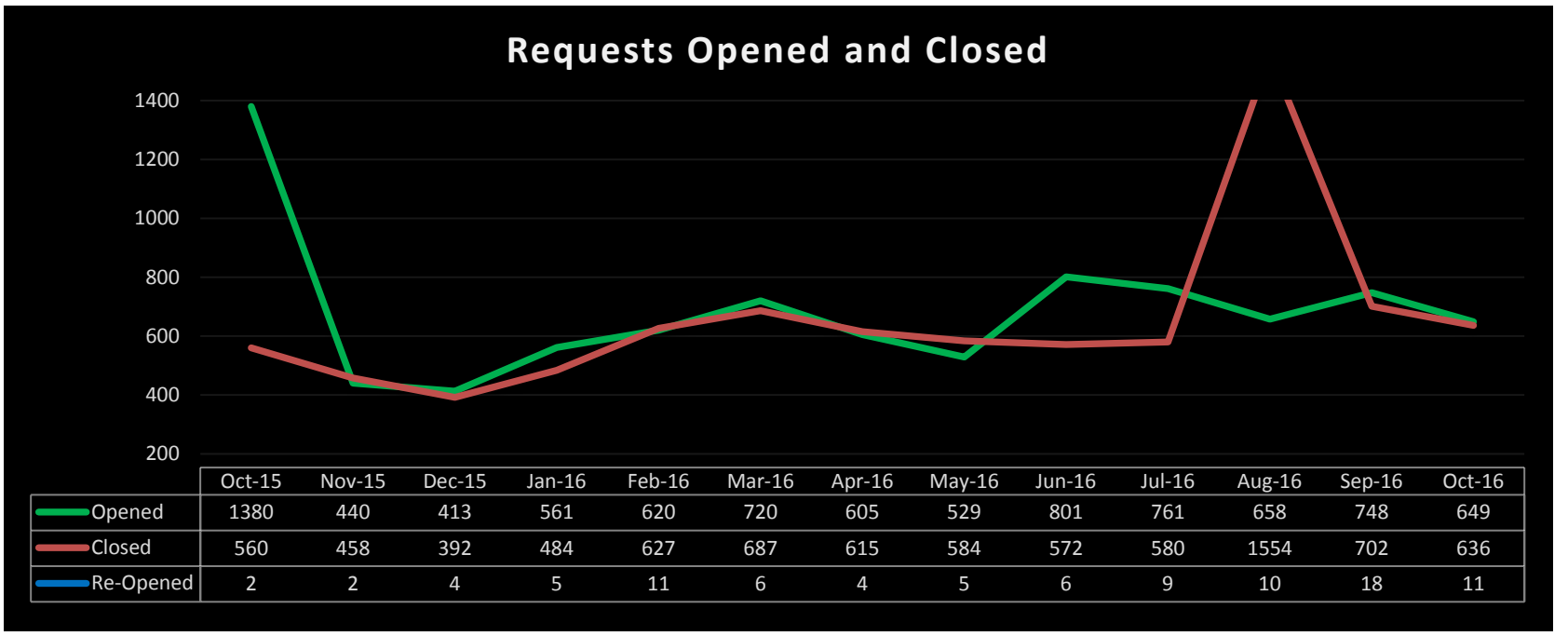
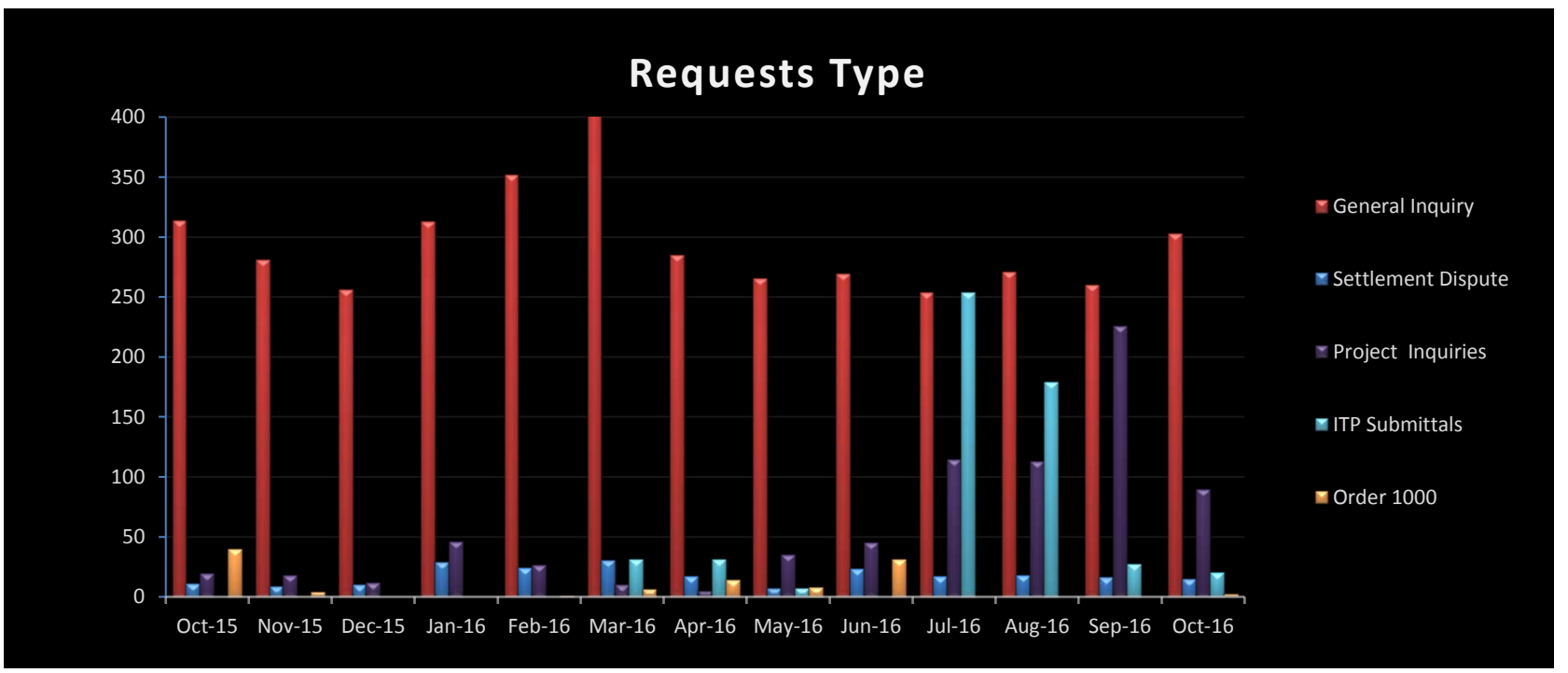
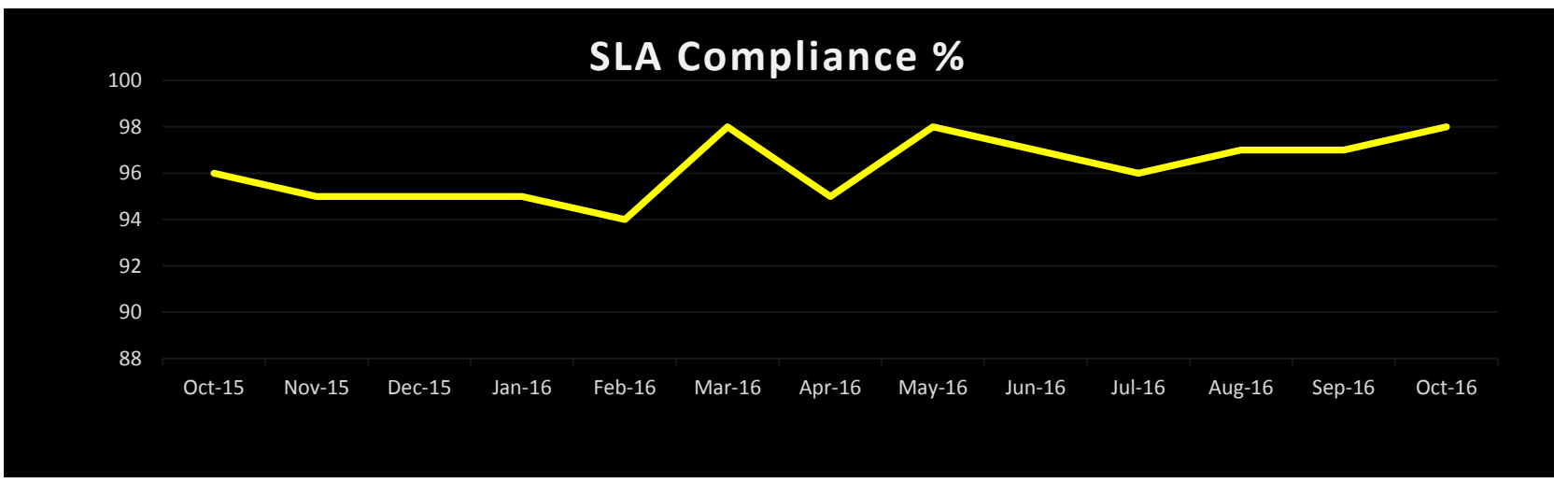
Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends

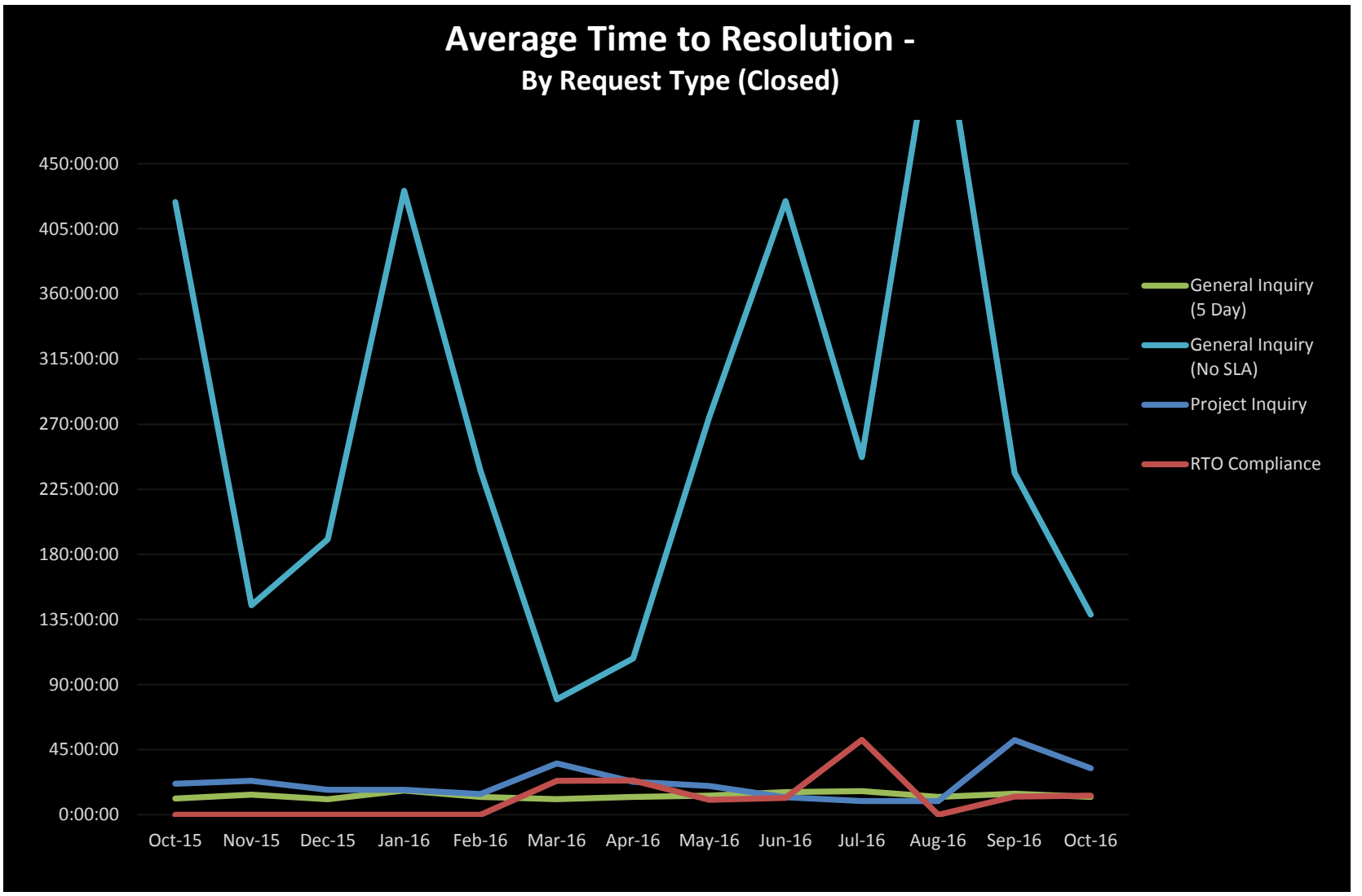
Reporting October 2016

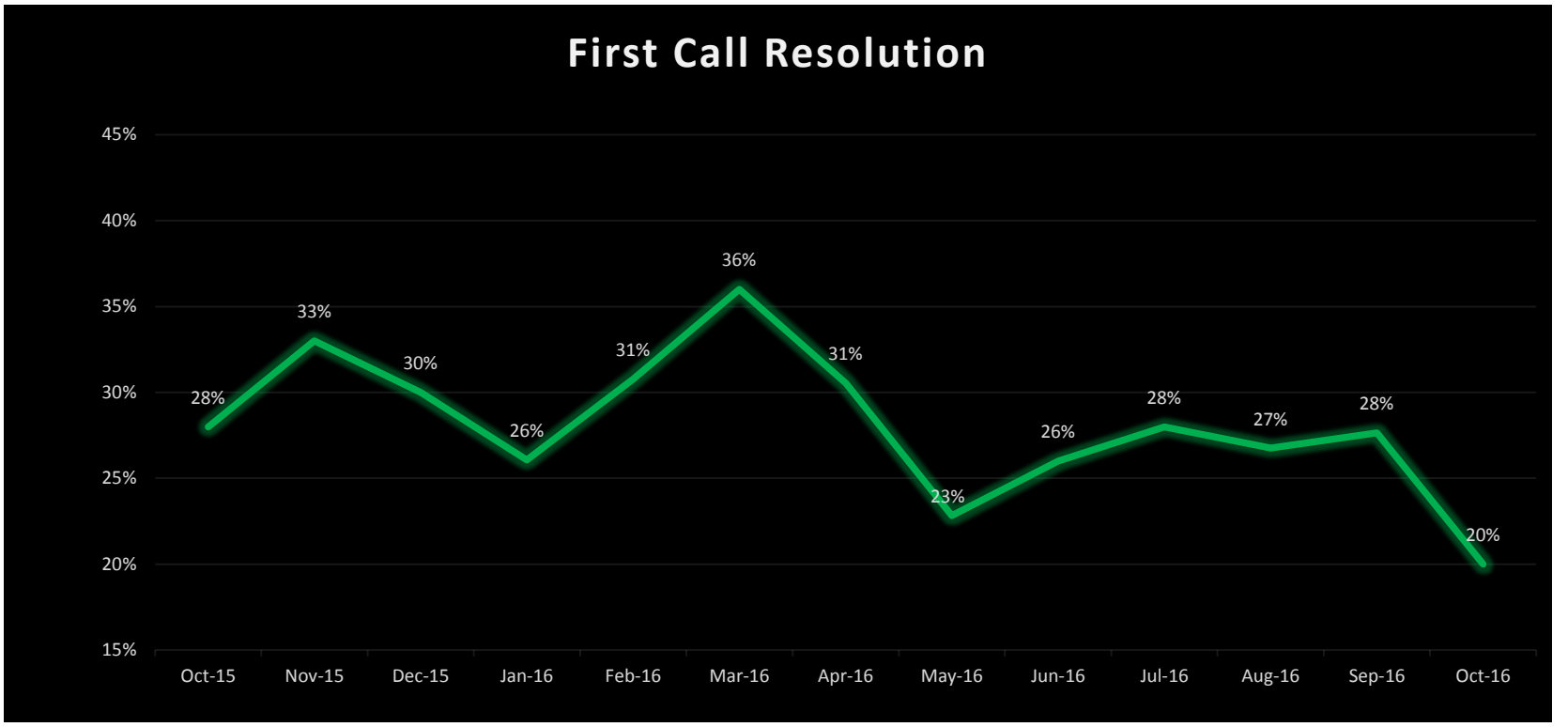


	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Opened	1380	440	413	561	620	720	605	529	801	761	658	748	649
Closed	560	458	392	484	627	687	615	584	572	580	1554	702	636
Re-Opened	2	2	4	5	11	6	4	5	6	9	10	18	11



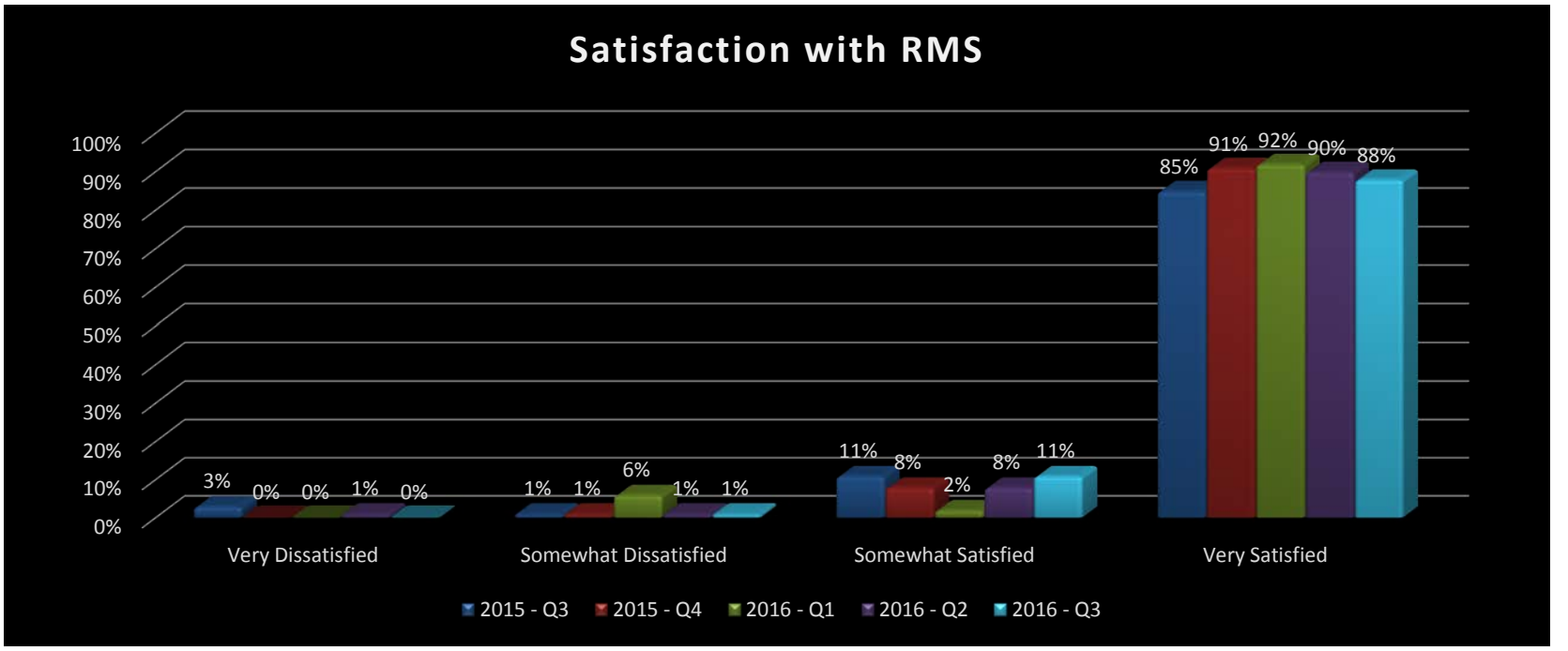


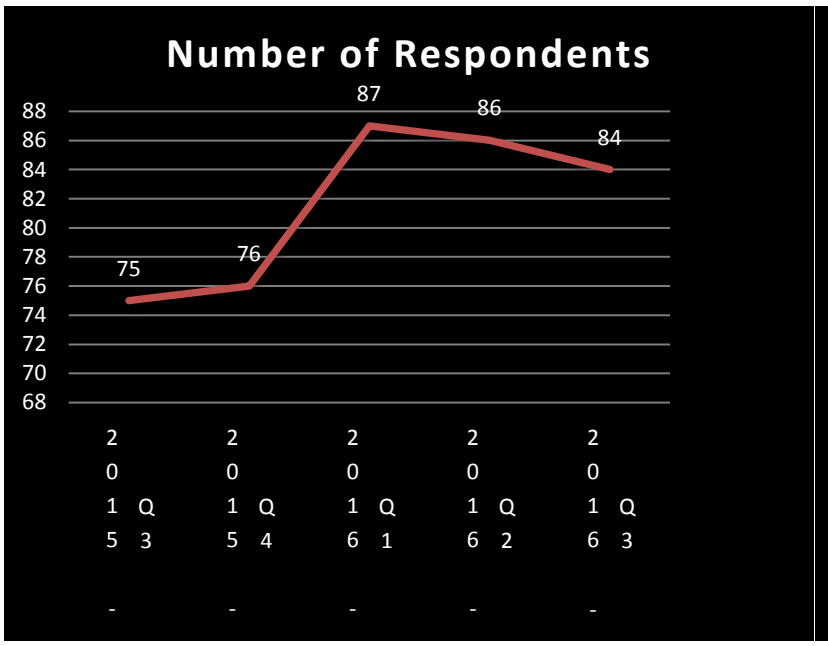

Average Time to Resolution -
By Request Type (Closed)
450:00:00
405:00:00
360:00:00
315:00:00
270:00:00
225:00:00
180:00:00
135:00:00
90:00:00
45:00:00
0:00:00
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
General Inquiry (5 Day)
General Inquiry (No SLA)
Project Inquiry
RTO Compliance

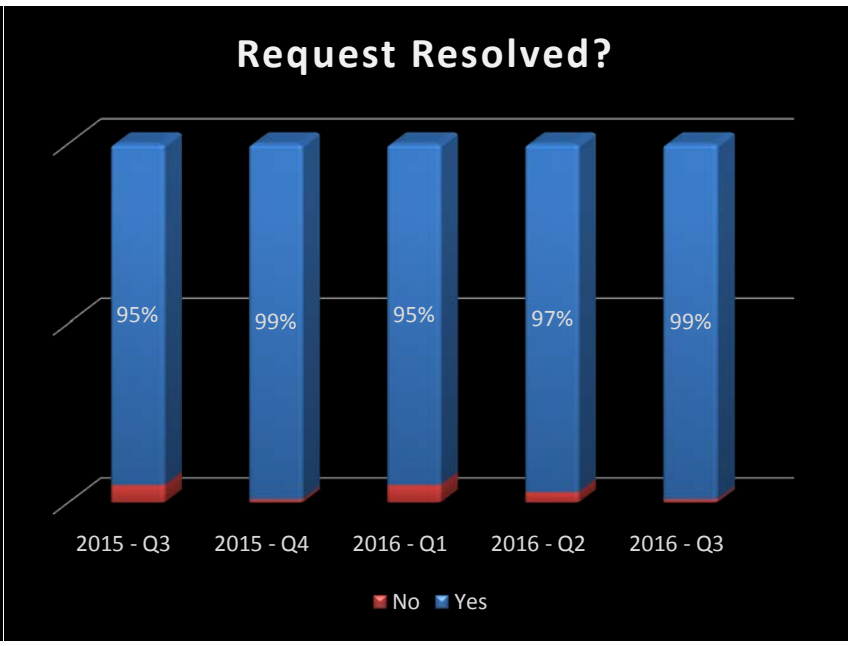

First Call Resolution
45%
40%
35%
30%
25%
20%
15%
28%
33%
30%
26%
31%
36%
31%
23%
26%
28%
27%
28%
20%
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16

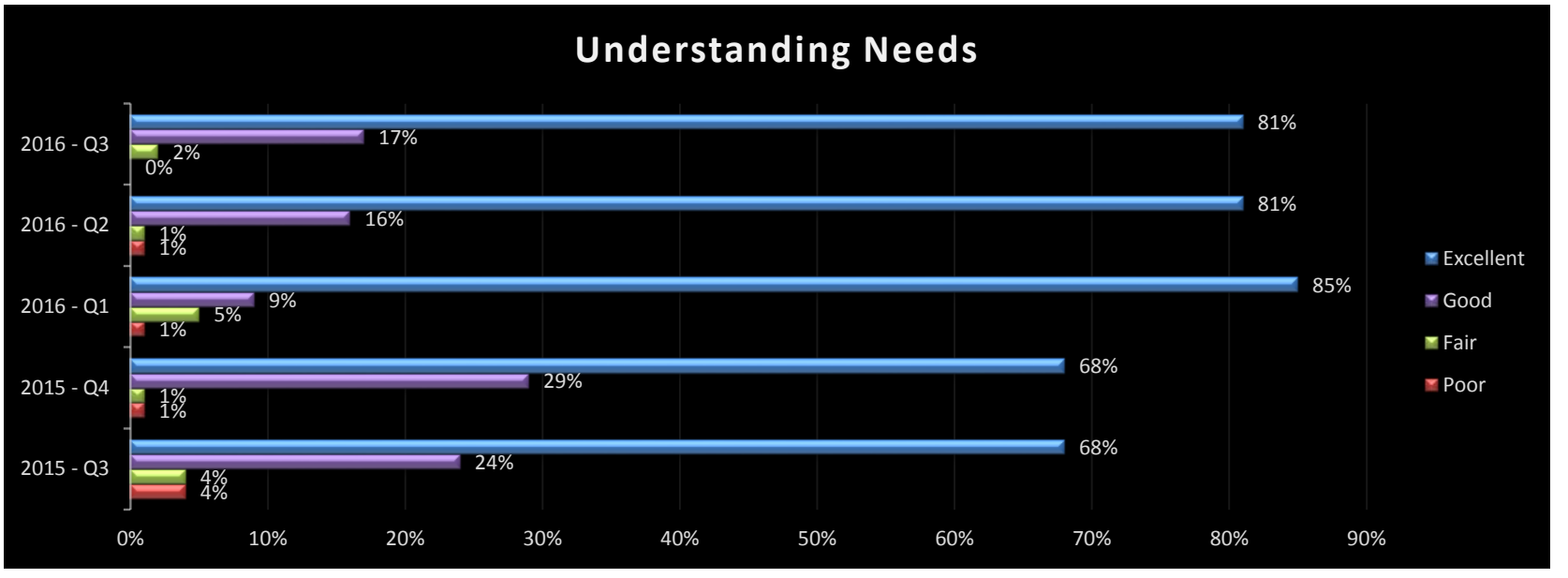
Quarterly Request Management System Metrics

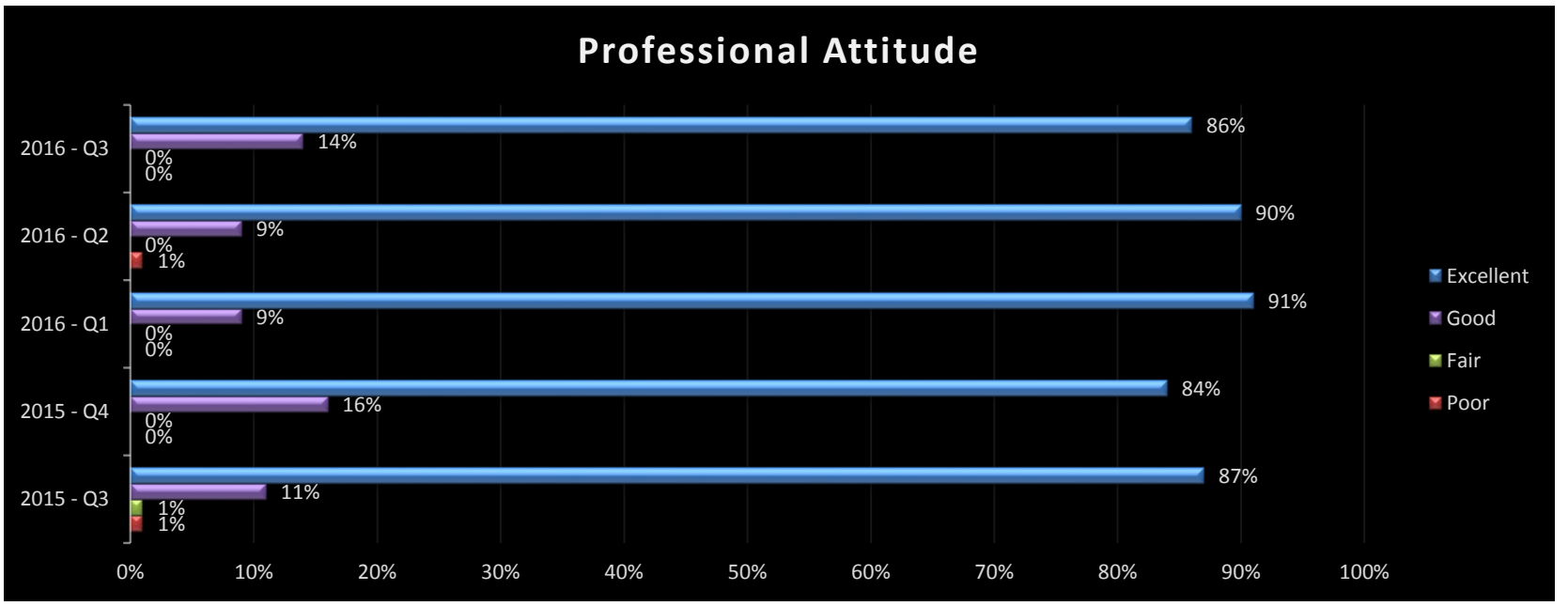
RMS Quarterly Satisfaction Survey Results
Q3 2015 - Q3 2016

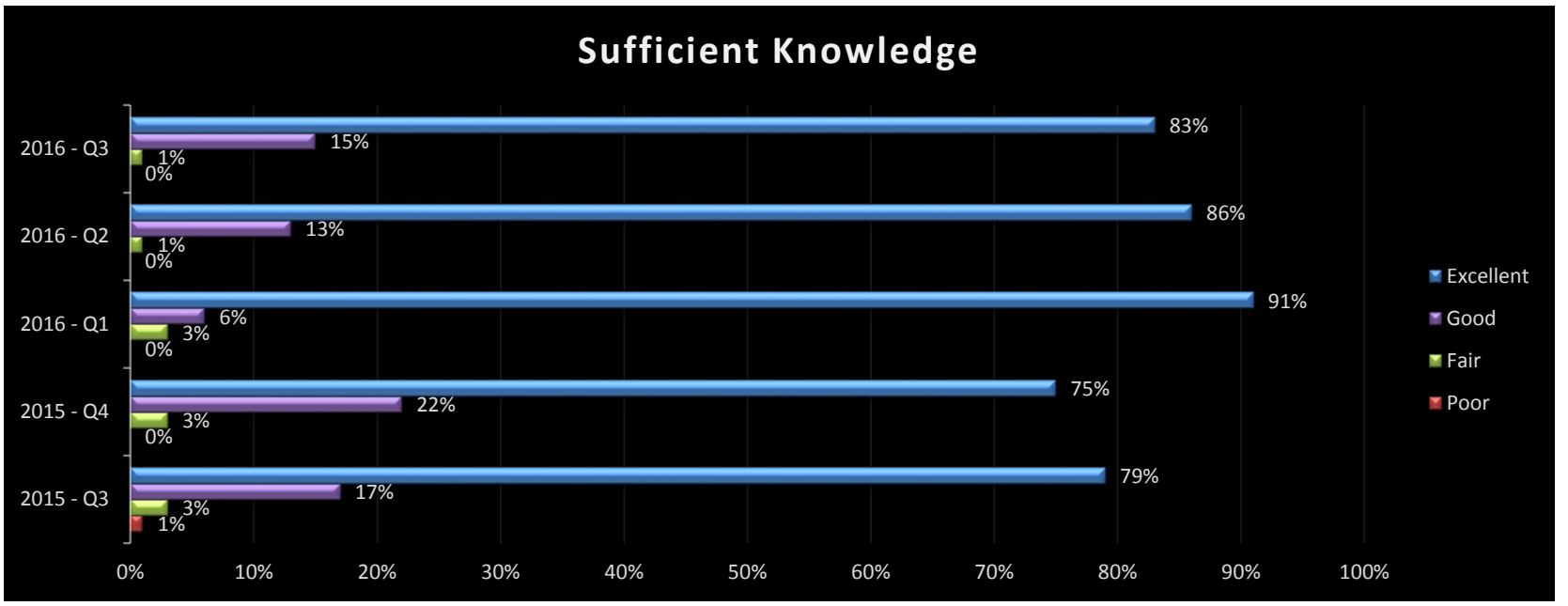


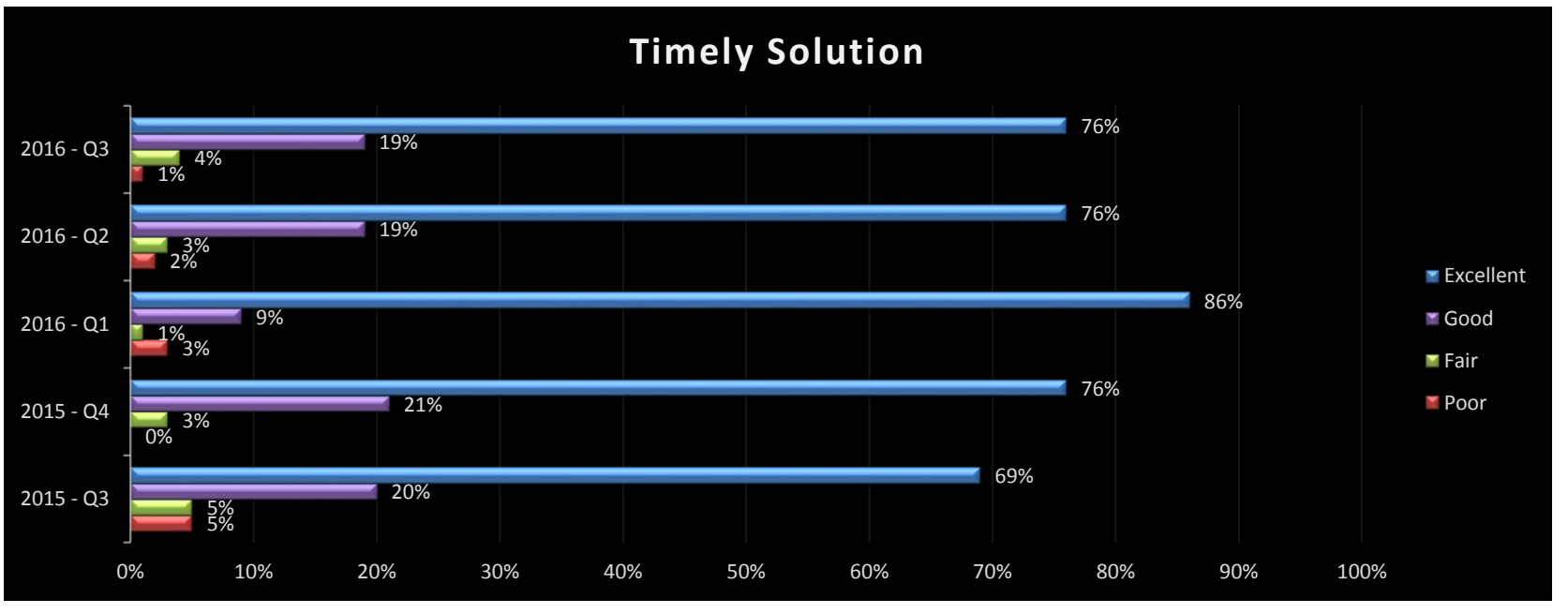


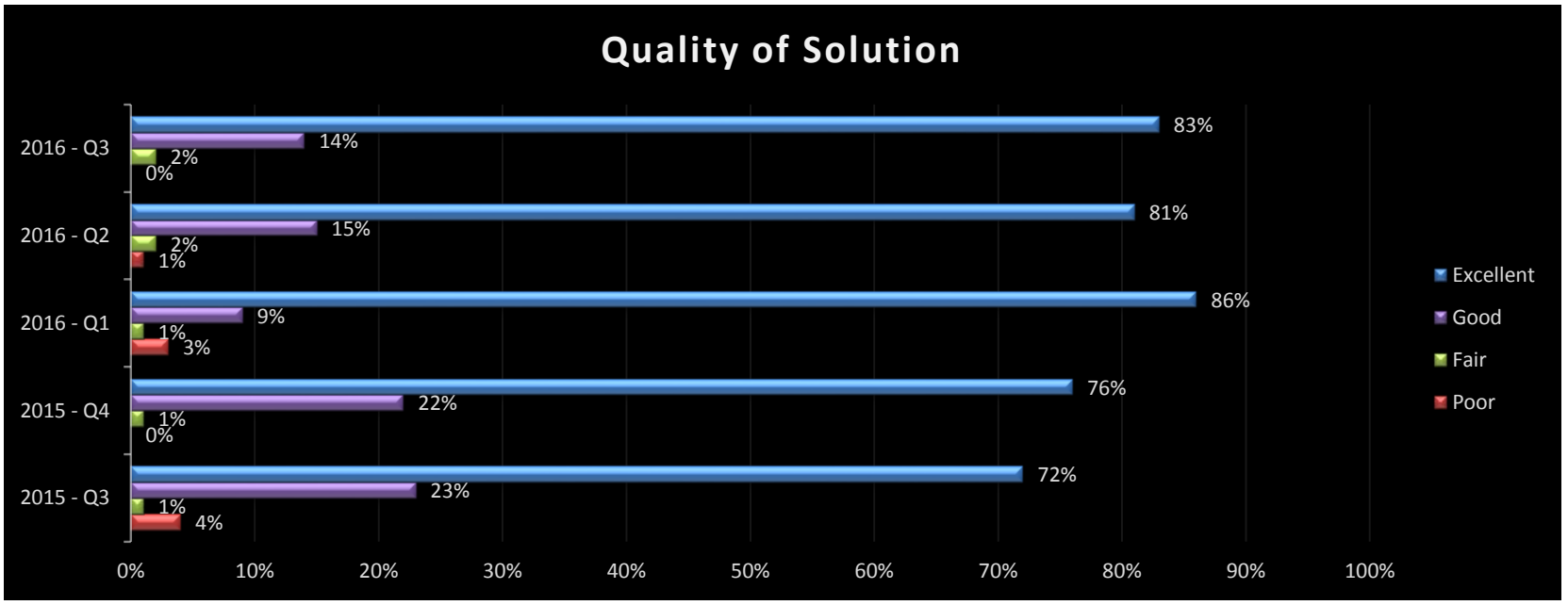


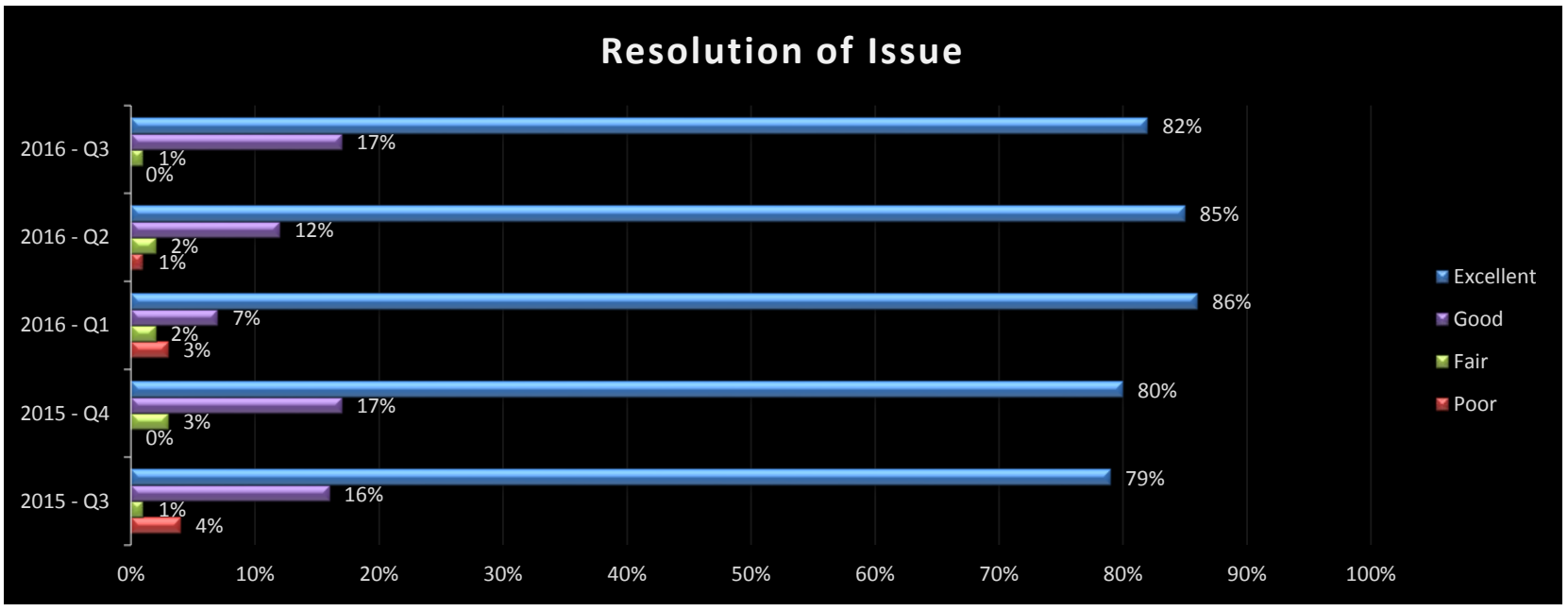



Professional Attitude
2016 - Q3
86%
14%
0%
0%
2016 - Q2
90%
9%
0%
1%
2016 - Q1
91%
9%
0%
0%
2015 - Q4
84%
16%
0%
0%
2015 - Q3
87%
11%
1%
1%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Excellent
Good
Fair
Poor


Sufficient Knowledge
2016 - Q3
83%
15%
1%
0%
2016 - Q2
86%
13%
1%
0%
2016 - Q1
91%
6%
3%
0%
2015 - Q4
75%
22%
3%
0%
2015 - Q3
79%
17%
3%
1%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Excellent
Good
Fair
Poor


Timely Solution
2016 - Q3
76%
19%
4%
1%
2016 - Q2
76%
19%
3%
2%
2016 - Q1
86%
9%
1%
3%
2015 - Q4
76%
21%
3%
0%
2015 - Q3
69%
20%
5%
5%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Excellent
Good
Fair
Poor


Quality of Solution
2016 - Q3
83%
14%
2%
0%
2016 - Q2
81%
15%
2%
1%
2016 - Q1
86%
9%
1%
3%
2015 - Q4
76%
22%
1%
0%
2015 - Q3
72%
23%
1%
4%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Excellent
Good
Fair
Poor


Resolution of Issue
2016 - Q3
82%
17%
1%
0%
2016 - Q2
85%
12%
2%
1%
2016 - Q1
86%
7%
2%
3%
2015 - Q4
80%
17%
3%
0%
2015 - Q3
79%
16%
1%
4%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Excellent
Good
Fair
Poor