Customer Service Metrics
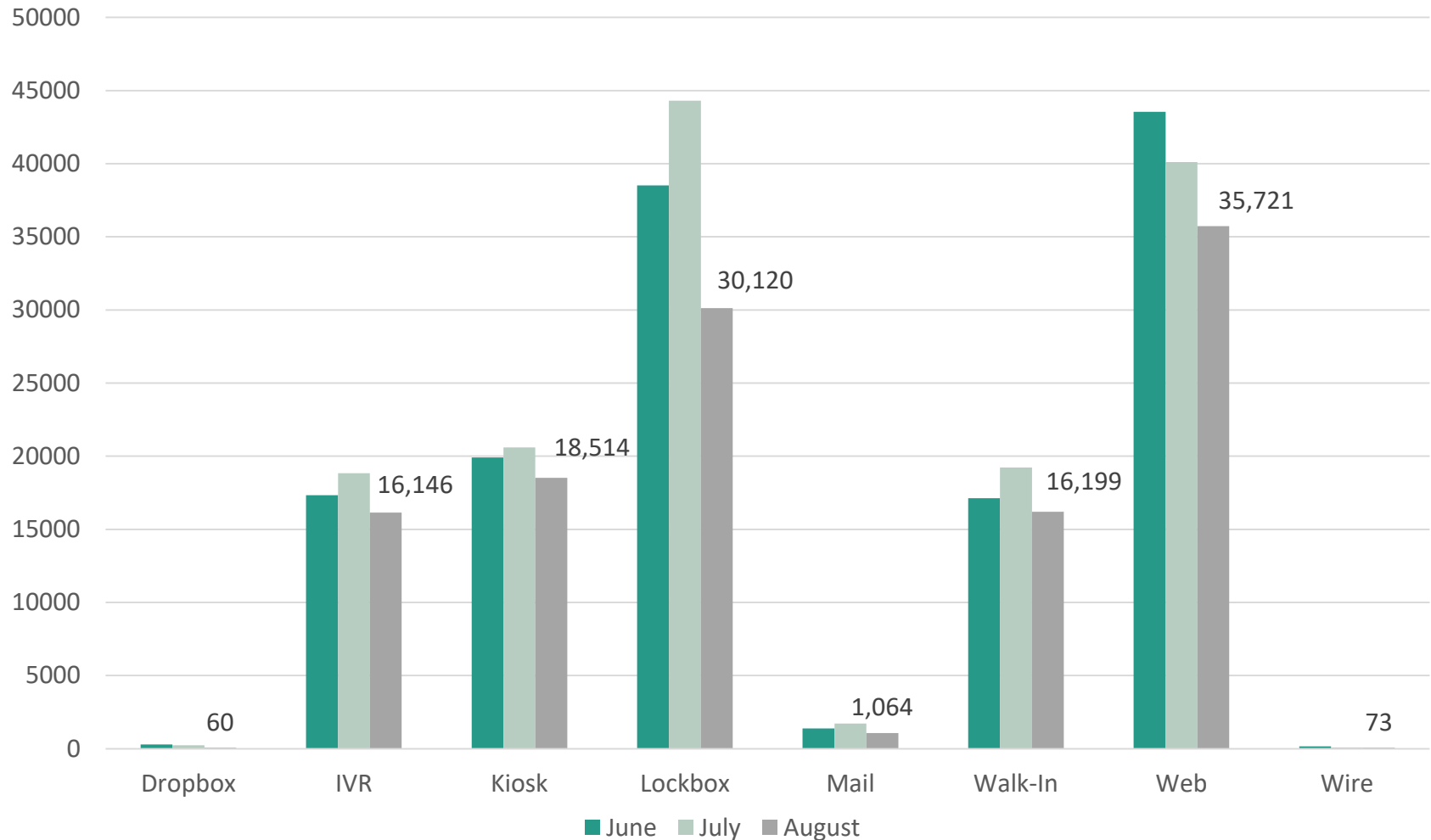
Customer Service – Transactions

Total Transactions by Type

Customer Service – System Outages
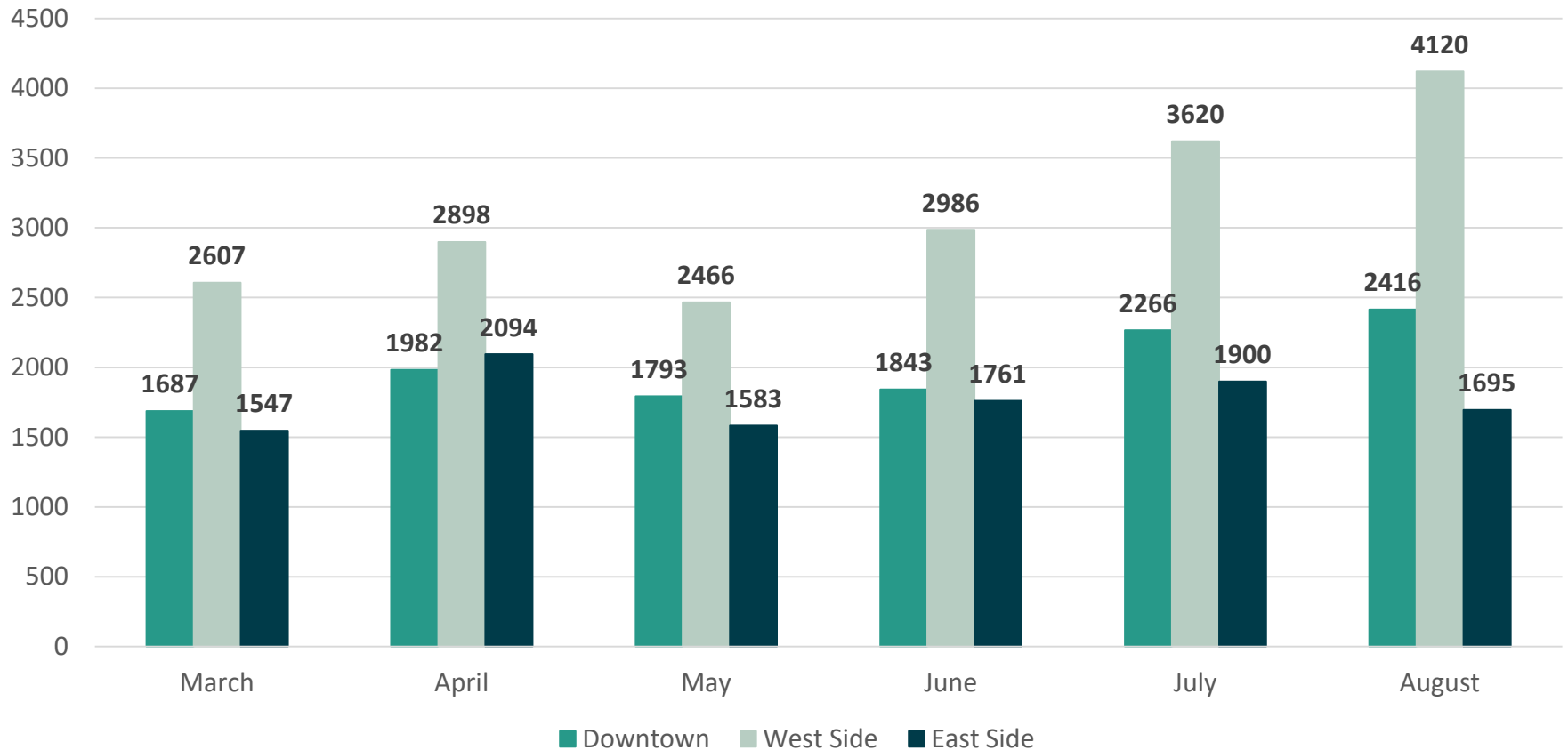
System Outages

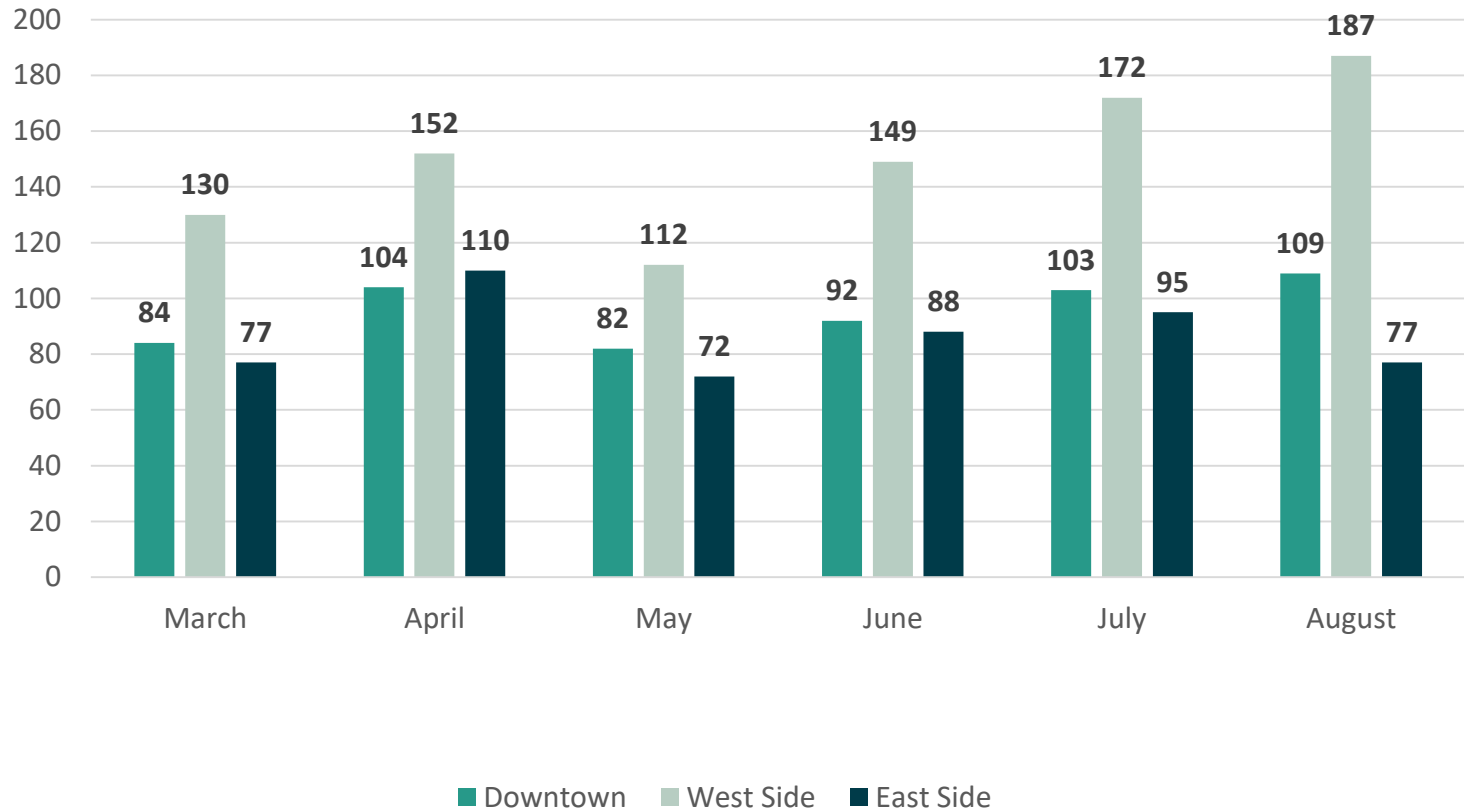| Date	Outage Type	Timeframe

Service Center Metrics

Total Interactions by Location

Legend: Downtown, West Side, East Side

	March	April	May	June	July	August
Downtown	1687	1982	1793	1843	2266	2416
West Side	2607	2898	2466	2986	3620	4120
East Side	1547	2094	1583	1761	1900	1695

Service Center Metrics

Average Transactions Per Day

Legend: Downtown, West Side, East Side

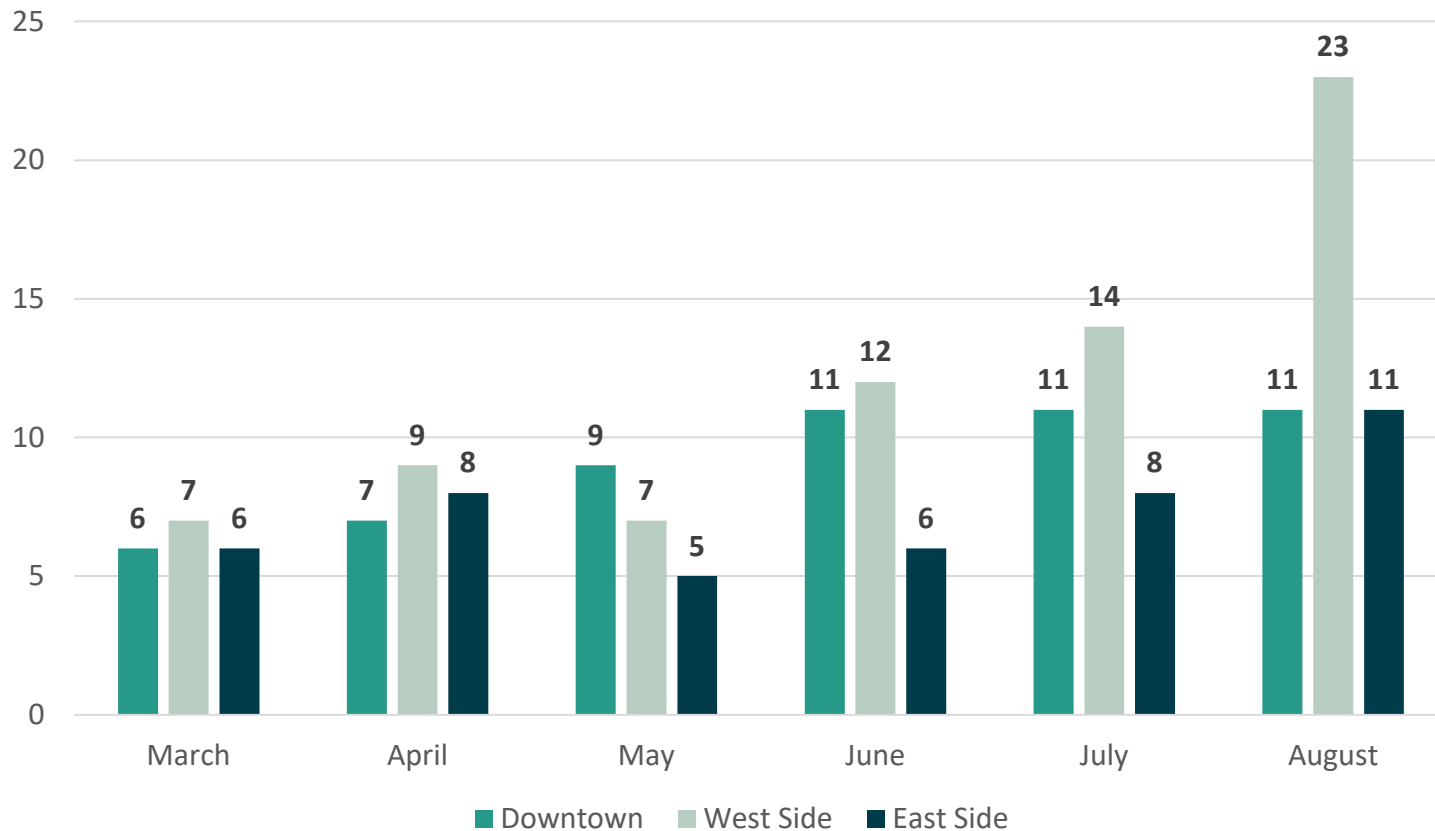| Month	Downtown	West Side	East Side
March	84	130	77
April	104	152	110
May	82	112	72
June	92	149	88
July	103	172	95
August	109	187	77

Service Center Metrics

Average Wait Time

Call Center Metrics

Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	43,525	12,360	26:02	7:04
Emergency	4,016	245	3:42	6:25
Total	**47,541**	**12,605**	**22:23**	**6:58**

Longest Wait Time	58 minutes

Call Center Metrics

Average Wait Time
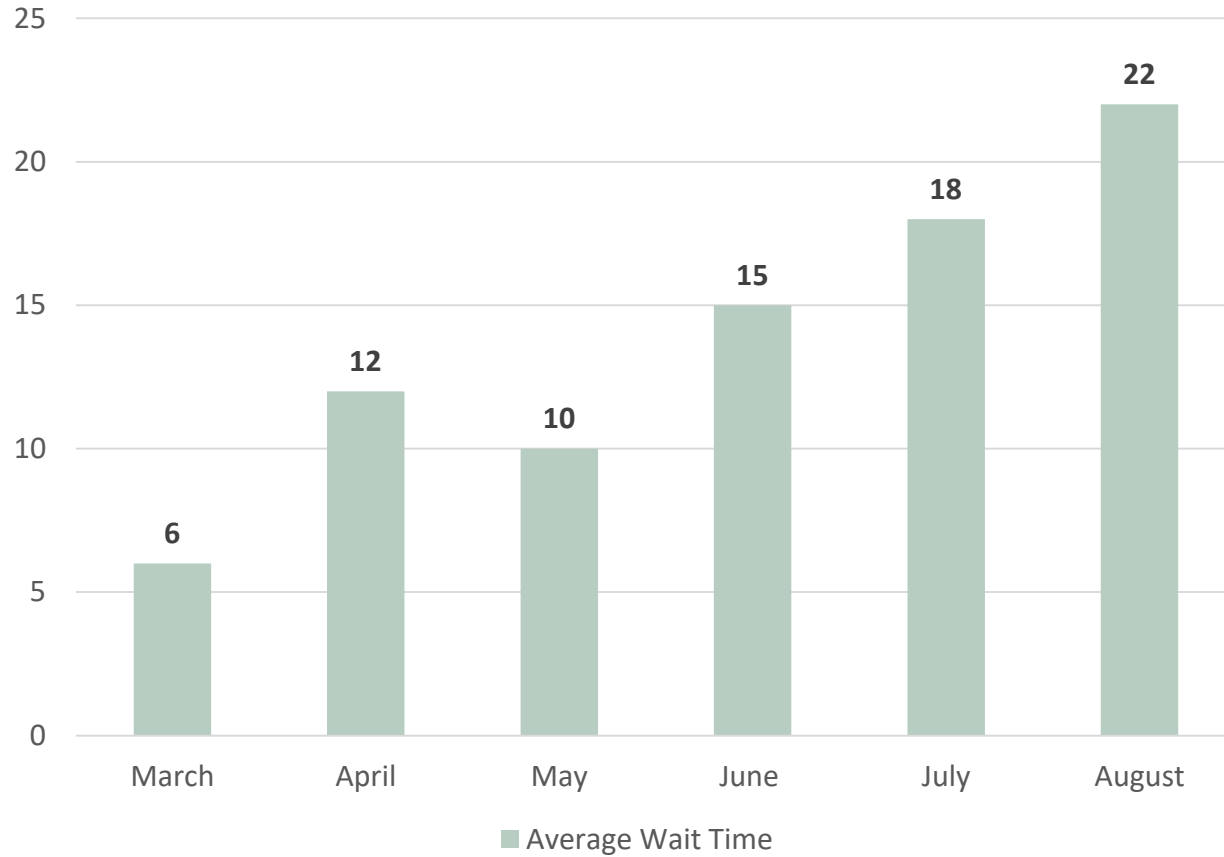
Call Center Metrics

Average Call Handle Time

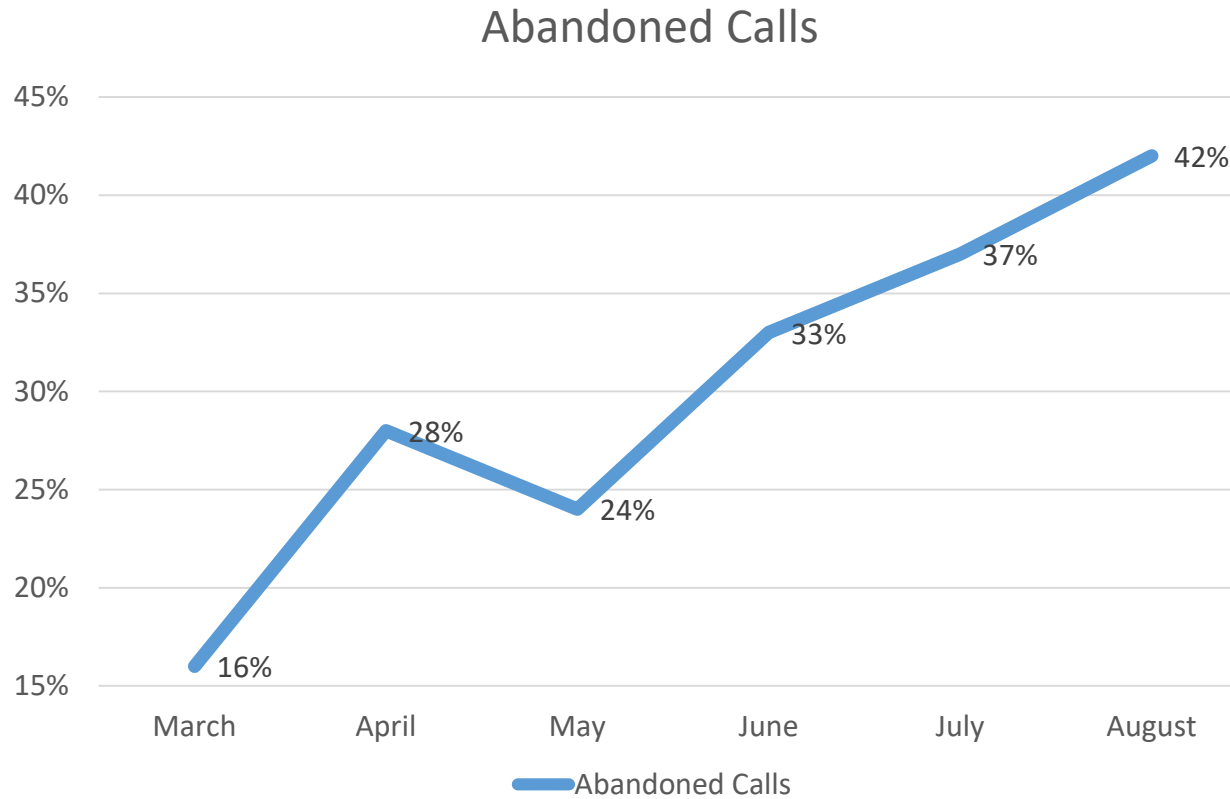Chart: Average Wait Time

Month	Average Wait Time
March	6.21
April	6.33
May	6.3
June	6.38
July	6.53
August	6.58
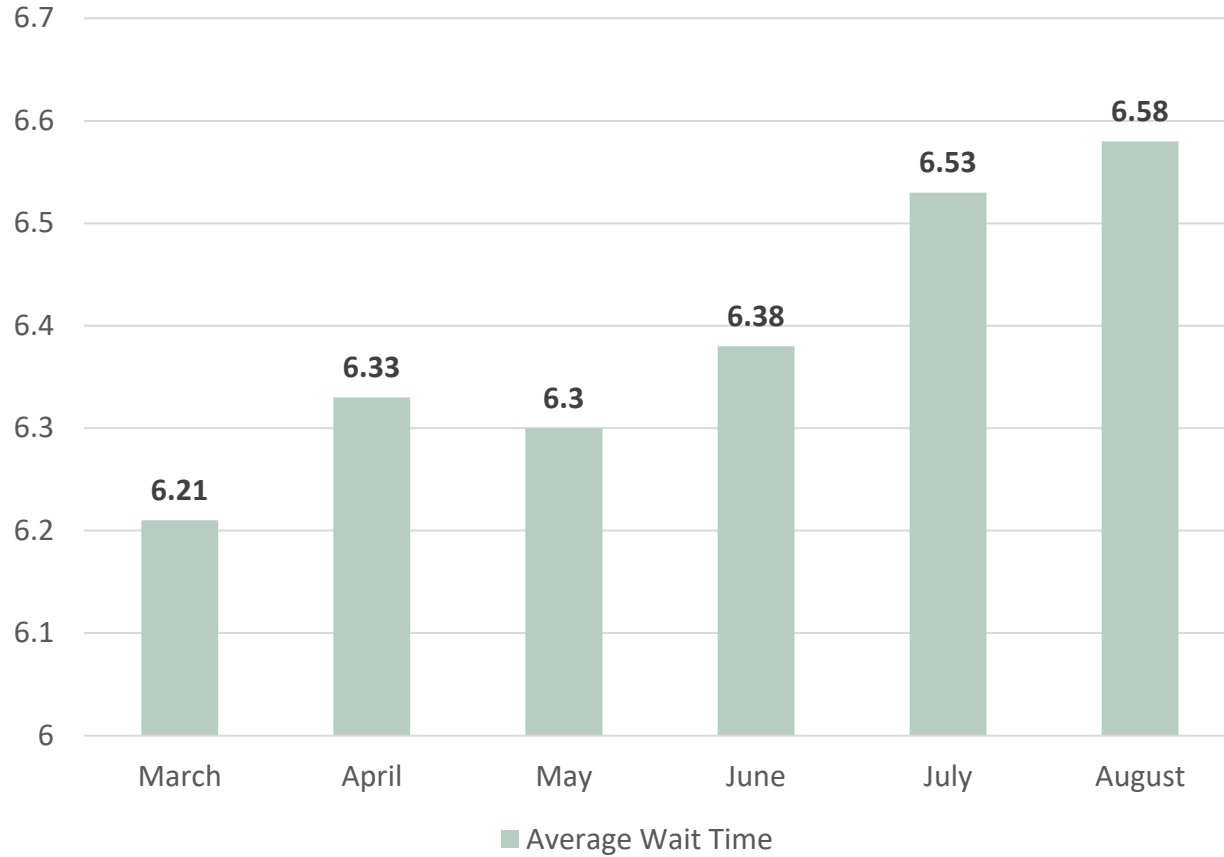
Call Center Metrics

Total Calls

Legend: ■ Number of Calls ■ Abandoned Calls

Month	Number of Calls	Abandoned Calls
March	33,055	3,354
April	38,716	6,710
May	37,010	5,598
June	37,461	7,742
July	44,894	10,445
August	47,541	12,605

Call Center Metrics

Abandoned Calls

- March: 16%
- April: 28%
- May: 24%
- June: 33%
- July: 37%
- August: 42%

Legend: Abandoned Calls

Questions?