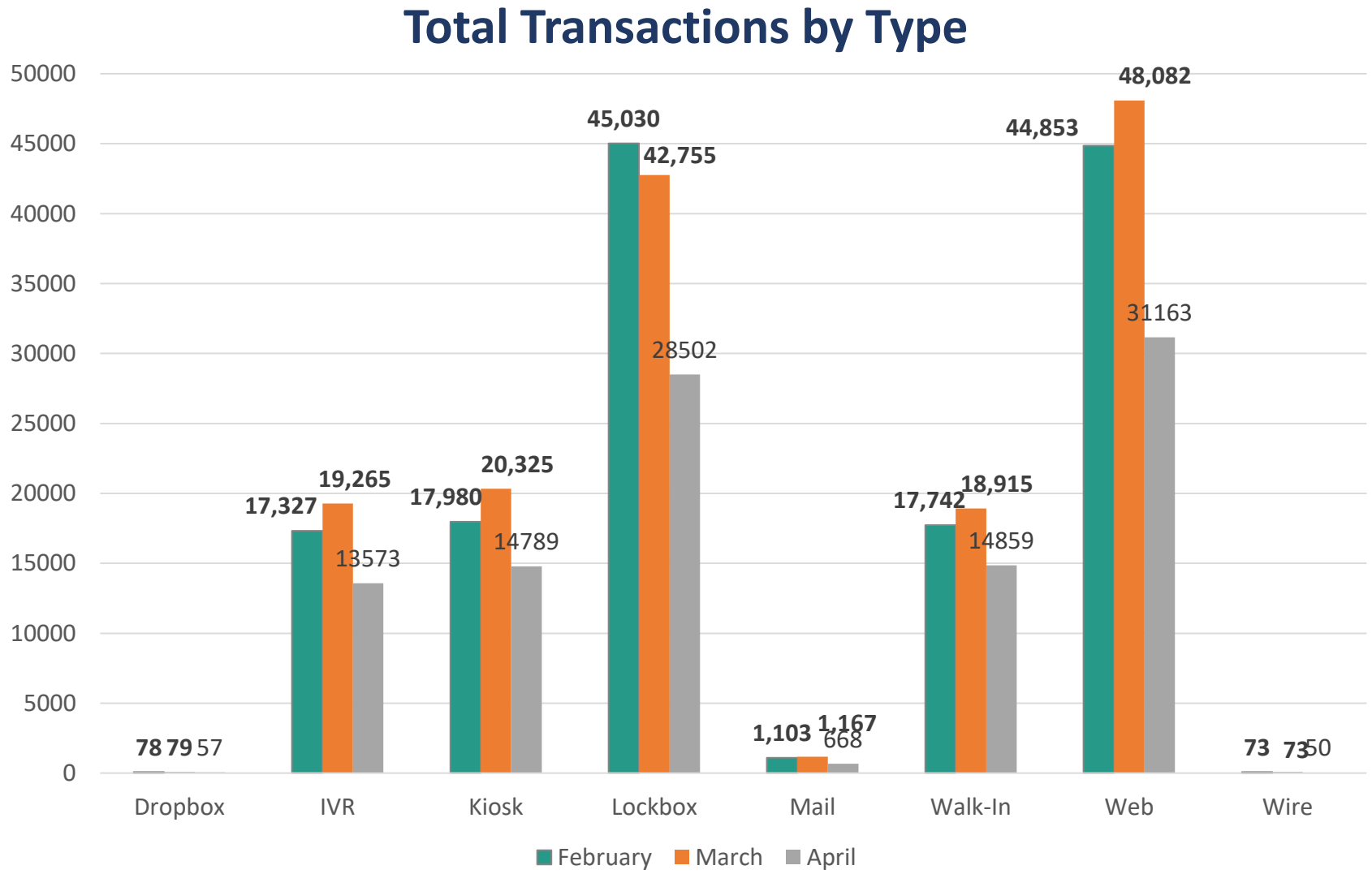
Customer Service Metrics

Customer Service – Transactions



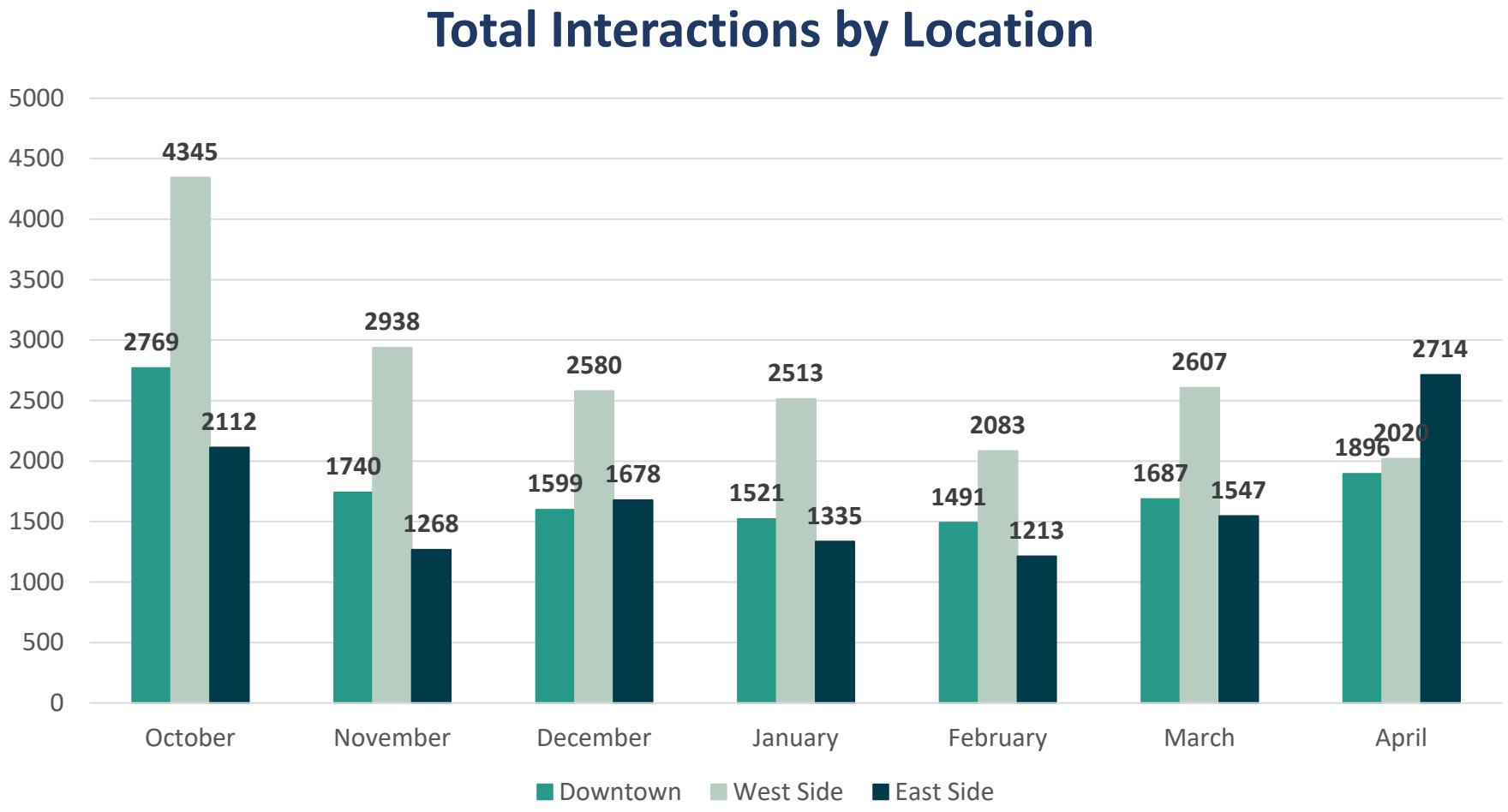
Current Values as of 4/20/19

Customer Service – System Outages

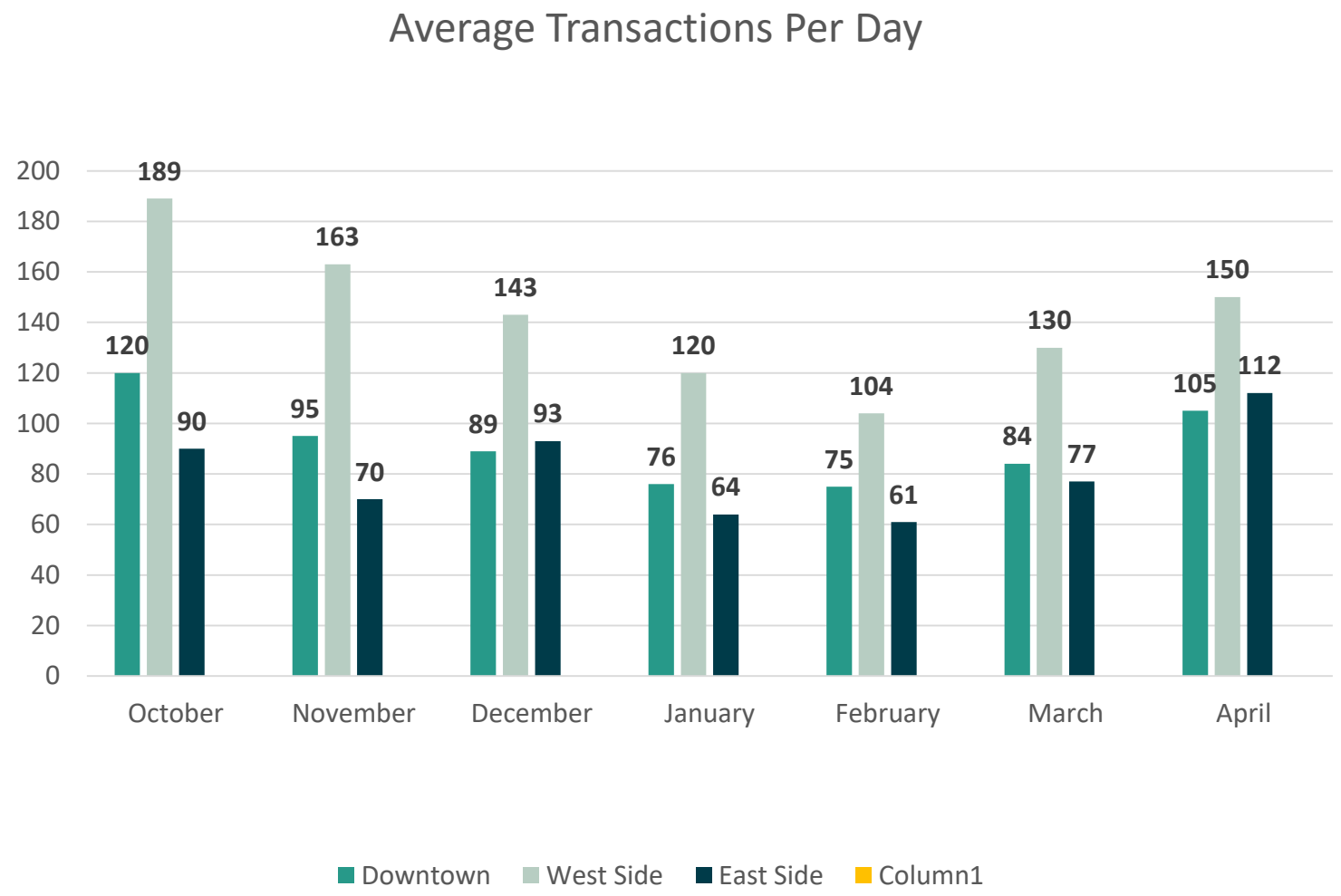
System Outages

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

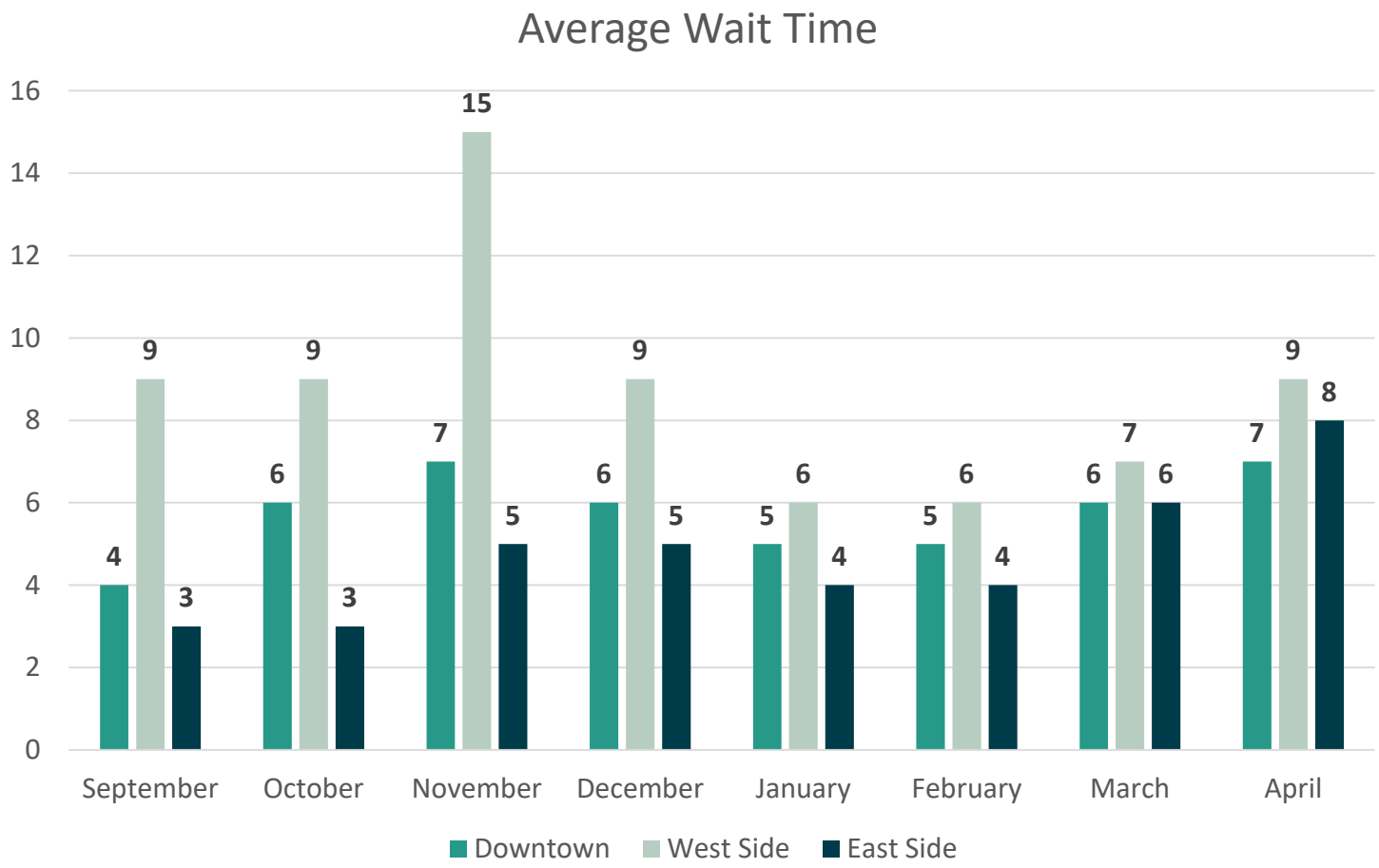
Service Center Metrics



Service Center Metrics



Service Center Metrics

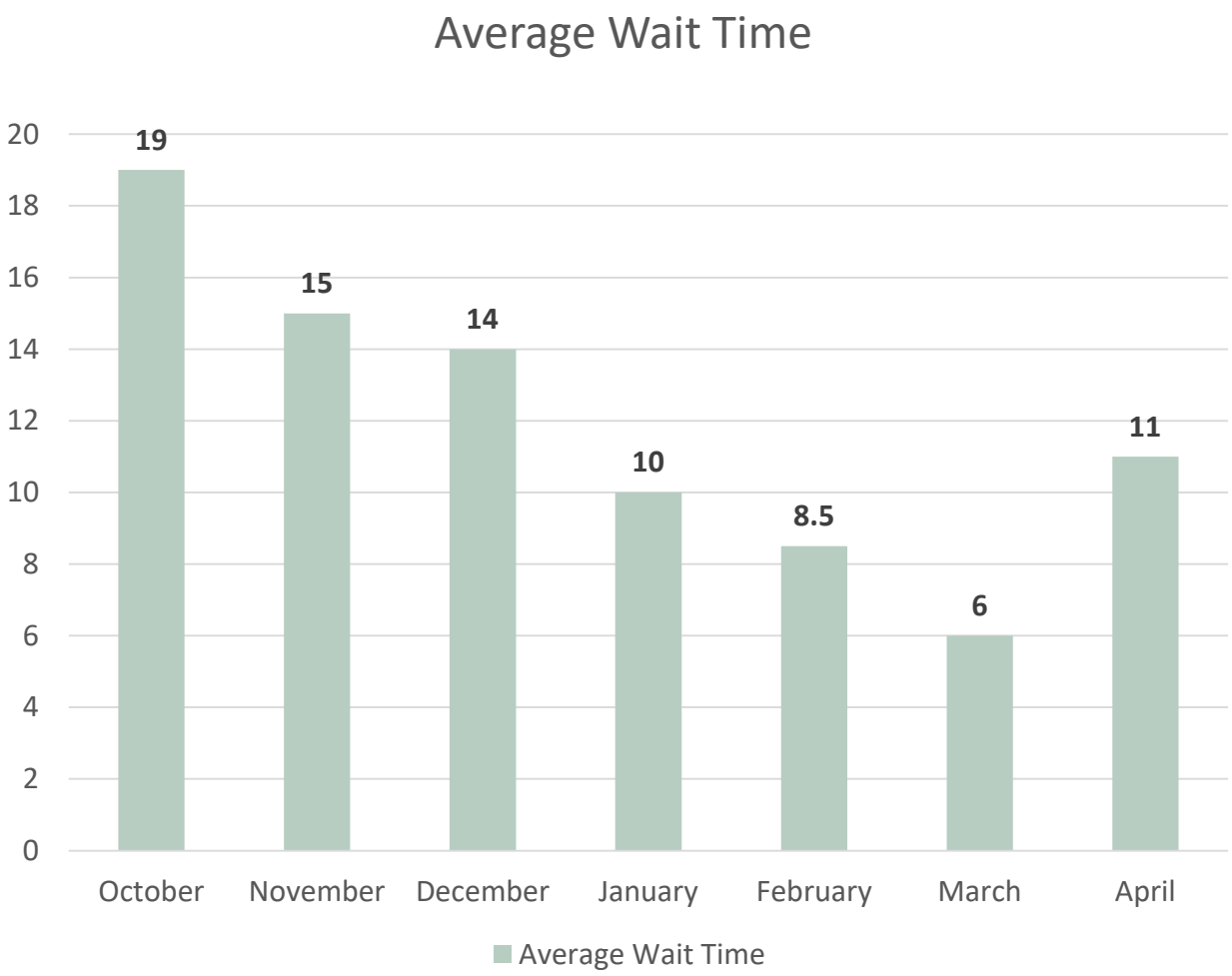


Call Center Metrics - April

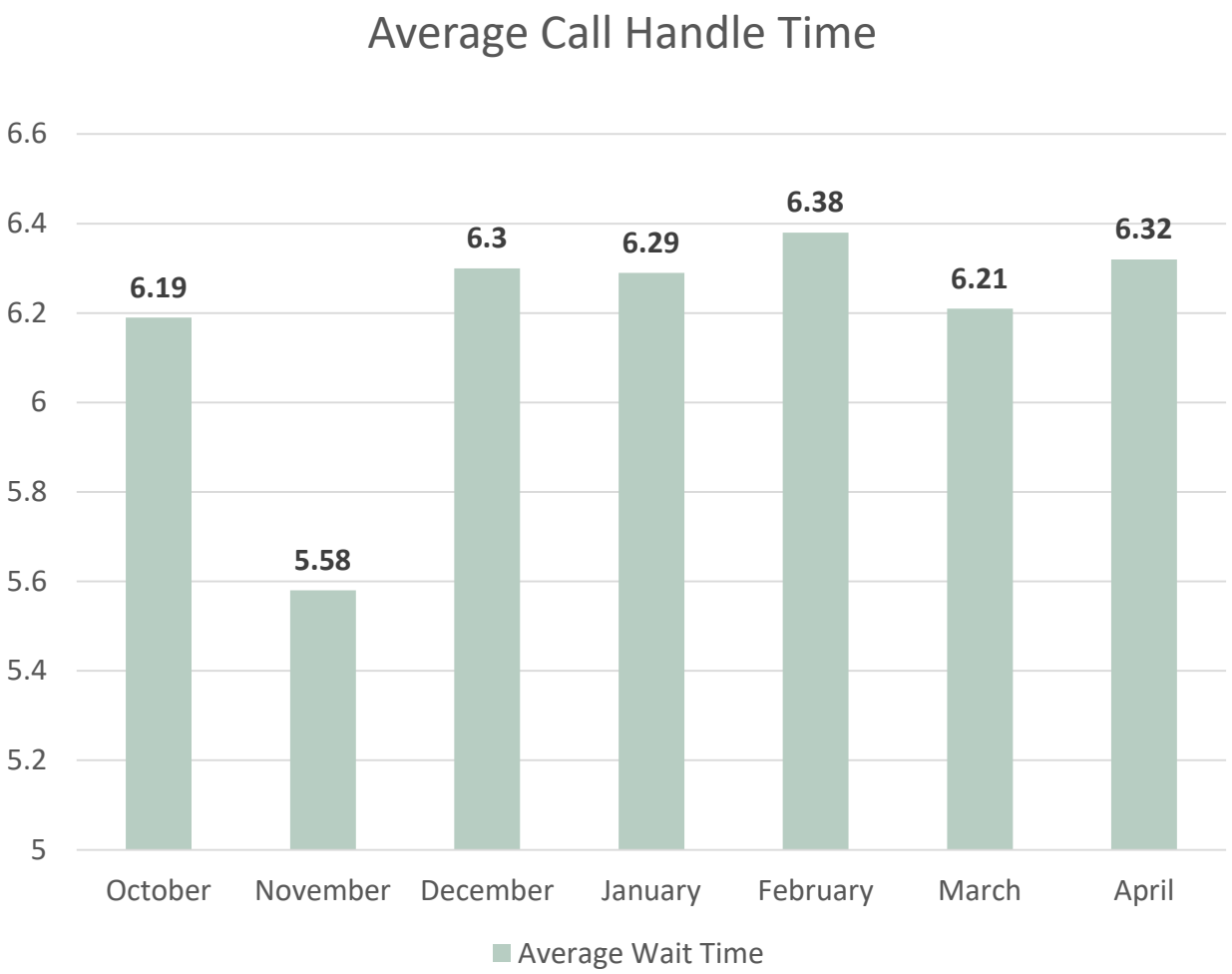
Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	30,624	5,958	14:19	6:42
Emergency	6,036	262	3:46	6:02
Total	**36,660**	**6,220**	**11:45**	**6:32**

Longest Wait Time	**38 Minutes**

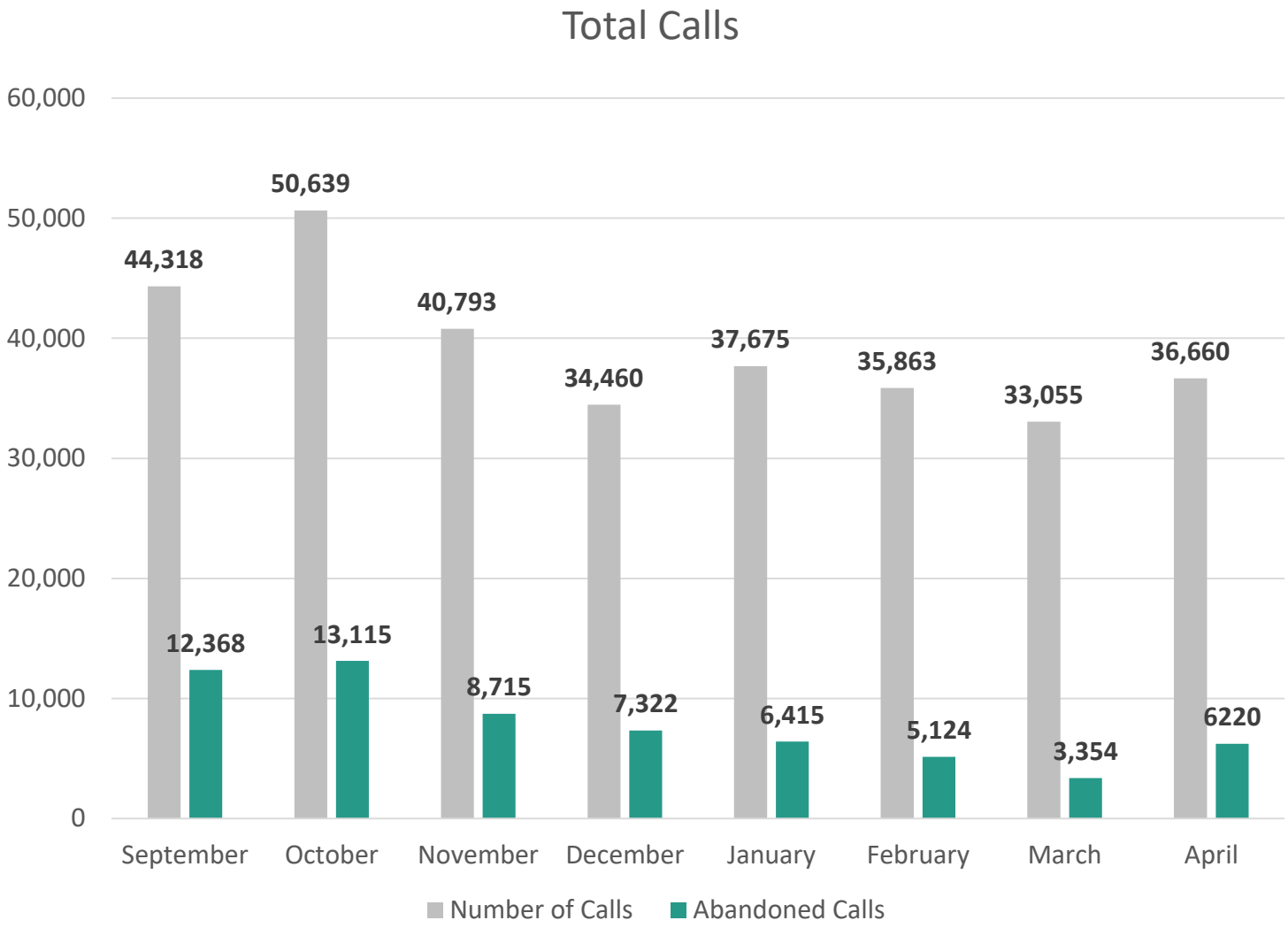
Call Center Metrics



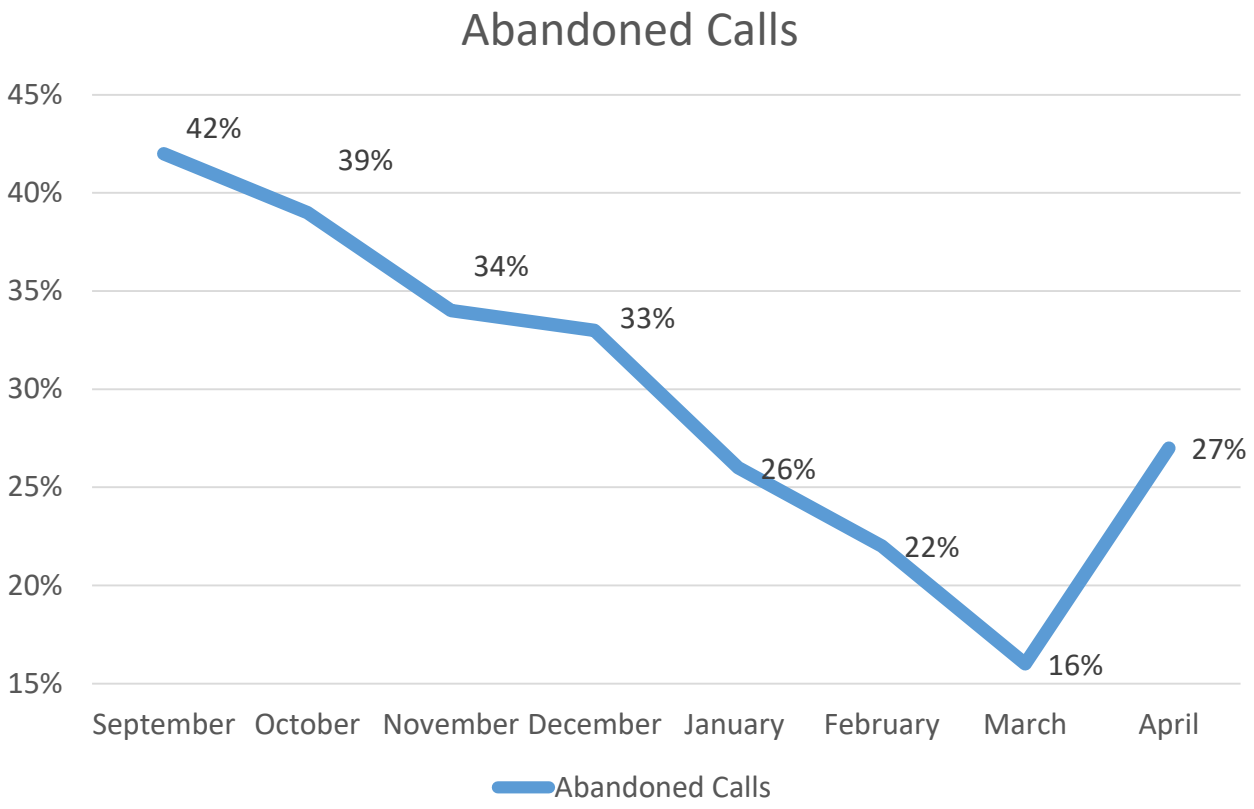
Call Center Metrics



Call Center Metrics



Call Center Metrics



Questions?