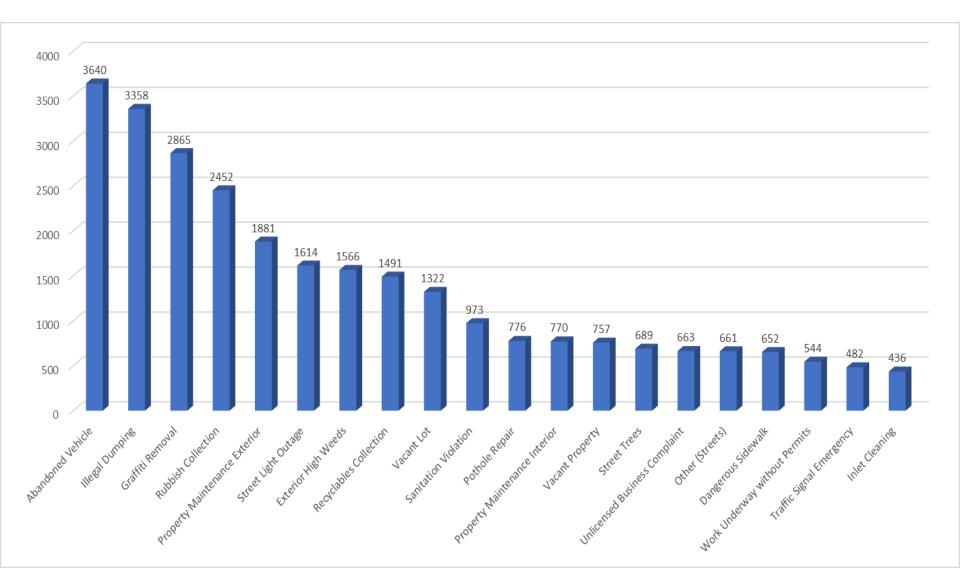


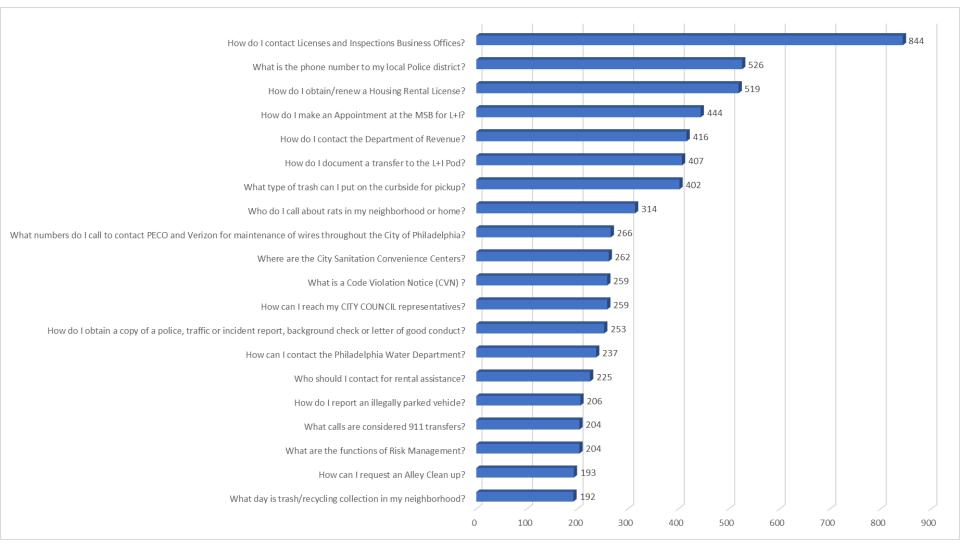
July 2023 *Public*

Top 20 Service Requests of the 32,986 Total Cases Submitted



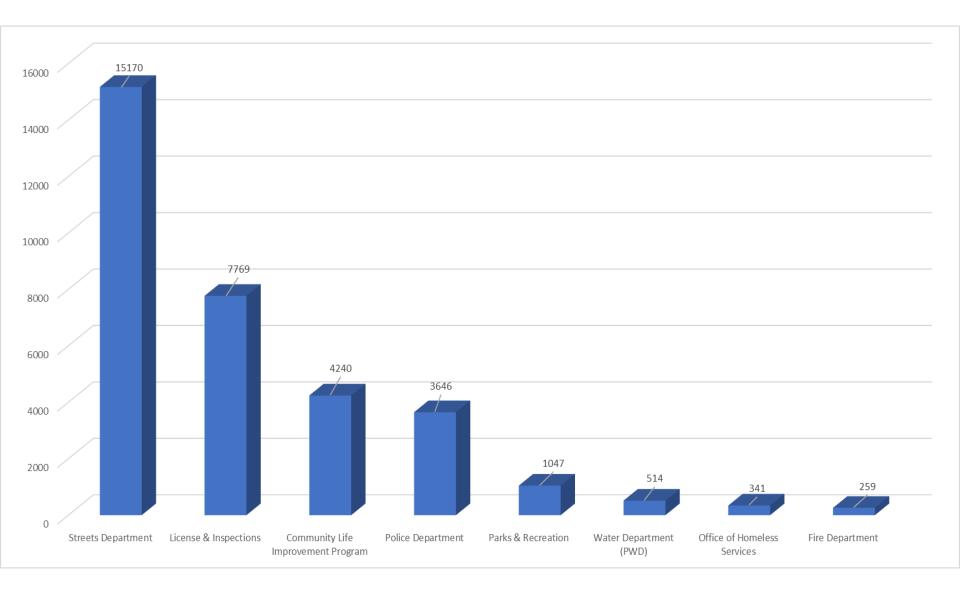


Top 20 Information Requests of the 22,174 Total Cases Submitted





Service Requests by Department of the 32,986 Total Cases Submitted





5,000 100% 4,500 90% 4,000 80% 3,500 70% 3,000 60% 2,500 50% 2,000 40% 1,500 30% 1,000 20% 500 10% 0 0% 712112023 11312023 71212023 71612023 71712023 711212023 712212023 7124/2023 712712023 7/19/2023 712012023 712212023 7125/2023 712112023 1129/2023 113012023 71512023 71812023 11912023 112012023 7113/2023 7115/2023 711612023 7118/2023 112612023 712812023 1123/2023 712412023 713212023 Number of Long Abandon Calls >45sec Number of Short Abandon Calls <45sec Inbound Calls Service Level - % Ans in 30 sec Goal>50% Service Level Goal

July 2023	Week 2 (7/2-7/8)	Week 3 (7/9- 7/15)	Week 4 (7/16- 7/22)	Week 5 (7/23- 7/29)	Week 6 (7/30- 7/31)
Calls Handled	5,660	7,338	7,574	7,137	1,433
Service Level (Goal 50%)	11%	18%	19%	16%	5%
Average Speed of Answer (Goal <30s)	4:53	4:41	4:15	5:51	8:56
Average Talk Time	3:48	4:08	4:06	4:09	4:29

"Service Level" is the percentage of calls answered in less than 30 seconds. Our goal is 50%. "Average Speed of Answer" is the average wait time the call experiences in queue.

