



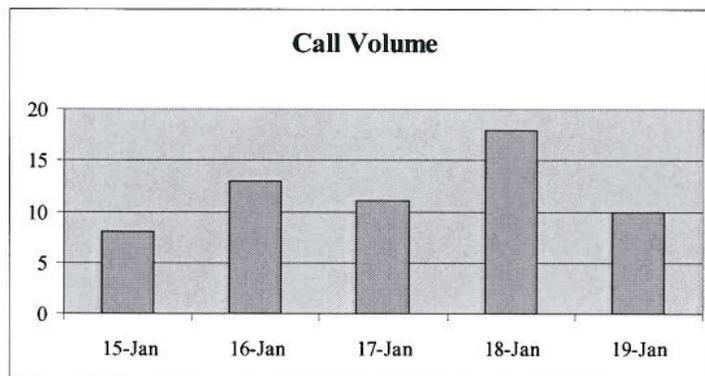
SEMSWA CALL CENTER STATISTICS
for January 15th – 19th

**Call Volume, Tracking Categories, Escalation, Public Opinion,
and Overflow Responder Update**

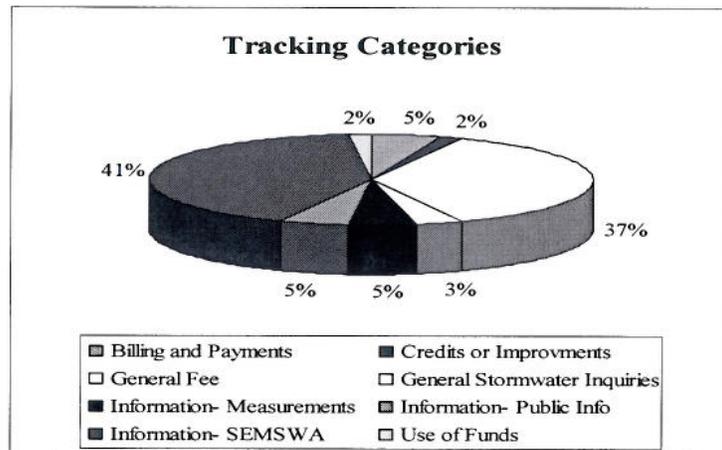
Call Volume Since January 15th

Total Calls = 60

Average Number of Calls per Day = 12

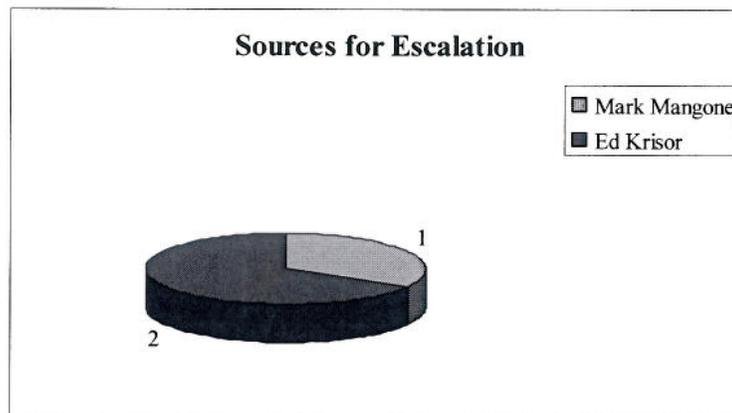


Tracking Categories January 15th – 19th



Escalation January 15th – 19th

Escalation rate = $3 / 60 = 5\%$



Public Opinion

- Quantifying a negative vs. positive percentage within our call volume is hard because almost all customers at this point view our Authority in a negative light.
- Only one person so far has acknowledged the need for our Authority and understood our general goal.
- The most contentious points seem to be our quick formation, our future plans to spend more than previous area Authorities, captured impervious area, and lack of public input and information.

SEMSWA Overflow Responder

Stuart Buckley was hired as of Monday, January 15th to provide overflow support. His formal training is complete, and was hands on so it produced very quick results. As of Friday, January 19th his phone has been installed. Stuart will need no additional call center equipment given his time with us will last for an estimated 3-4 weeks. From this point forward he will be actively answering phone calls under the direct supervision of Mark Mangone.