

Customer Service Ticket Overview Before and After Board Amendment

Total Tickets Received		
Before	1707	
After	1182	

Received Via	Before	After
511	0	1
App	10	38
Board of Directors	1	6
Email	17	12
Letter	4	1
Operations	1	1
Phone	1038	724
Social Media	0	0
Walk-In	1	0
Web	635	399

Response Requested?	Before	After
Yes	730	512
No	977	670

Requested a Response Via	Before	After
App	0	4
Email	546	358
Letter	47	34
Phone	137	116