

**Exhibit IV**

**Frequency of Calls per Category from 10/21/14 to 10/21/15  
Region I - St. Lawrence**

	<b>Ogdensburg City Hall</b>	<b>St. Lawrence County Courthouse</b>
H1	0	0
H2	0	0
H3	0	0
H4	0	0
H5	0	0
H6	0	0
H7	0	0
H8	0	0
H9	<b>1</b>	<b>1</b>
H10	<b>1</b>	<b>7</b>
H11	0	0
H12	<b>2</b>	0
H13	0	0
H14	0	0
H15	0	0
H16	0	0
H17	0	0
H18	0	0
H19	0	0
B1	0	0
B2	0	0
B3	0	0
B4	0	0
B5	0	0
B6	0	0
<b>Totals</b>	<b>4</b>	<b>8</b>

**Exhibit IV**

**Frequency of Calls per Category from 10/21/14 to 10/21/15**  
**Region II - Clinton, Essex and Franklin Counties**

	<b>Clinton County Government Center</b>	<b>Essex County Courthouse</b>	<b>Franklin Supreme Court Chambers</b>	<b>Franklin County Courthouse</b>	<b>Plattsburgh City Court</b>
H1	0	0	0	0	0
H2	0	0	0	0	0
H3	0	0	0	0	0
H4	0	0	0	0	0
H5	0	0	0	0	0
H6	0	0	0	0	0
H7	0	0	0	0	0
H8	0	0	0	0	0
H9	0	0	0	0	0
H10	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>
H11	0	0	0	0	0
H12	0	0	1	0	0
H13	0	0	0	0	0
H14	0	0	0	0	0
H15	0	0	0	0	0
H16	0	0	0	0	0
H17	0	0	0	0	0
H18	0	0	0	0	0
H19	0	0	0	0	0
B1	0	0	0	0	0
B2	0	0	0	0	0
B3	0	0	0	0	0
B4	0	0	0	0	0
B5	0	0	0	0	0
B6	0	0	0	0	0
<b>Totals</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>

**Exhibit IV**

**Frequency of Calls per Category from 10/21/14 to 10/21/15**  
**Region III - Hamilton, Warren and Washington Counties**

	<b>Glens Falls City Hall</b>	<b>Hamilton County Courthouse</b>	<b>Hamilton County Building</b>	<b>Warren County Municipal Center</b>	<b>Washington County Courthouse</b>
H1	0	0	0	0	0
H2	0	0	0	0	0
H3	0	0	0	0	0
H4	0	0	0	0	0
H5	0	0	0	0	0
H6	0	0	0	0	0
H7	0	0	0	0	0
H8	0	0	0	0	0
H9	0	0	0	0	0
H10	<b>2</b>	0	0	0	4
H11	0	0	0	0	0
H12	0	0	0	2	0
H13	0	0	0	0	0
H14	0	0	0	0	0
H15	0	0	0	0	0
H16	0	0	0	0	0
H17	0	0	0	0	0
H18	0	0	0	0	0
H19	0	0	0	0	0
B1	0	0	0	0	0
B2	0	0	0	0	0
B3	0	0	0	1	0
B4	0	0	0	0	0
B5	0	0	0	0	0
B6	0	0	0	0	0
<b>Totals</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>

Exhibit IV

Frequency of Calls per Category from 10/21/14 to 10/21/15  
 Region IV - Fulton, Montgomery, Saratoga and Schenectady Counties

	4th Judicial District Admin. Office	Amsterdam City Public Safety Bldg.	Fulton County Office Building 11 North	Fulton County Office Building 223 West Main	Gloversville City Hall	Johnstown City Hall	Mechanicville City Hall	Montgomery Co Courthouse	Saratoga County Municipal Building #2 35 West High	Saratoga Supreme Court Chambers	Saratoga County Municipal Building #3 30 McMaster	Saratoga Springs City Hall	Schenectady City Hall	Schenectady City Police Station	Schenectady County Office Building	Schenectady Co Courthouse	The Schaffer Building
H1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H9	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
H10	5	0	1	0	0	0	0	1	3	2	0	2	1	0	3	0	3
H11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H12	0	0	0	0	0	0	0	2	0	0	0	1	1	0	0	0	0
H13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H15	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0
H16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
B3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>

## Total IT Department HelpDesk calls

### Date Range of Data

10/21/14 to 10/28/15

### Totals

60 total calls

2 - Network Ports

58 - Printers (Bulk being H10)

### Regional Totals

Region I - 12

Region II - 10

Region III - 9

Region VI - 29