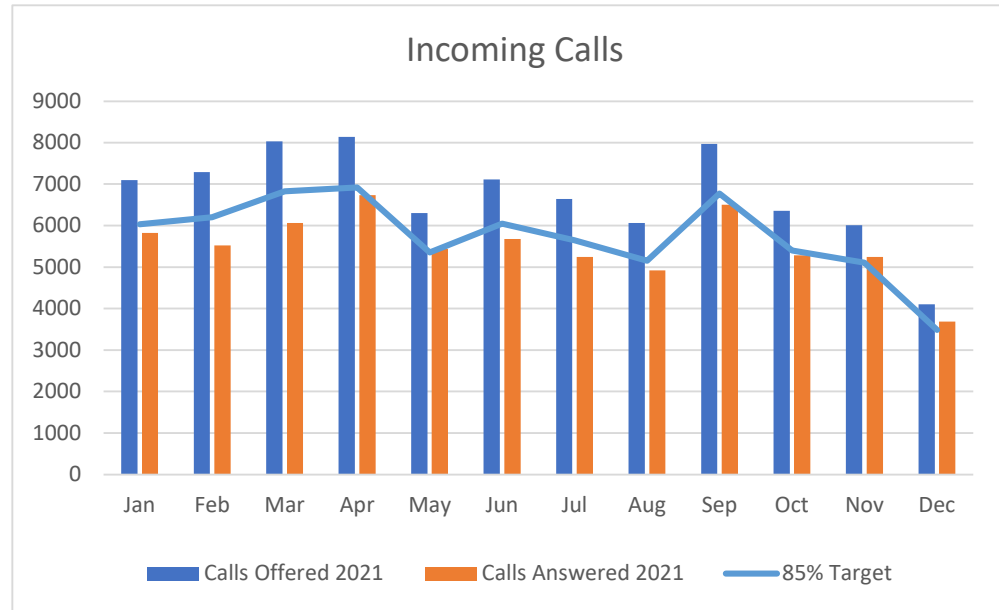


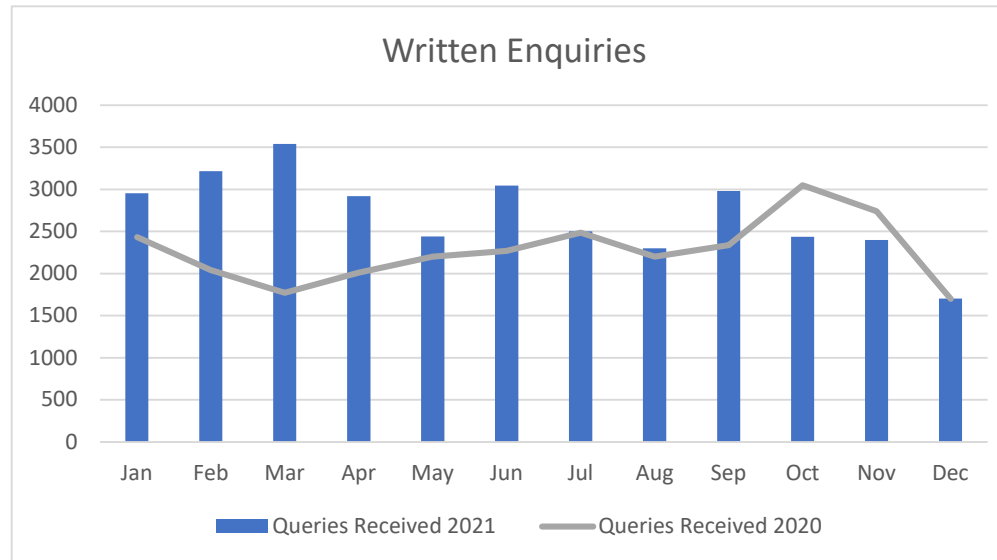
Appendix D: Customer Services Statistics

October - December 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2021	7094	7293	8027	8142	6299	7114	6643	6063	7968	6355	6009	4102
Calls Answered 2021	5822	5523	6065	6733	5437	5675	5247	4919	6505	5281	5242	3686
Calls Offered 2020	8031	6812	5603	5552	5601	6572	6574	5587	7121	6705	5930	4109
Answer Rate (Target 85%)	82.07%	75.73%	75.56%	82.69%	86.32%	79.77%	78.99%	81.13%	81.64%	83.10%	87.24%	89.86%
Percentage increase	-11.67%	7.06%	43.26%	46.65%	12.46%	8.25%	1.05%	8.52%	11.89%	-5.22%	1.33%	-0.17%

Appendix D: Customer Services Statistics



Queries Received 2021

Queries Received 2020

Percentage increase

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2953	3217	3541	2921	2441	3043	2502	2299	2980	2437	2398	1701
2431	2039	1770	2011	2199	2270	2485	2202	2338	3049	2741	1699
21.47%	57.77%	100.06%	45.25%	11.01%	34.05%	0.68%	4.41%	27.46%	-20.07%	-12.51%	0.12%