Customer Service Metrics

Customer Service – Transactions

Total Transactions by Type

Total Transactions by Type bar chart with categories: Dropbox, IVR, Kiosk, Lockbox, Mail, Walk-In, Web, Wire. Series: January, February, March.

Type	January	February	March
Dropbox	104	78	65
IVR	15,135	17,327	12,628
Kiosk	16,152	17,980	13,984
Lockbox	37,553	45,030	33,073
Mail	90	1,103	894
Walk-In	17,128	17,742	15,370
Web	39,405	44,853	33,791
Wire	80	73	62
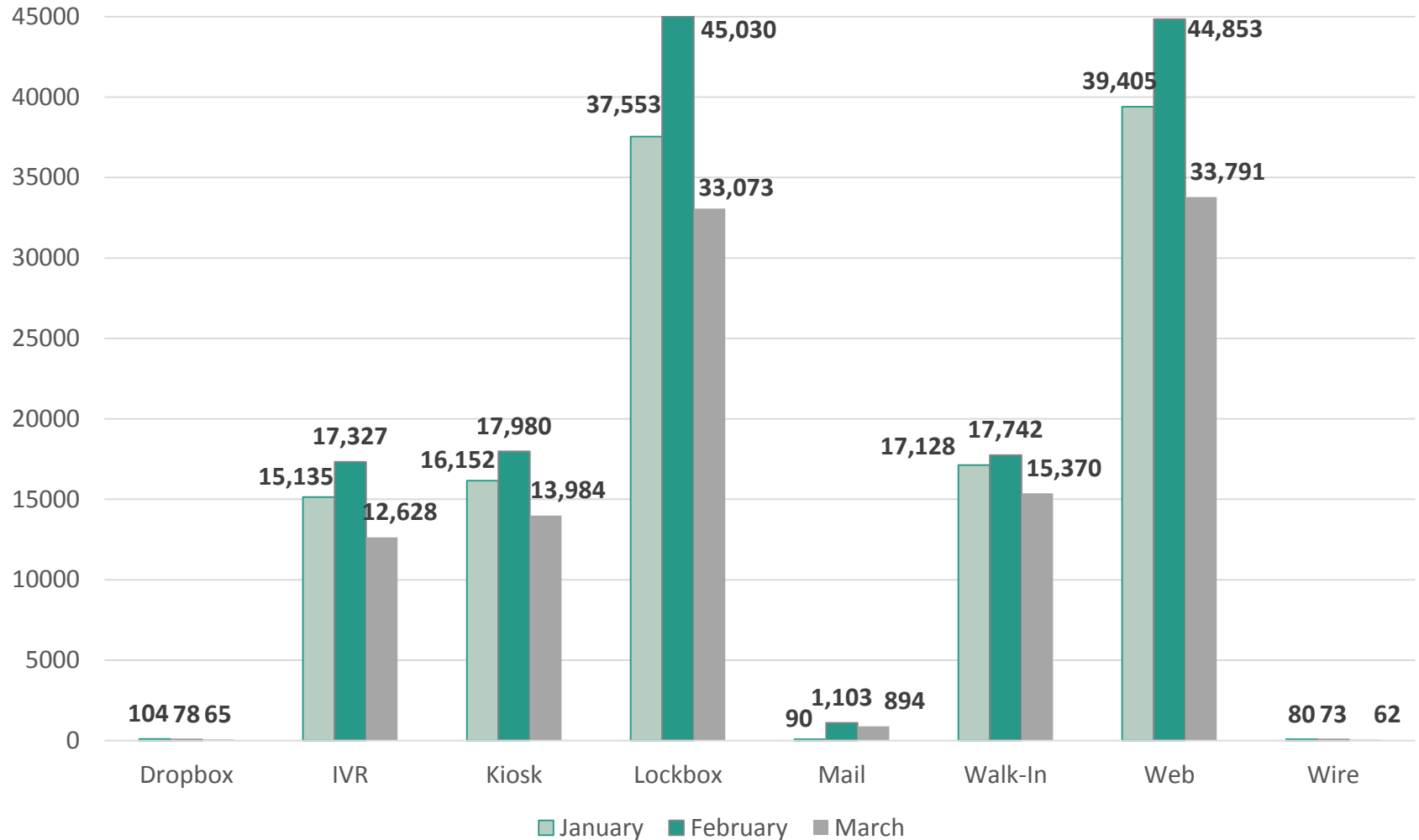
*March data does not include 3/24-3/30

Customer Service – System Outages

System Outages

Date	Outage Type	Timeframe
3/6/2019	IVR	Intermittent issues all day

Service Center Metrics

Total Interactions by Location

Legend: Downtown, West Side, East Side

Month	Downtown	West Side	East Side
August	2309	3689	1978
September	2022	3277	1549
October	2769	4345	2112
November	1740	2938	1268
December	1599	2580	1678
January	1521	2513	1335
February	1491	2083	1213
March	1687	2607	1547
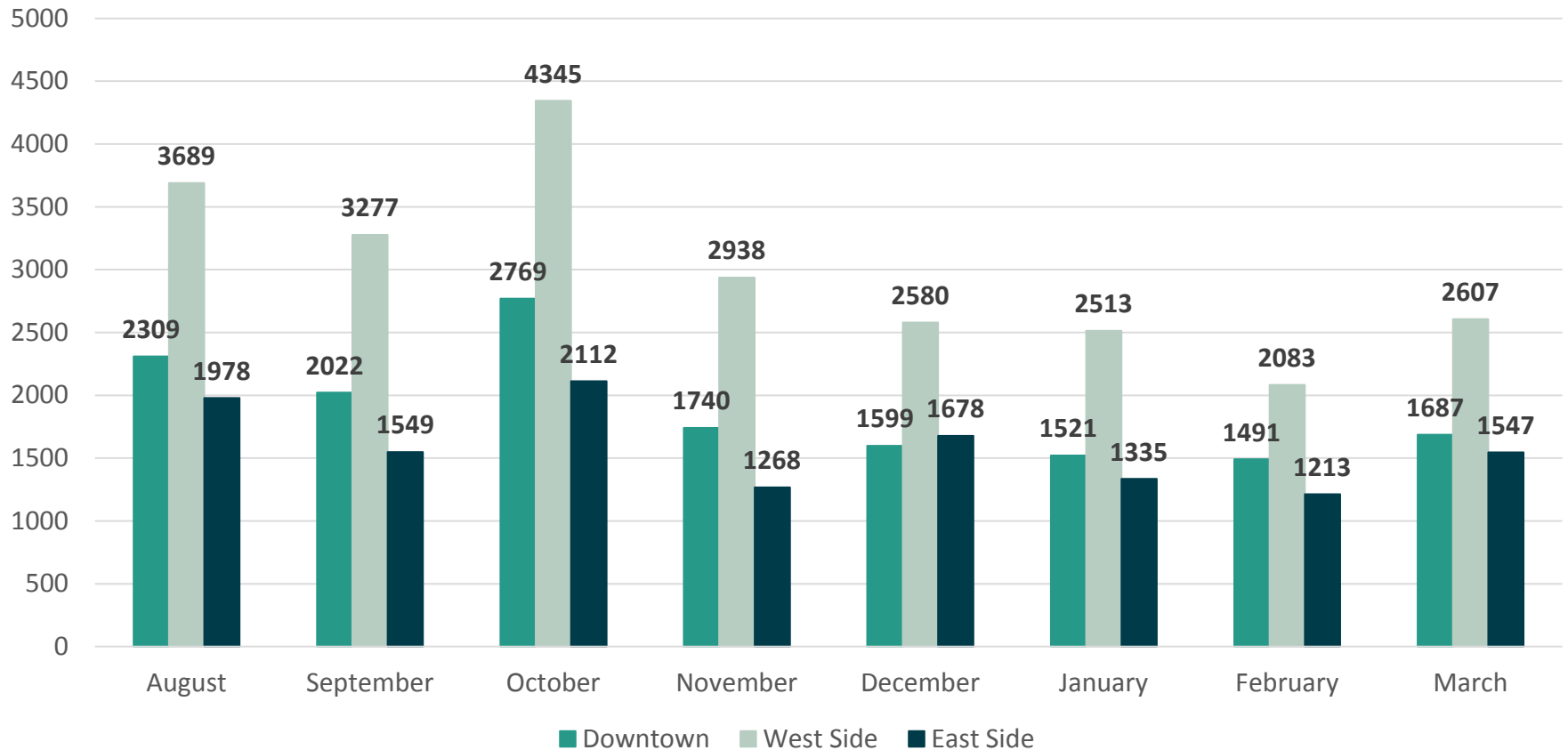
Service Center Metrics

Average Transactions Per Day
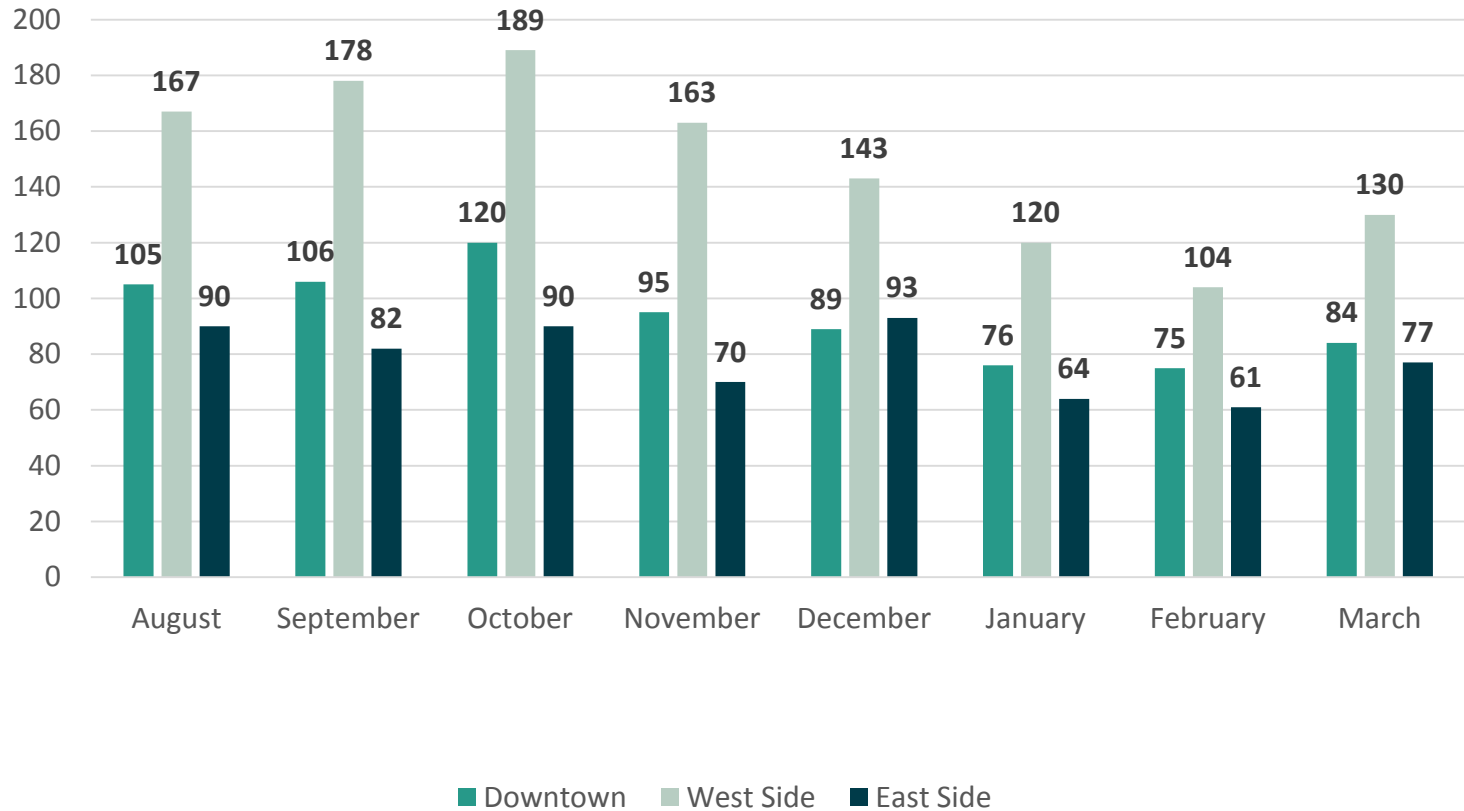
Service Center Metrics
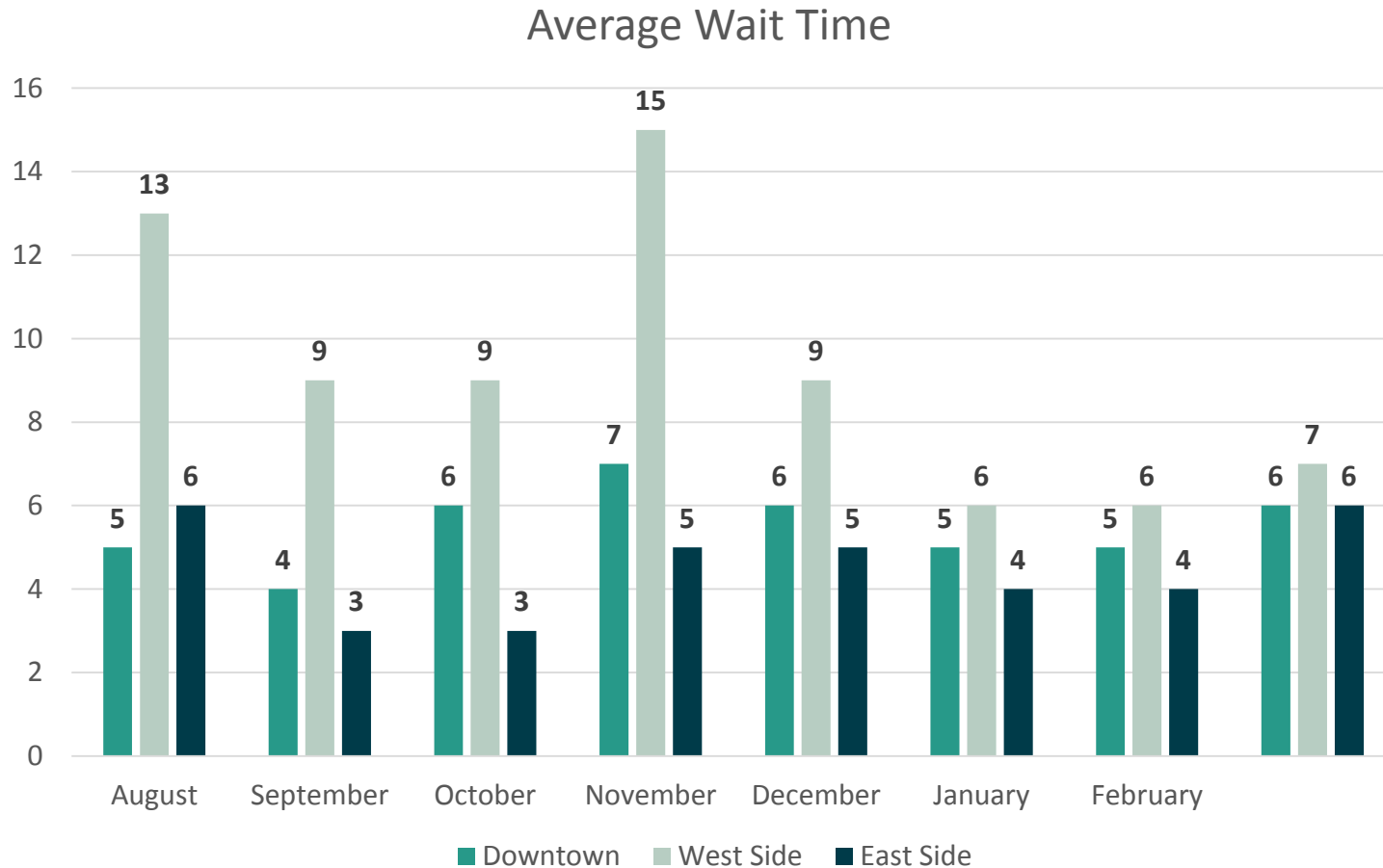
Average Wait Time

Call Center Metrics

Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	26,287	3,164	8:01	6:36
Emergency	6,768	190	2:27	5:39
Total	**33,055**	**3,354**	**6:32**	**6:21**

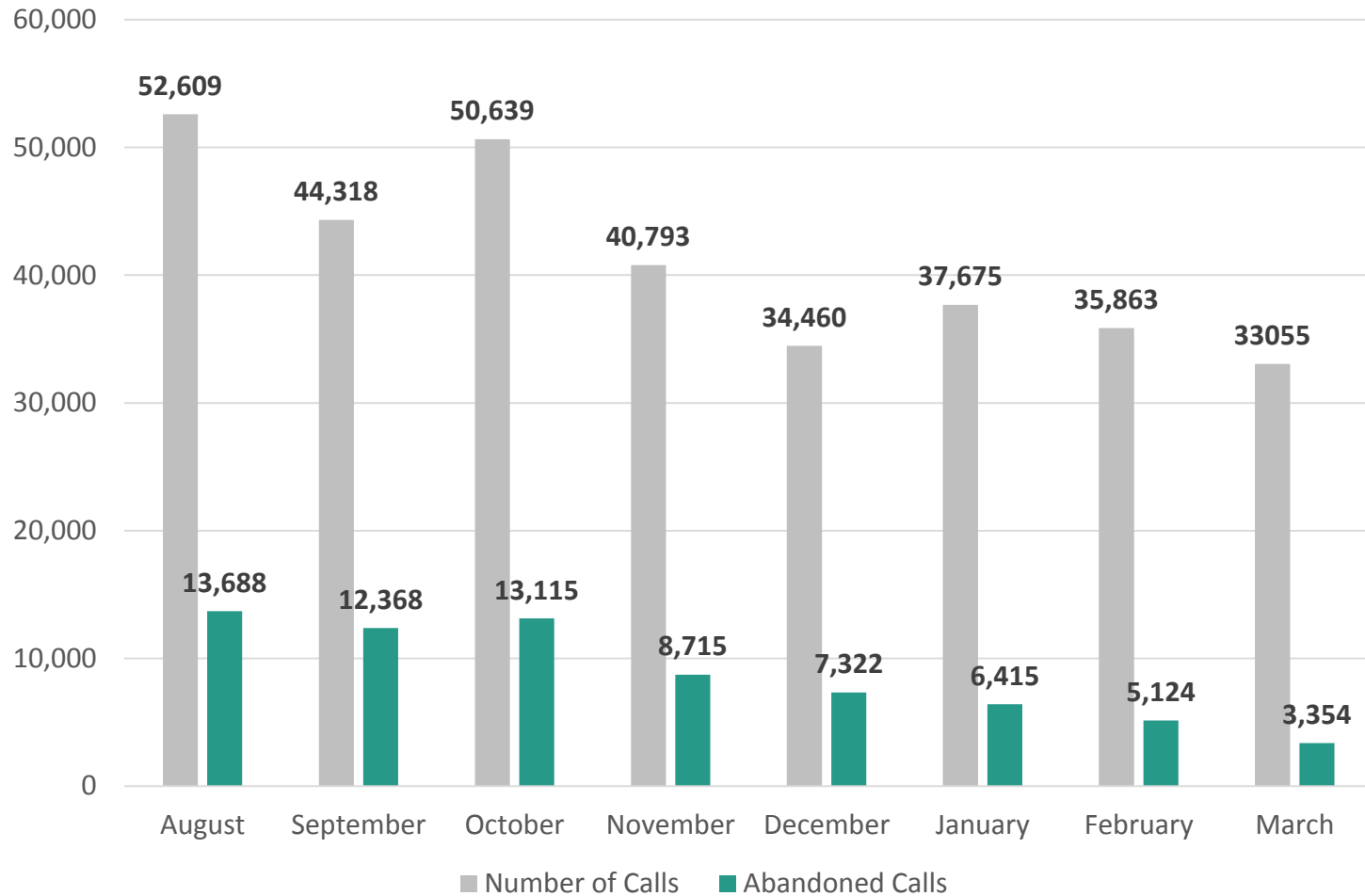| Longest Wait Time	36 Minutes

Call Center Metrics

Average Wait Time
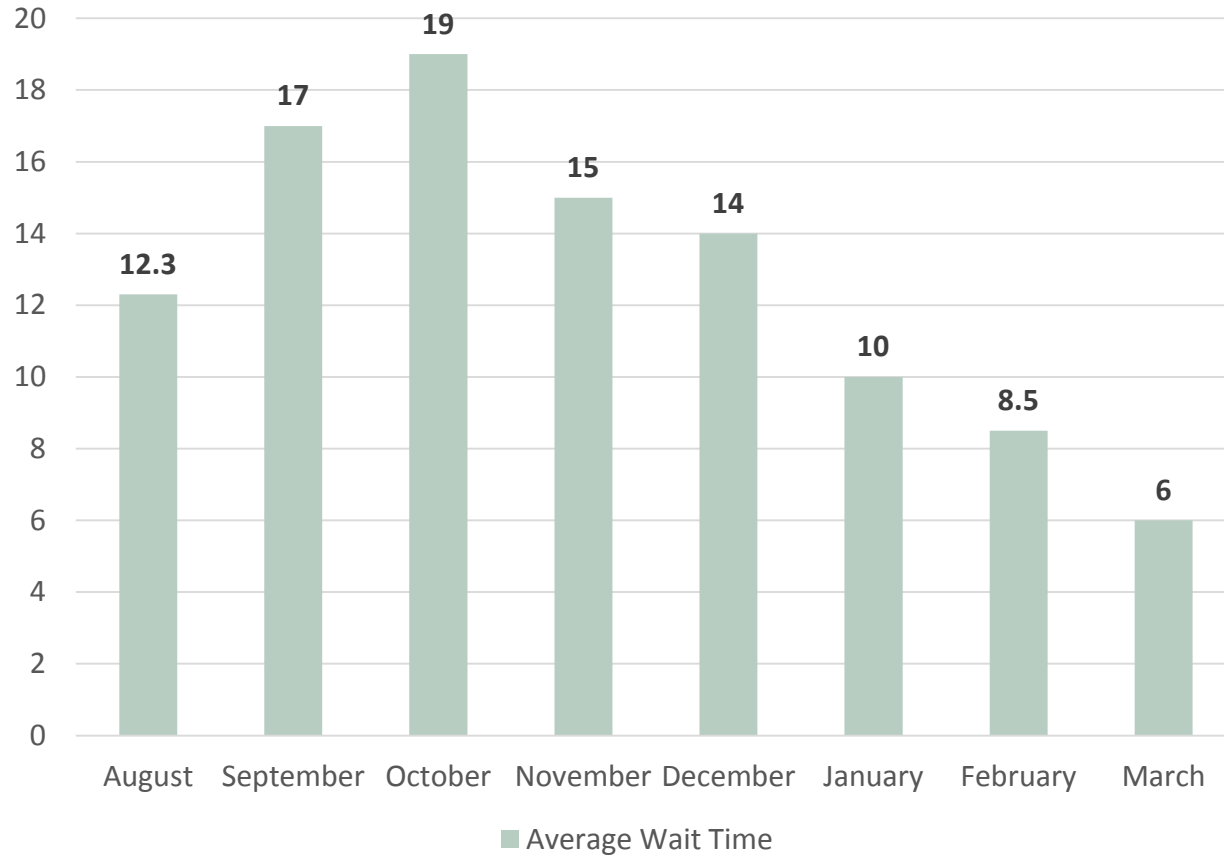
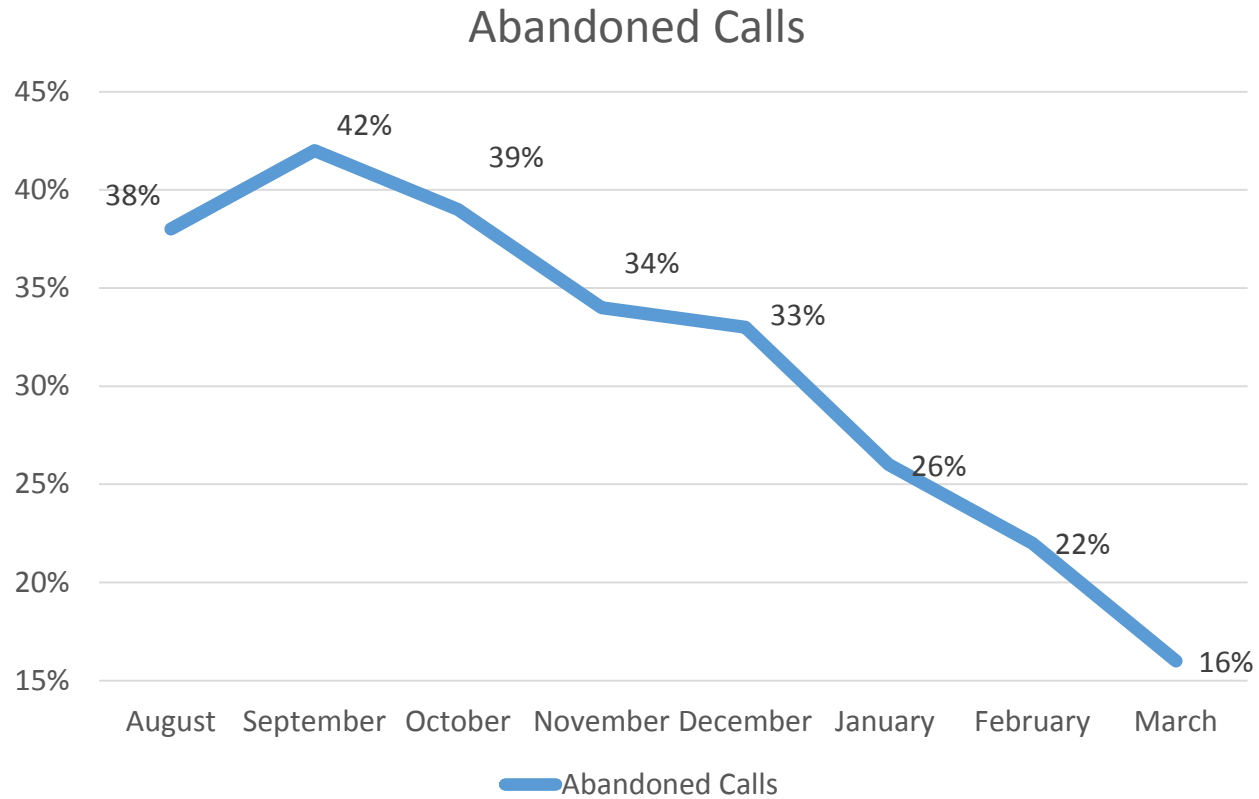# Call Center Metrics

Total Calls

Call Center Metrics

Abandoned Calls

Questions?