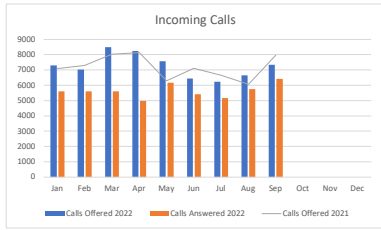
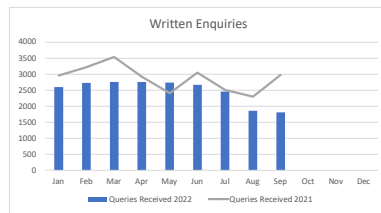


Appendix D: Customer Services Statistics
July - September 2022



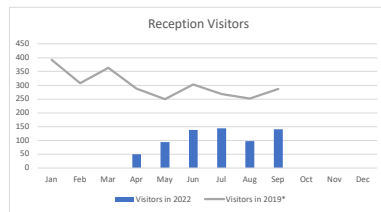
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2022	7291	7021	8483	8231	7560	6432	6217	6647	7338			
Calls Answered 2022	5609	5609	5609	4968	6171	5419	5166	5743	6414			
Calls Offered 2021	7094	7293	8027	8142	6299	7114	6643	6063	7968			
Answer Rate (Target 85%)	76.93%	79.89%	66.12%	60.36%	81.63%	84.25%	83.09%	86.40%	87.41%			

Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2022	2597	2731	2754	2761	2741	2665	2460	1860	1807			
Queries Received 2021	2953	3217	3541	2921	2406	3043	2502	2299	2980			

Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 2022	0	0	0	50	94	138	144	97	140			
Visitors in 2019* pre COVID	393	307	364	288	250	303	268	252	287	294	315	243