

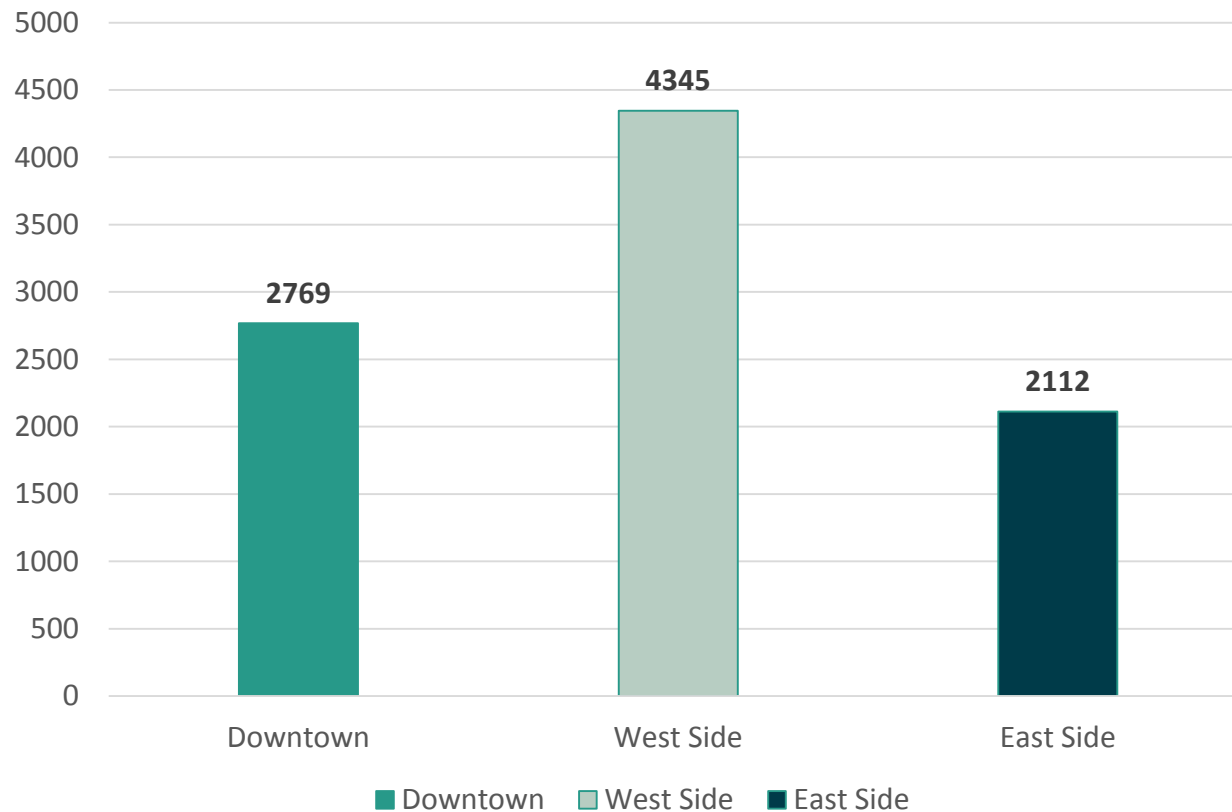
Customer Service Metrics



Customer Service Metrics - October



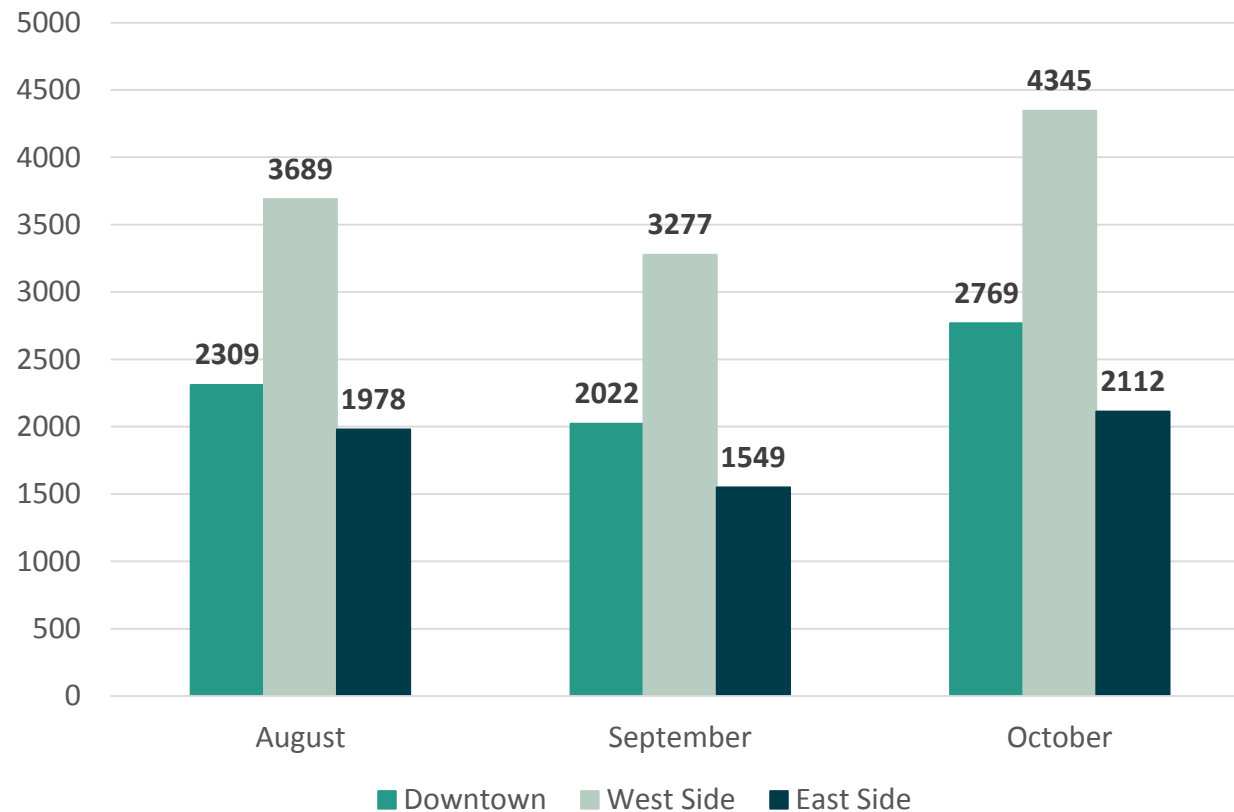
Total Interactions by Location



Customer Service Metrics - October



Total Interactions by Location



Customer Service Metrics - October

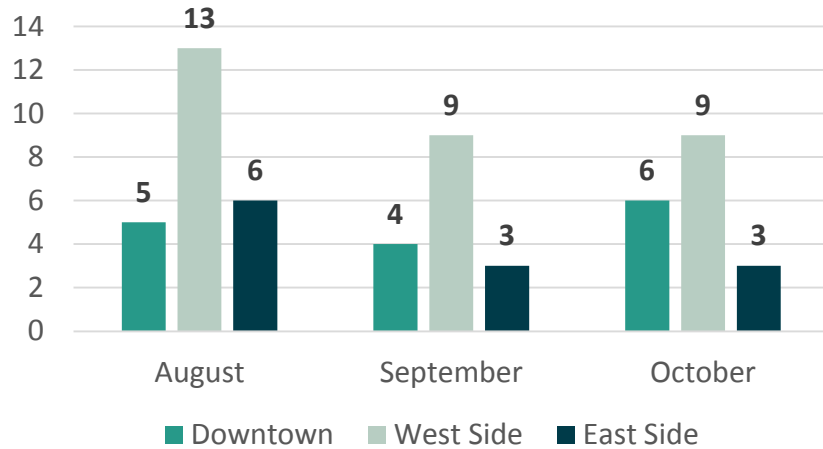


Service Center	Average Wait Time	Average Customers Per Day
Downtown	6 Minutes	120
West Side	9 Minutes	189
East Side	3 Minutes	92

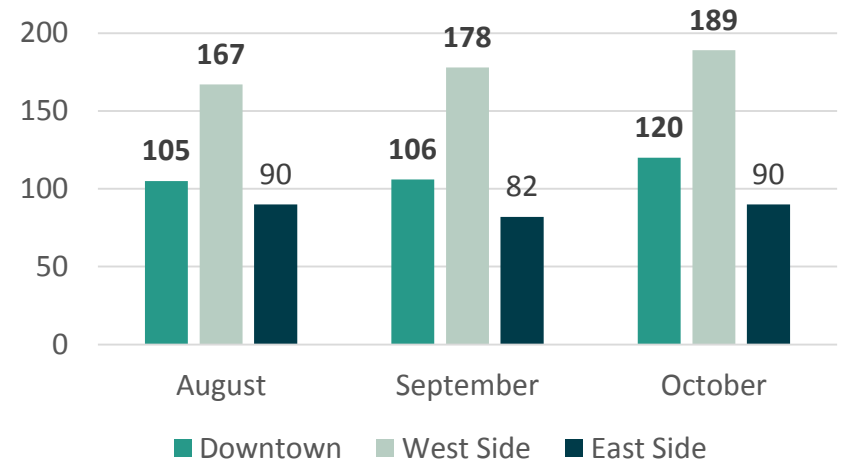
Customer Service Metrics - October



Average Wait Time



Average Transactions Per Day



Customer Service Metrics - October



Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	42,701	12,704	23:06	6:47
Emergency	7,938	411	6:18	5:46
Total	50,639	13,115	19:01	6:32

Longest Wait Time in October

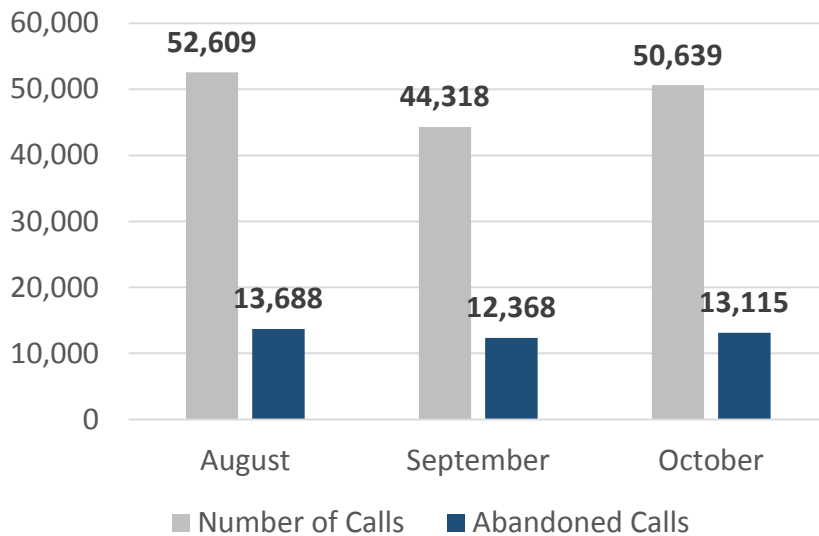
90 Minutes**

**All systems went down for approximately an hour leaving the queue open, but agents unable to answer

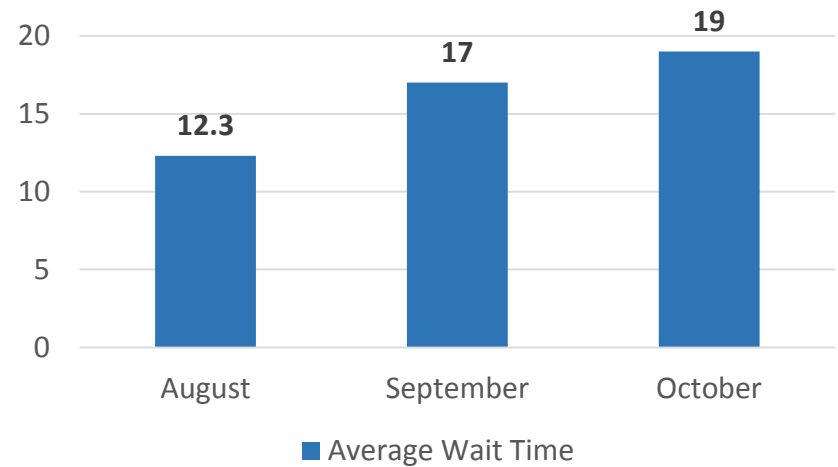
Customer Service Metrics - October



Total Calls



Average Wait Time



Questions?