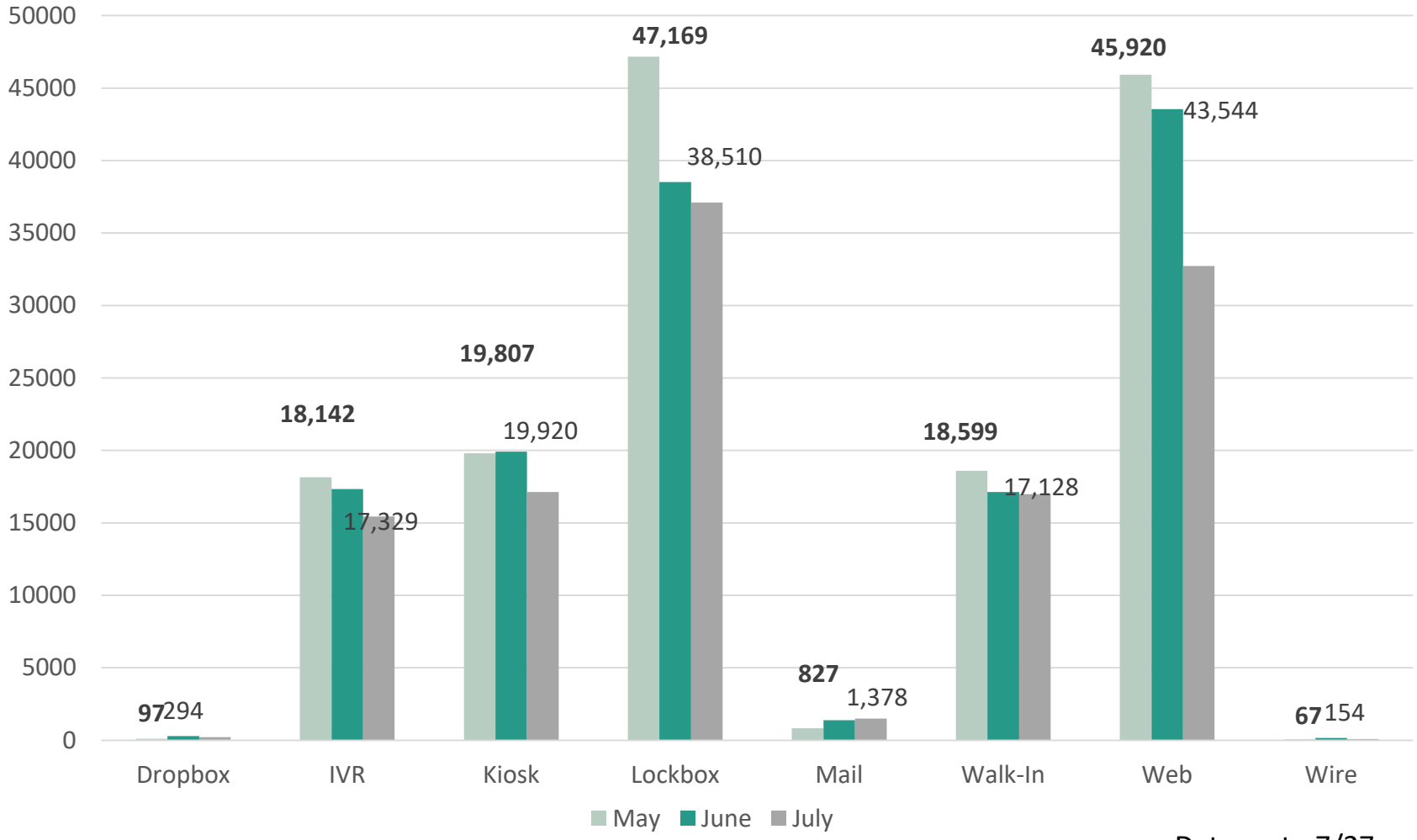
Customer Service Metrics

Customer Service – Transactions

Total Transactions by Type



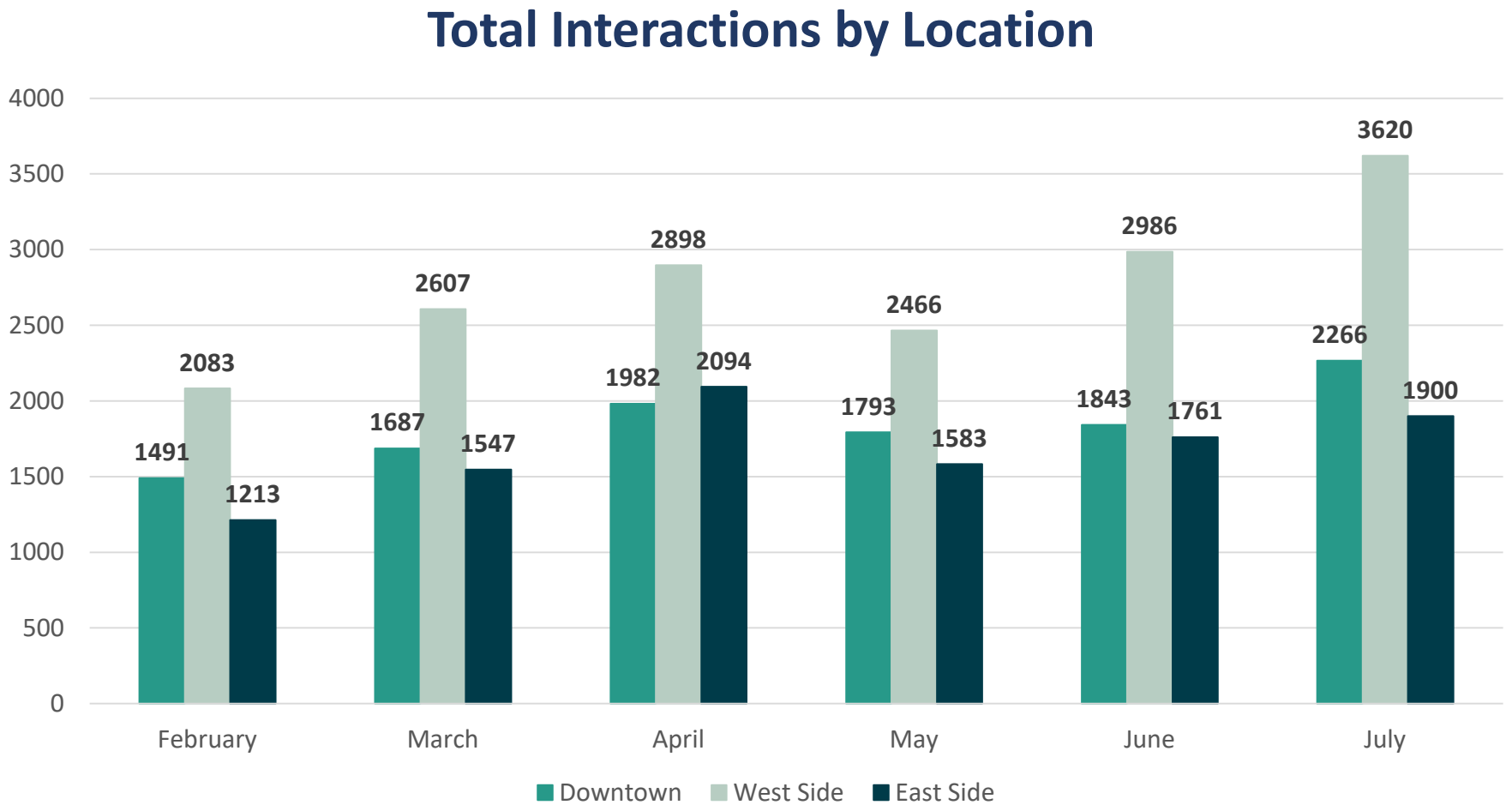
Data up to 7/27

Customer Service – System Outages

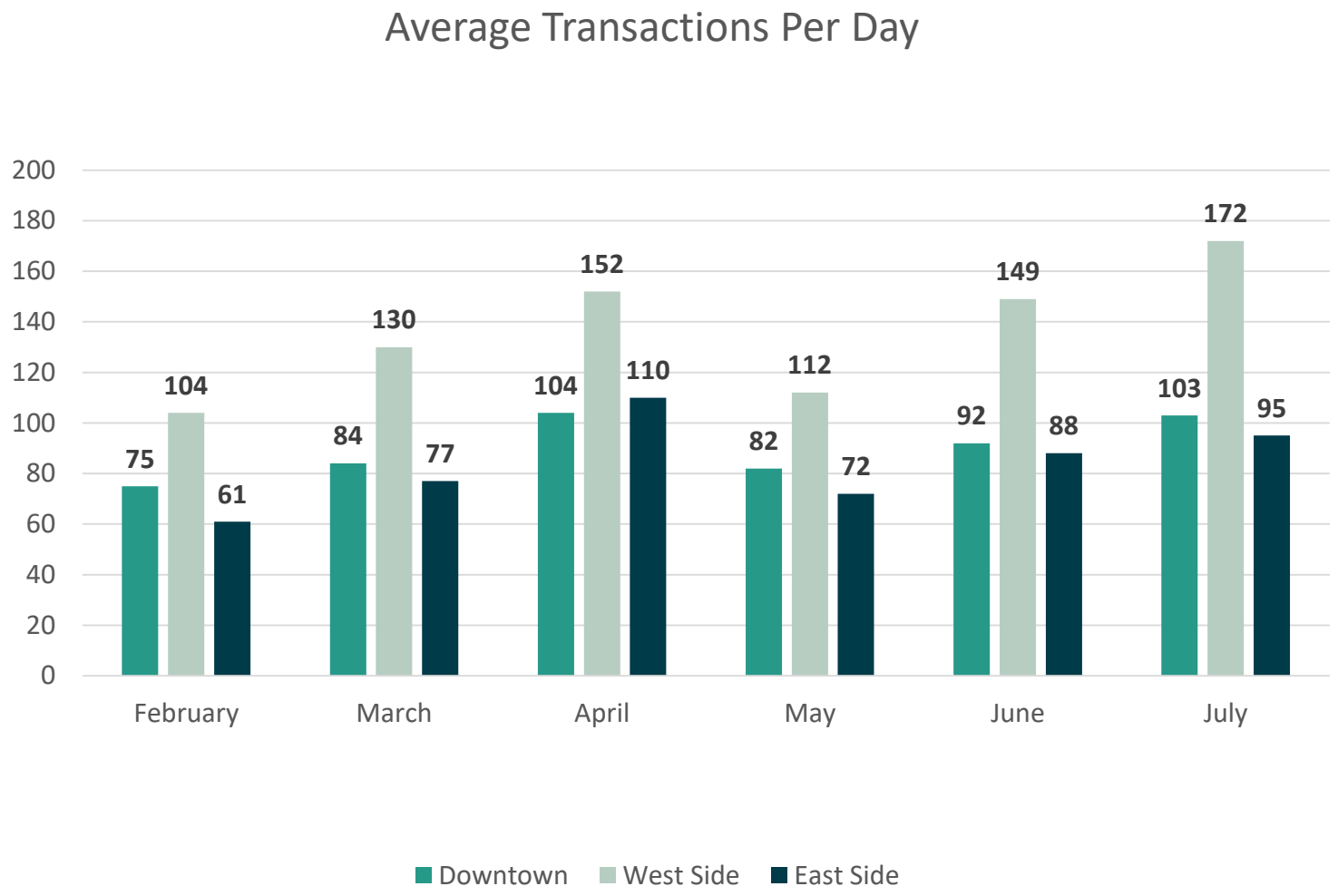
System Outages

Date	Outage Type	Timeframe
7/10 and 7/31	Zipwire	System logged all users and callers out of the queue

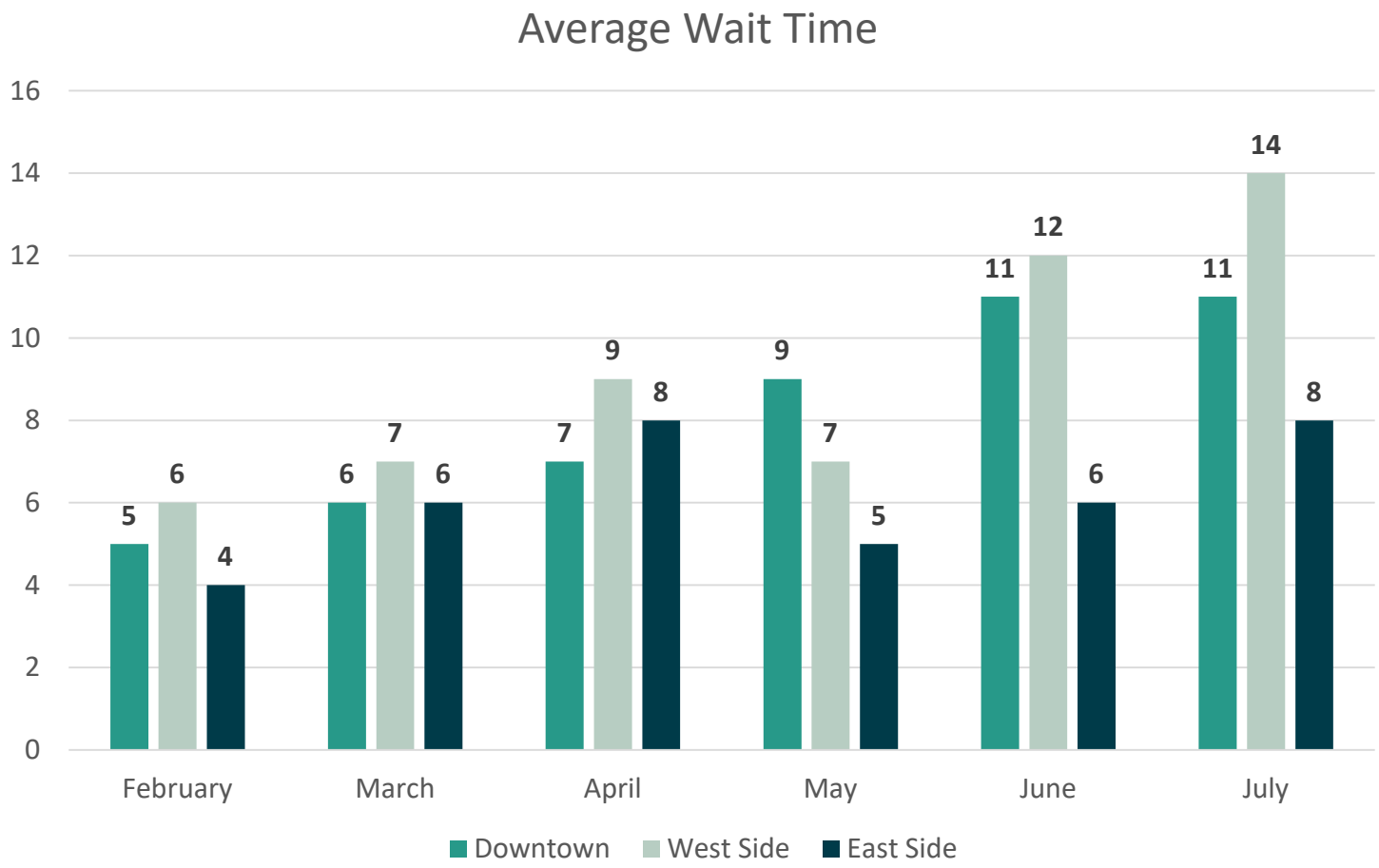
Service Center Metrics



Service Center Metrics



Service Center Metrics

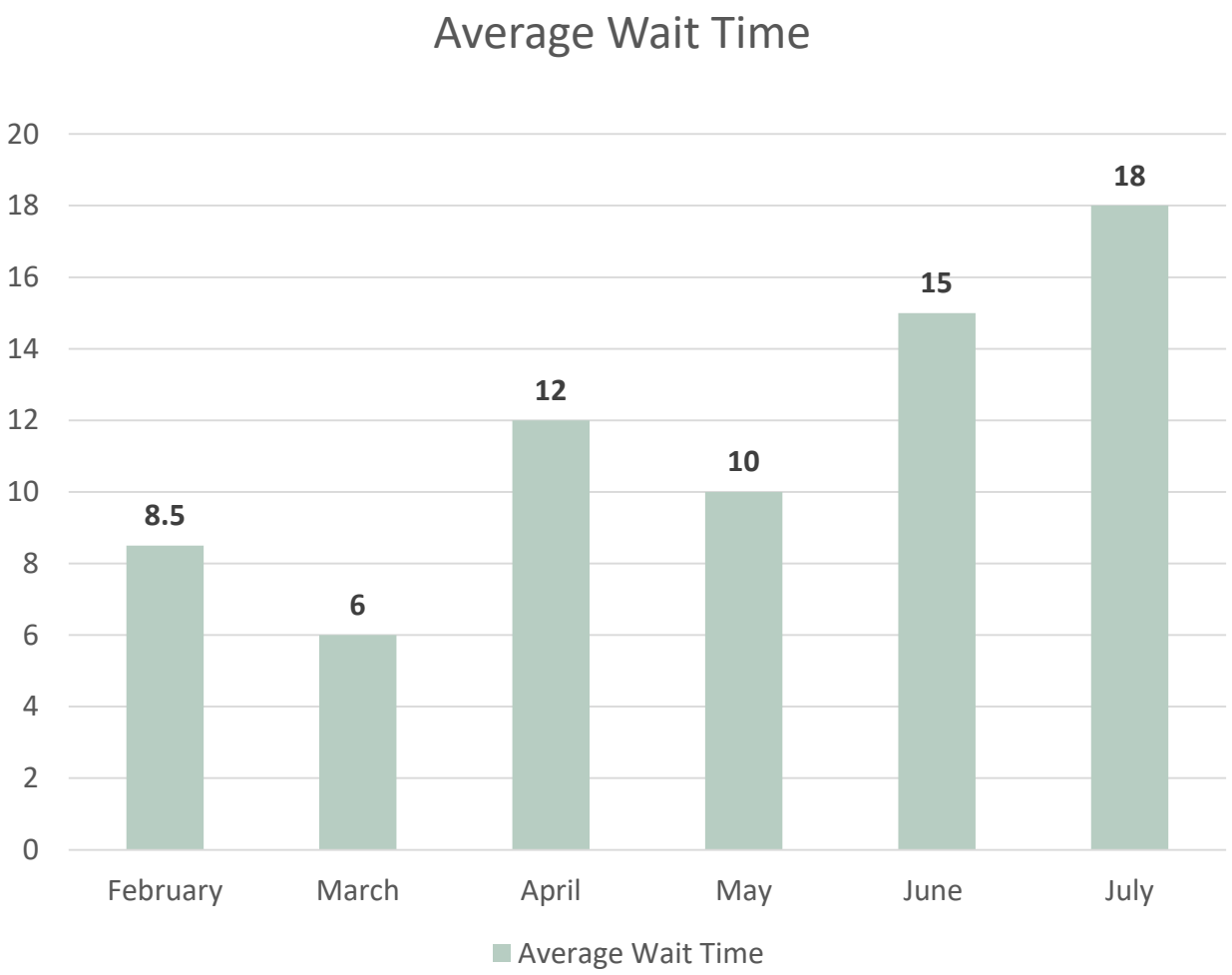


Call Center Metrics

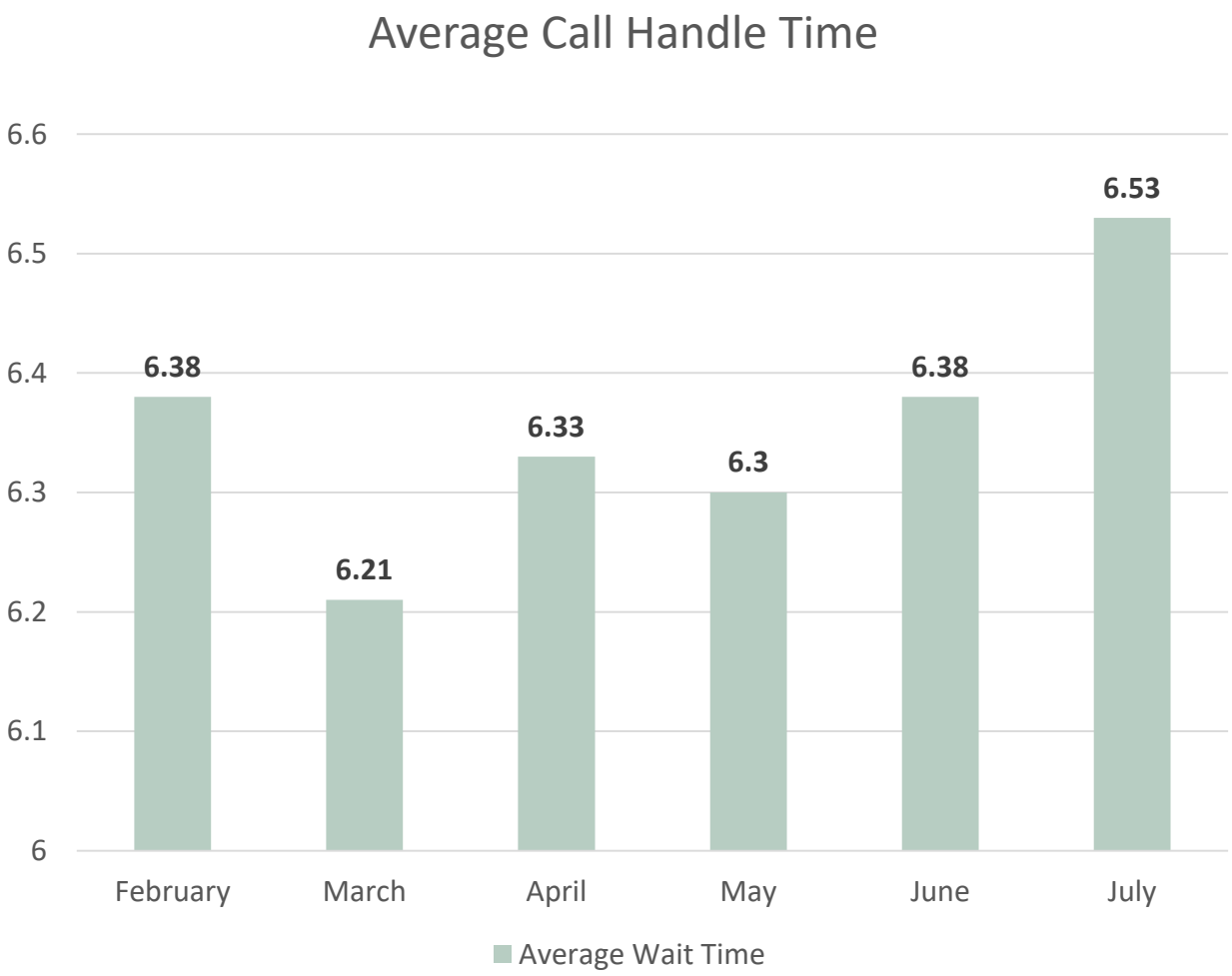
Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	40,491	10,213	21:25	7:00
Emergency	4,403	232	3:40	6:19
Total	**44,894**	**10,445**	**18:16**	**6:53**

Longest Wait Time	**56 minutes**

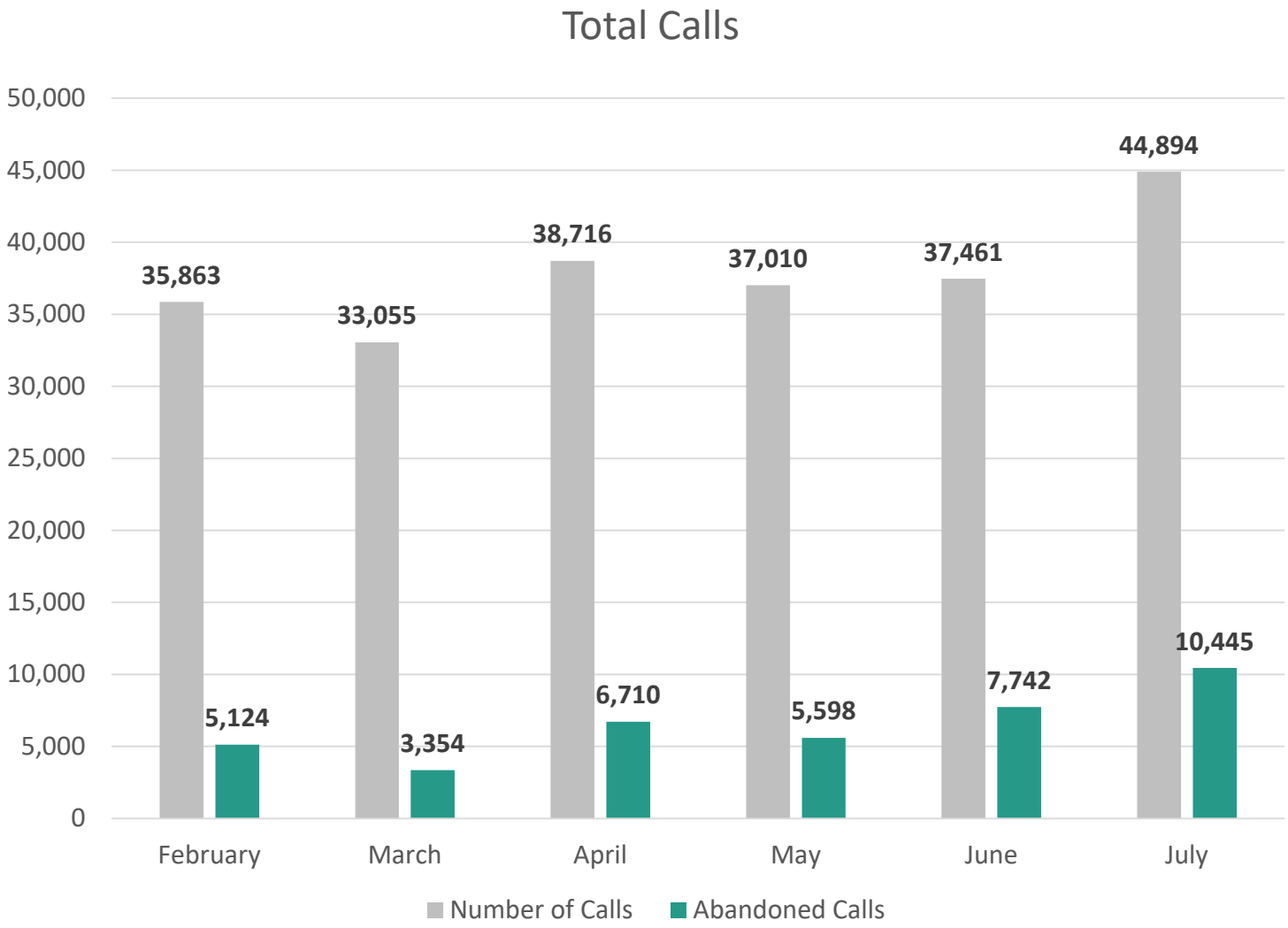
Call Center Metrics



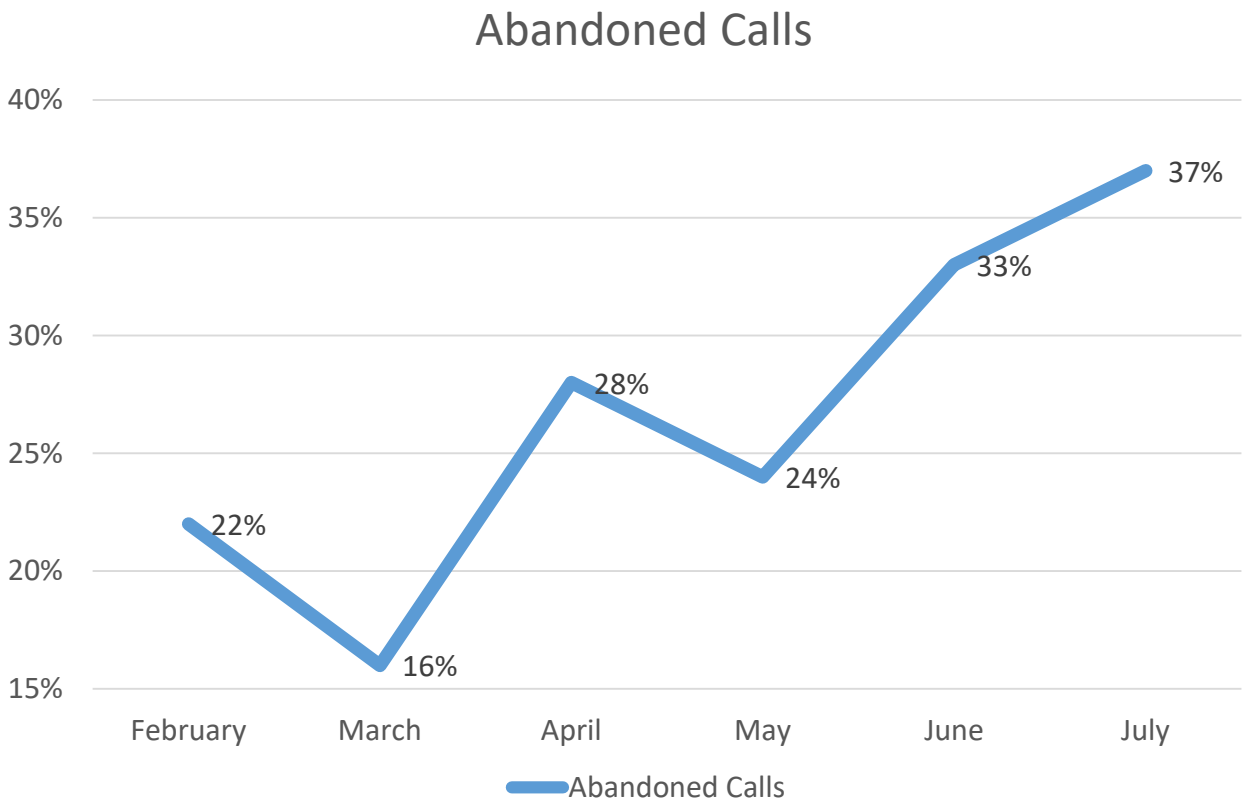
Call Center Metrics



Call Center Metrics



Call Center Metrics



Questions?