

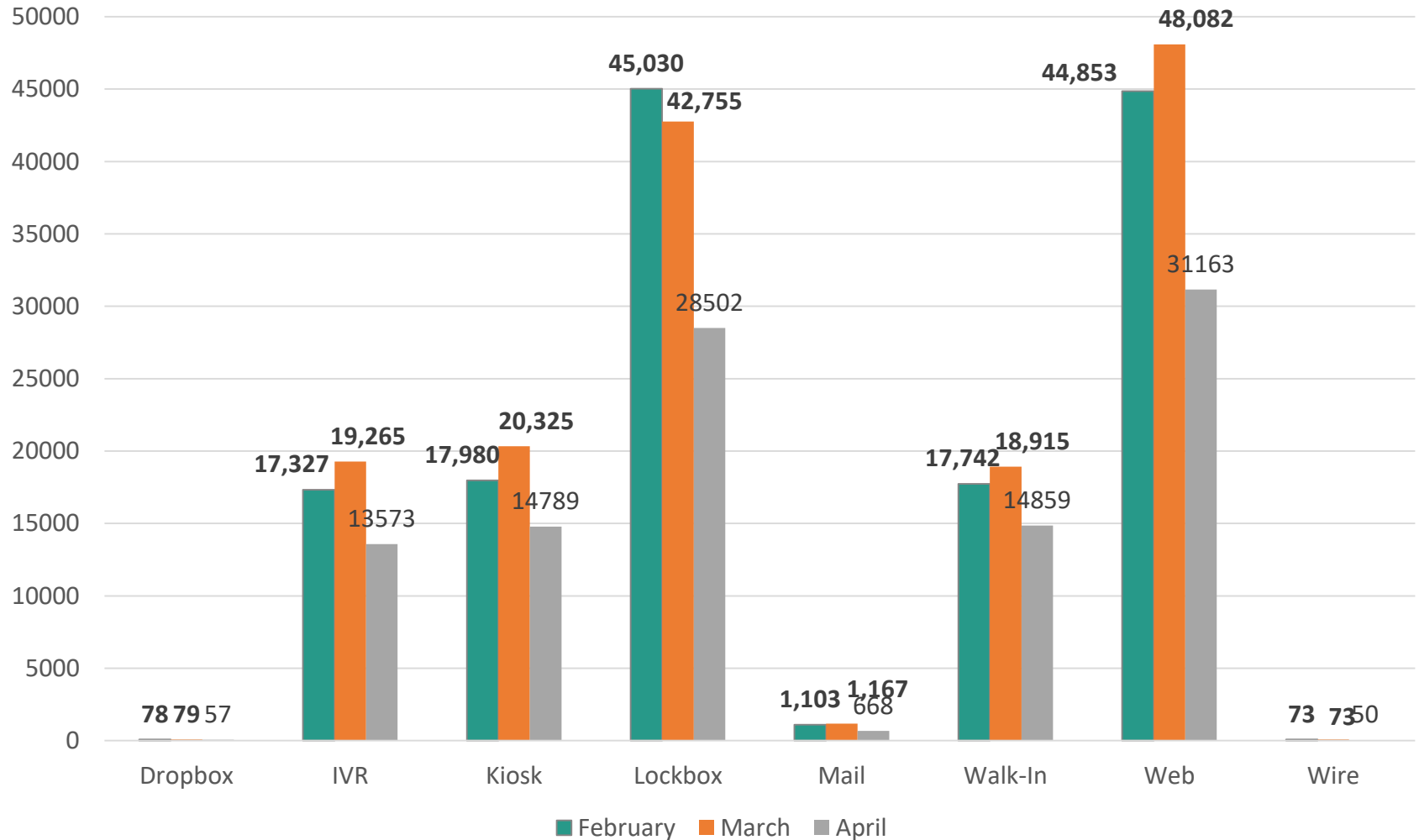
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Current Values as of 4/20/19

Customer Service – System Outages



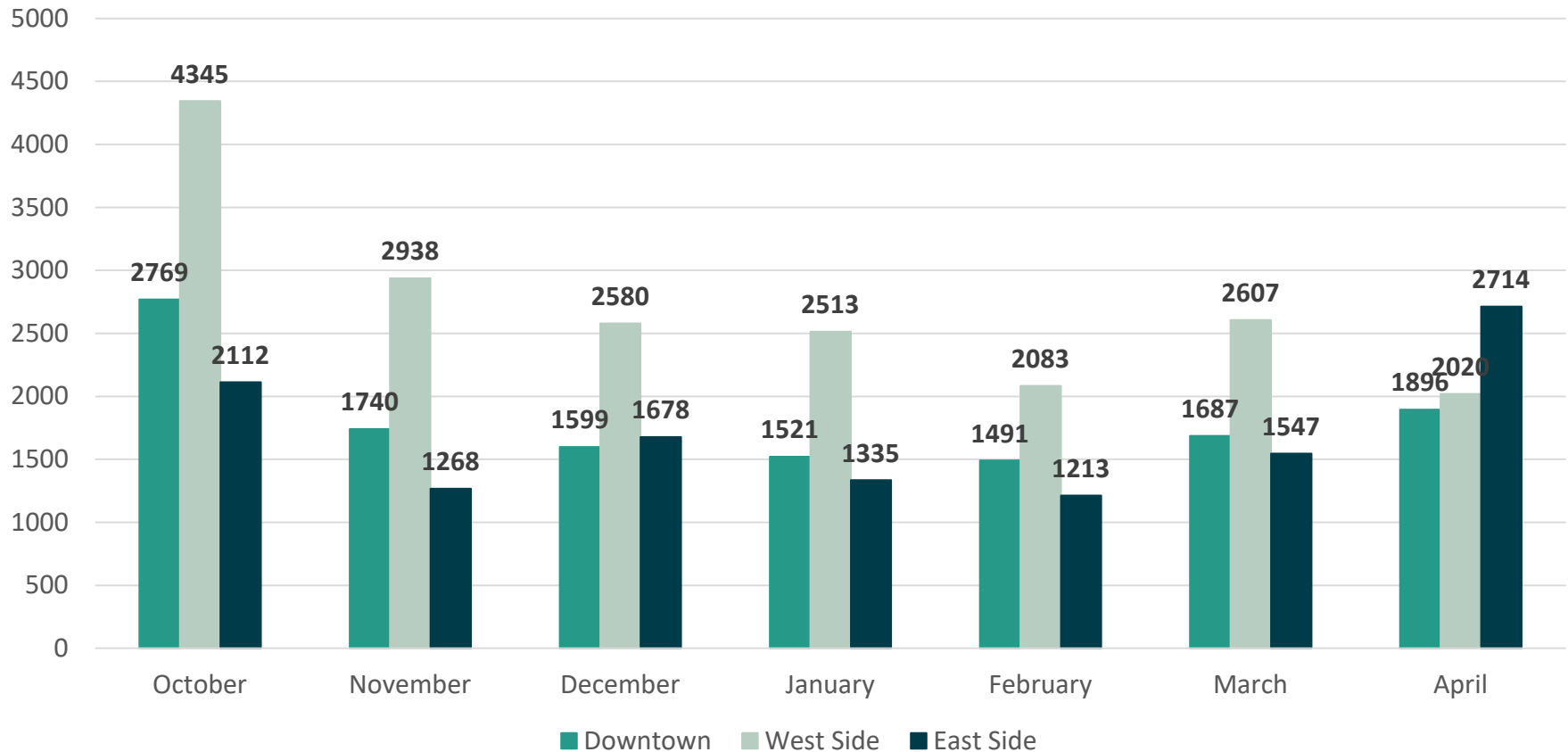
System Outages

Date	Outage Type	Timeframe
4/2/19 - 4/3/19	Portal	Intermittent issues all day
4/4/19	enQuesta	Down for 1 hour
4/8/19 - 4/10/19	Portal/enQuesta	Intermittent issues all day
4/15/19 - 4/17/19	DivDat/enQuesta	Delayed Payment Postings

Service Center Metrics



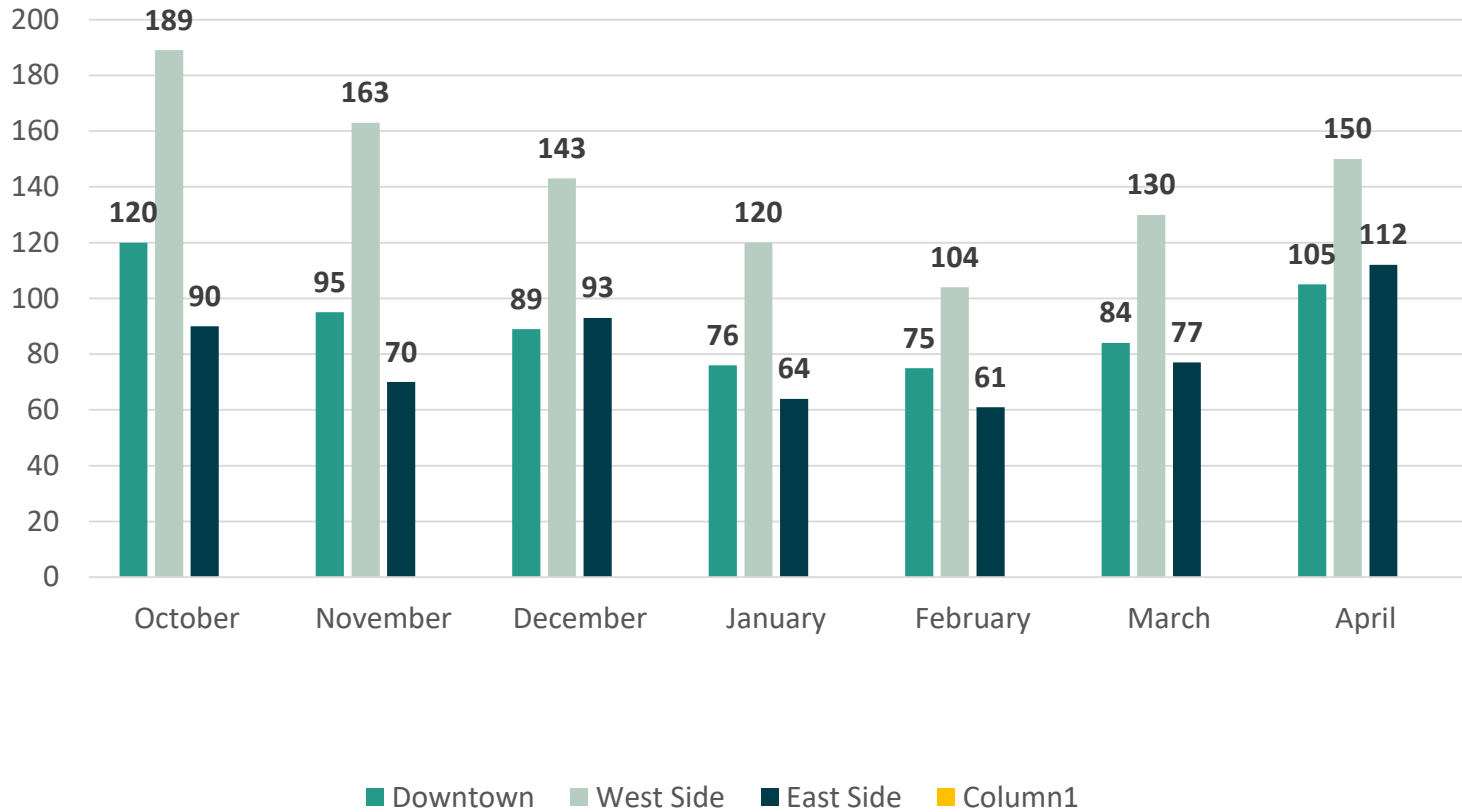
Total Interactions by Location



Service Center Metrics



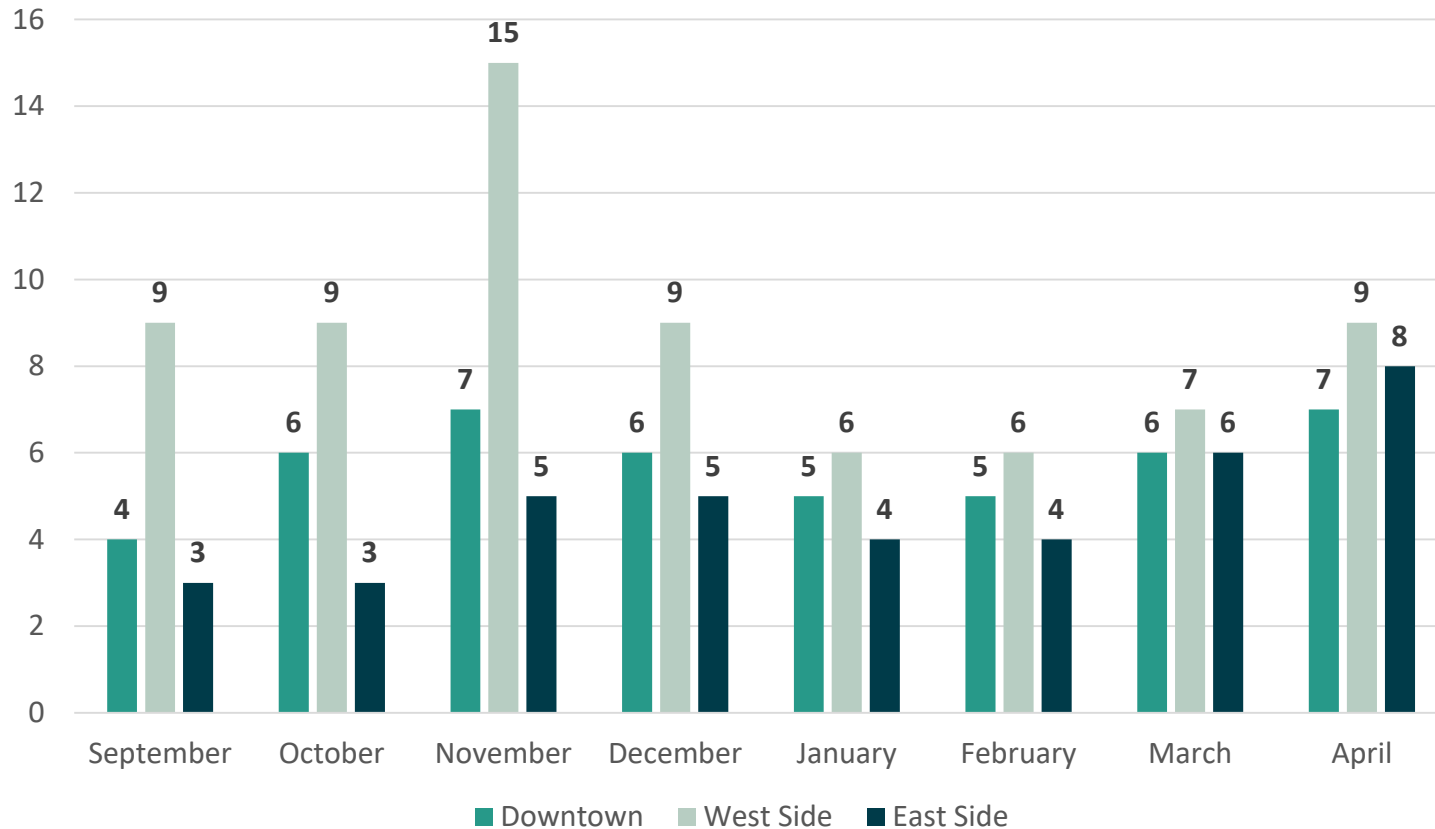
Average Transactions Per Day



Service Center Metrics



Average Wait Time



Call Center Metrics - April



Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	30,624	5,958	14:19	6:42
Emergency	6,036	262	3:46	6:02
Total	36,660	6,220	11:45	6:32

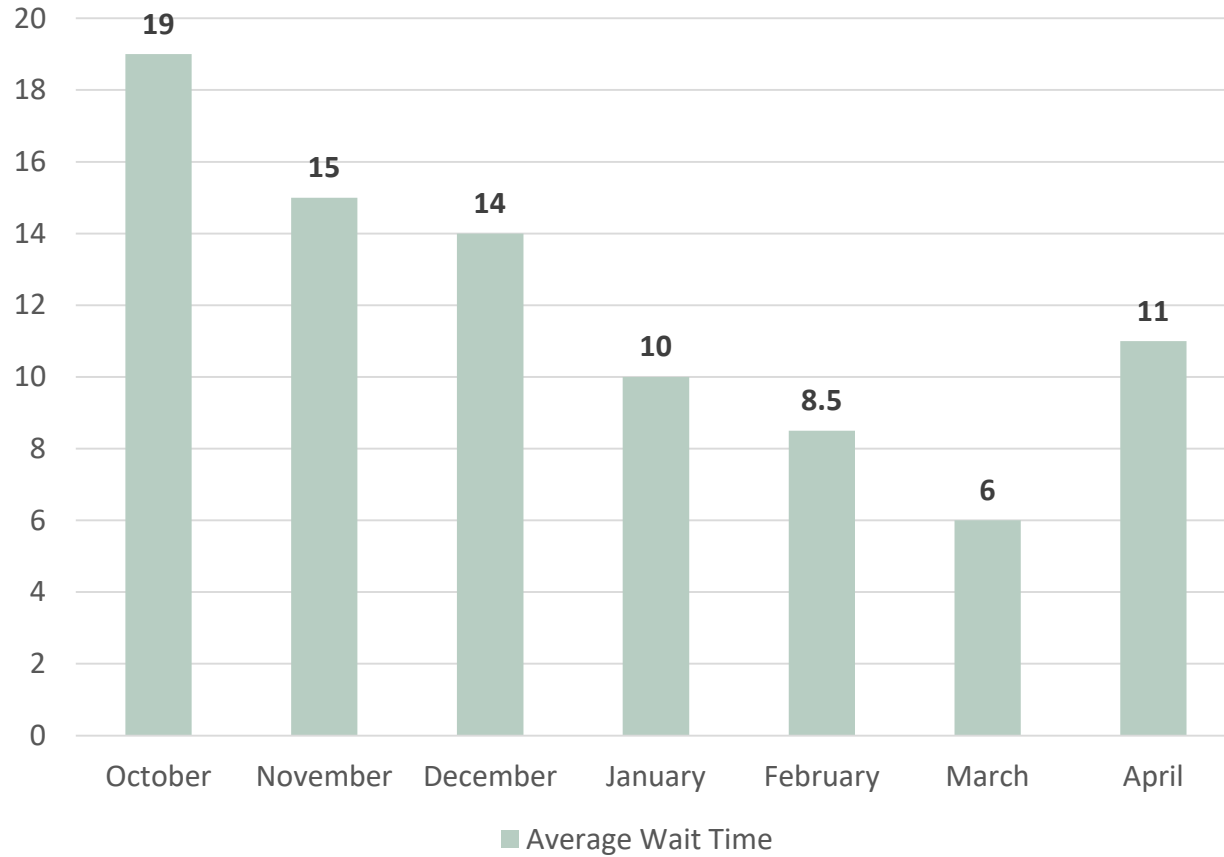
Longest Wait Time

38 Minutes

Call Center Metrics



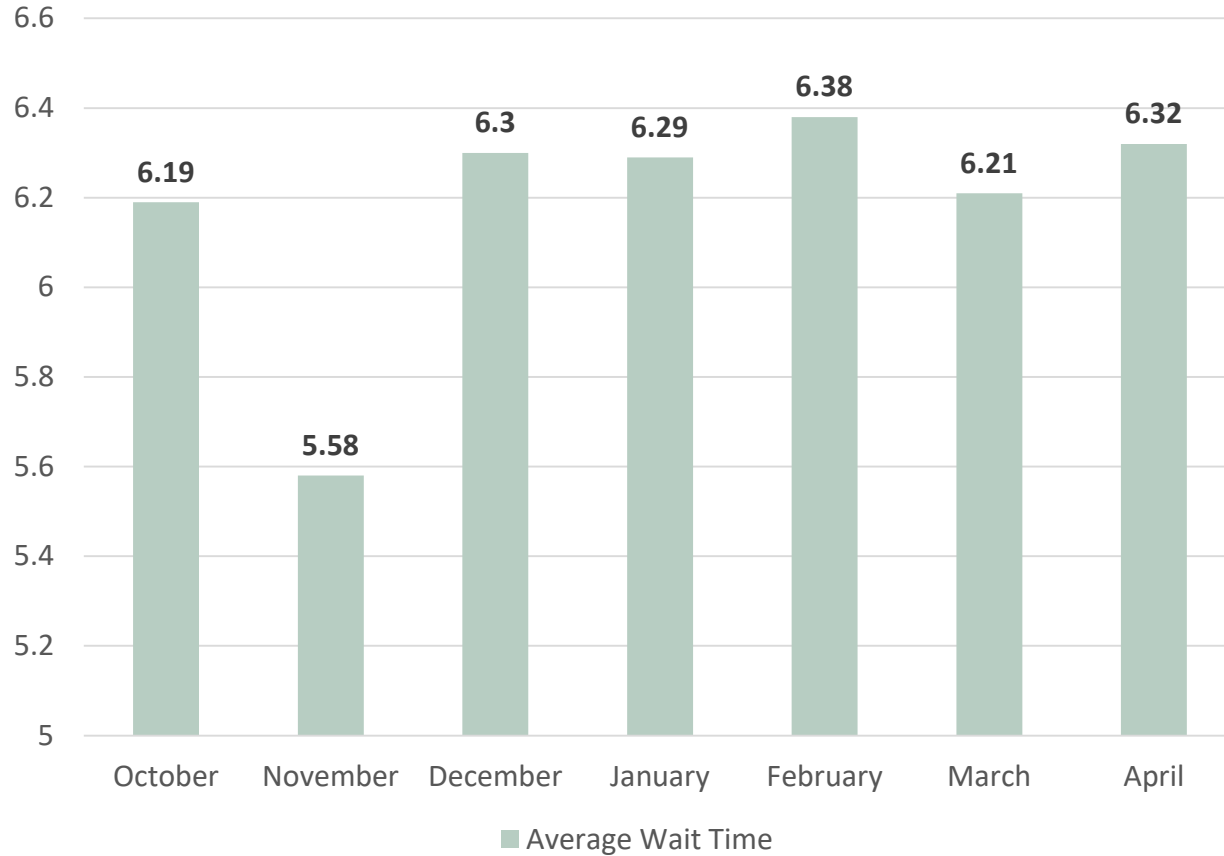
Average Wait Time



Call Center Metrics



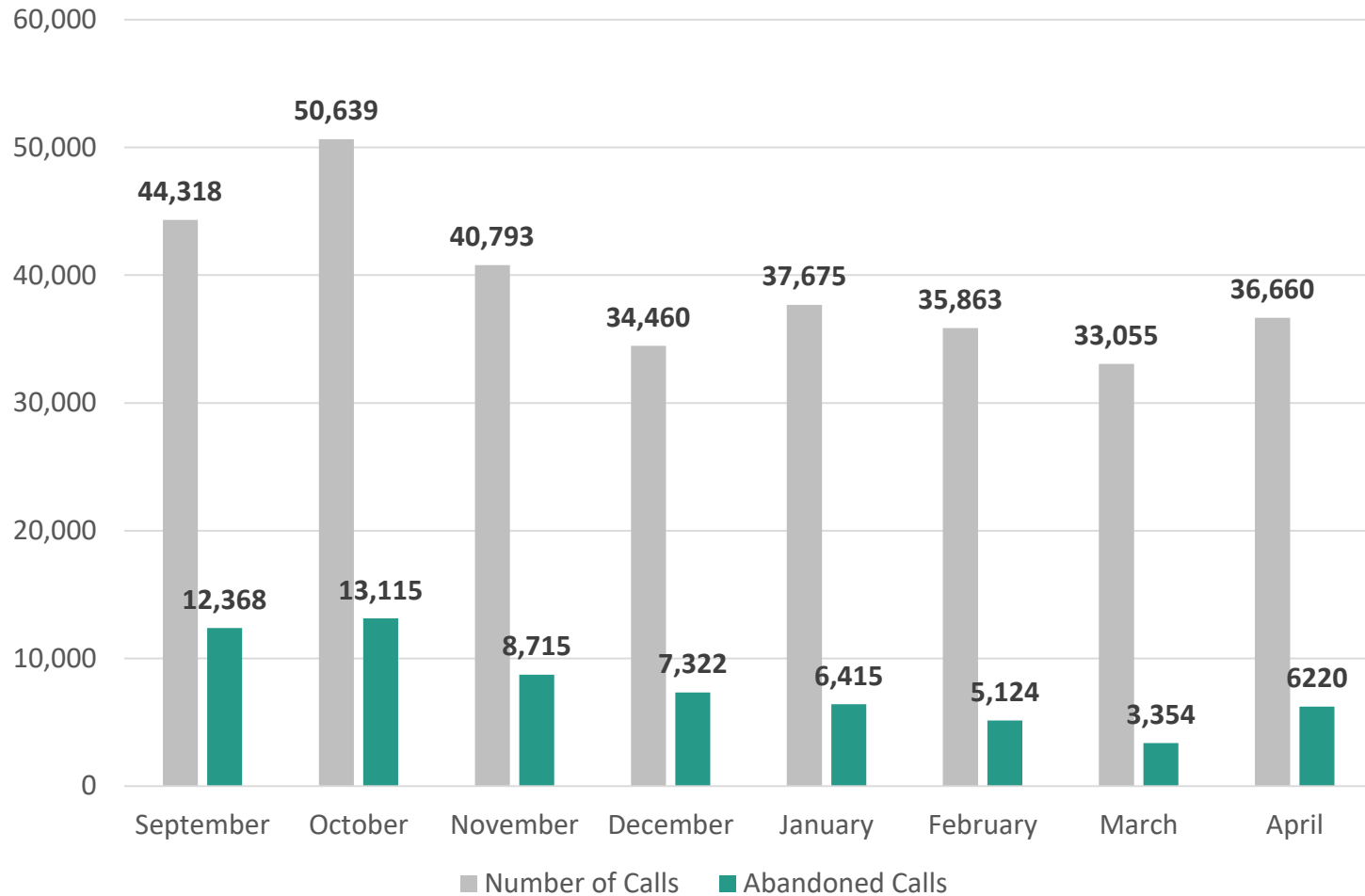
Average Call Handle Time



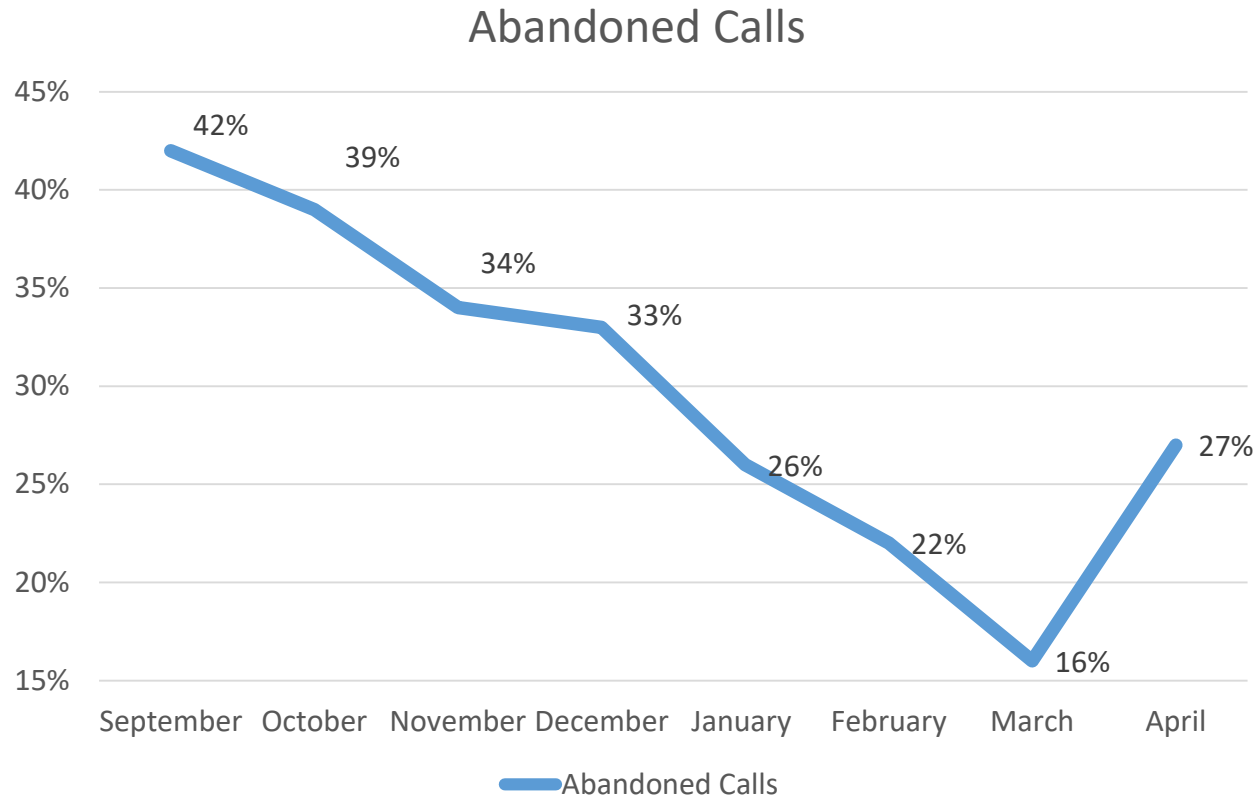
Call Center Metrics



Total Calls



Call Center Metrics



Questions?