

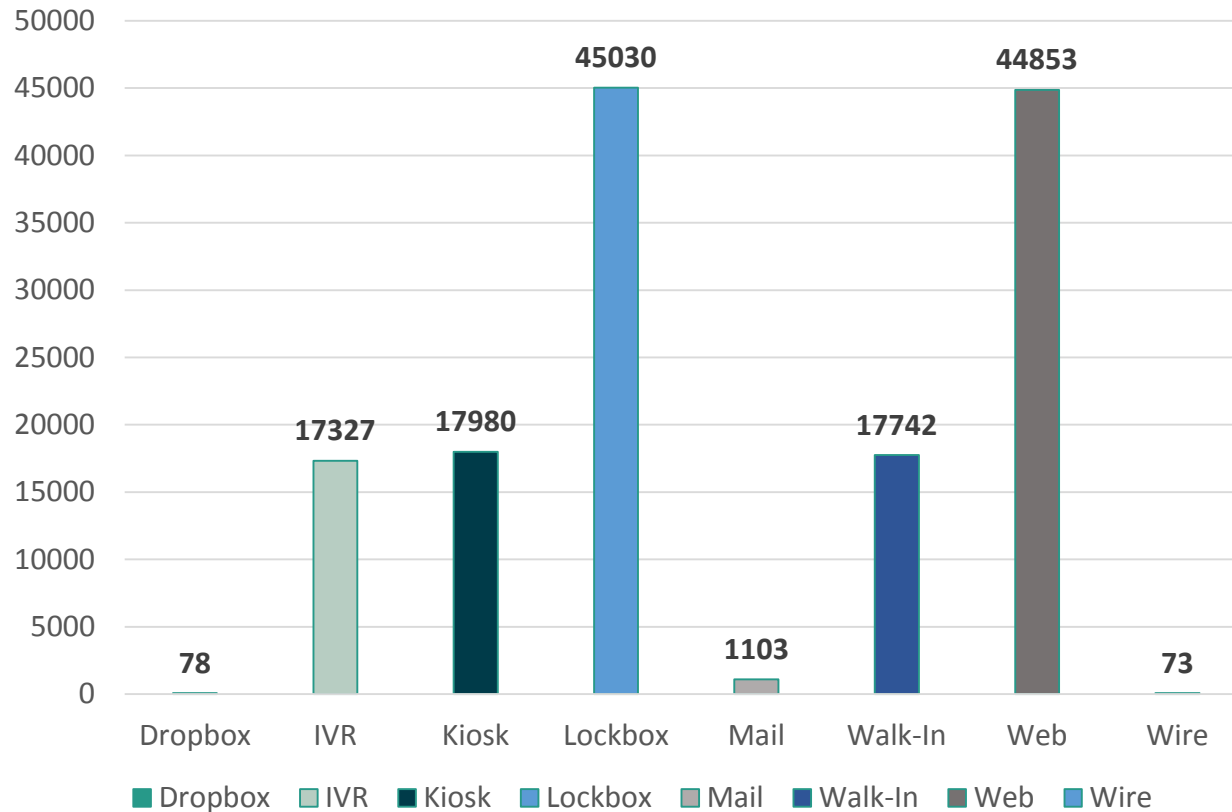
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Customer Service – System Outages



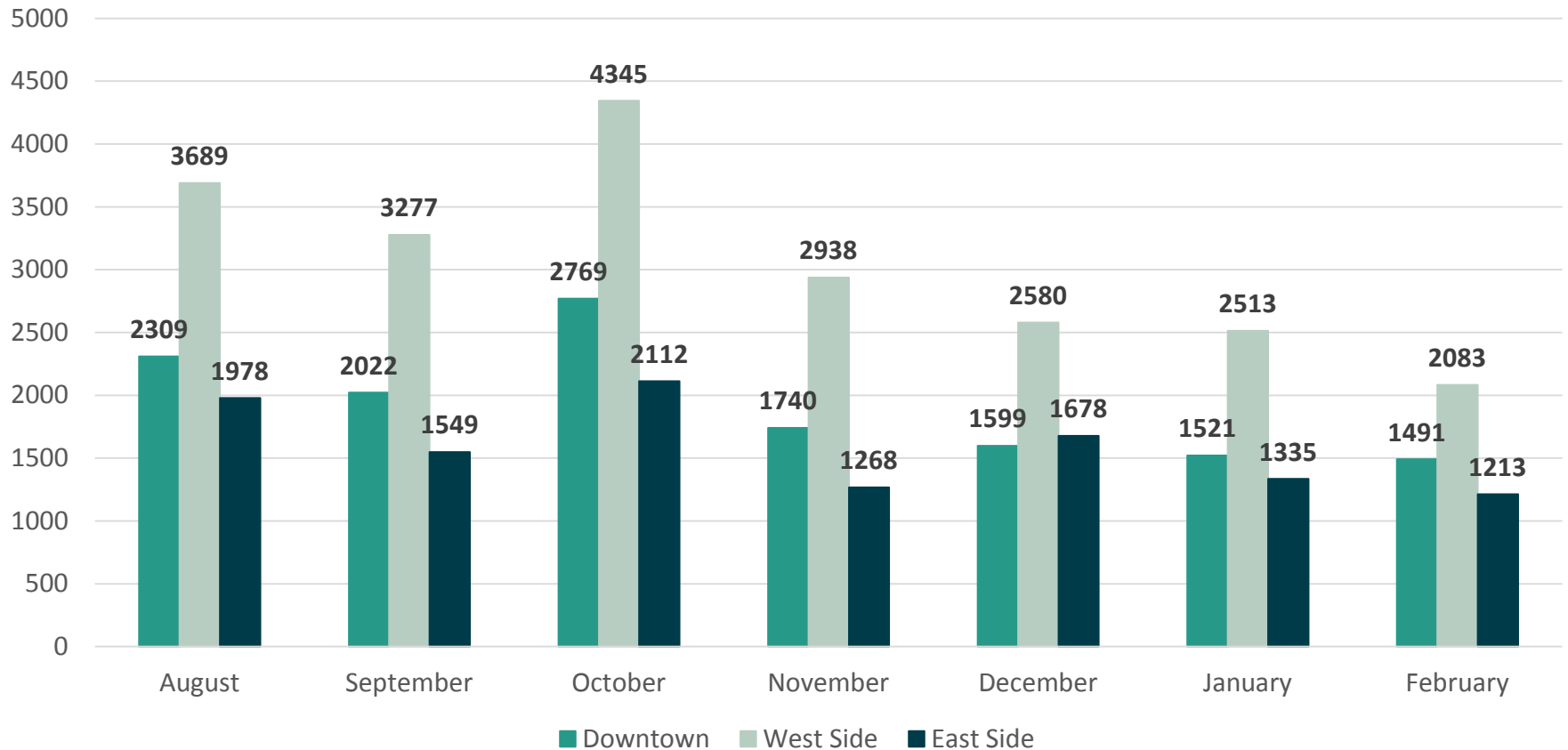
System Outages

| Date | Outage Type | Timeframe |
|-----------|-------------|--|
| 2/21/2019 | Zipwire | Went down at 10:30 am and came right back up |
| 2/21/2019 | IVR Issues | Down from 1:30-3:00 pm |
| 2/21/2019 | enQuesta | Down from 1:30-3:00 pm |

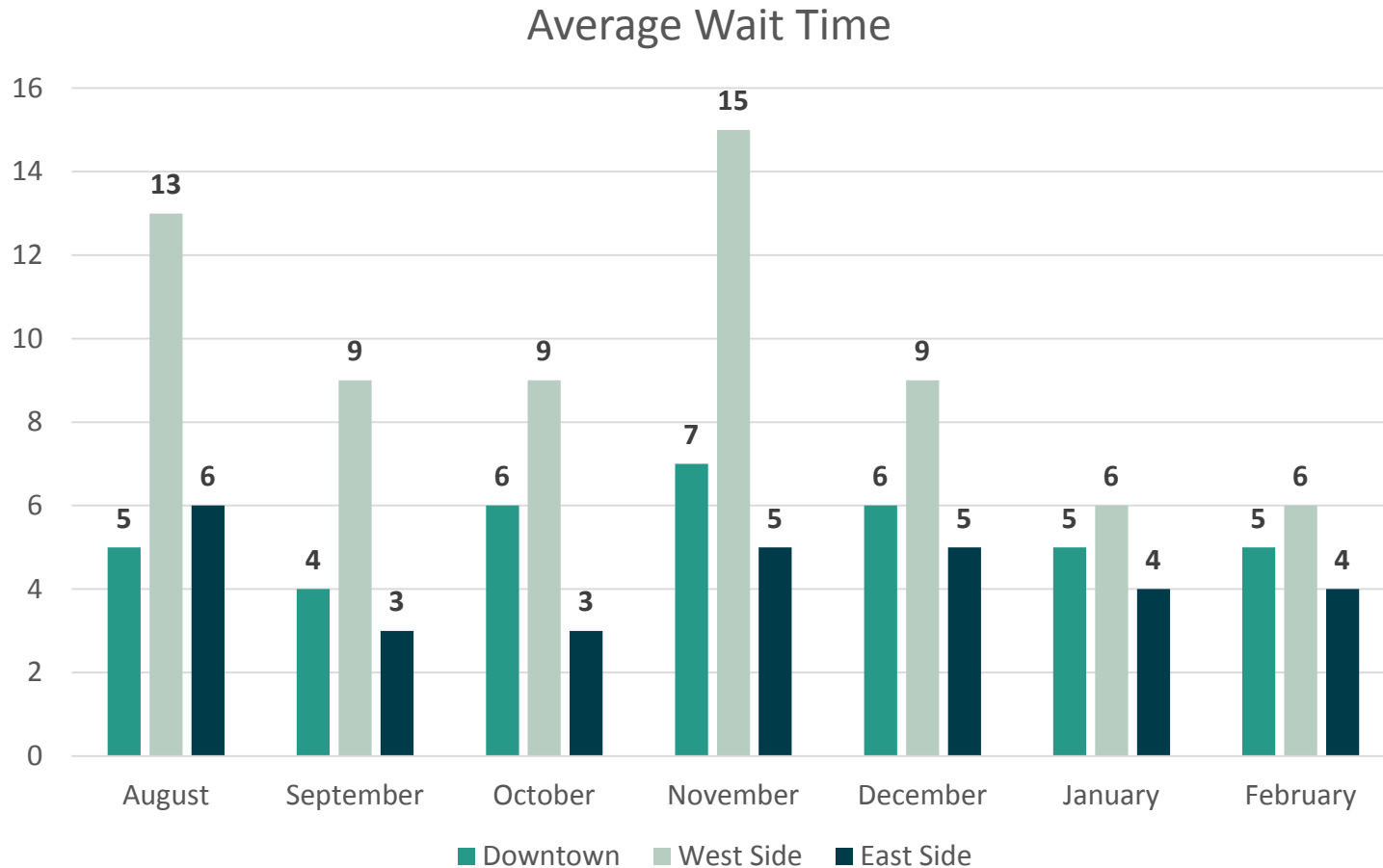
Service Center Metrics



Total Interactions by Location



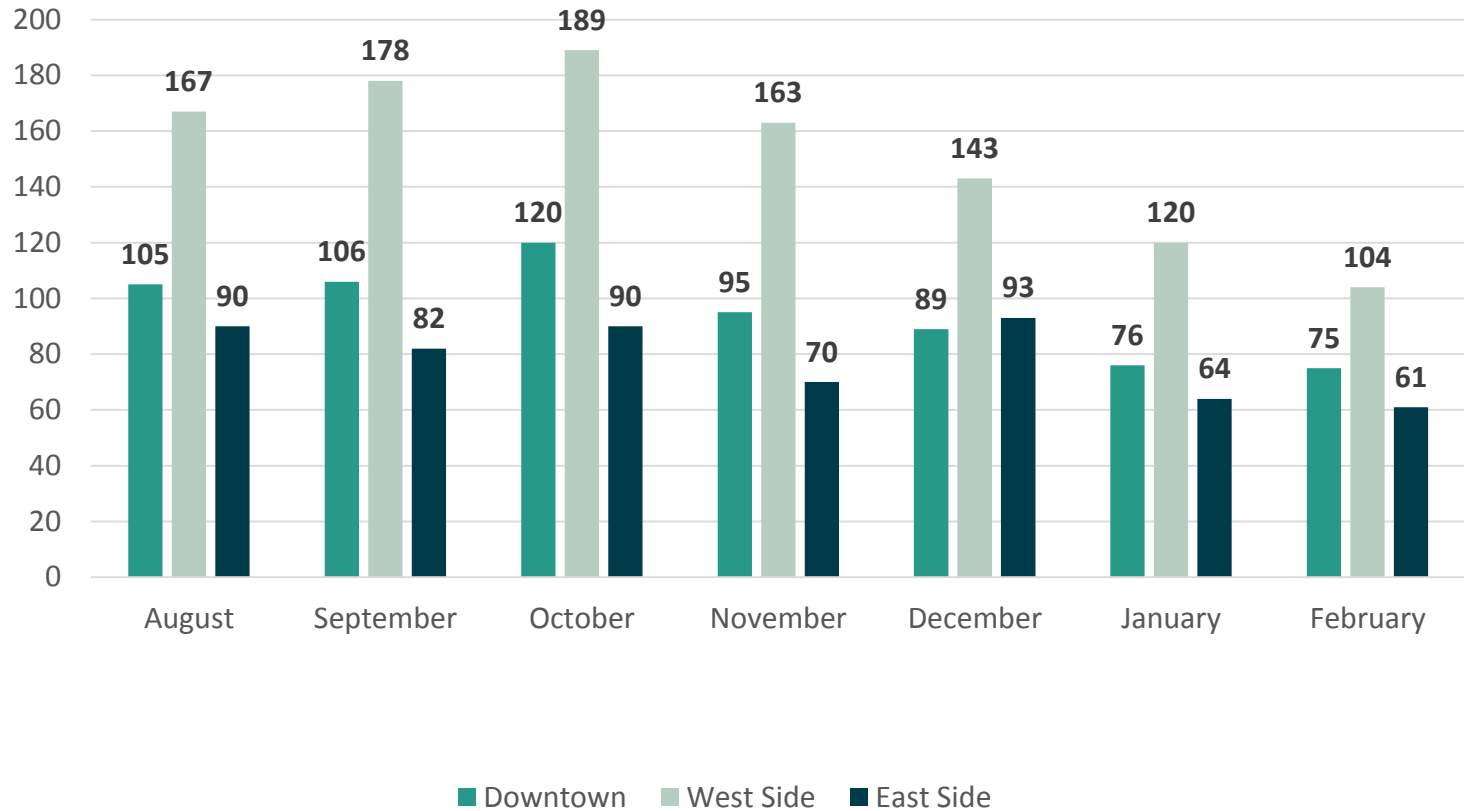
Service Center Metrics



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 | 26,007 | 4,208 | 10:52 | 6:49 |
| Emergency | 9,856 | 916 | 5:25 | 6:18 |
| Total | 35,863 | 5,124 | 8:54 | 6:38 |

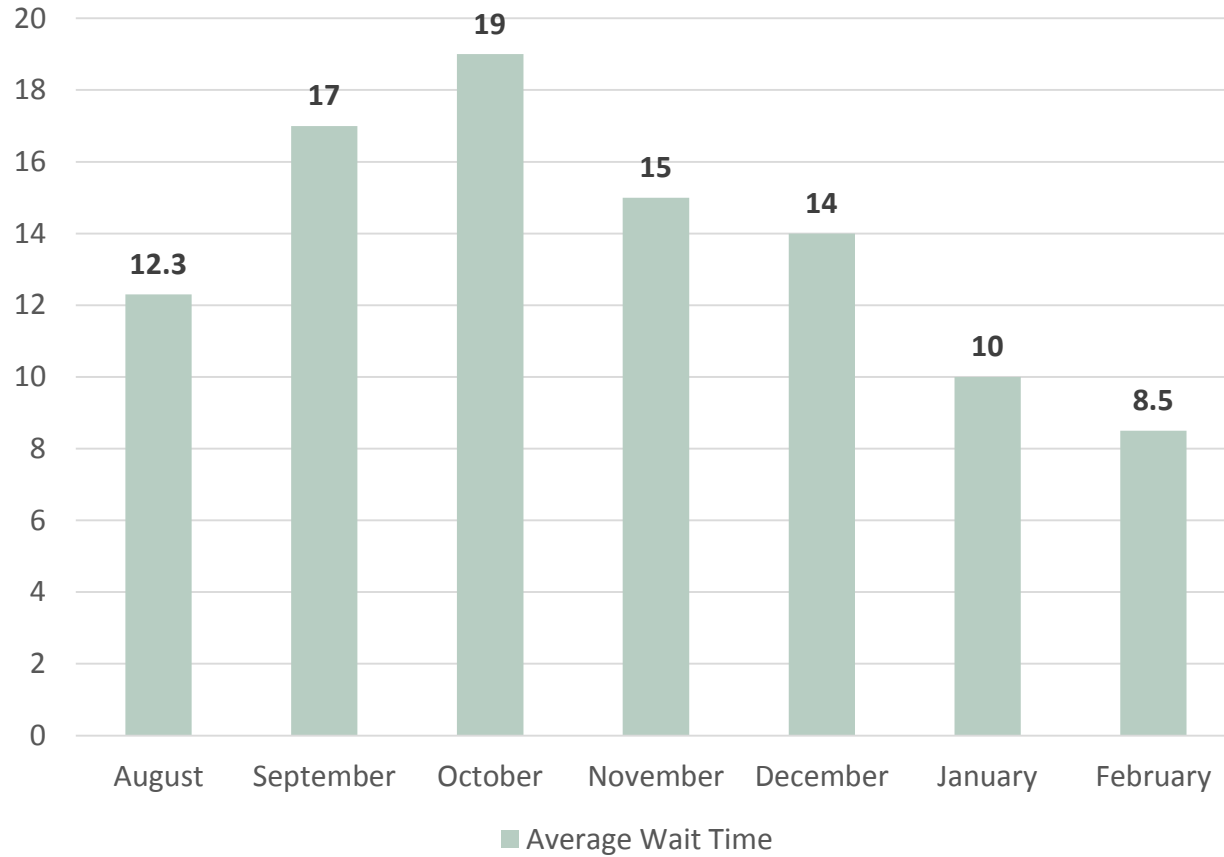
Longest Wait Time in February

40 Minutes

Call Center Metrics



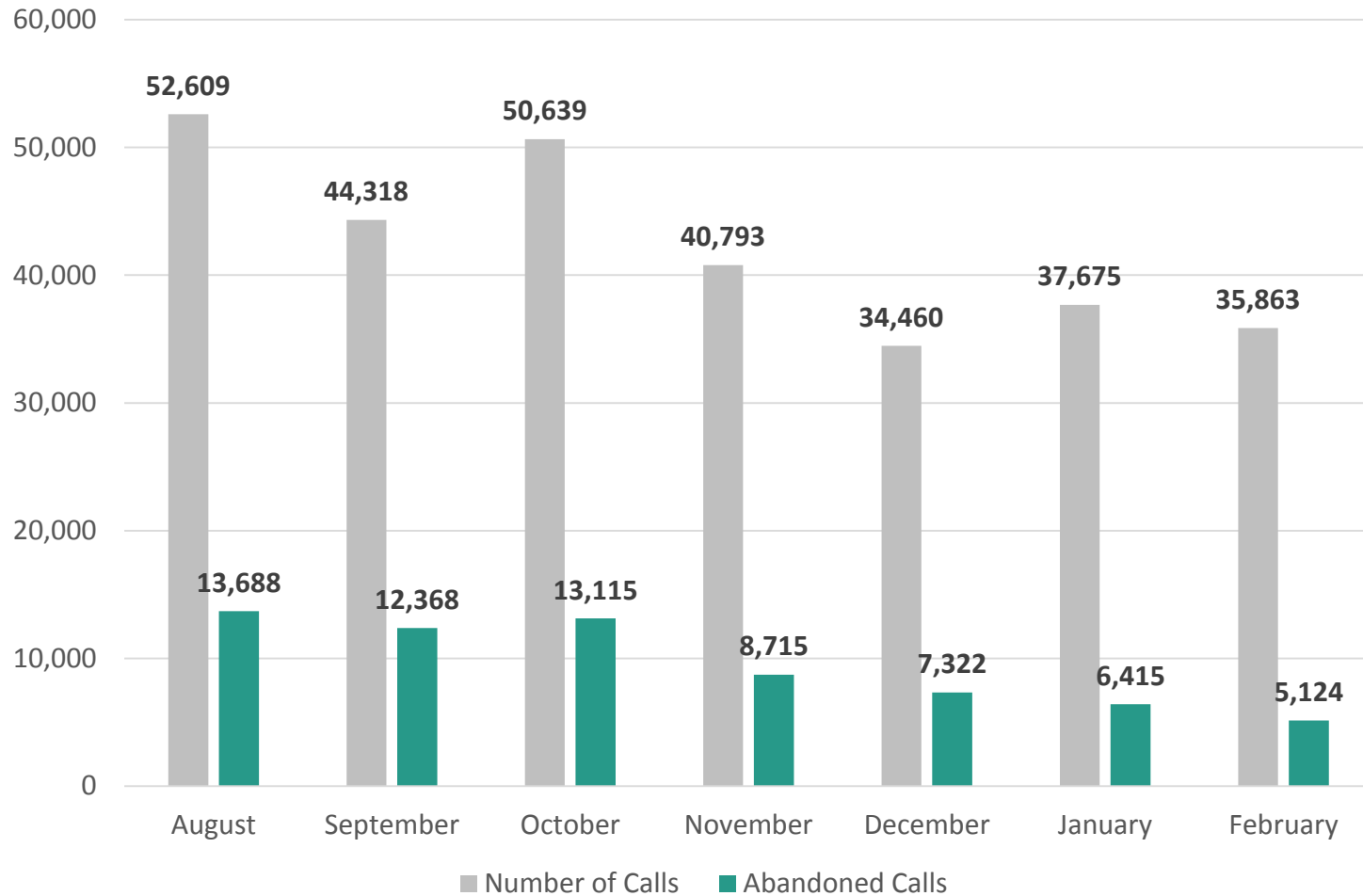
Average Wait Time



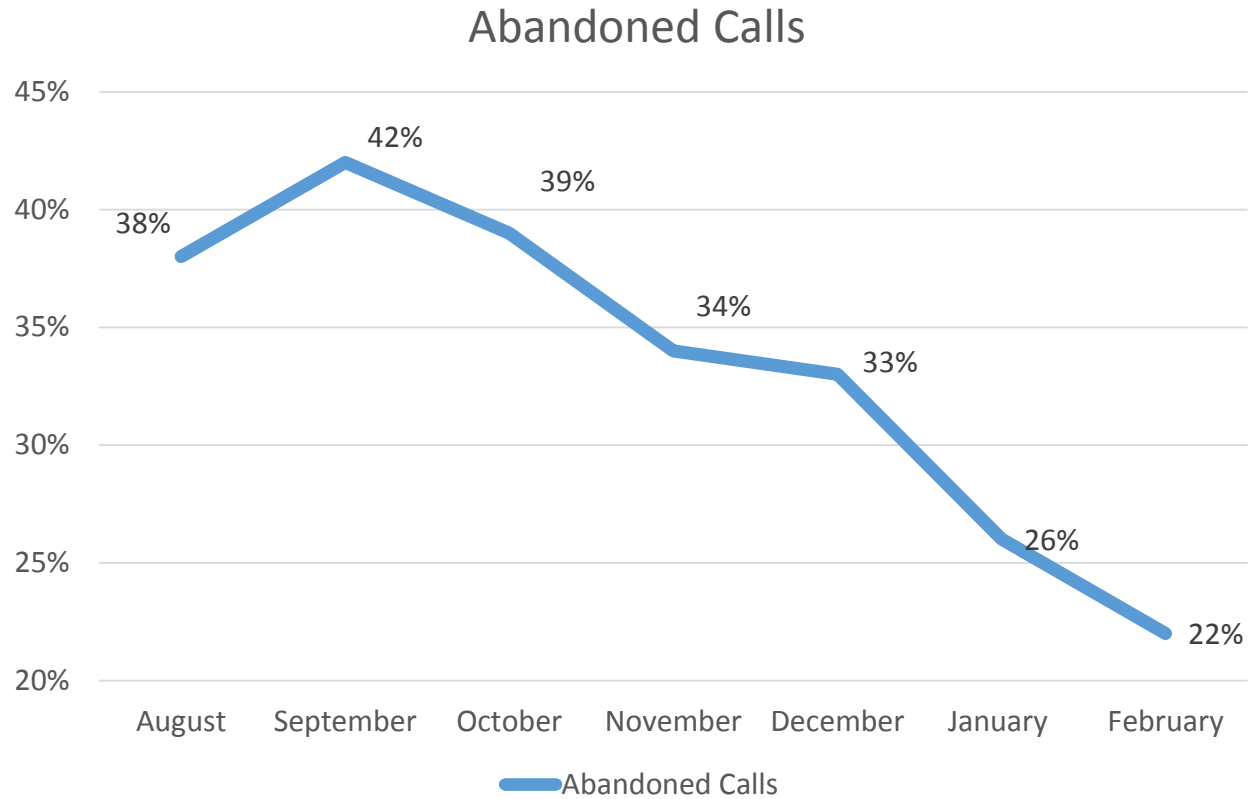
Call Center Metrics



Total Calls



Call Center Metrics



Questions?