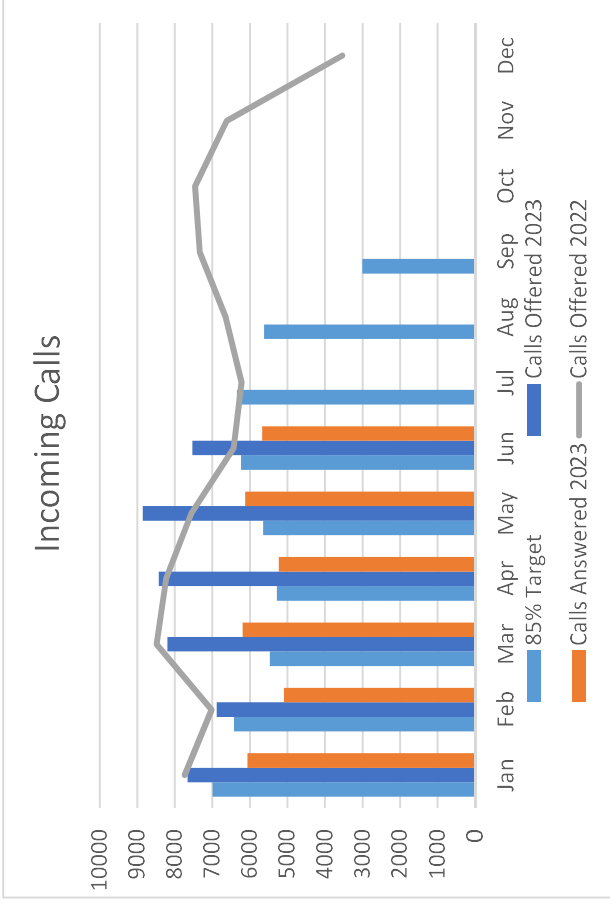


## Appendix C: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2023	7661	6882	8202	8427	8854	7537	0	0	0	0	0	0
Calls Answered 2023	6064	5098	6193	5234	6130	5674	0	0	0	0	0	0
Calls Offered 2022	7741	7021	8483	8231	7560	6432	6217	6647	7338	7465	6619	3540
Answer Rate (Target 85%)	79.15%	74.08%	75.51%	62.11%	69.23%	75.28%						
Percentage increase	-1.03%	-1.98%	-3.31%	2.38%	17.12%	17.18%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%

Calls Offered 2023

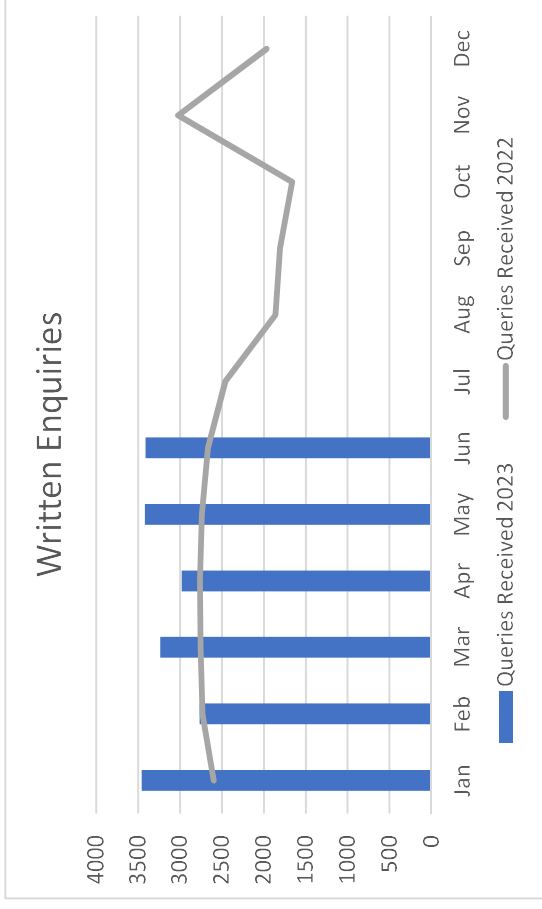
Calls Answered 2023

Calls Offered 2022

Answer Rate (Target 85%)

Percentage increase

## Appendix C: Customer Services Statistics



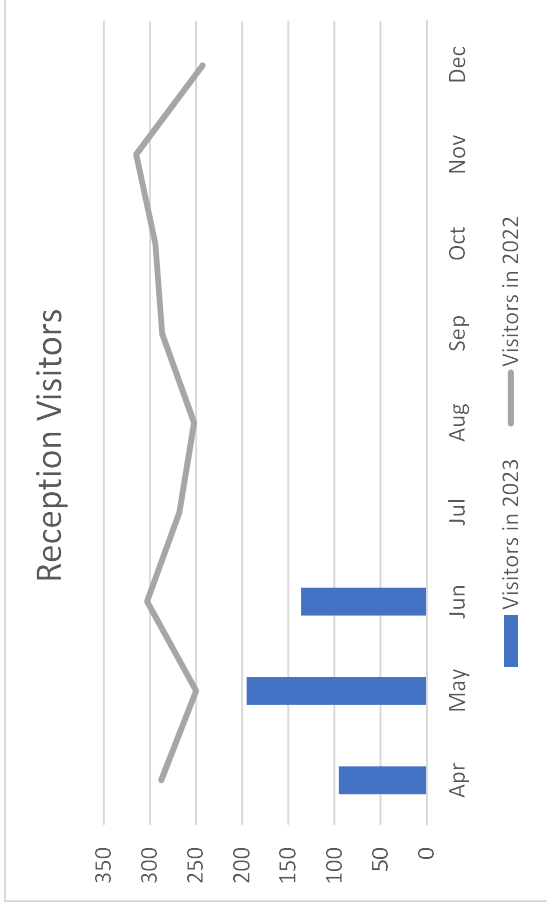
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2023	3456	2765	3237	2980	3420	3412	0	0	0	0	0	0
Queries Received 2022	2597	2731	2754	2761	2741	2665	2460	1860	1807	1662	3023	1967
Percentage increase	33.08%	1.24%	17.54%	7.93%	24.77%	28.03%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%

Queries Received 2023

Queries Received 2022

Percentage increase

### Appendix C: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 2023	136	107	41	95	195	136	0	0	0	0	0	0
Visitors in 2022	393	307	364	288	250	303	268	252	287	294	315	243

Visitors in 2023  
Visitors in 2022