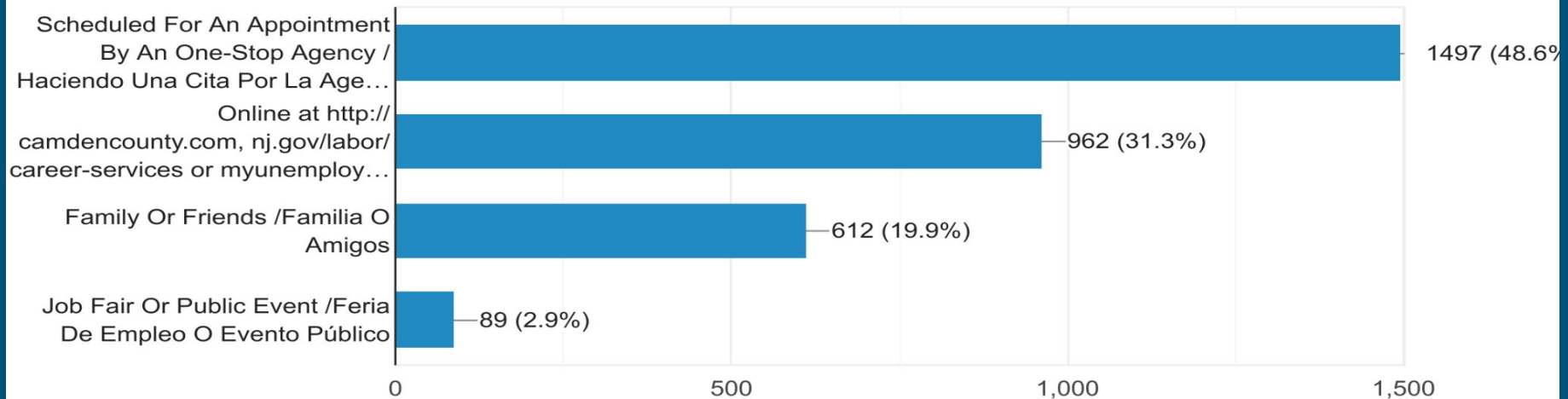


# Why Customers Came into the One Stop

\*49% Had Appts \*31% Website Info \*20% Family/Friends

How Did You Hear About Our Available Services? ¿Cómo Se Enteró De Nuestros Servicios Disponibles?

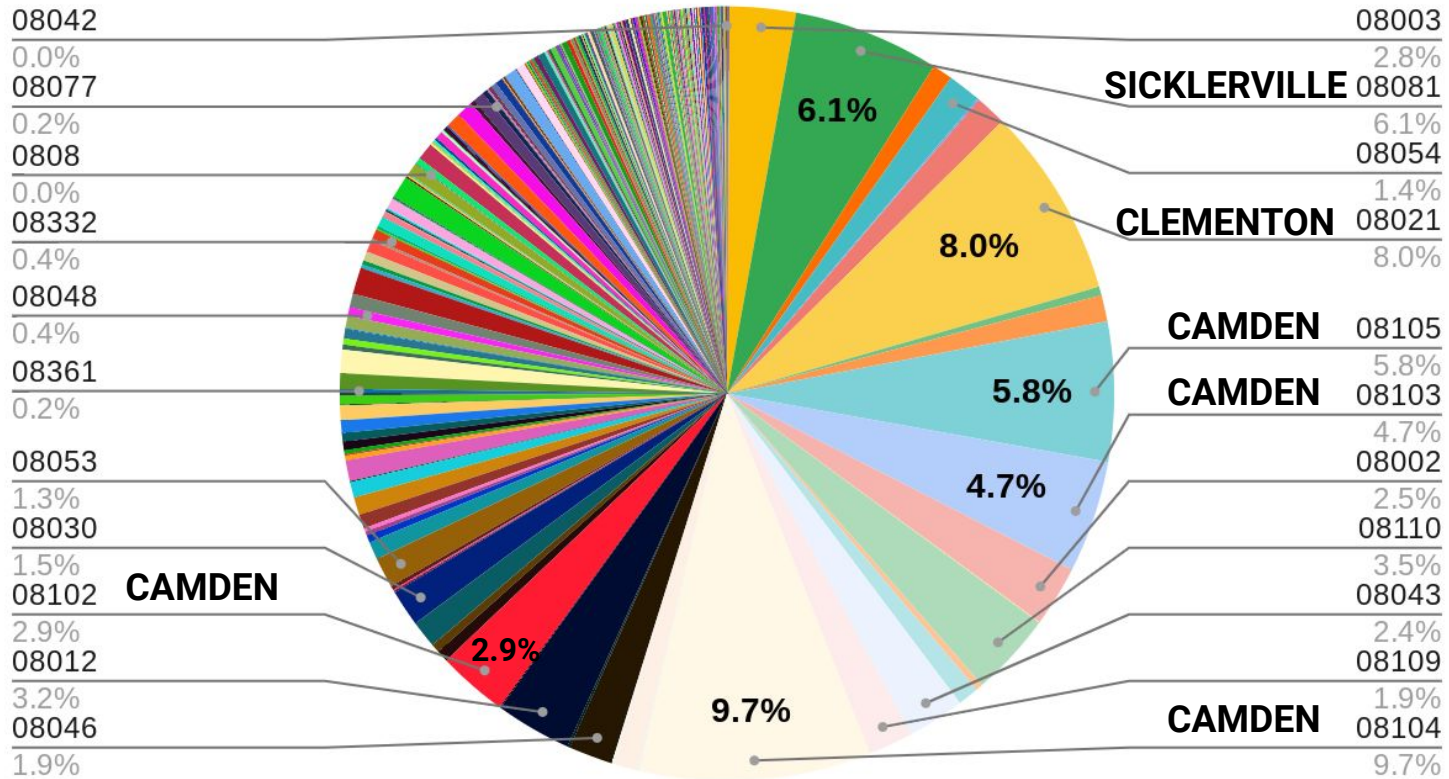
3,078 responses



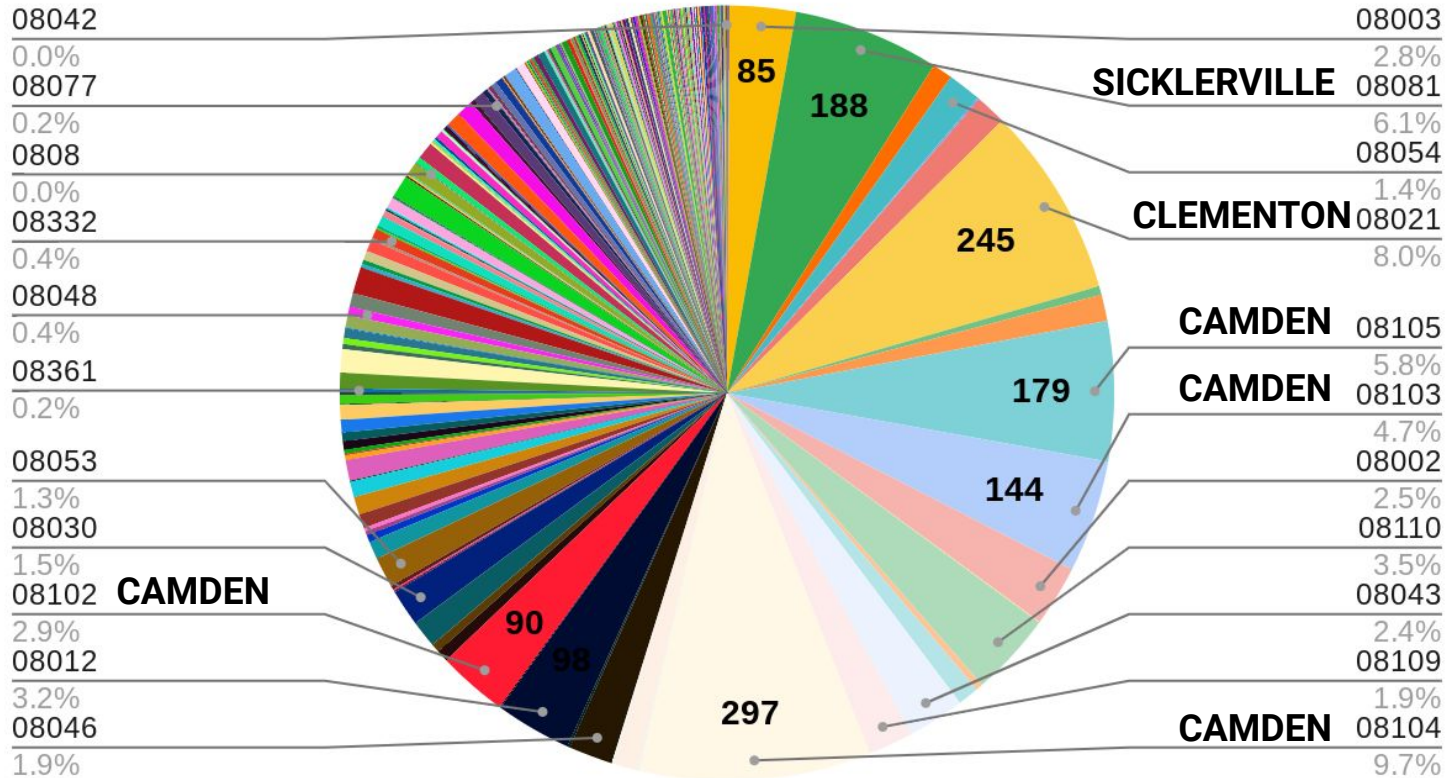
TOP ZIP CODES SERVED: CAMDEN-23.1%

CLEMENTON/SICKLERVILLE-14.1%

### ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-MAY 2024



### ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-MAY 2024



FY 2024  
Camden One-Stop Customer  
Check-in Monthly Totals  
and Daily Averages

YTD May 2024  
29,749 Services Provided  
Average of 131 Customers Served Per Day

**Busiest Month=April 3248 total/148 daily**  
**Slowest Month=September 2296 total /115 daily**

### Camden County One-Stop Customer Check-in Monthly Totals and Daily Averages



<b>CUSTOMER CHECK-IN</b>	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248	3078
<b>AVERAGE PER DAY</b>	140	118	115	120	136	139	117	126	137	148	140

■ CUSTOMER CHECK-IN    ■ AVERAGE PER DAY

KQC-NJDOL

**FY 2024 Year to Date Through May 2024**  
**29,749 Customers Were Provided Services**  
**Average of 2705 Customers Served Monthly**  
**Average of 131 Customers Served Daily**

FY 2024 CAMDEN COUNTY ONE-STOP CUSTOMER CHECK-IN												TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248	3078	29749	2704.5
AVERAGE PER DAY	140	118	115	120	136	139	117	126	137	148	140		130.5