

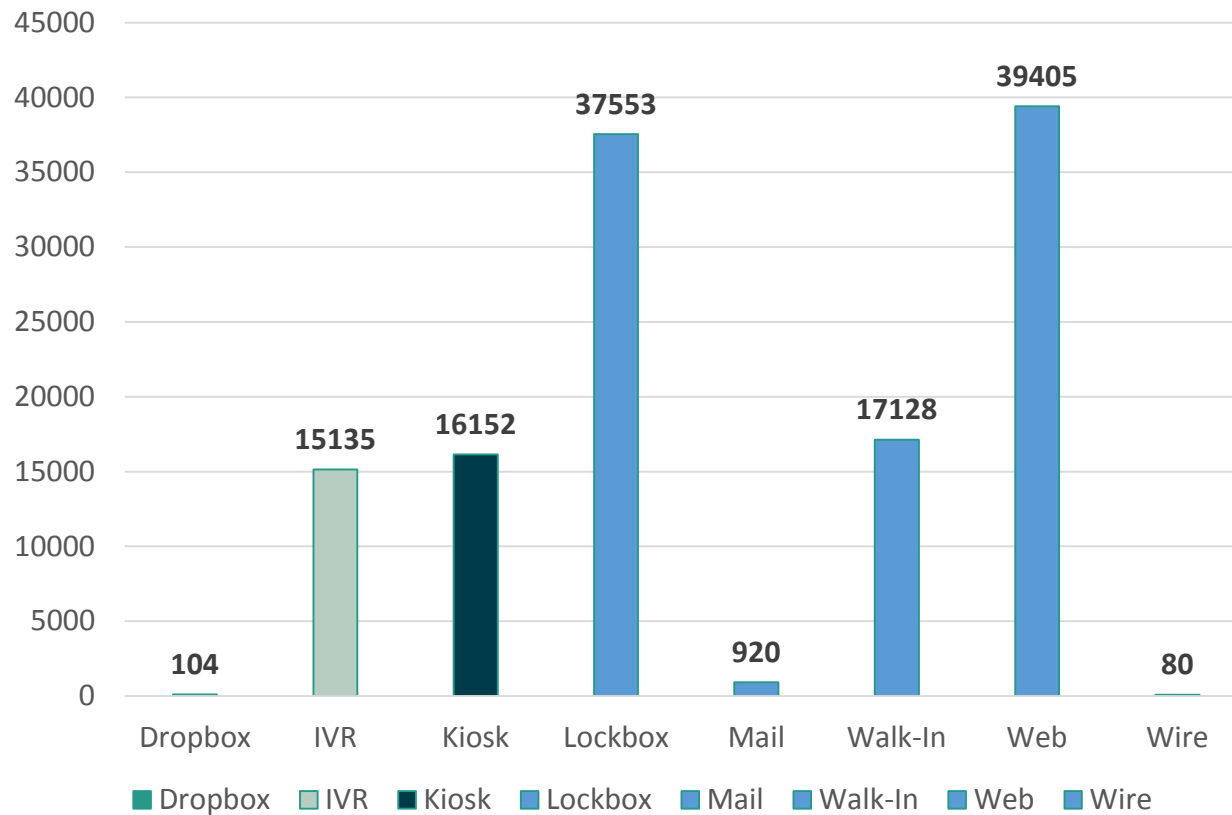
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Customer Service – System Outages



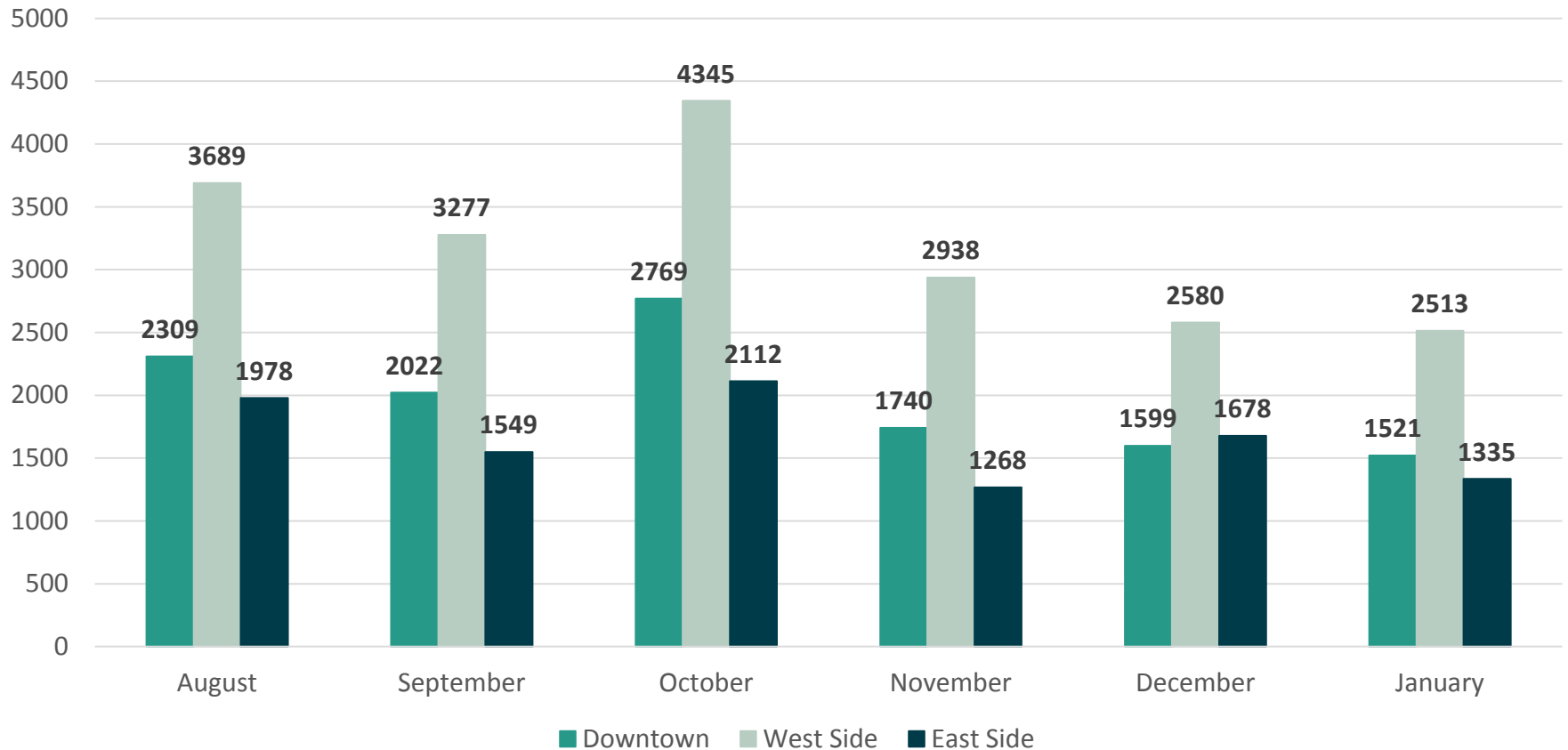
System Outages

Date	Outage Type	Timeframe
1/2/2019	IVR Issues	Intermittent All Day
1/3/2019	IVR Issues	Intermittent All Day
1/7/2019	Power Outage (Impacted 12 call center employees)	8:00-8:30 AM
1/7/2019	Zipwire Transfer/Connectivity Issues	All day

Service Center Metrics



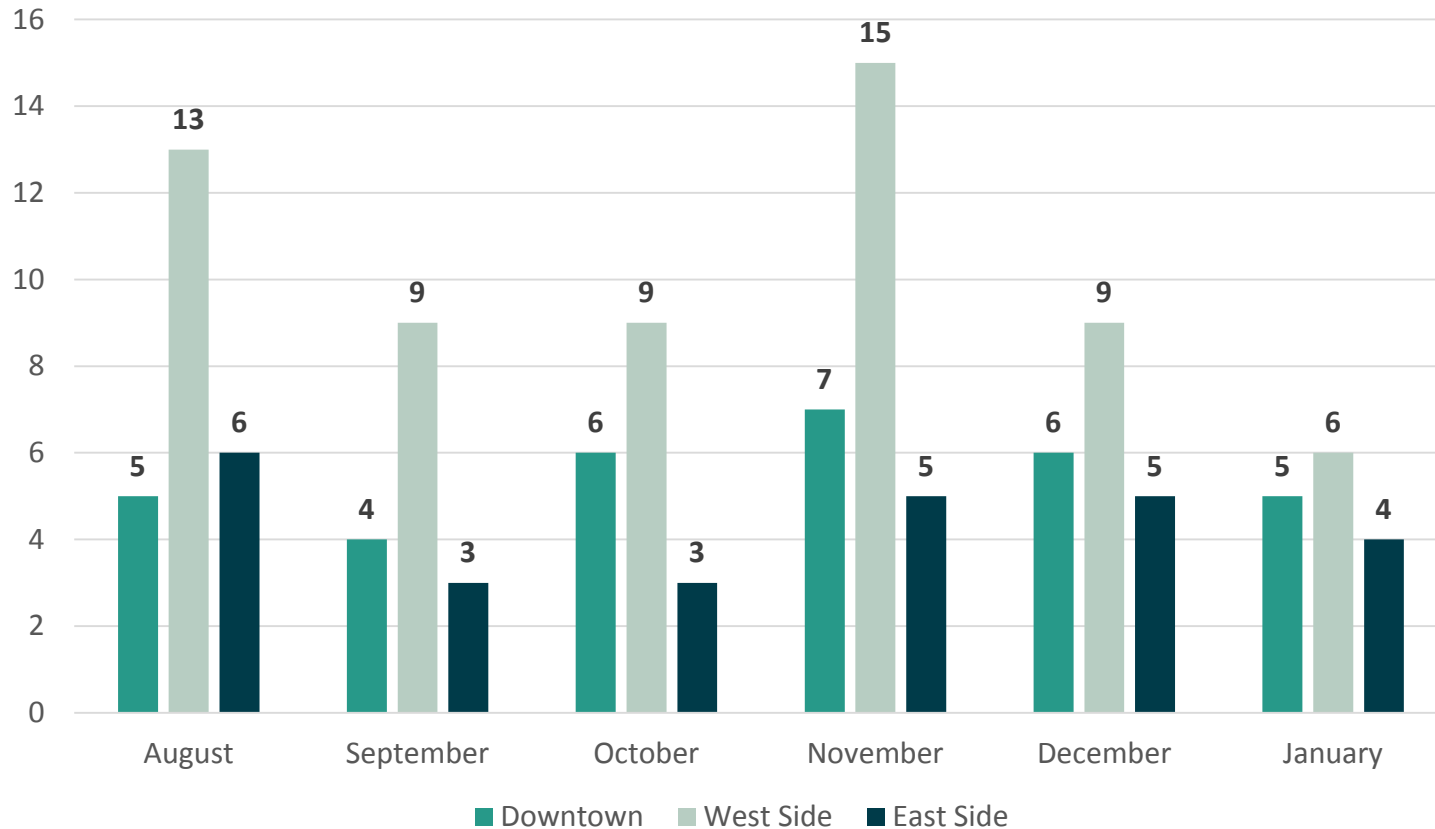
Total Interactions by Location



Service Center Metrics



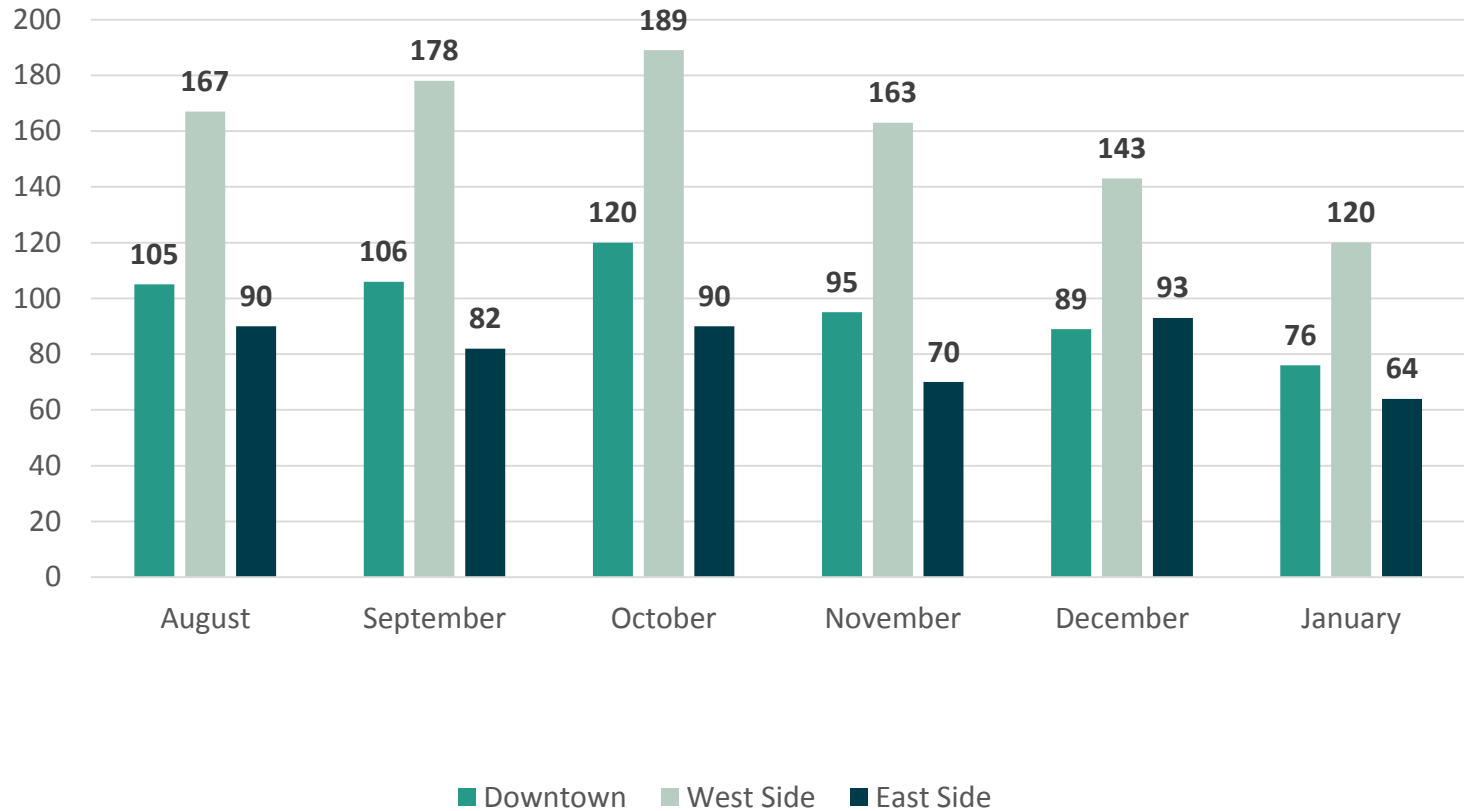
Average Wait Time



Service Center Metrics



Average Transactions Per Day



Call Center Metrics - January



Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	29,295	5690	12:38	6:48
Emergency	8,380	725	4:51	5:42
Total	37,675	6,415	10:21	6:29

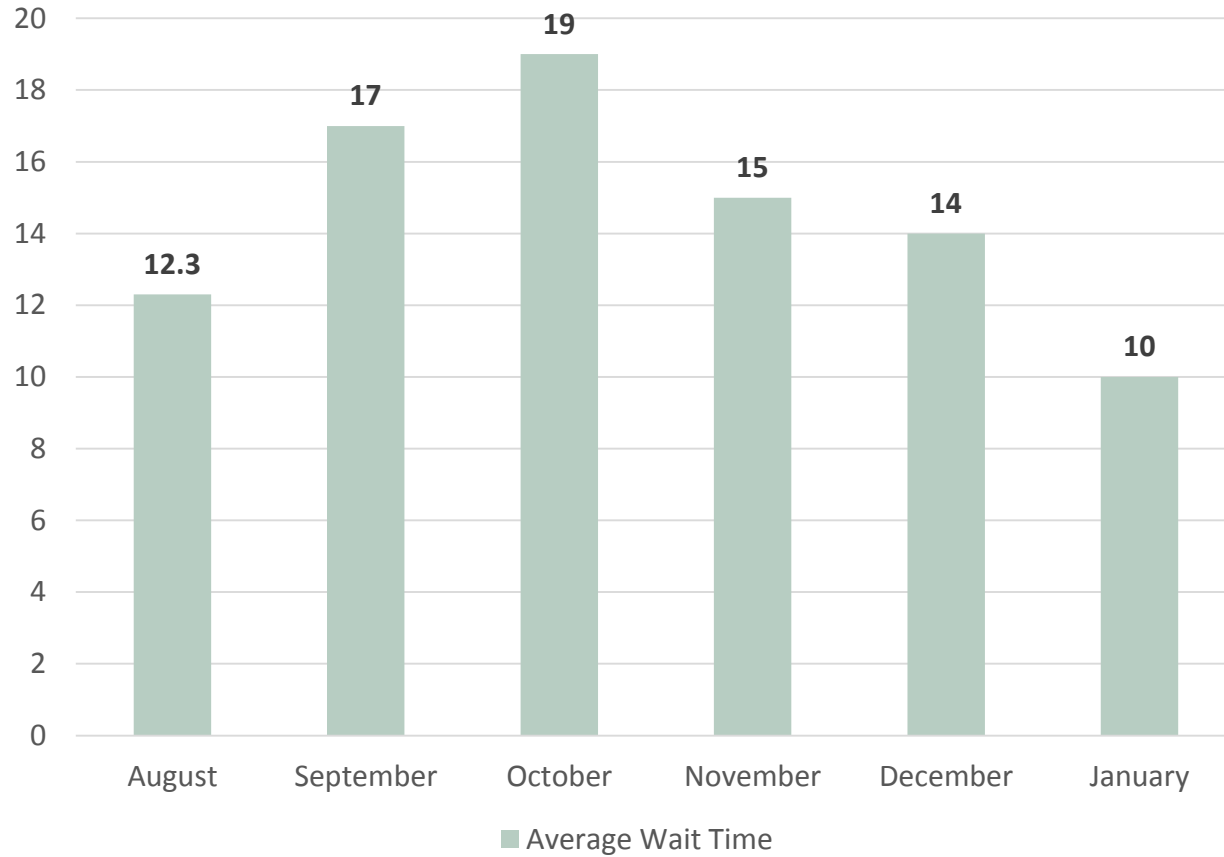
Longest Wait Time in January

49 Minutes

Call Center Metrics



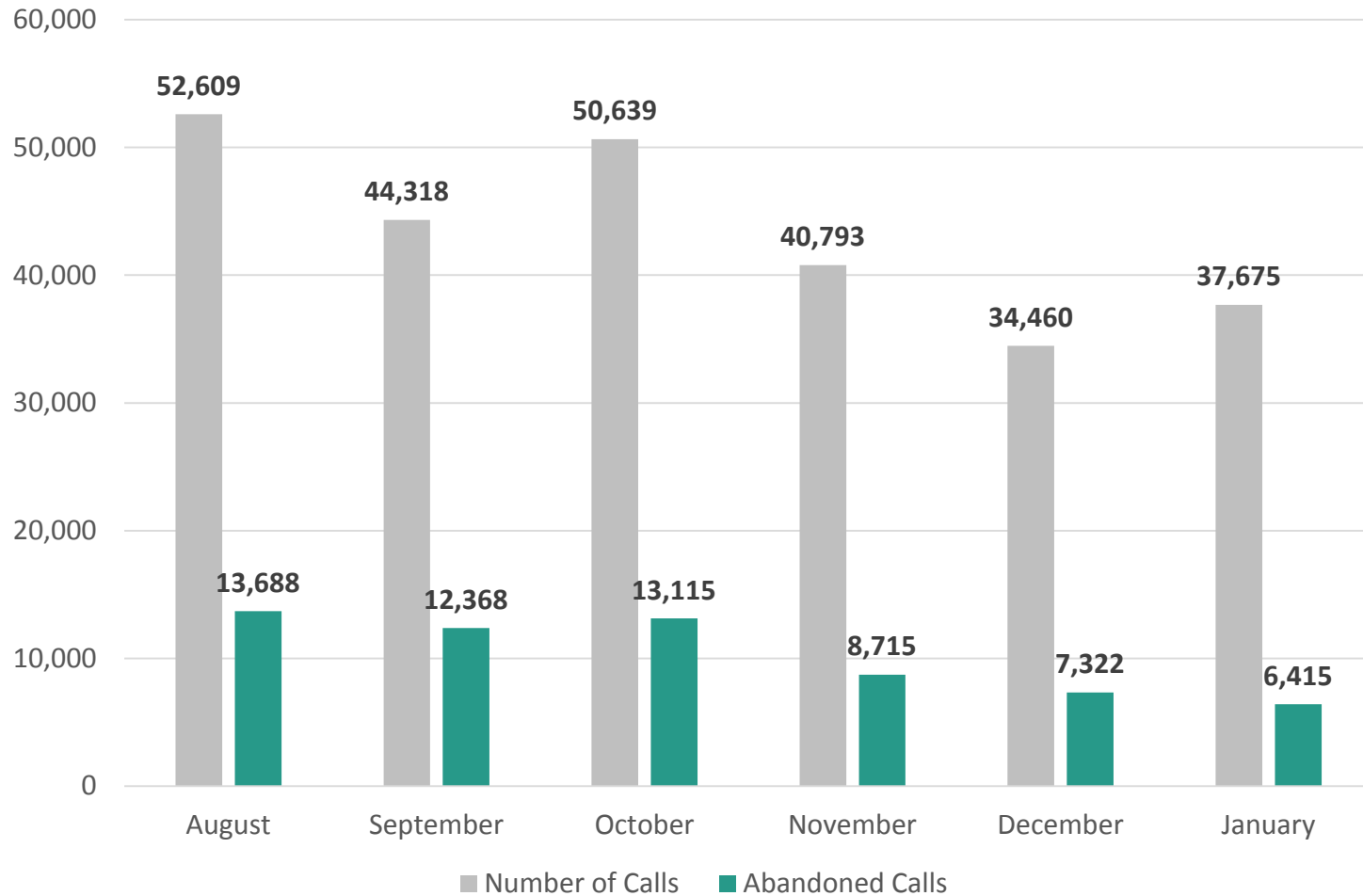
Average Wait Time



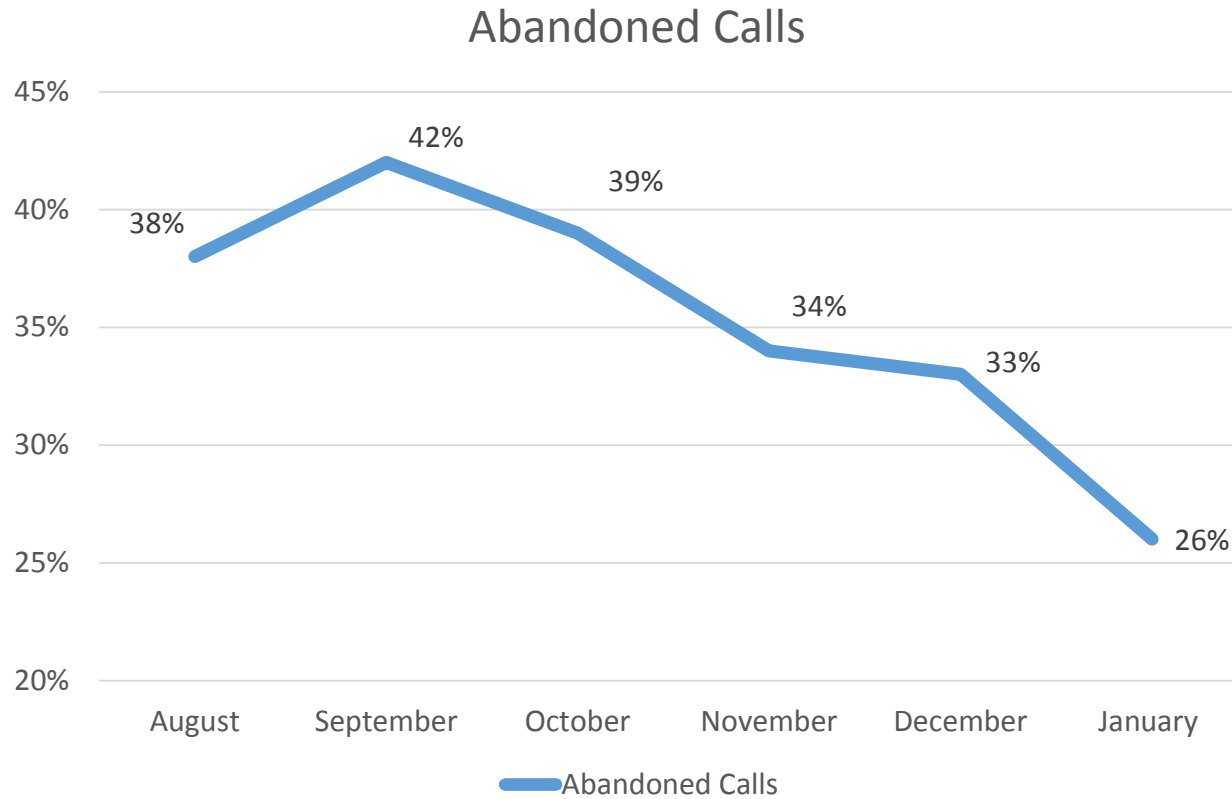
Call Center Metrics



Total Calls



Call Center Metrics



Questions?