

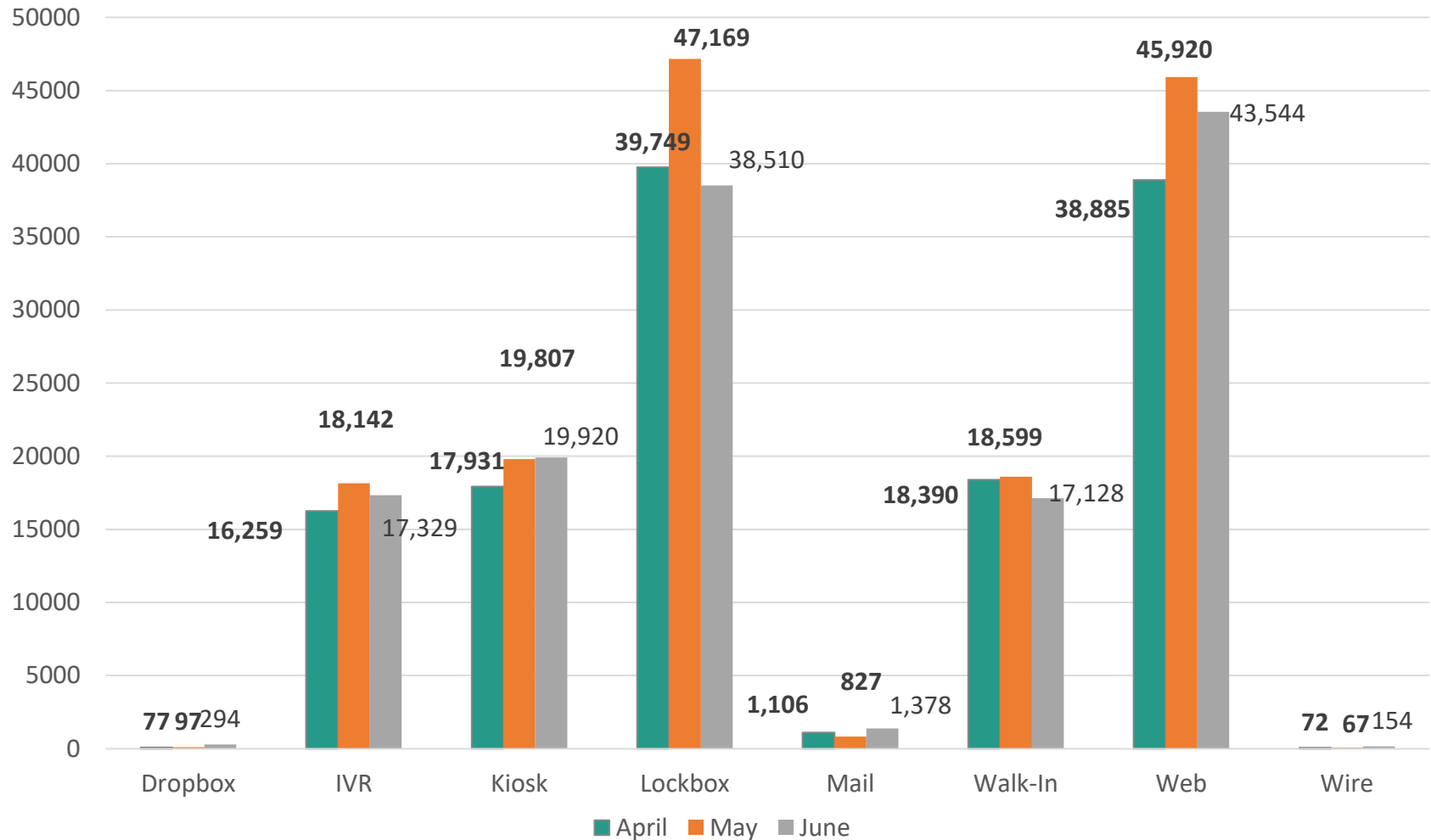
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Customer Service – System Outages



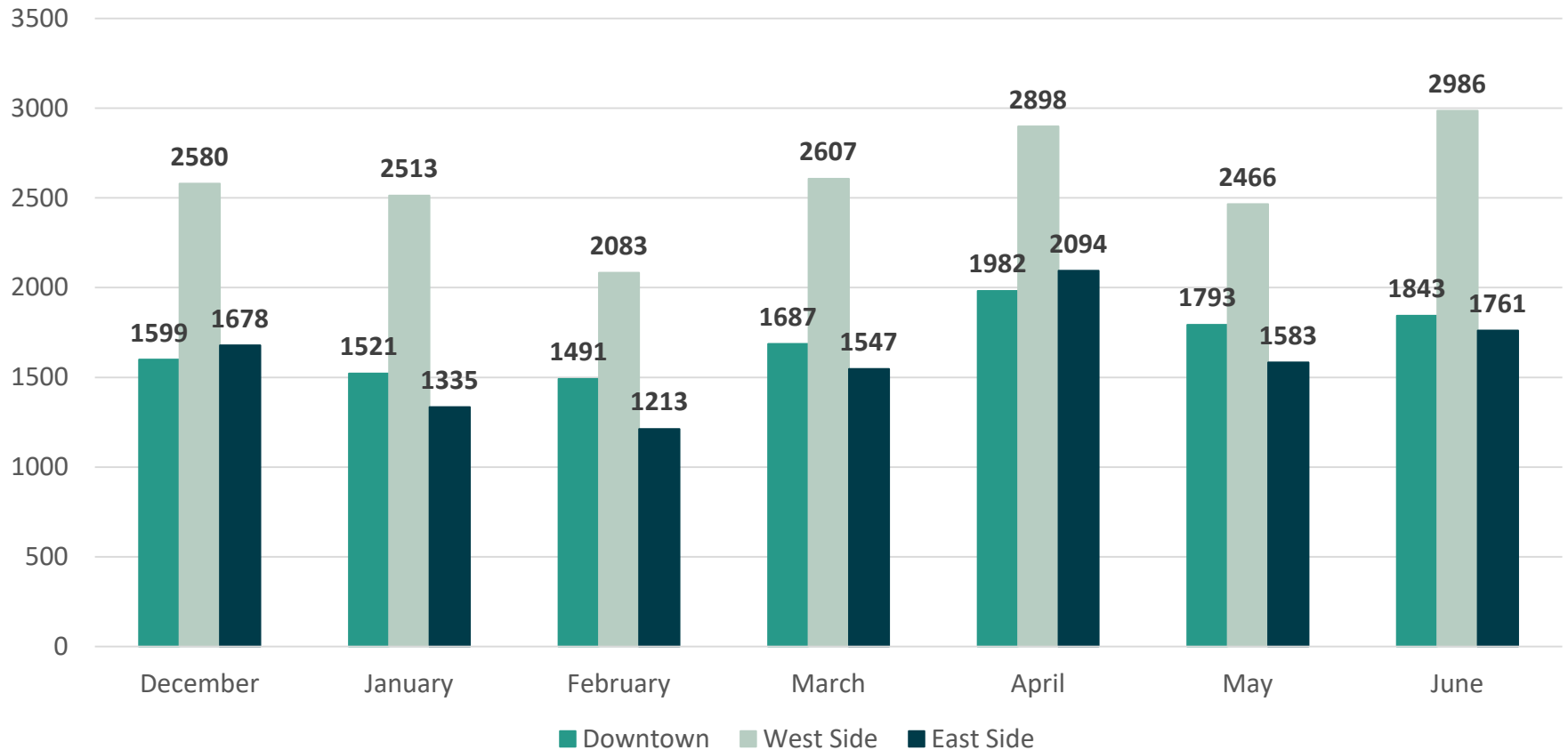
System Outages

Date	Outage Type	Timeframe
6/13/19	Inovah/Kiosk/CS Web Portal	Intermittent issues all day
6/25/19	Inovah	Down for 10 minutes
6/26/19	CS Web Portal	Down for 2.5 hours

Service Center Metrics



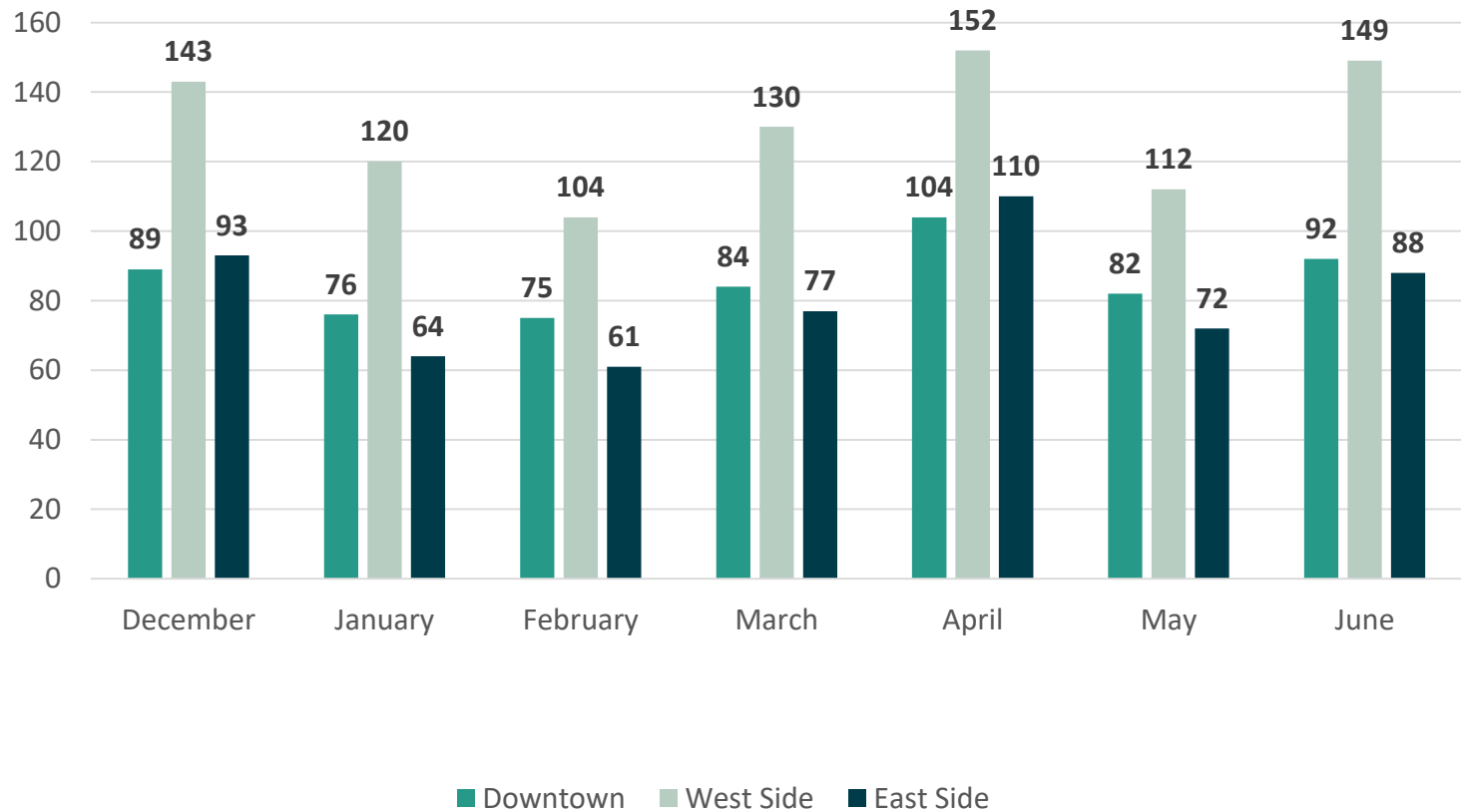
Total Interactions by Location



Service Center Metrics



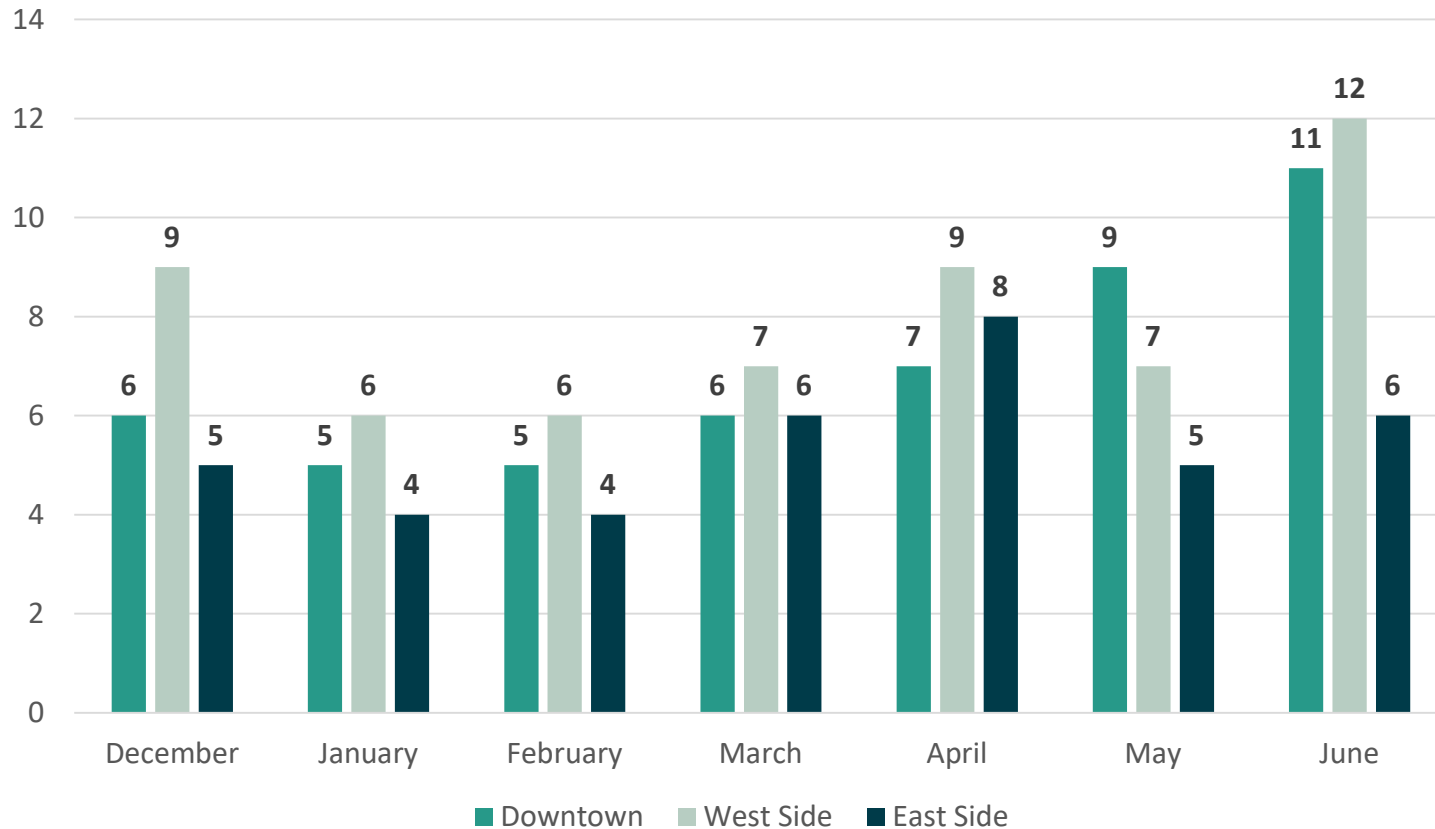
Average Transactions Per Day



Service Center Metrics



Average Wait Time



Call Center Metrics - June



Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	33,864	7,582	17:42	6:40
Emergency	3,597	160	3:18	6:32
Total	37,461	7,742	15:23	6:38

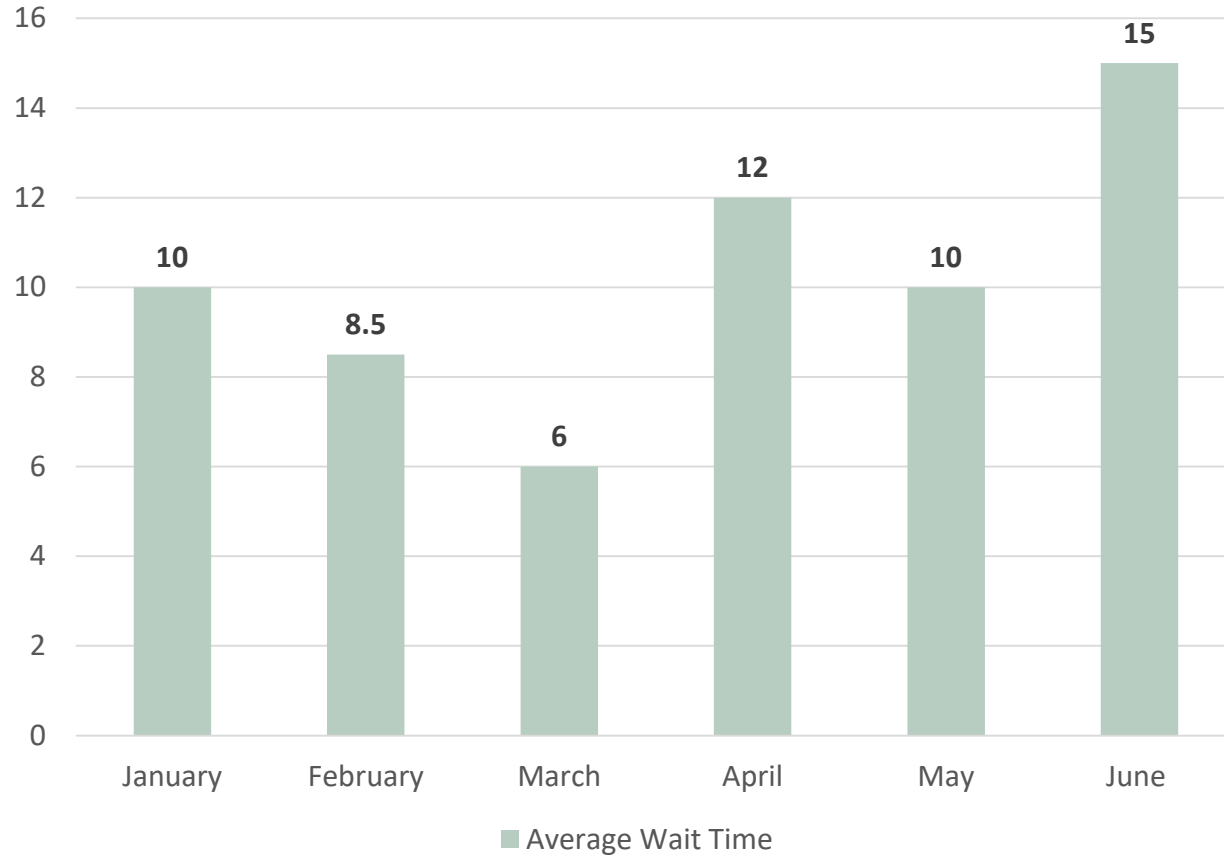
Longest Wait Time	44 minutes
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Current Value as of 6/30/19

Call Center Metrics



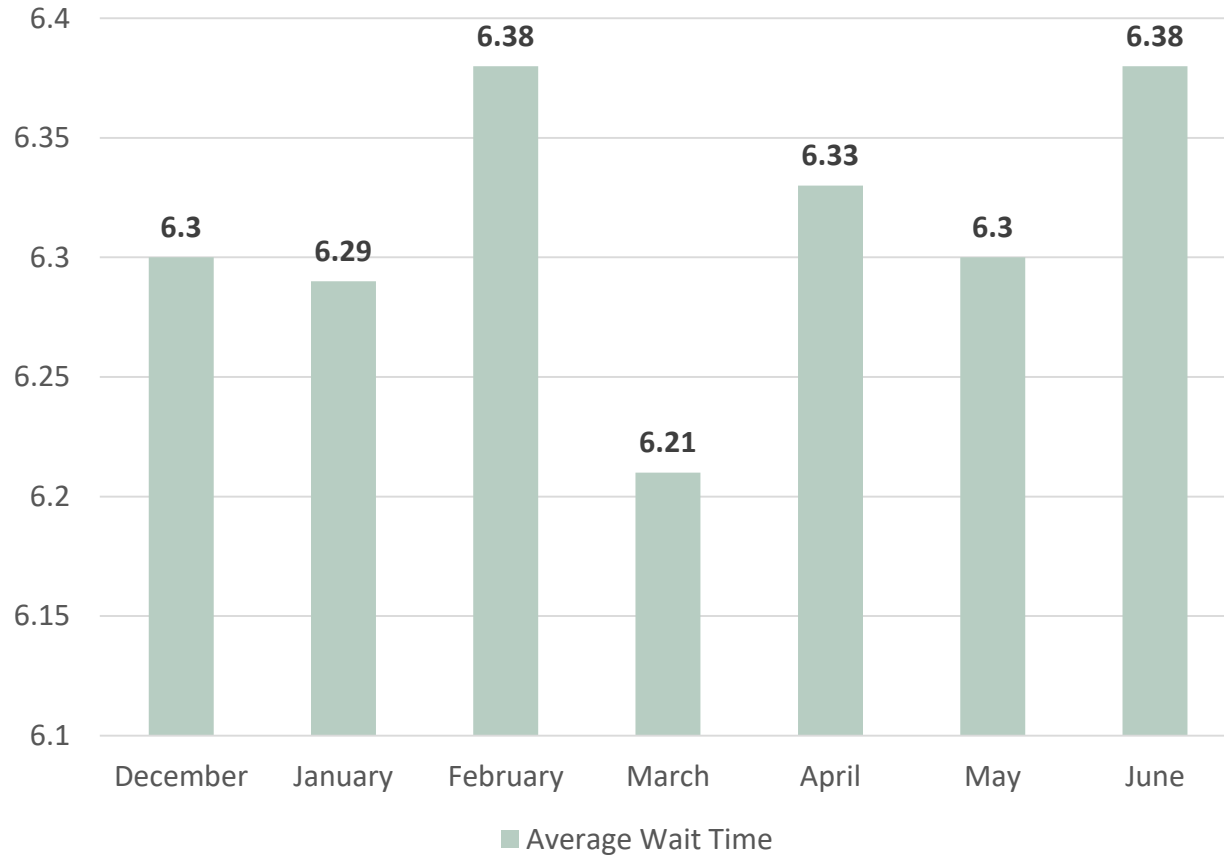
Average Wait Time



Call Center Metrics



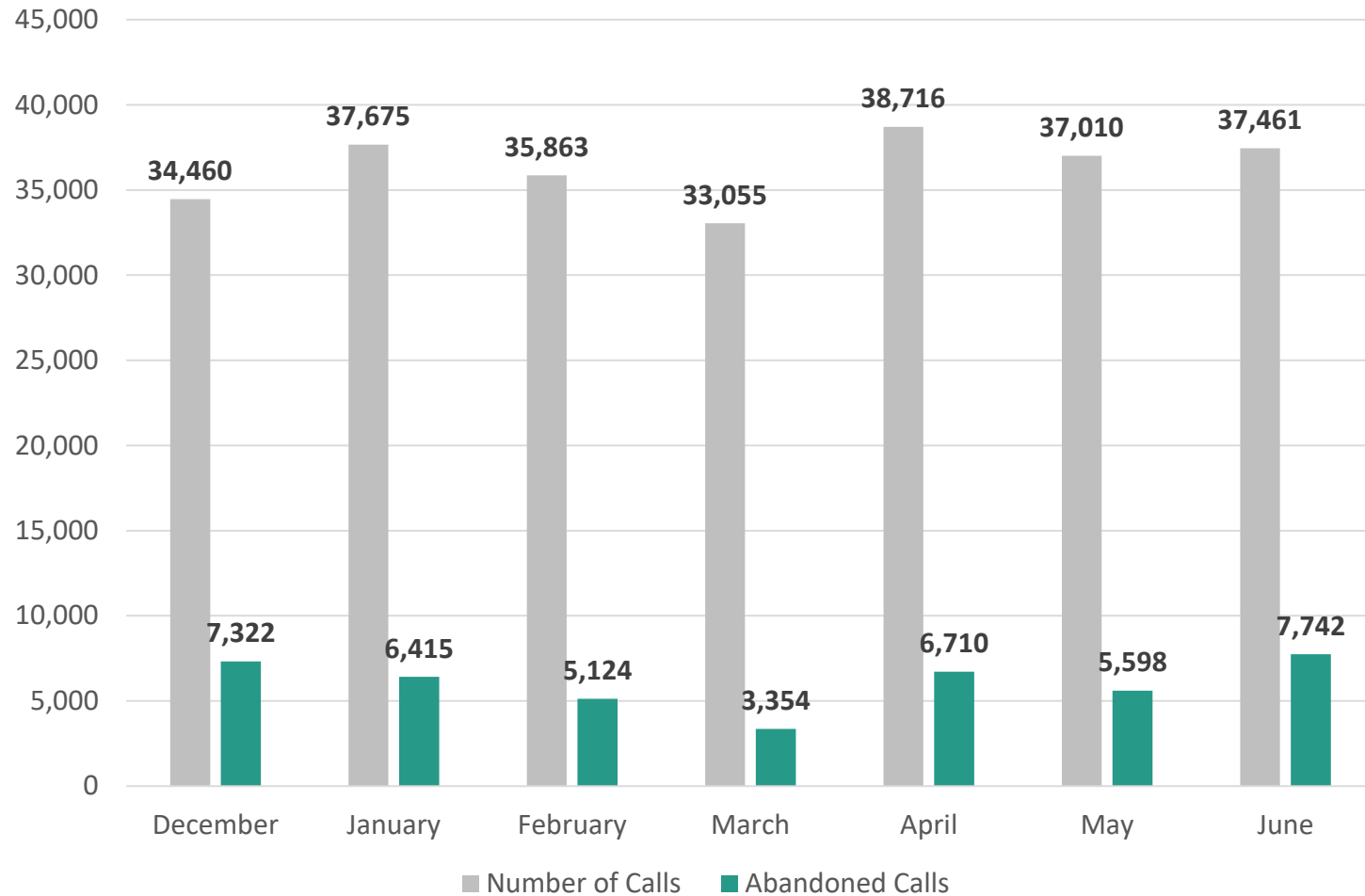
Average Call Handle Time



Call Center Metrics



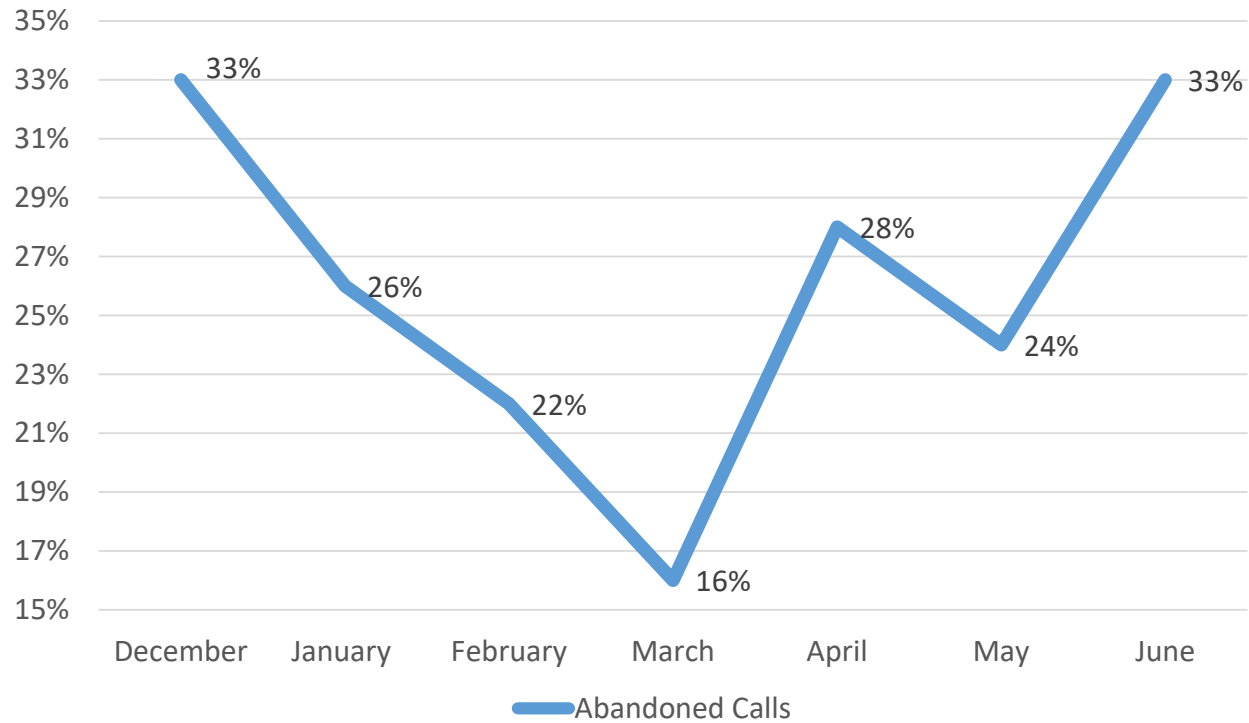
Total Calls



Call Center Metrics



Abandoned Calls



Questions?