

Coastal Recreational Fishing License

Sales Update



Date of Release: November 30, 2008 at 11:59pm

Marine Resources Fund balance as of the date of release of this report.

Revenue or Expense Item		Revenue (\$) FY2007	Revenue (\$) FY2008	Revenue (\$) FY2009	Revenue (\$) Total to Date
Gross Revenue	CRFL Only (Annual and 10-day)	\$2,639,910	\$4,143,045	\$2,219,075	\$9,002,030
	Unified CRFL (Annual)	\$299,985	\$677,310	\$492,275	\$1,469,570
	Blanket For Hire CRFL	\$168,005	\$171,350	\$21,305	\$360,660
	Blanket Ocean Fishing Pier CRFL	\$55,188	\$52,056	\$980	\$108,224
	Interest	\$13,919	\$214,925	\$126,367	\$355,211
	Sales Commission	\$8,364	\$14,847	\$6,190	\$29,401
	Subtotal (Gross)	\$3,185,371	\$5,273,533	\$2,866,192	\$11,325,096
Expense	Agent Commission	\$187,977	\$313,116	\$166,603	\$667,696
	Transaction Fee	\$404,482	\$745,016	\$434,934	\$1,584,432
	Subtotal (Expense)	(\$592,459)	(\$1,058,132)	(\$601,537)	(\$2,252,128)
Total Net		\$2,592,912	\$4,215,401	\$2,264,655	\$9,072,968

Marine Resources Endowment Fund balance as of the date of release of this report.

Revenue or Expense Item		Revenue (\$) FY2007	Revenue (\$) FY2008	Revenue (\$) FY2009	Revenue (\$) Total to Date
Gross Revenue	Lifetime CRFL	\$430,430	\$299,935	\$103,740	\$834,105
	Unified Lifetime CRFL	\$393,265	\$576,615	\$221,575	\$1,191,455
	Subtotal (Gross)	\$823,695	\$876,550	\$325,315	\$2,025,560
Expense	Agent Commission	\$49,111	\$52,815	\$19,717	\$121,643
	Transaction Fee	\$49,572	\$53,564	\$20,436	\$123,572
	Subtotal (Expense)	(\$98,683)	(\$106,379)	(\$40,153)	(\$245,215)
Endowment Fund					
Interest	From Sales and WRC Transfers	\$51,079	\$139,720	\$70,267	\$261,066
Subtotal Net		\$776,091	\$909,891	\$355,429	\$2,041,411
Transfers from WRC (Annual each March 2006-2010)		3 transfers of \$680,000			\$2,040,000
Total Net					\$4,081,411

Note: Includes revenue generated from licenses sold through the Wildlife Resources Commission ALVIN system and the Division of Marine Fisheries FIN system.

Projects Approved for Funding from the Marine Resources Fund (no obligations from Endowment Fund)

Project	Budgeted FY09
Chowan River Bridge	Roll over amount from 2007-08 \$128,710
CRFL Sales and Data Support	\$494,581
Fisheries Independent Assessment Program	\$350,554
CRFL Implementation	\$385,594
Senior Stock Assessment Scientist	\$113,041
Edenhouse Public Fishing Pier and Boating Access Area	\$300,000
Coastal Fish/Oyster Reef Creation	\$445,560
Shallow Draft Self-Propelled Reef Construction Barge	\$65,000
Total	\$2,283,040

SUMMARY

Net Revenue from Marine Resources Fund	\$9,072,968
Spent Funds from Approved FY 08 Obligations	(\$608,751)
Hold For Payback to WRC (Annual each July 2007-2009)	(\$666,000)
Commission Approved Projects for FY09	(\$2,283,040)
BALANCE IN FUND November 30, 2008 - Date of this Report	\$5,515,177

Coastal Recreational Fishing License sales by calendar year through date of release of this report.

LicenseType	Total Sales Jan 1, 2007 to Date	Calendar Year 2007 Sales	Annual Sales Comparison to Date		
			2007 Sales	2008 Sales	% change
Annual Resident CRFL	324,830	181,858	179,738	142,779	-20.56
Annual Nonresident CRFL	42,939	23,997	23,514	18,885	-19.69
Resident 10-Day CRFL	79,405	40,506	40,036	38,845	-2.97
Nonresident 10-Day CRFL	256,407	131,711	130,256	124,516	-4.41
Infant Lifetime CRFL	190	143	137	46	-66.42
Youth Lifetime CRFL	135	90	82	45	-45.12
Resident Adult Lifetime CRFL	1,255	982	947	272	-71.28
Nonresident Adult Lifetime CRFL	51	35	30	16	-46.67
Resident Age 65 Lifetime CRFL	29,522	21,222	21,059	8,280	-60.68
Resident Disabled Veteran Lifetime CRFL	1,110	689	676	413	-38.91
Resident Totally Disabled Lifetime CRFL	2,174	1,337	1,318	836	-36.57
Annual Resident Unified Sportsman/CRFL	56,494	24,640	23,975	31,743	32.40
Annual Resident Unified Inland/CRFL	43,590	20,934	20,624	22,637	9.76
Infant Lifetime Unified Sportsman/CRFL	5,400	2,934	2,548	2,393	-6.08
Youth Lifetime Unified Sportsman/CRFL	786	488	420	292	-30.48
Resident Adult Lifetime Unified Sportsman/CRFL	1,686	1,137	1,025	539	-47.41
Nonresident Adult Lifetime Unified Sportsman/CRFL	35	20	17	15	-11.76
Resident Age 65 Lifetime Unified Sportsman/CRFL	18,809	13,106	12,789	5,654	-55.79
Resident Disabled Veteran Lifetime Sportsman/CRFL	666	366	349	297	-14.90
Resident Totally Disabled Lifetime Sportsman/CRFL	867	423	412	439	6.55
Lifetime Unified Inland/CRFL	764	545	518	216	-58.30
Resident Legally Blind Lifetime Unified Inland/CRFL	302	158	151	141	-6.62
Resident Adult Care Lifetime Unified Inland/CRFL	1,333	844	842	488	-42.04
Resident Subsistence Unified Inland/CRFL Waiver	13,788	5,970	5,899	7,783	31.94
TOTALS	882,538	474,135	467,362	407,570	-12.79

Number of Coastal Recreational Fishing Licenses sold by North Carolina county of sale (location where license sales agent resides), excluding blanket Coastal Recreational Fishing licenses, by calendar year.

2007		
Rank	Agent County	Number Sold
1	Dare	93,831
2	Wake	81,203
3	Carteret	47,263
4	Brunswick	38,995
5	New Hanover	34,893
6	Pender	17,591
7	Onslow	16,365
8	Lenoir	10,476
9	Beaufort	9,729
10	Craven	8,931
11	Pitt	6,802
12	Hyde	6,344
13	Cumberland	5,660
14	Johnston	4,798
15	Wayne	4,690
16	Forsyth	4,145
17	Guilford	3,794
18	Robeson	3,427
19	Pasquotank	3,028
20	Martin	2,899
21	Wilson	2,880
22	Pamlico	2,849
23	Duplin	2,711
24	Cabarrus	2,701
25	Currituck	2,697
26	Columbus	2,659
27	Nash	2,465
28	Alamance	2,435
29	Sampson	2,424
30	Harnett	2,400
31	Davidson	2,222
32	Mecklenburg	2,103
33	Rowan	1,852
34	Edgecombe	1,728
35	Durham	1,572
36	Chowan	1,464
37	Randolph	1,458
38	Iredell	1,335
39	Tyrrell	1,334
40	Hertford	1,288
41	Gaston	1,200
42	Stanly	1,135
43	Bertie	1,114
44	Lee	1,087
45	Moore	1,068
46	Catawba	1,004
47	Union	928
48	Bladen	896
49	Rockingham	884

2008 to Date		
Rank	Agent County	Number Sold
1	Dare	81,965
2	Wake	75,847
3	Carteret	38,242
4	Brunswick	33,091
5	New Hanover	28,254
6	Onslow	15,035
7	Pender	14,657
8	Craven	9,802
9	Lenoir	8,225
10	Beaufort	8,008
11	Pitt	5,705
12	Hyde	5,309
13	Cumberland	4,326
14	Wayne	3,975
15	Johnston	3,526
16	Forsyth	3,169
17	Guilford	3,153
18	Pasquotank	2,733
19	Martin	2,649
20	Robeson	2,598
21	Currituck	2,401
22	Pamlico	2,295
23	Columbus	2,271
24	Alamance	2,232
25	Duplin	2,214
26	Wilson	2,188
27	Nash	2,031
28	Cabarrus	1,939
29	Harnett	1,825
30	Sampson	1,807
31	Mecklenburg	1,737
32	Davidson	1,594
33	Edgecombe	1,473
34	Rowan	1,428
35	Chowan	1,303
36	Durham	1,215
37	Tyrrell	1,213
38	Hertford	1,145
39	Iredell	1,135
40	Randolph	1,104
41	Gaston	1,065
42	Stanly	968
43	Lee	888
44	Moore	871
45	Catawba	859
46	Union	811
47	Vance	759
48	Bladen	744
49	Perquimans	703

2007		
Rank	Agent County	Number Sold
50	Surry	863
51	Perquimans	766
52	Chatham	746
53	Halifax	687
54	Orange	675
55	Scotland	638
56	Stokes	626
57	Camden	618
58	Davie	613
59	Vance	570
60	Lincoln	545
61	Richmond	541
62	Caldwell	532
63	Buncombe	526
64	Person	497
65	Burke	488
66	Wilkes	474
67	Franklin	472
68	Washington	447
69	Cleveland	440
70	Granville	427
71	Montgomery	395
72	Greene	334
73	Anson	326
74	Hoke	320
75	Northampton	320
76	Rutherford	298
77	Ashe	268
78	Watauga	268
79	Gates	244
80	McDowell	228
81	Yadkin	202
82	Alexander	194
83	Transylvania	168
84	Jones	161
85	Haywood	160
86	Warren	154
87	Henderson	150
88	Caswell	134
89	Swain	132
90	Alleghany	115
91	Jackson	104
92	Mitchell	101
93	Cherokee	82
94	Macon	76
95	Avery	73
96	Graham	55
97	Clay	40
98	Polk	36
99	Madison	29
100	Yancey	20
	Total	474,135

2008 to Date		
Rank	Agent County	Number Sold
50	Bertie	697
51	Chatham	693
52	Rockingham	679
53	Surry	642
54	Caldwell	608
55	Halifax	583
56	Washington	574
57	Scotland	560
58	Orange	559
59	Lincoln	526
60	Richmond	517
61	Davie	486
62	Camden	457
63	Buncombe	441
64	Stokes	433
65	Person	414
66	Franklin	405
67	Montgomery	363
68	Wilkes	355
69	Granville	348
70	Burke	347
71	Cleveland	338
72	Anson	335
73	Greene	308
74	Northampton	304
75	Watauga	264
76	Hoke	240
77	Gates	208
78	Yadkin	195
79	Alexander	194
80	Rutherford	194
81	Ashe	187
82	Warren	175
83	Jones	146
84	Henderson	133
85	McDowell	133
86	Transylvania	123
87	Caswell	117
88	Jackson	113
89	Mitchell	101
90	Haywood	93
91	Macon	91
92	Avery	90
93	Alleghany	85
94	Swain	60
95	Clay	33
96	Graham	32
97	Madison	32
98	Cherokee	31
99	Polk	24
100	Yancey	17
	Total	407,570

Number of Coastal Recreational Fishing Licenses sold by North Carolina county of residence, excluding blanket Coastal Recreational Fishing Licenses, by calendar year.

2007		
Rank	County	Number Sold
1	Wake	23,797
2	New Hanover	18,031
3	Onslow	14,963
4	Carteret	13,787
5	Brunswick	12,716
6	Craven	10,192
7	Pitt	9,922
8	Johnston	9,686
9	Guilford	8,936
10	Cumberland	8,220
11	Dare	8,007
12	Forsyth	7,547
13	Mecklenburg	7,243
14	Wayne	7,204
15	Beaufort	7,041
16	Pender	6,152
17	Davidson	5,638
18	Rowan	5,028
19	Lenoir	4,859
20	Robeson	4,758
21	Harnett	4,620
22	Wilson	4,464
23	Alamance	4,298
24	Randolph	4,277
25	Sampson	4,217
26	Nash	4,121
27	Duplin	3,906
28	Durham	3,765
29	Gaston	3,415
30	Cabarrus	3,347
31	Union	3,110
32	Columbus	2,972
33	Iredell	2,755
34	Orange	2,748
35	Pasquotank	2,546
36	Pamlico	2,472
37	Catawba	2,381
38	Martin	2,381
39	Moore	2,336
40	Edgecombe	2,297
41	Currituck	2,276
42	Rockingham	2,150
43	Chatham	1,955
44	Lee	1,933
45	Bertie	1,915
46	Buncombe	1,838
47	Washington	1,830
48	Chowan	1,786
49	Bladen	1,779
50	Franklin	1,775

2008 to Date		
Rank	County	Number Sold
1	Wake	20,049
2	New Hanover	14,777
3	Onslow	13,220
4	Carteret	10,705
5	Brunswick	10,194
6	Craven	9,040
7	Pitt	8,681
8	Johnston	7,846
9	Guilford	7,429
10	Cumberland	6,615
11	Mecklenburg	6,467
12	Dare	6,128
13	Forsyth	6,069
14	Wayne	5,825
15	Beaufort	5,600
16	Pender	4,845
17	Davidson	4,472
18	Lenoir	3,948
19	Rowan	3,843
20	Robeson	3,804
21	Harnett	3,720
22	Alamance	3,563
23	Nash	3,439
24	Wilson	3,437
25	Randolph	3,435
26	Sampson	3,318
27	Duplin	3,271
28	Durham	3,116
29	Gaston	3,028
30	Cabarrus	2,634
31	Union	2,612
32	Columbus	2,534
33	Orange	2,327
34	Pasquotank	2,191
35	Iredell	2,181
36	Catawba	2,140
37	Martin	2,003
38	Pamlico	1,991
39	Edgecombe	1,914
40	Moore	1,888
41	Currituck	1,870
42	Rockingham	1,721
43	Washington	1,675
44	Chatham	1,584
45	Bladen	1,555
46	Lee	1,554
47	Bertie	1,532
48	Buncombe	1,517
49	Franklin	1,508
50	Chowan	1,495

2007		
Rank	County	Number Sold
51	Stanly	1,719
52	Stokes	1,673
53	Lincoln	1,542
54	Perquimans	1,472
55	Surry	1,429
56	Burke	1,424
57	Davie	1,385
58	Granville	1,324
59	Greene	1,309
60	Hoke	1,241
61	Caldwell	1,234
62	Yadkin	1,234
63	Halifax	1,201
64	Wilkes	1,192
65	Cleveland	1,144
66	Jones	1,095
67	Richmond	1,093
68	Hertford	1,056
69	Hyde	1,019
70	UNKNOWN	1,003
71	Camden	984
72	Scotland	911
73	Person	910
74	Vance	745
75	Watauga	691
76	Montgomery	679
77	Tyrrell	668
78	Henderson	639
79	Gates	621
80	Rutherford	618
81	Northampton	607
82	McDowell	596
83	Caswell	573
84	Alexander	561
85	Ashe	462
86	Anson	408
87	Haywood	381
88	Warren	361
89	Transylvania	279
90	Jackson	222
91	Alleghany	212
92	Avery	202
93	Mitchell	193
94	Macon	172
95	Madison	169
96	Polk	147
97	Swain	145
98	Yancey	141
99	Cherokee	88
100	Clay	69
101	Graham	62
102	Out of State	4
	Total	318,701

2008 to Date		
Rank	County	Number Sold
51	Stanly	1,443
52	Stokes	1,375
53	Lincoln	1,295
54	Perquimans	1,244
55	Surry	1,167
56	Caldwell	1,148
57	Davie	1,131
58	Granville	1,097
59	Burke	1,091
60	UNKNOWN	1,040
61	Greene	1,039
62	Hoke	1,013
63	Wilkes	977
64	Cleveland	958
65	Halifax	928
66	Richmond	923
67	Hyde	914
68	Yadkin	911
69	Jones	908
70	Hertford	889
71	Scotland	872
72	Vance	840
73	Camden	815
74	Person	781
75	Tyrrell	606
76	Montgomery	602
77	Watauga	581
78	Henderson	570
79	Northampton	527
80	Alexander	519
81	Rutherford	496
82	Caswell	492
83	Gates	488
84	McDowell	461
85	Anson	421
86	Ashe	326
87	Haywood	313
88	Warren	297
89	Avery	207
90	Jackson	197
91	Alleghany	191
92	Macon	185
93	Mitchell	167
94	Transylvania	163
95	Yancey	136
96	Polk	120
97	Cherokee	116
98	Madison	116
99	Swain	87
100	Clay	56
101	Graham	53
102	Out of State	7
	Total	263,609

**Number of Coastal Recreational Fishing Licenses sold by state of residence,
excluding blanket Coastal Recreational Fishing Licenses by calendar year.**

2007		
Rank	State	Number Sold
1	North Carolina	318,700
2	Virginia	57,003
3	Pennsylvania	21,267
4	Maryland	12,650
5	Ohio	8,615
6	South Carolina	7,878
7	New Jersey	6,619
8	West Virginia	6,078
9	New York	4,836
10	Florida	3,640
11	Georgia	3,305
12	Tennessee	3,112
13	Delaware	2,742
14	Kentucky	1,704
15	Texas	1,367
16	Indiana	1,297
17	Michigan	1,256
18	Connecticut	1,179
19	Illinois	981
20	California	974
21	Massachusetts	969
22	Colorado	630
23	Missouri	565
24	Alabama	489
25	Wisconsin	433
26	New Hampshire	387
27	Arizona	341
28	Vermont	321
29	Washington	317
30	Minnesota	303
31	Maine	257
32	Louisiana	254
33	District of Columbia	251
34	Oklahoma	231
35	Arkansas	217
36	Iowa	207
37	Kansas	202
38	Mississippi	162
39	Oregon	157
40	Nevada	137
41	Utah	131
42	Nebraska	117
43	Rhode Island	117
44	New Mexico	115
45	Out of Country	112
46	Alaska	103
47	Montana	103
48	Wyoming	92
49	Idaho	84
50	Hawaii	64

2008 to Date		
Rank	State	Number Sold
1	North Carolina	263,609
2	Virginia	50,010
3	Pennsylvania	21,624
4	Maryland	11,687
5	Ohio	8,402
6	South Carolina	7,238
7	New Jersey	6,296
8	West Virginia	5,570
9	New York	4,988
10	Florida	3,091
11	Georgia	2,899
12	Tennessee	2,754
13	Delaware	2,487
14	Kentucky	1,663
15	Indiana	1,235
16	Texas	1,216
17	Michigan	1,194
18	Connecticut	1,138
19	California	1,007
20	Massachusetts	961
21	Illinois	953
22	Colorado	591
23	Missouri	542
24	Alabama	515
25	Wisconsin	415
26	New Hampshire	383
27	Arizona	342
28	Vermont	279
29	District of Columbia	266
30	Washington	257
31	Minnesota	256
32	Maine	229
33	Oklahoma	199
34	Iowa	192
35	Arkansas	190
36	Kansas	185
37	Mississippi	175
38	Louisiana	174
39	Oregon	147
40	Rhode Island	131
41	Out of Country	129
42	Montana	122
43	Alaska	115
44	Nevada	108
45	Utah	108
46	Nebraska	103
47	New Mexico	90
48	Idaho	71
49	South Dakota	62
50	Hawaii	59

2007		
Rank	State	Number Sold
51	South Dakota	60
52	North Dakota	39
53	UNKNOWN	39
54	Virgin Islands	32
55	Armed Forces Europe	4
56	Puerto Rico	4
57	Guami	3
58	Armed Forces Americas	2
59		1
60	America Samoa	1
61	Federated States of Microne	1
62	Palau	1
	Total	473,258

2008 to Date		
Rank	State	Number Sold
51	UNKNOWN	50
52	Wyoming	47
53	North Dakota	35
54	Virgin Islands	23
55	Puerto Rico	6
56	Armed Forces Europe	5
57	Armed Forces Americas	4
58	Armed Forces Pacific	3
59	Northern Mariana Islands	1
	Total	406,631

**Number of Coastal Recreational Fishing Licenses sold
by country of residence, excluding blanket Coastal Recreational Fishing
Licenses, by calendar year.**

2007	
Country	Number Sold
United States	473,258
Canada	499
United Kingdom	99
Germany	45
Mexico	42
Japan	18
Unknown	14
Other	13
Honduras	11
Australia	9
Costa Rica	8
Ireland	8
Netherlands	8
Russian Federation	6
South Africa	6
Sweden	6
Switzerland	5
France	4
China	3
El Salvador	3
Finland	3
New Zealand	3
Norway	3
Venezuela	3
Virgin Islands, U.s.	3
Belarus	2
Chile	2
Egypt	2
Guatemala	2
Korea, Republic Of	2
Morocco	2
Philippines	2
Poland	2
Puerto Rico	2
Slovakia	2
Spain	2
Thailand	2
Ukraine	2
United States Minor Outly	2
Viet Nam	2
Algeria	1
Angola	1
Bahamas	1
Belize	1
Bermuda	1
Bosnia And Herzegovina	1
British Indian Ocean Terr	1
Cayman Islands	1
Denmark	1

2008 to Date	
Country	Number Sold
United States	406,631
Canada	578
United Kingdom	100
Mexico	49
Germany	36
Honduras	14
Other	11
Netherlands	10
Switzerland	10
Australia	9
France	8
Italy	7
Ireland	6
Japan	6
Spain	6
Sweden	5
Virgin Islands, U.s.	5
New Zealand	4
Puerto Rico	4
Russian Federation	4
South Africa	4
Unknown	4
Austria	3
Bulgaria	3
Guam	3
Norway	3
Belize	2
Bosnia And Herzegovina	2
China	2
Denmark	2
Guatemala	2
India	2
Kazakhstan	2
Niger	2
Peru	2
Philippines	2
Poland	2
Ukraine	2
Argentina	1
Bahamas	1
Brazil	1
British Indian Ocean Terr	1
Colombia	1
Croatia	1
Czech Republic	1
El Salvador	1
Estonia	1
Finland	1
Haiti	1

2007	
Country	Number Sold
Georgia	1
Hong Kong	1
Israel	1
Italy	1
Jamaica	1
Kuwait	1
Lao People's Democratic R	1
Nicaragua	1
Panama	1
Peru	1
Sri Lanka	1
Turkey	1
Turks And Caicos Islands	1
United Arab Emirates	1
Vanuatu	1
Zimbabwe	1

2008 to Date	
Country	Number Sold
Hungary	1
Israel	1
Kenya	1
Korea, Republic Of	1
Lao People's Democratic R	1
Malaysia	1
Namibia	1
Singapore	1
United States Minor Outly	1
Uruguay	1
Venezuela	1
Viet Nam	1
Total	407,570

Number of For Hire Blanket Coastal Recreational Fishing Licenses sold by type and vessel size by calendar year.

2007						
For Hire Blanket Type	0 to 18 Feet	> 18 to 38 Feet	> 38 to 50 Feet	> 50 Feet	Total Sold	% Sold
6 or Fewer Passengers	20	408	147	147	722	90%
More than 6 Passengers	0	9	37	38	84	10%
Total	20	417	184	185	806	10%

2008 to Date						
For Hire Blanket Type	0 to 18 Feet	> 18 to 38 Feet	> 38 to 50 Feet	> 50 Feet	Total Sold	% Sold
6 or Fewer Passengers	19	320	92	93	524	91%
More than 6 Passengers	0	6	22	27	55	9%
Total	19	326	114	120	579	100%

Number of For Hire Blanket Coastal Recreational Fishing Licenses sold by state of residence by calendar year.

2007		
State	<= 6 Passengers	> 6 Passengers
Delaware	3	0
Florida	7	1
Massachusetts	2	0
Maryland	15	9
North Carolina	621	50
New Jersey	6	0
New York	1	0
Pennsylvania	1	0
South Carolina	17	10
Virginia	49	14
Total	722	84

2008 to Date		
State	<= 6 Passengers	> 6 Passengers
Delaware	2	0
Florida	2	1
Georgia	1	0
Maryland	8	1
North Carolina	458	40
New Jersey	3	0
New York	2	0
Pennsylvania	1	0
South Carolina	14	10
Tennessee	1	0
Virginia	32	3
Total	524	55

Cumulative Totals	
State	Total
Delaware	5
Florida	11
Georgia	1
Massachusetts	2
Maryland	33
North Carolina	1169
New Jersey	9
New York	3
Pennsylvania	2
South Carolina	51
Tennessee	1
Virginia	98
Grand Total	1385

**Number of Coastal Recreational Fishing Licenses sold by sales outlet
by calendar year.**

Sales Outlet	2007		2008 to Date	
	Number Sold	Percent Sold	Number Sold	Percent Sold
License Agents	392,205	82.72	328,940	80.71
Online	55,535	11.71	52,665	12.92
WRC Helpdesk (Telephone)	13,993	2.95	13,492	3.31
DSS	5,970	1.26	7,783	1.91
DMF Agent	4,306	0.91	3,110	0.76
WRC Front Counter	1,651	0.35	944	0.23
WRC Education Center	475	0.10	636	0.16
Total	474,135	100.00	407,570	100.00