

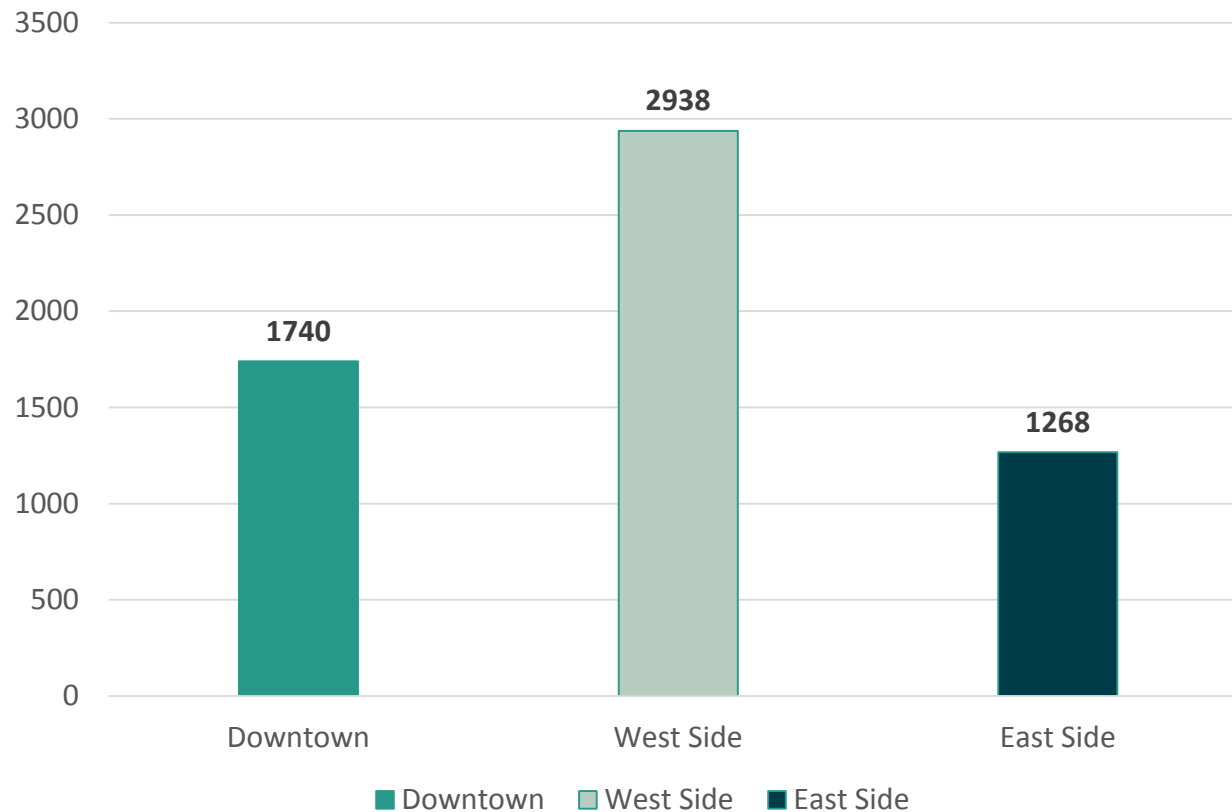
# Customer Service Metrics



# Customer Service Metrics – November



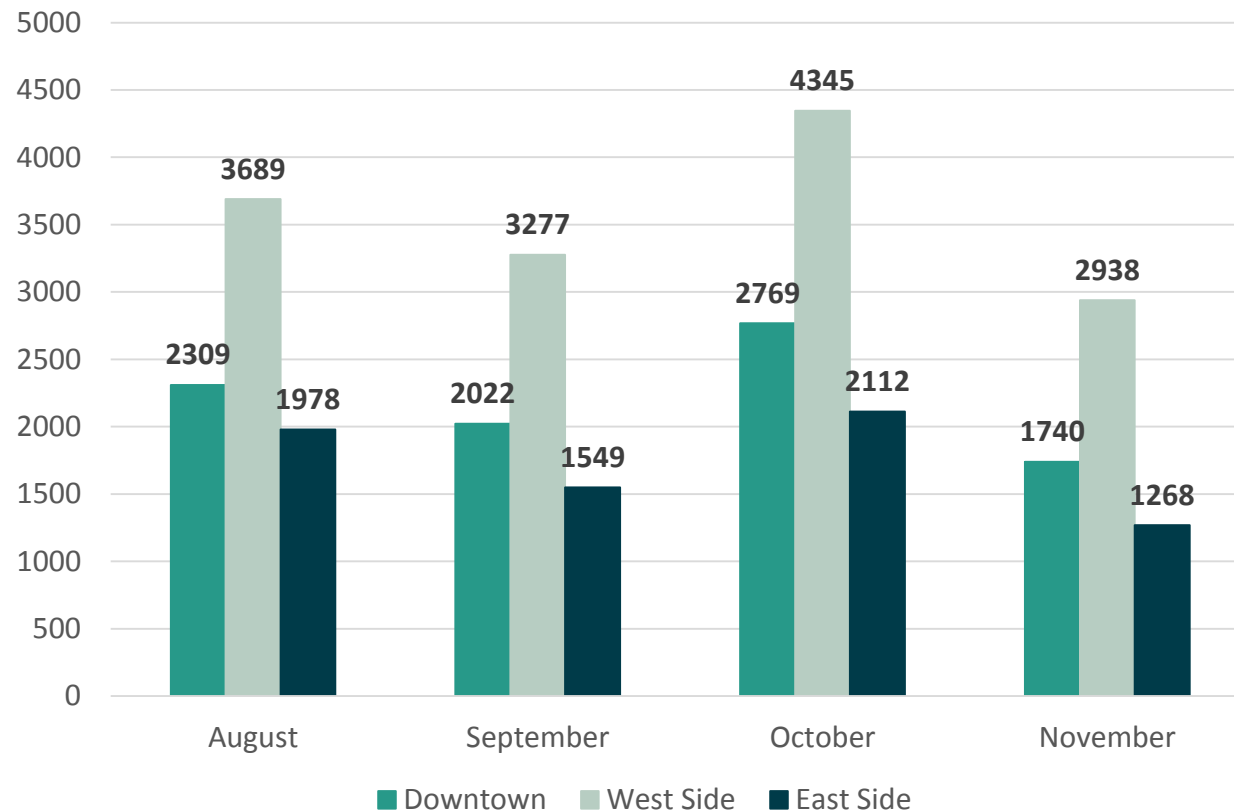
## Total Interactions by Location



# Customer Service Metrics



## Total Interactions by Location



# Customer Service Metrics – November

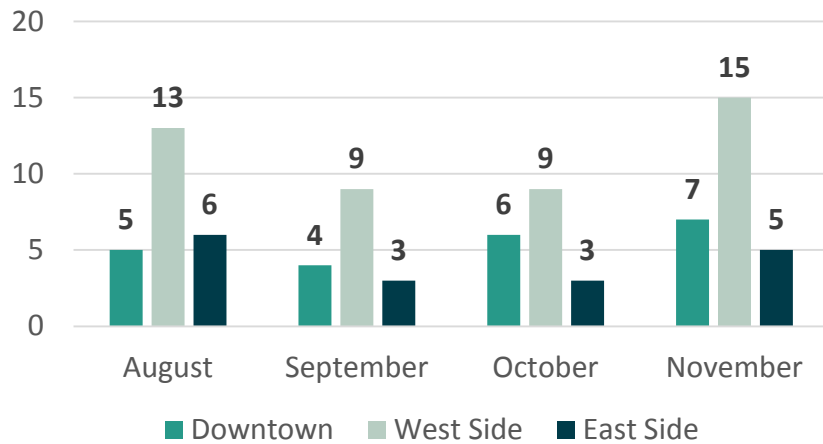


Service Center	Average Wait Time	Average Customers Per Day
Downtown	7 Minutes	95
West Side	15 Minutes	163
East Side	5 Minutes	70

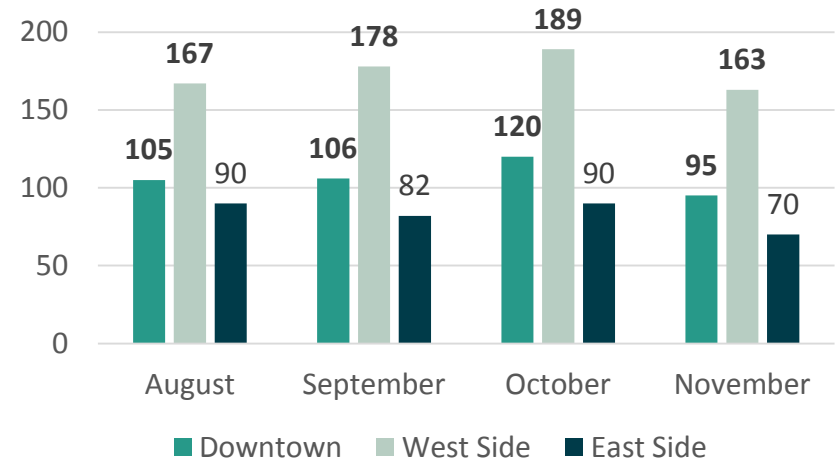
# Customer Service Metrics



## Average Wait Time



## Average Transactions Per Day



# Customer Service Metrics - November



Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	34,422	8,430	18:53	6:07
Emergency	6,371	285	4:25	5:31
<b>Total</b>	<b>40,793</b>	<b>8,715</b>	<b>15:15</b>	<b>5:58</b>

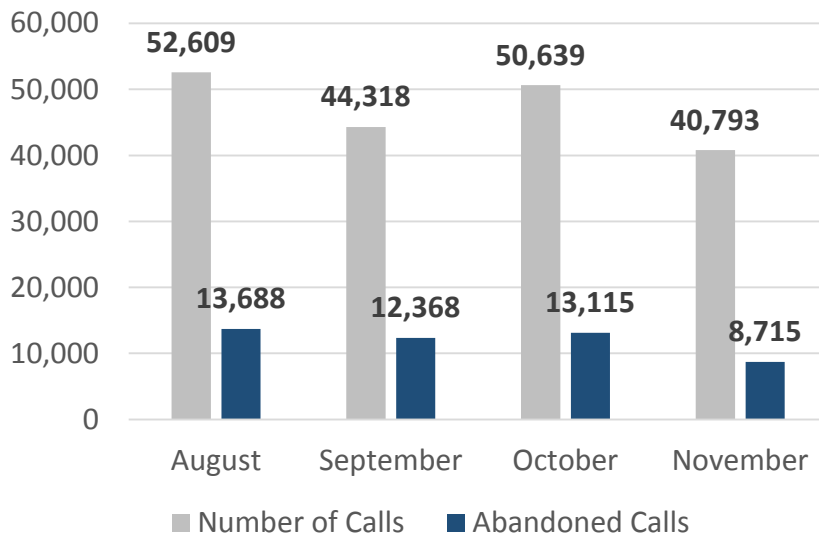
Longest Wait Time in November

57 Minutes

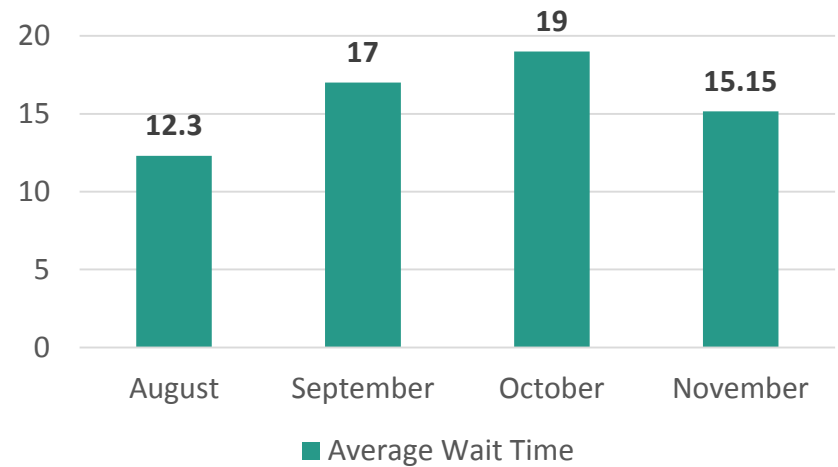
# Customer Service Metrics



## Total Calls



## Average Wait Time



# Questions?