

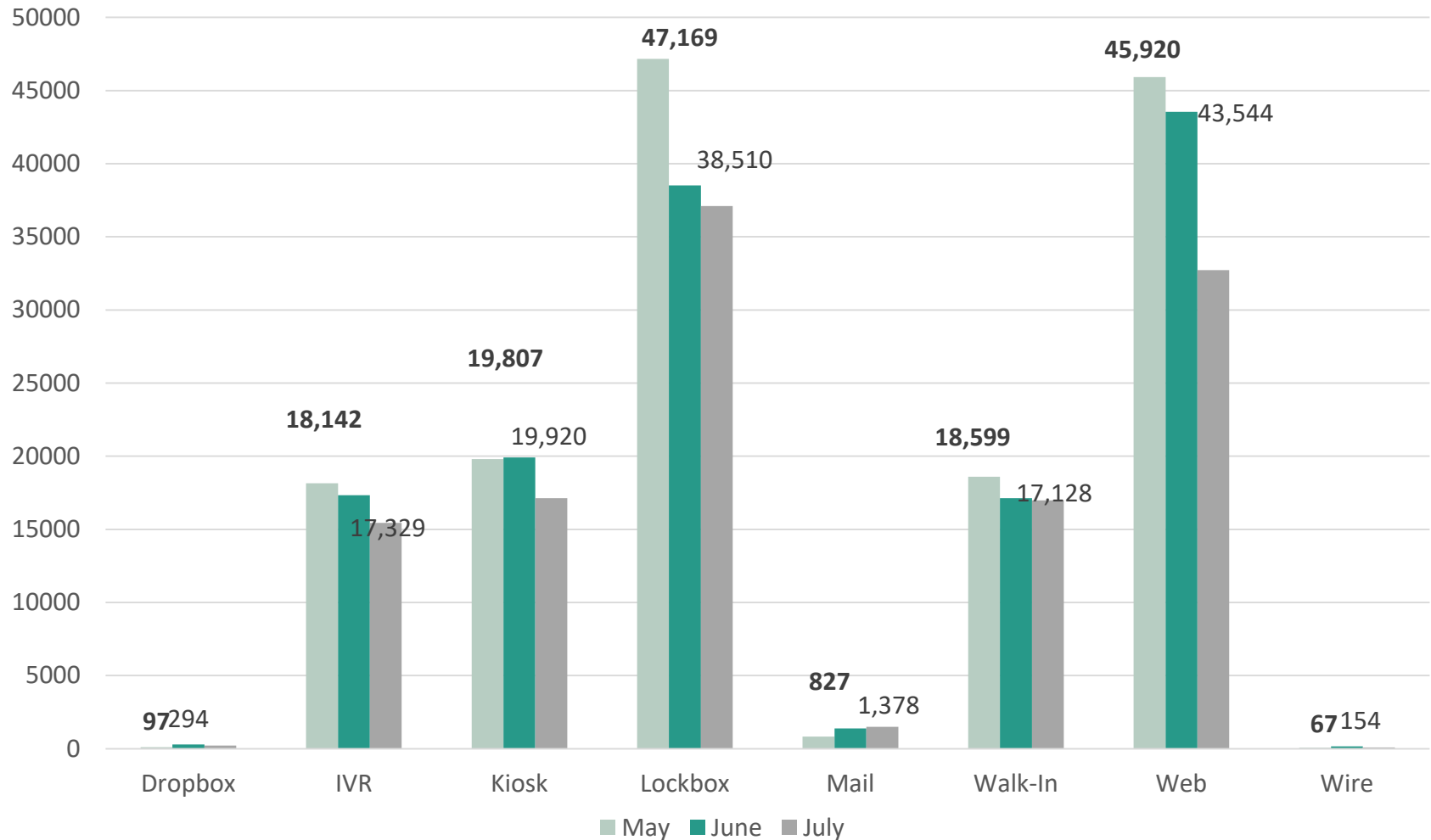
# Customer Service Metrics



# Customer Service – Transactions



## Total Transactions by Type



Data up to 7/27

# Customer Service – System Outages



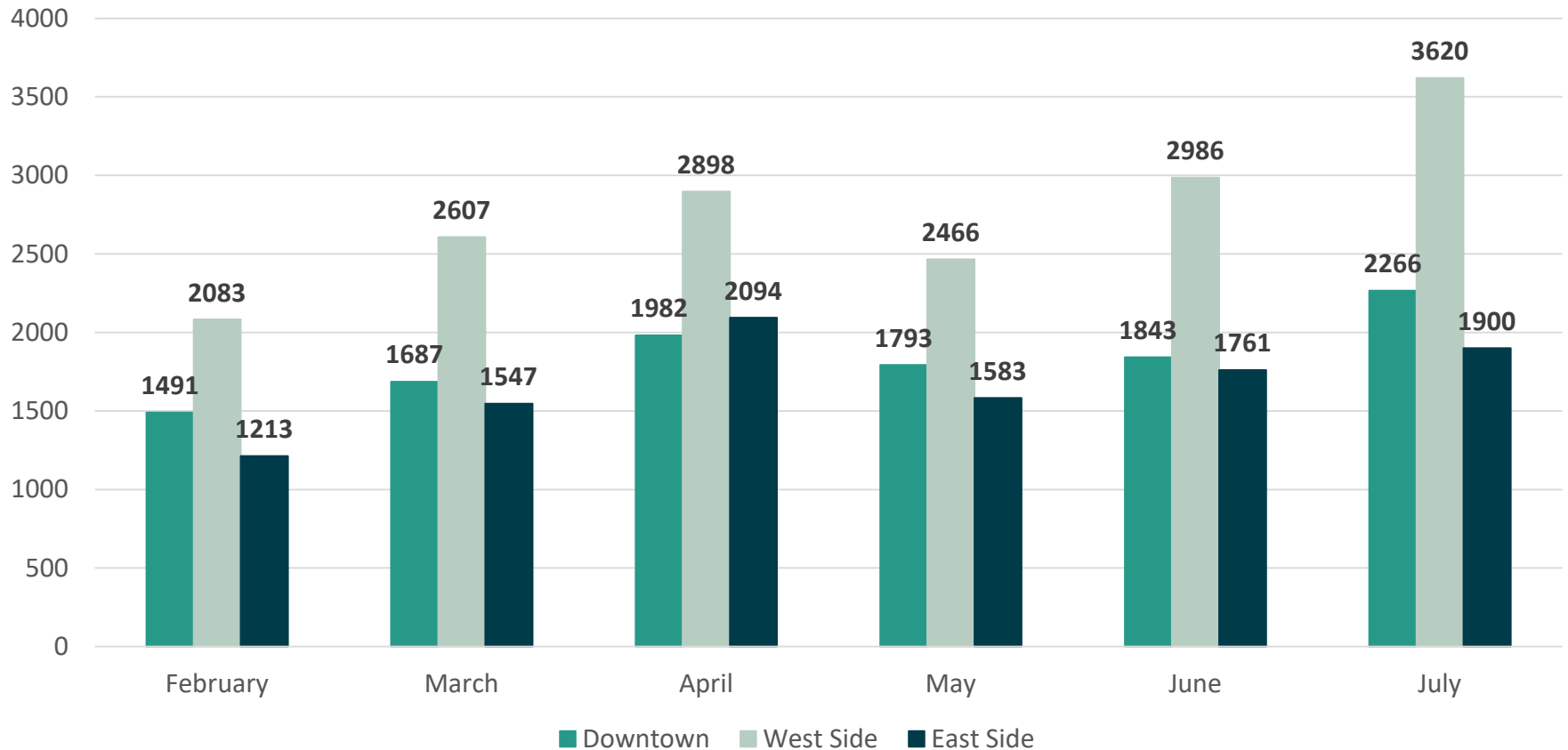
## System Outages

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

# Service Center Metrics



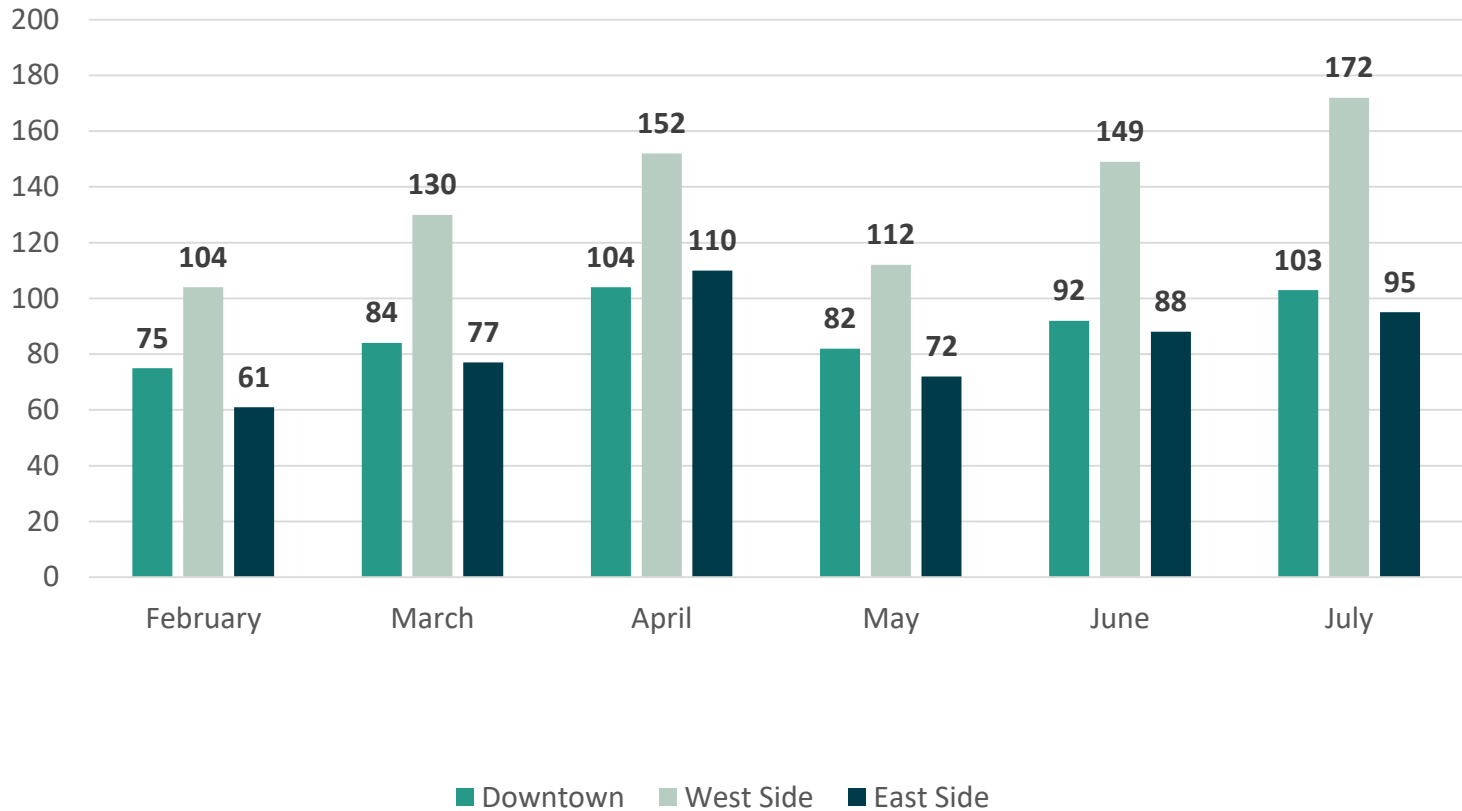
## Total Interactions by Location



# Service Center Metrics



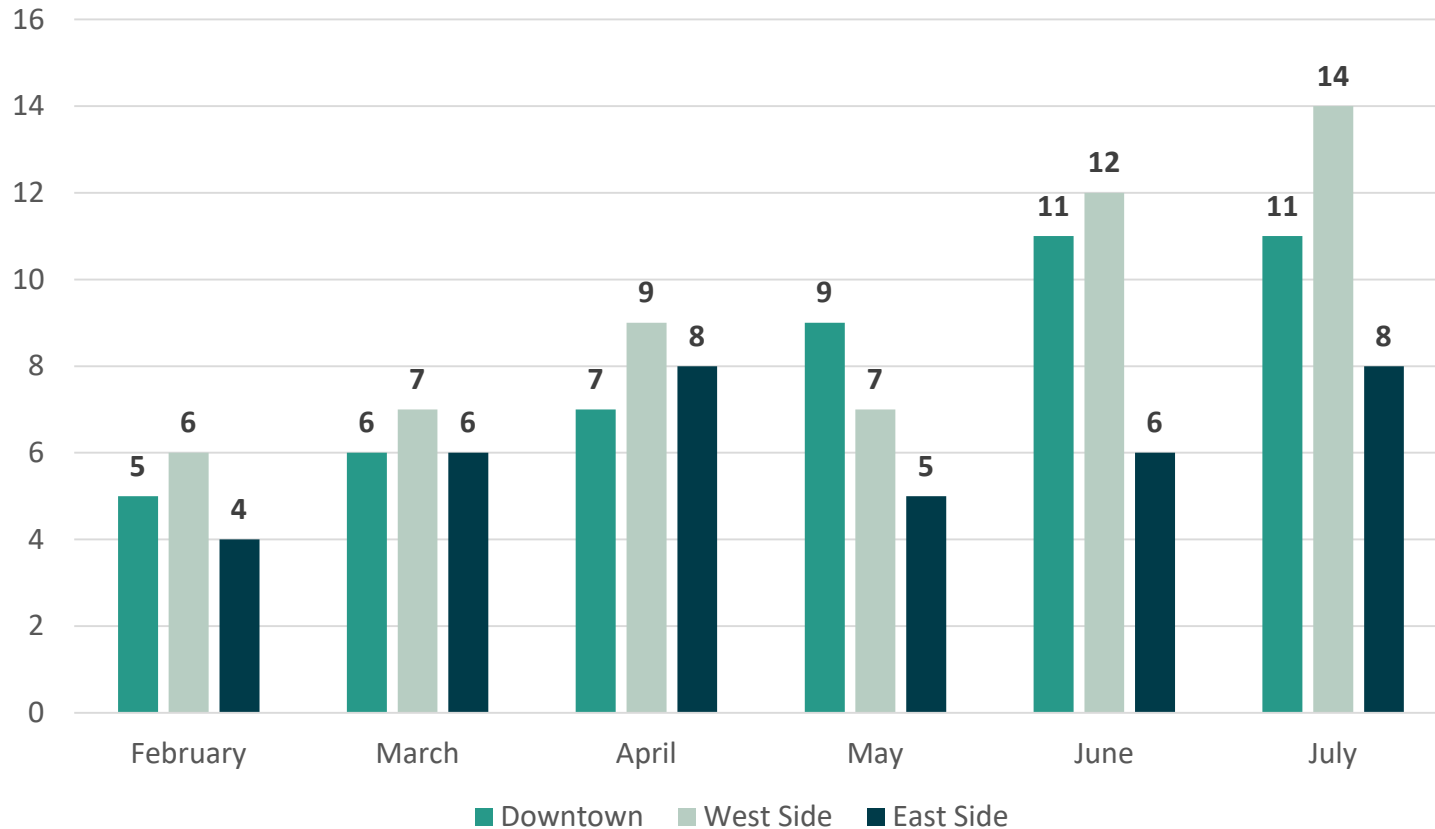
Average Transactions Per Day



# Service Center Metrics



Average Wait Time



# Call Center Metrics



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

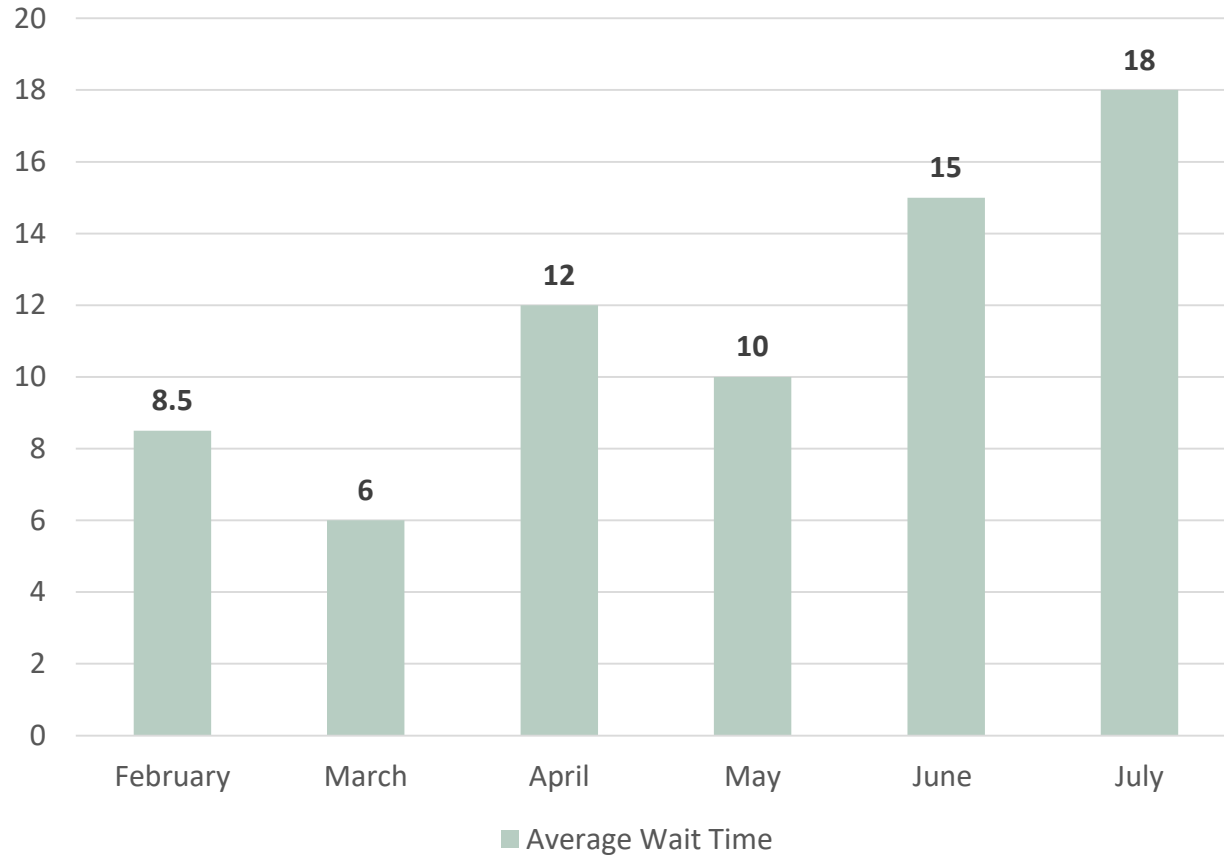
Longest Wait Time

56 minutes

# Call Center Metrics



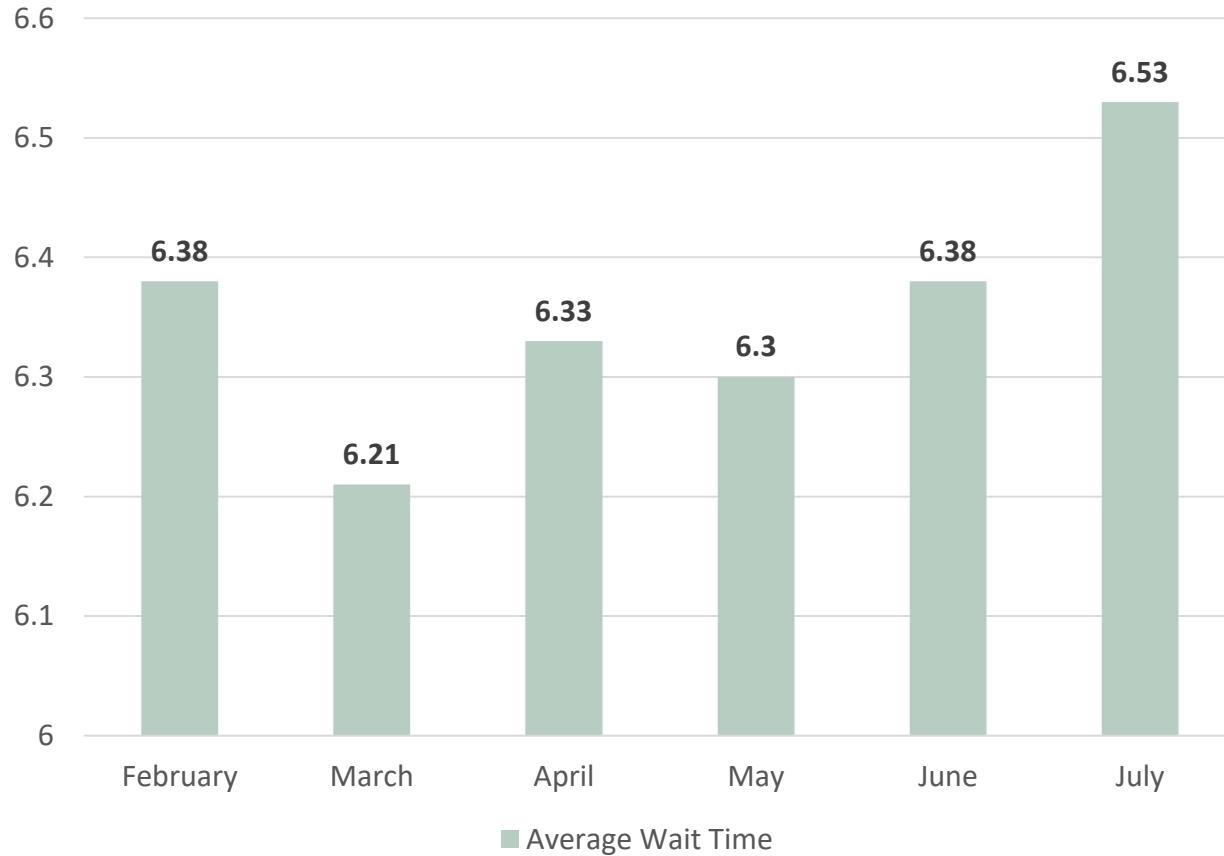
Average Wait Time



# Call Center Metrics



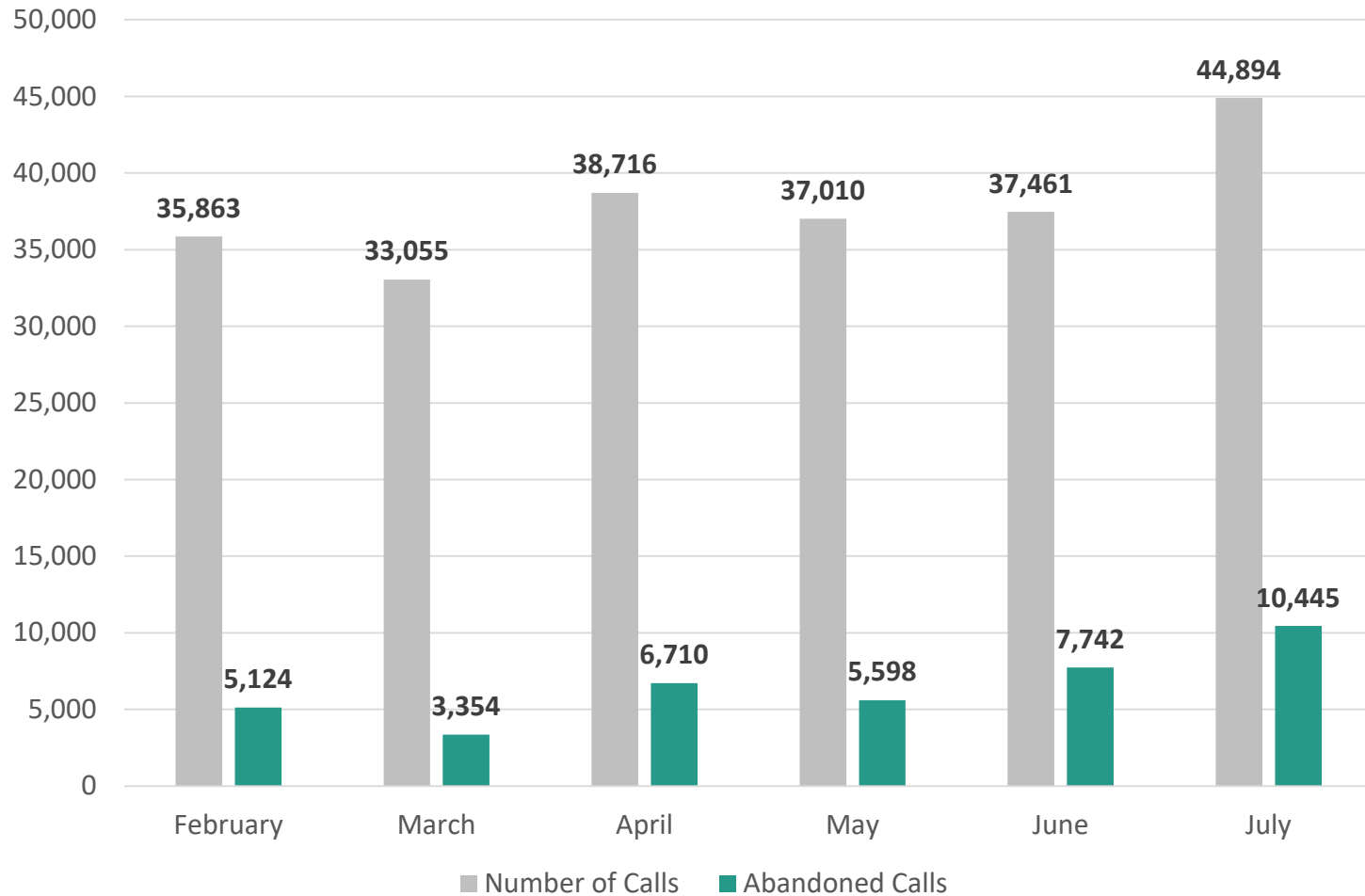
Average Call Handle Time



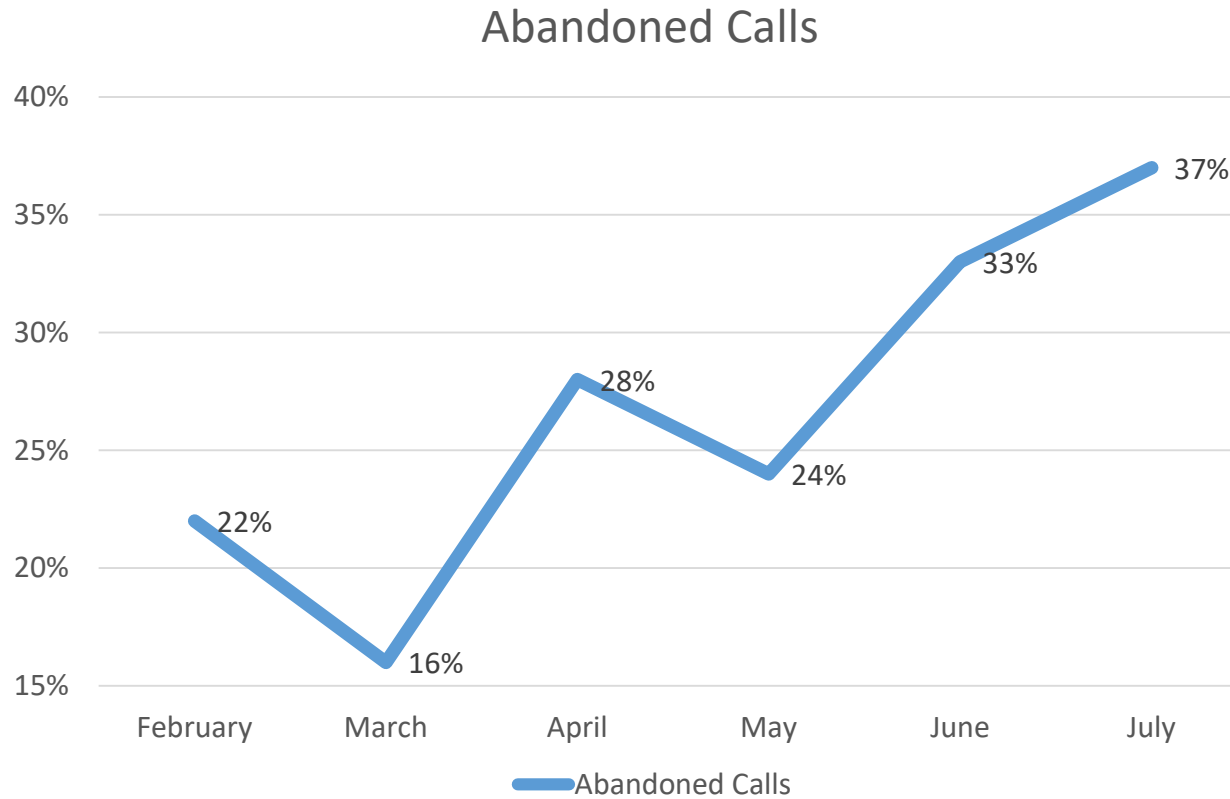
# Call Center Metrics



## Total Calls



# Call Center Metrics



# Questions?