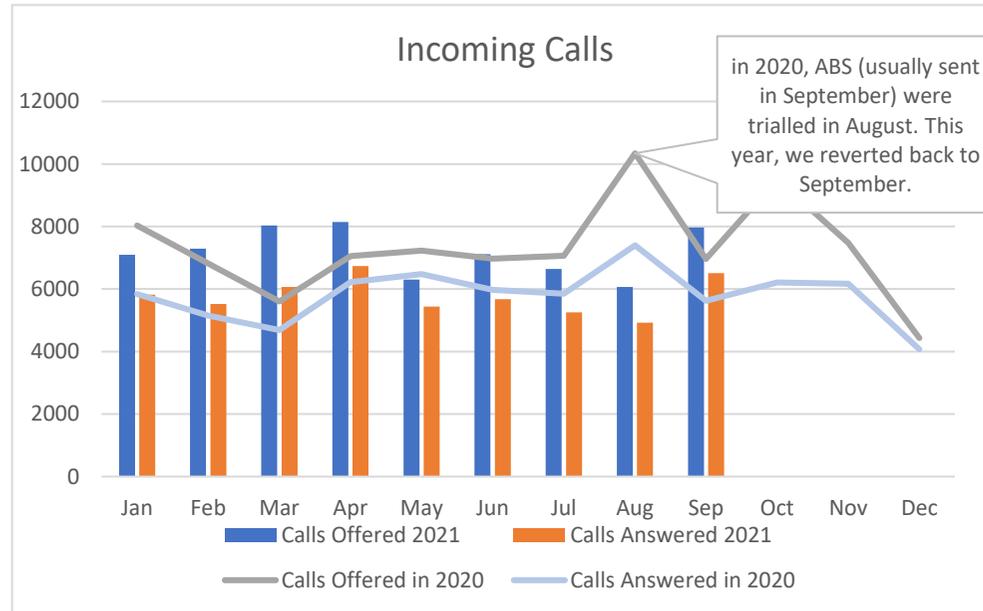
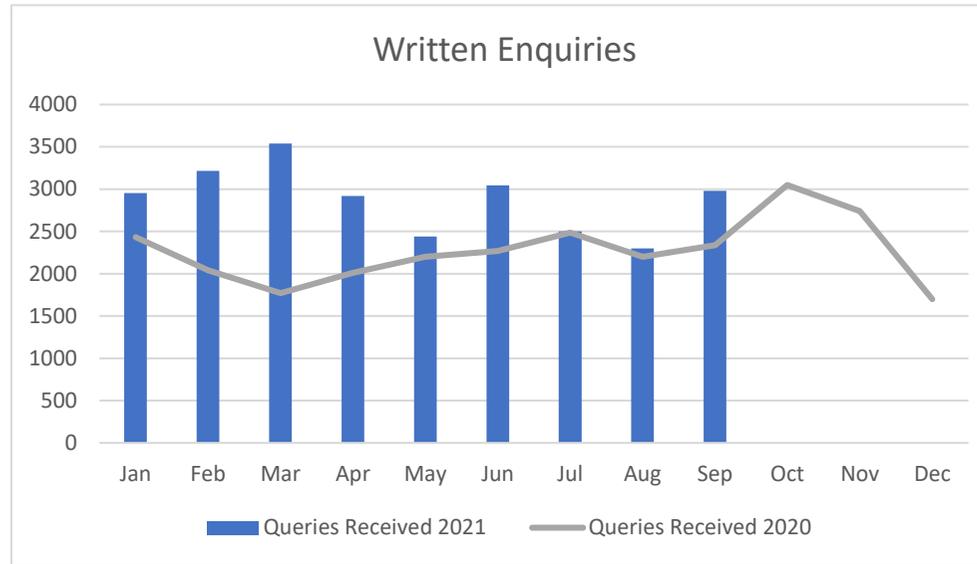


## Appendix D: Customer Services Statistics July to September 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2021	7094	7293	8027	8142	6299	7114	6643	6063	7968			
Calls Answered 2021	5822	5523	6065	6733	5437	5675	5247	4919	6505			
Calls Offered in 2020	8031	6812	5603	7055	7224	6968	7068	10342	6956	9513	7476	4431
Calls Answered in 2020	5842	5149	4682	6216	6477	5968	5848	7398	5624	6206	6171	4071
Answer Rate (Target 85%)	82.07%	75.73%	75.56%	82.69%	86.32%	79.77%	78.99%	81.13%	81.64%			
Percentage increase	-11.67%	7.06%	43.26%	15.41%	-12.80%	2.10%	-6.01%	-41.37%	14.55%			

## Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2021	2953	3217	3541	2921	2441	3043	2502	2299	2980			
Queries Received 2020	2431	2039	1770	2011	2199	2270	2485	2202	2338	3049	2741	1699
Percentage increase	21.47%	57.77%	100.06%	45.25%	11.01%	34.05%	0.68%	4.41%	27.46%			