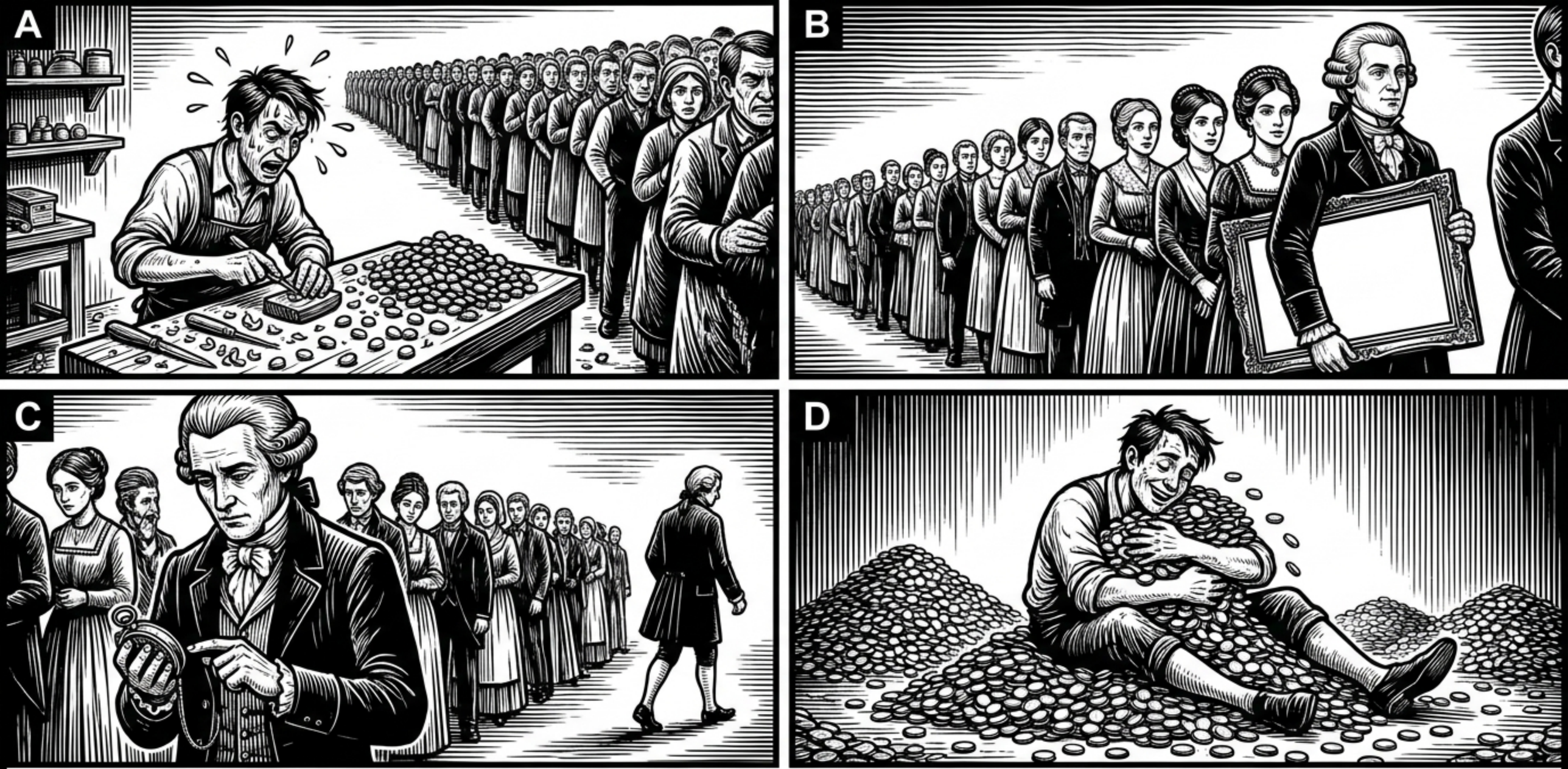

Measuring success by queue length often reveals that premium time slots were missed in favour of low-ticket work.

Mountains of pennies are mostly just heavy disappointments.