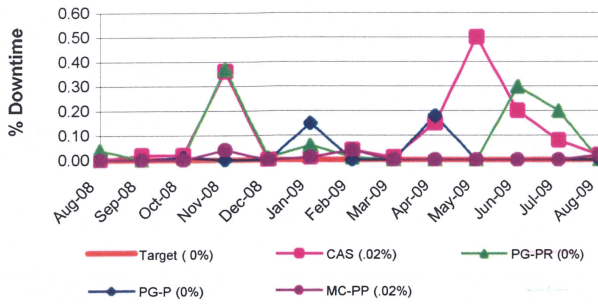
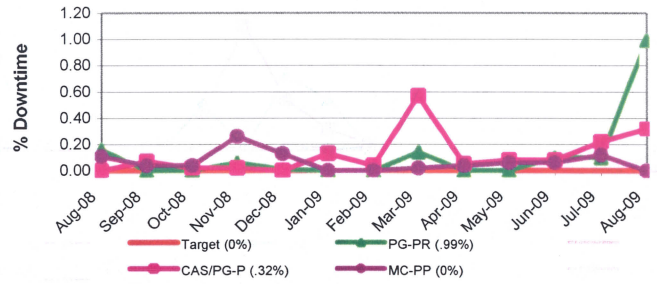


M-NCPPC Technology Performance Measures

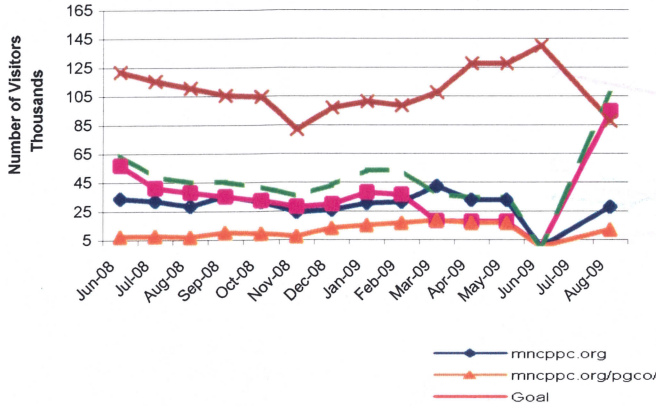
WAN Downtime¹



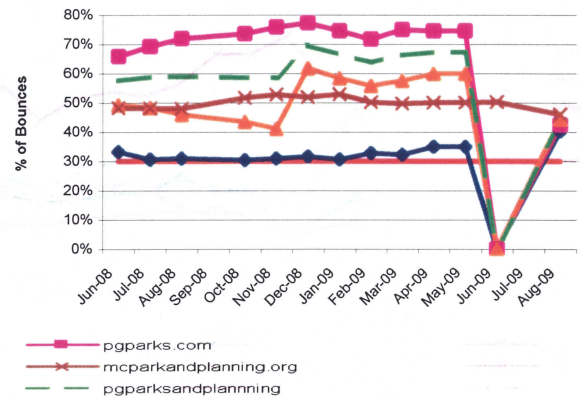
Internet Downtime¹



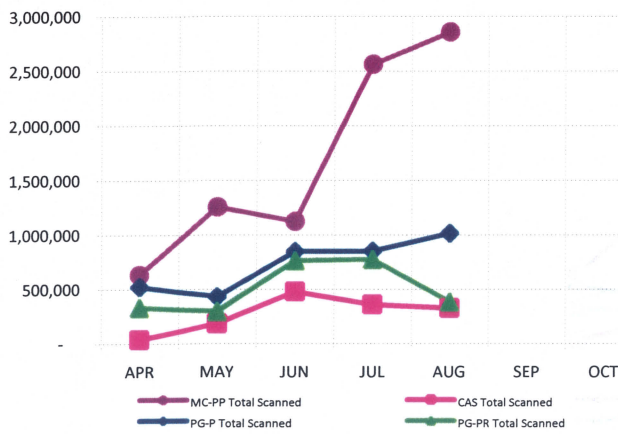
Website Visitors²



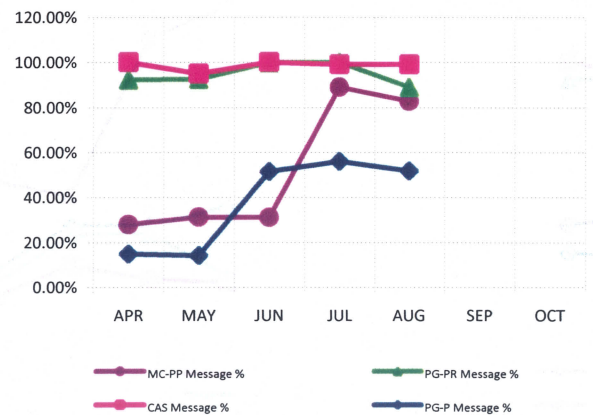
Website Bounce Rate²



ANTIGEN- MONTHLY MESSAGES SCANNED



ANTIGEN - % of MESSAGES ALLOWED



LEGEND:

PG-PR = Prince George's Parks & Recreation
 PG-P = Prince George's Planning
 CAS = Central Administration Services
 MC-PP = Montgomery Park & Planning

Note¹:

Benchmark : Industry and/or Commission Standard
 Power outages prevented accurate data collection.

Note²:

- 1) Bounce Rate can also represent visitors, who came to your site but didn't engage.
- 2) According to Web Analytics (by Avinash Kaushik pg.392), a typical bounce rate is around 30% (varies by site).
- 3) The M-NCPPC.org increased Bounce Rate is due to site redesign and subsequently enhanced user navigation.
- 4) The Drop in MC visitors is possibly due to configuration and monitoring changes.

Note³:

- 1) The increase in MC scanned messages is due to increased message volume.