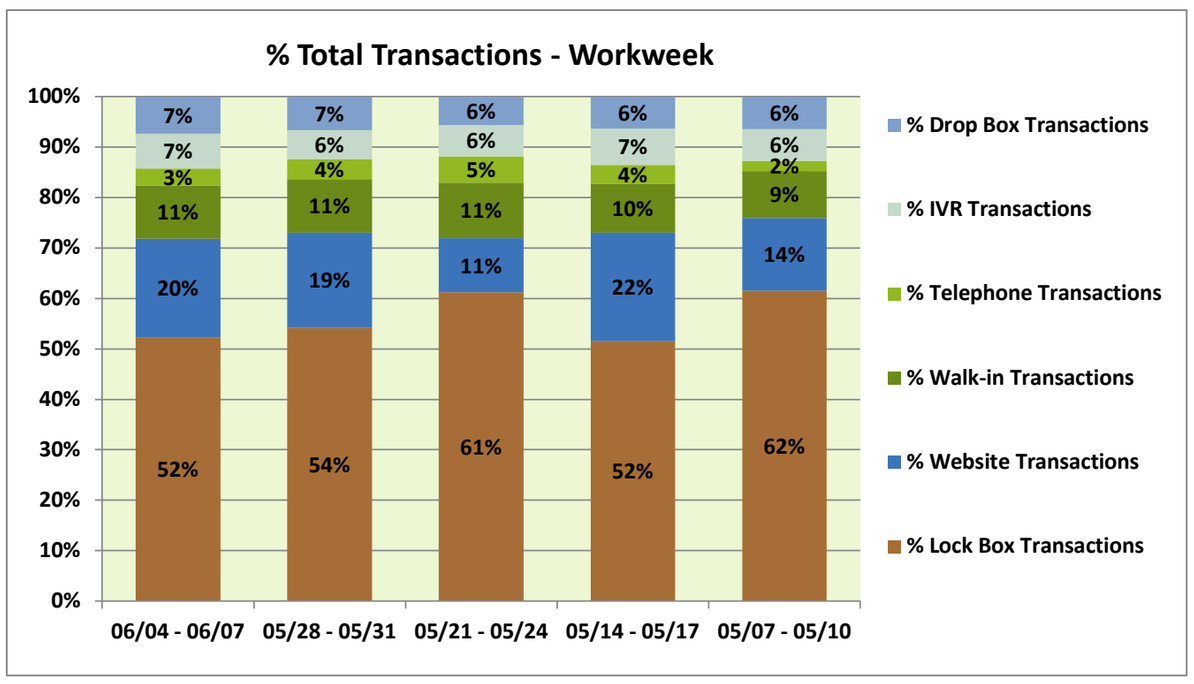
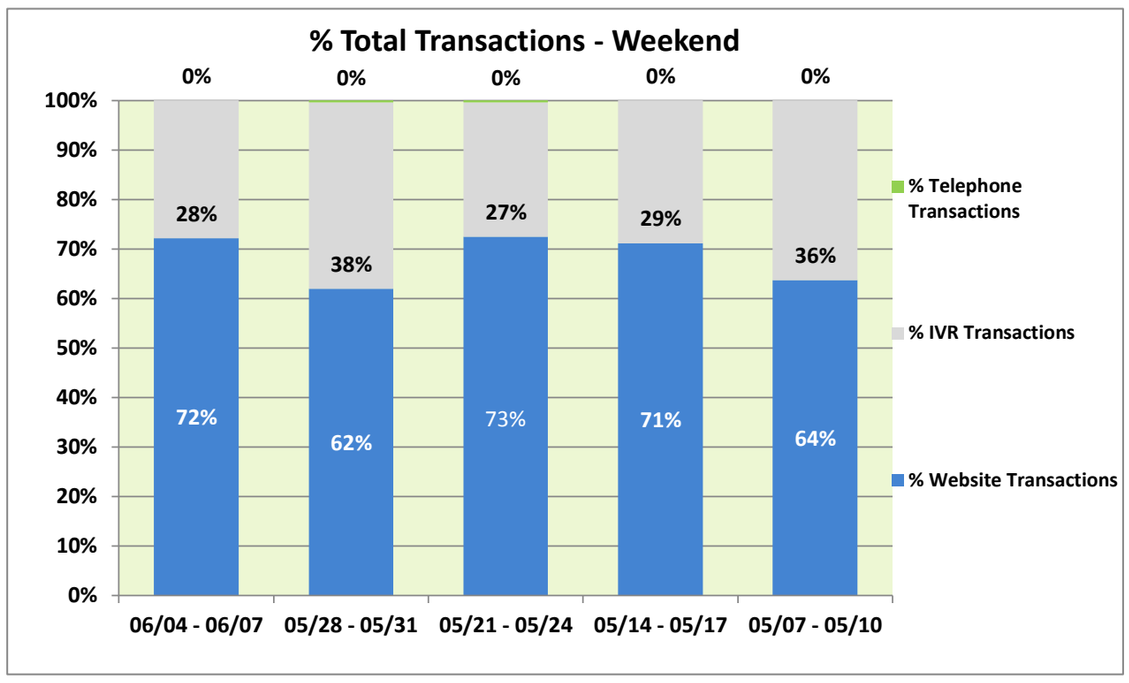
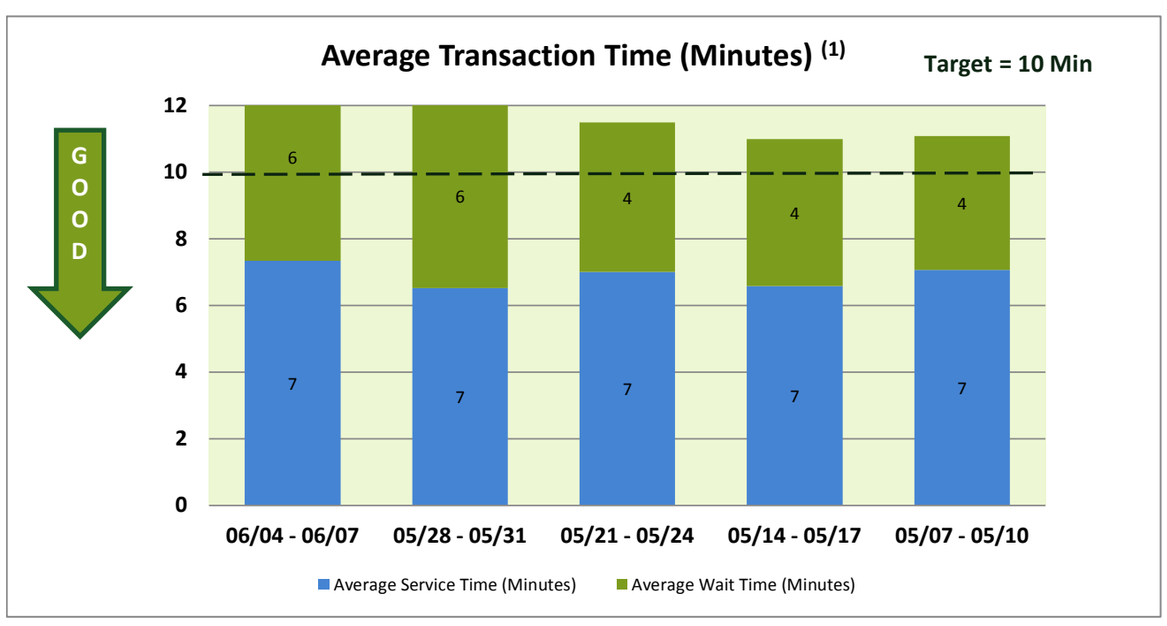
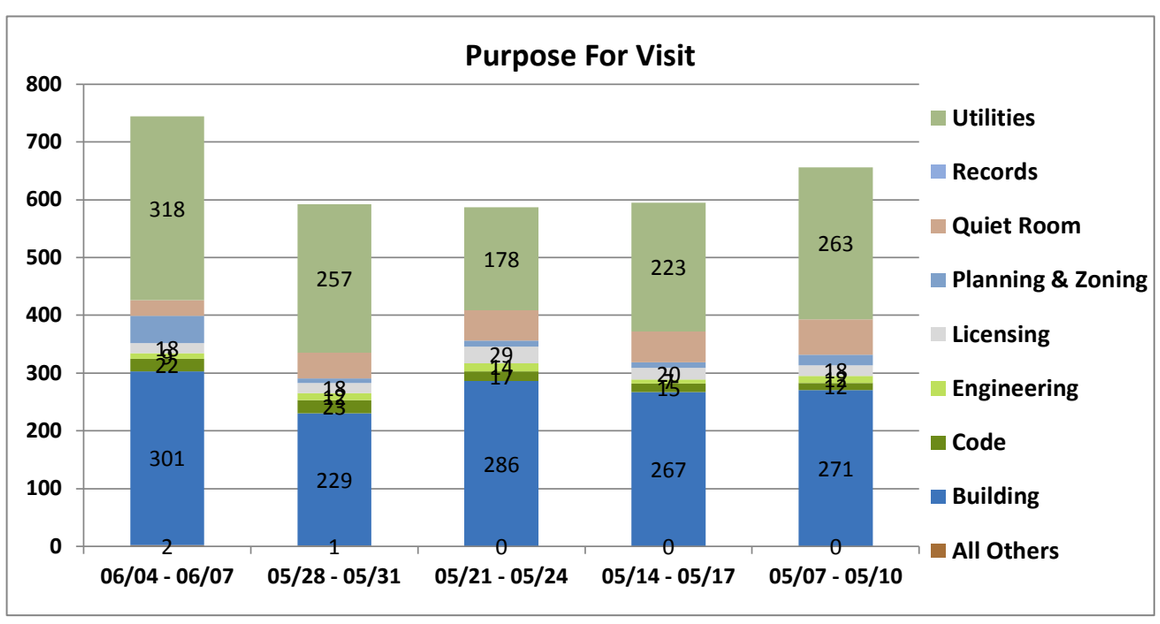
Customer Service - Weekly Performance Report
June 4, 2012 - June 7, 2012



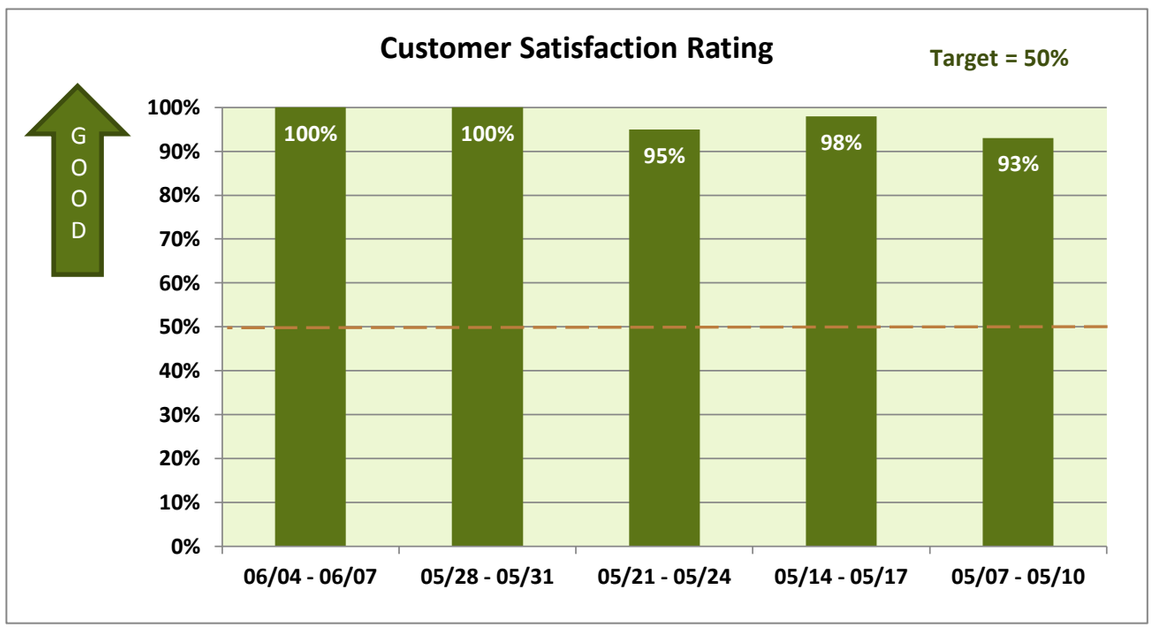


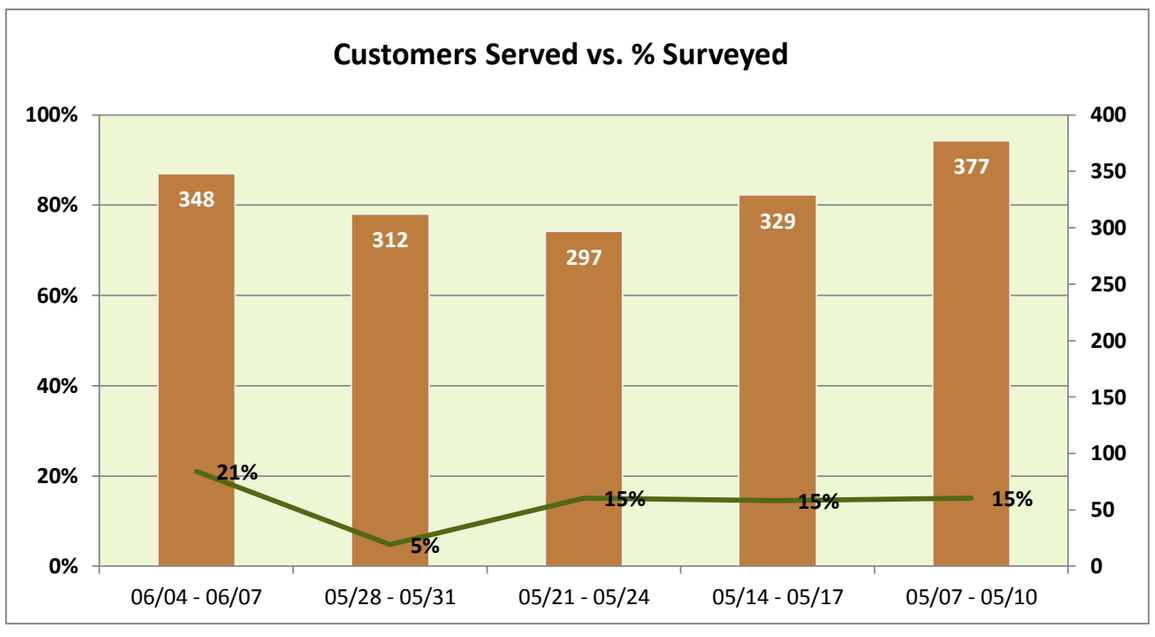
Customer Service	MEASURE	06/04 - 06/07	05/28 - 05/31	05/21 - 05/24	05/14 - 05/17	05/07 - 05/10	FYTD 2012
	Workweek:						
Provides Customers with convenient service options	Lock Box Transactions	1,727	1,592	1,647	1,742	2,467	62,878
	Website Transactions	647	554	289	728	577	17,139
	Walk-in Transactions	348	312	297	329	377	11,963
	Telephone Transactions	111	115	139	123	77	7,938
	IVR Transactions	228	171	169	247	256	7,027
	Drop Box Transactions	243	194	150	212	256	7,013
	Total Workweek Transactions	3,304	2,938	2,691	3,381	4,010	113,958
	Weekend:						
	Telephone Transactions	0	1	1	0	0	31
	IVR Transactions	79	118	71	15	104	2,742
	Website Transactions	57	194	190	37	183	6,358
	Total Weekend Transactions	79	313	262	52	287	9,131
	Grand Total	3,383	3,251	2,953	3,433	4,297	123,089





Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	348	312	297	329	377	11,963
	Percent Walk-in Customers to Total Customers	11%	11%	11%	10%	9%	11%
	Average Service Time (Minutes)(1)	7	7	7	7	7	6
	Average Wait Time (Minutes)	6	6	4	4	4	8
	% Wait Time < or = 5 Minutes	56%	61%	67%	65%	75%	71%
	% Wait Time > or = 30 Minutes	5%	4%	3%	3%	2%	4%





Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	100%	100%	95%	98%	93%	96%
	Overall	96%					

This metric calculated by the weighted average method based on survey responses. Will be replaced by actual averages upon implementation of queuing software.

Note (1) New Lobby Registration System implemented 04/09/12

Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

Data as of: June 7, 2012 4:45:11 PM

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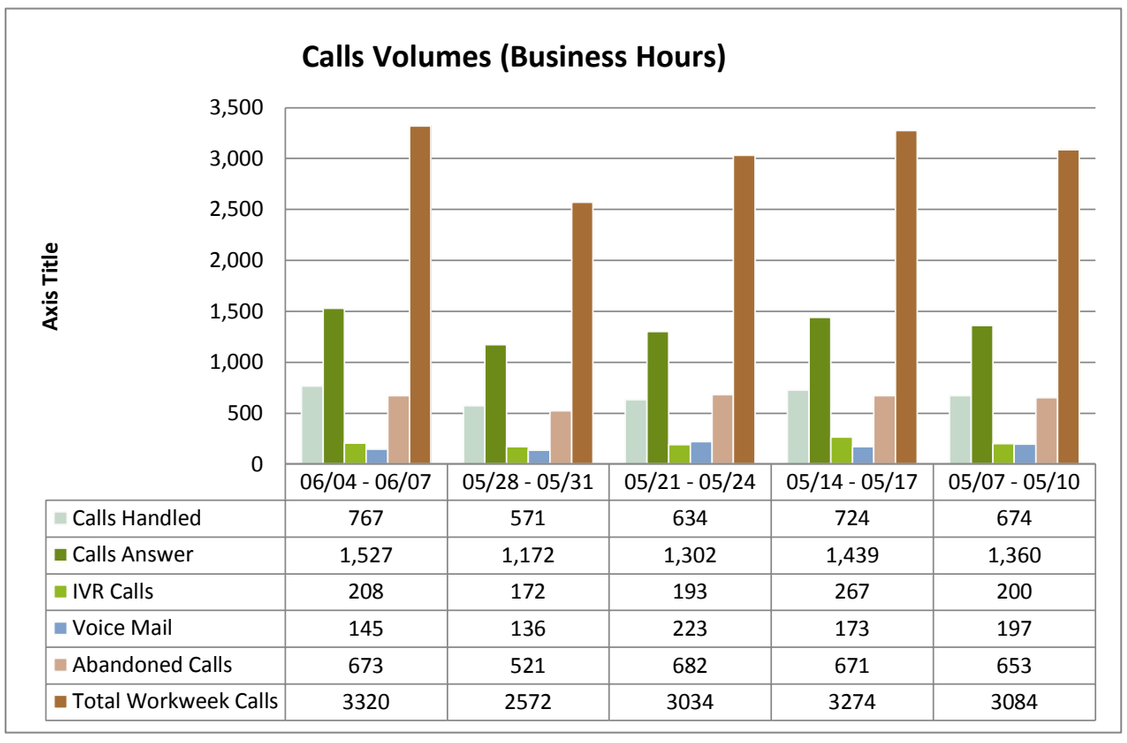
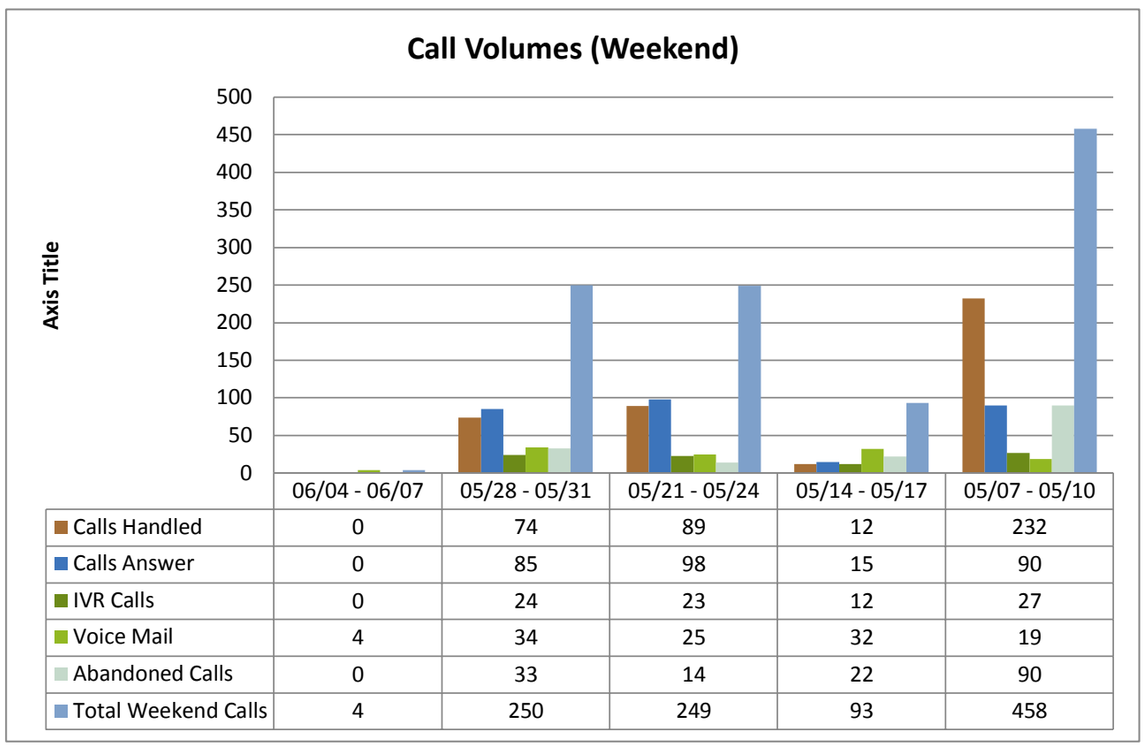
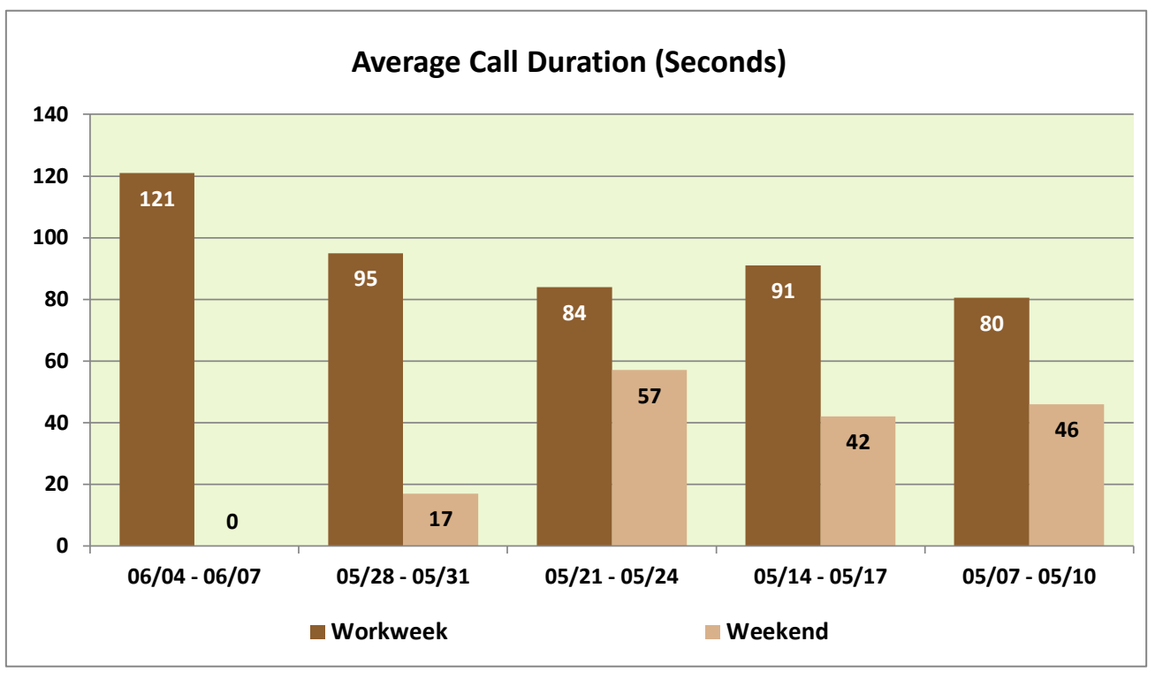
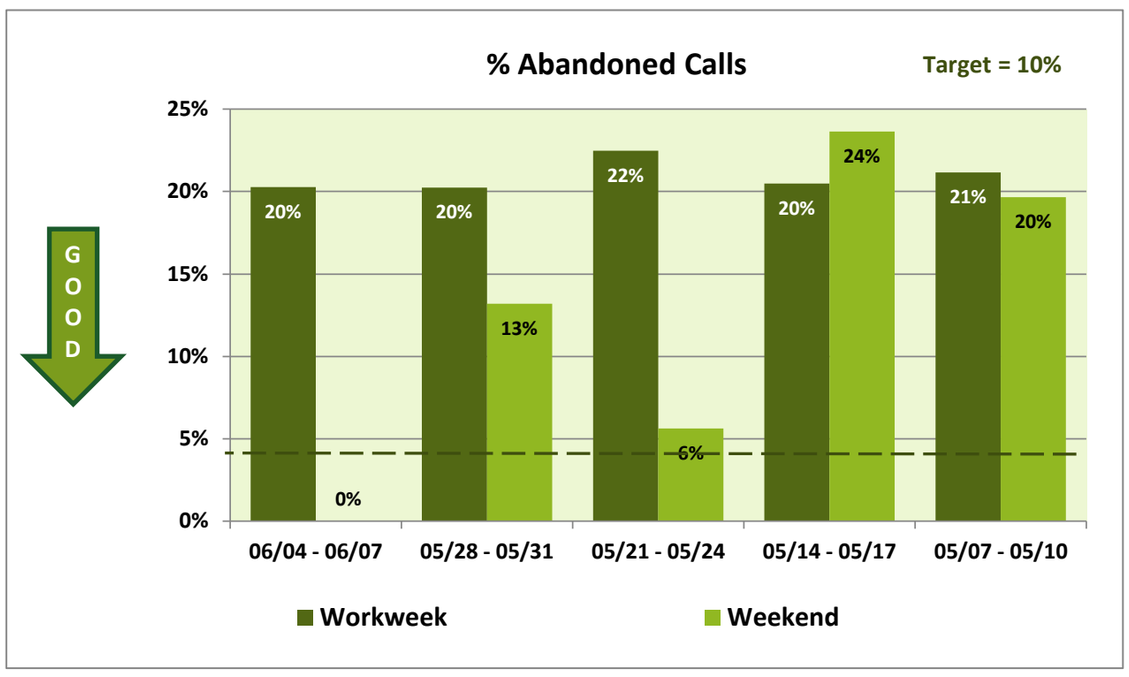


	06/04 - 06/07	05/28 - 05/31	05/21 - 05/24	05/14 - 05/17	05/07 - 05/10
Calls Handled	767	571	634	724	674
Calls Answer	1,527	1,172	1,302	1,439	1,360
IVR Calls	208	172	193	267	200
Voice Mail	145	136	223	173	197
Abandoned Calls	673	521	682	671	653
Total Workweek Calls	3320	2572	3034	3274	3084



	06/04 - 06/07	05/28 - 05/31	05/21 - 05/24	05/14 - 05/17	05/07 - 05/10
Calls Handled	0	74	89	12	232
Calls Answer	0	85	98	15	90
IVR Calls	0	24	23	12	27
Voice Mail	4	34	25	32	19
Abandoned Calls	0	33	14	22	90
Total Weekend Calls	4	250	249	93	458





Customer Service	MEASURE	06/04 - 06/07	05/28 - 05/31	05/21 - 05/24	05/14 - 05/17	05/07 - 05/10	FYTD 2012
	Workweek:						
Responds quickly and efficiently to Customer telephone calls and inquires	Calls Handled	*767*	571	634	724	674	77,194
	% Abandoned Calls	*20%*	20%	22%	20%	21%	31%
	Average Call Duration (Seconds)	*121*	95	84	91	80	119
	Weekend:						
	Calls Handled	*0*	74	89	12	232	10834
	% Abandoned Calls	*0%*	13%	6%	24%	20%	43%
	Average Call Duration (Seconds)	*0*	17	57	42	46	60