



# Quarterly Operations Dashboard Report

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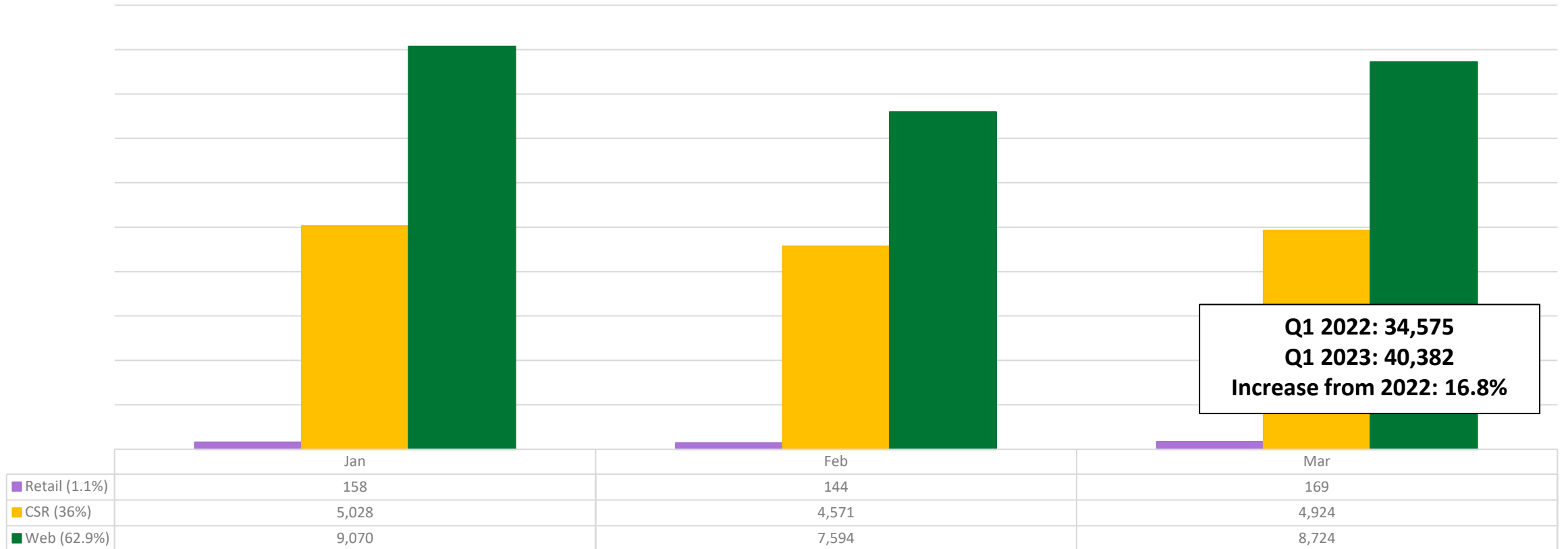
1st Quarter - 2023

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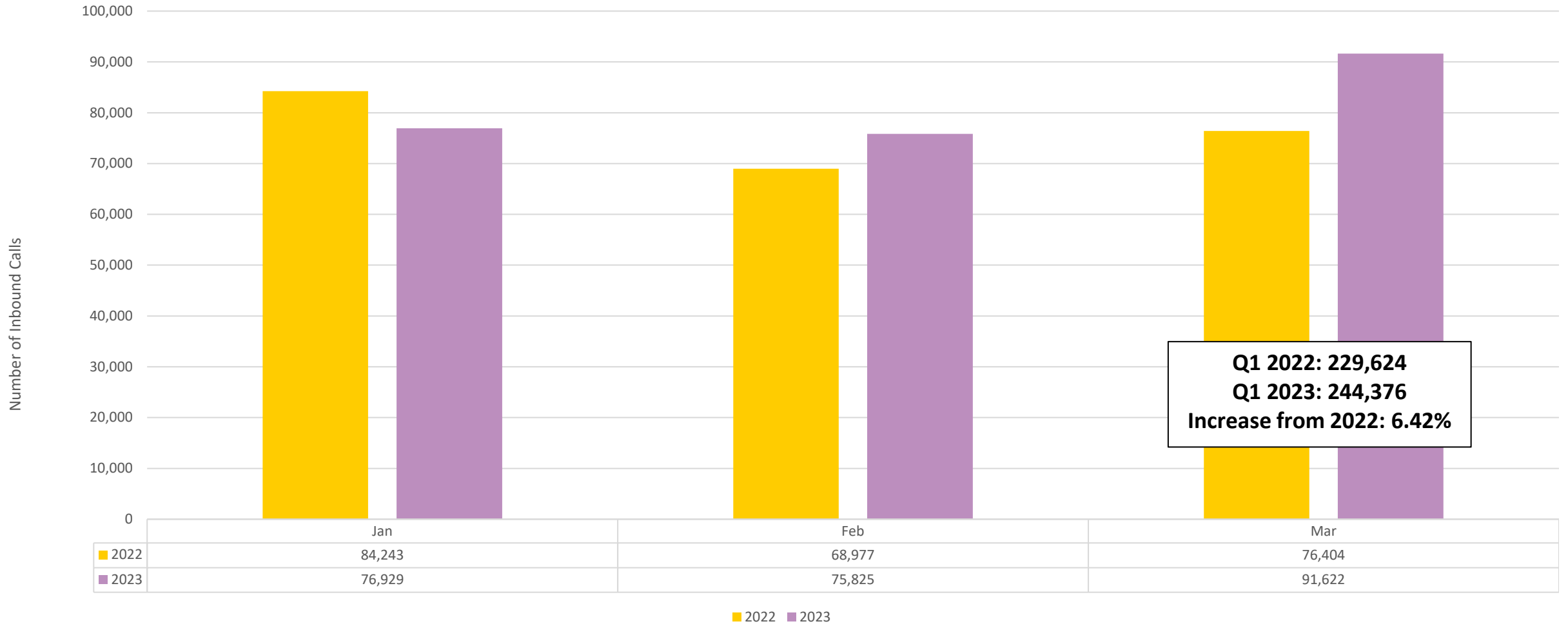
# ExpressToll Accounts Opened

Accounts Opened 2023



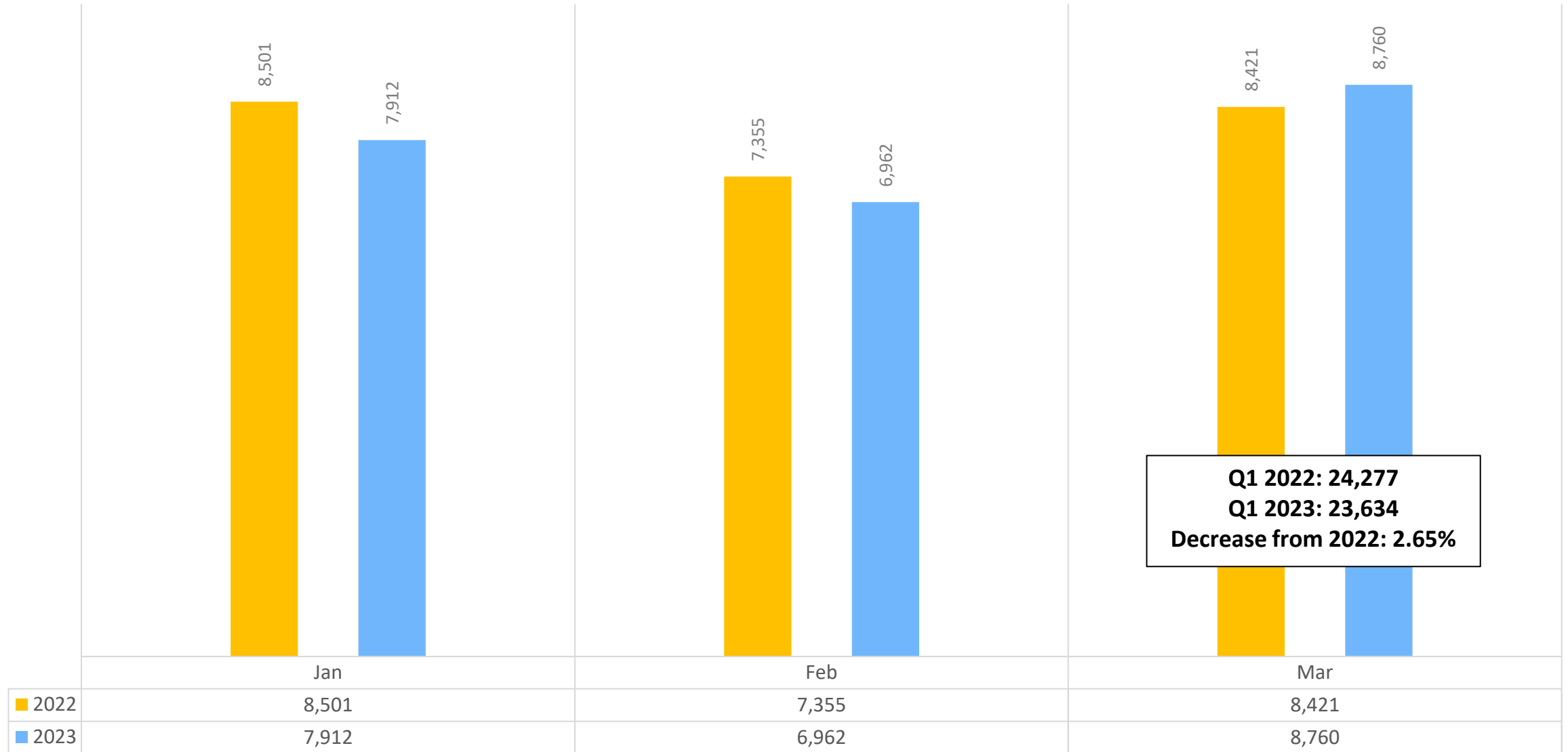
<b>Q1 2022 New Account Revenue Generated</b>	<b>\$1,313,908.81</b>	<b>Increase from 2022:</b> <b>\$147,507.60 or 11.23%</b>
<b>Q1 2023 New Account Revenue Generated</b>	<b>\$1,461,416.41</b>	

# Contact Center – Call Volume

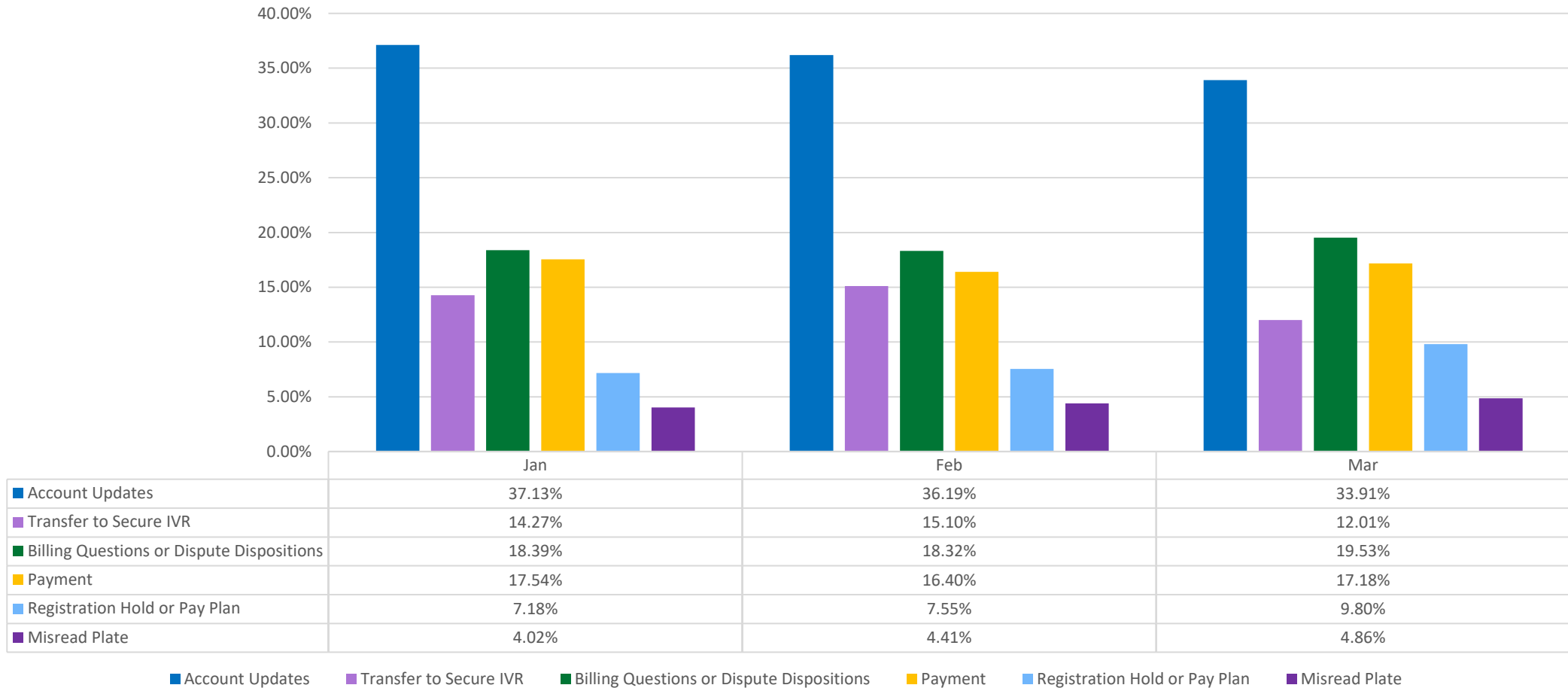


- CSAT remains consistent at 98.8% for Q1
- NPS down at 78.87% (decrease of 1.4% from 2022)

# Contact Center – Email Volume



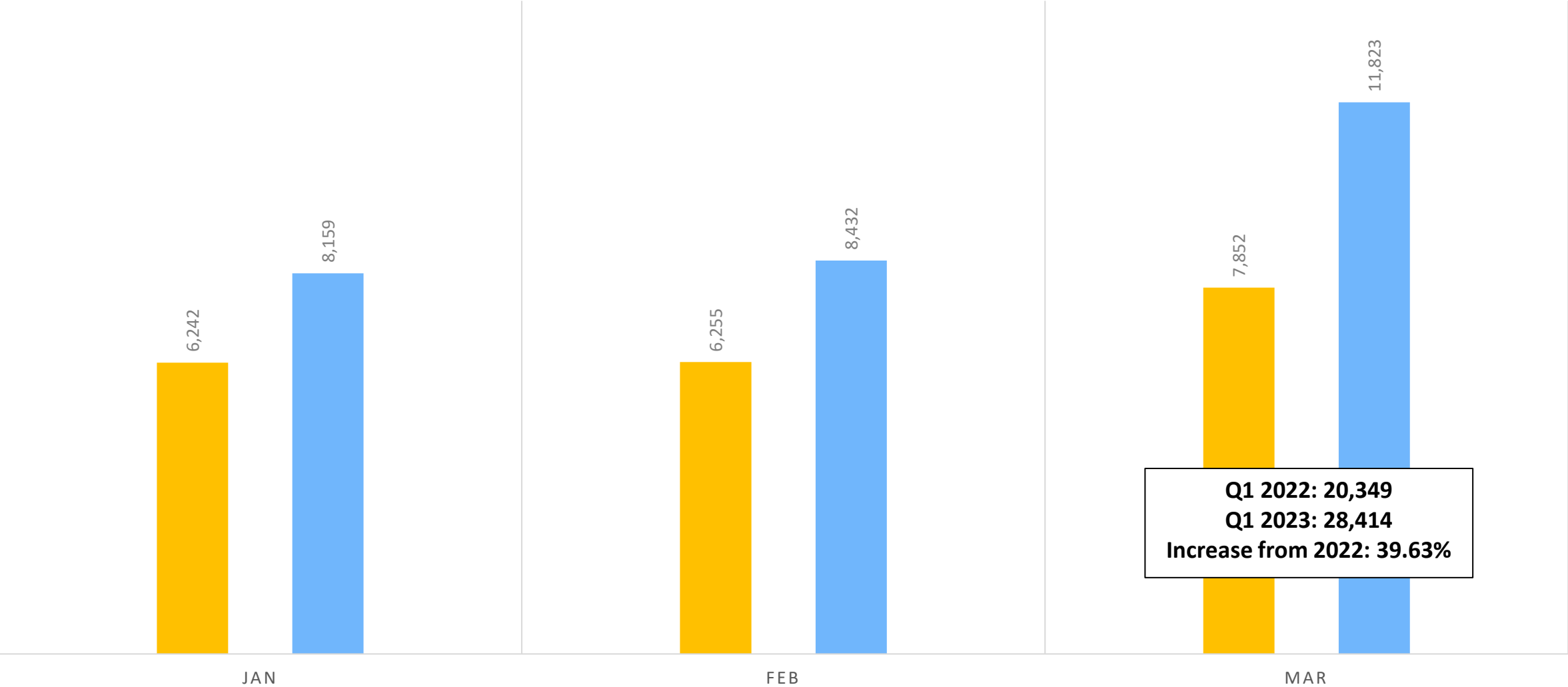
# Contact Center – Call Drivers



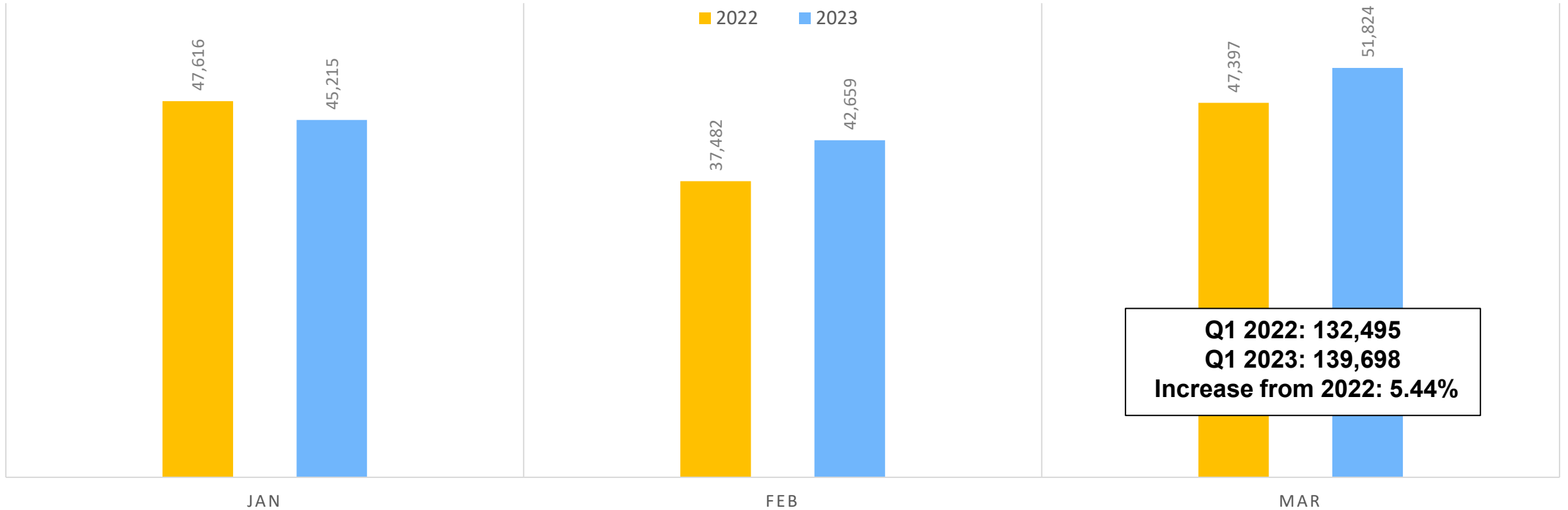
- Account Updates and Transfer to Secure IVR have decreased from Q4 2022
- Registration Hold, Payment, Billing Questions/Dispute Dispositions and Misread Plate have increased from Q4 2022

# Advanced Account Advisors – Call Volume

2022 2023



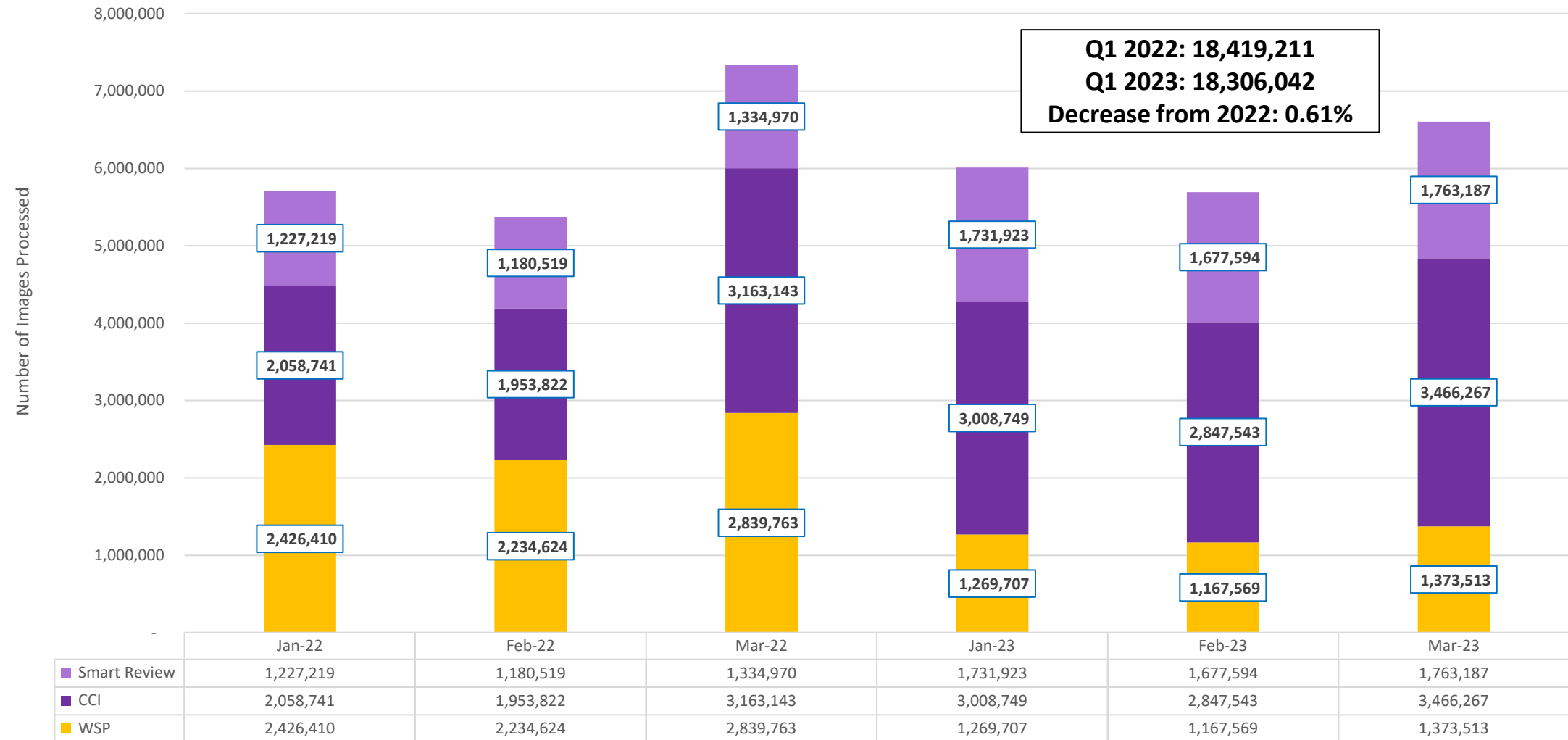
# Advanced Account Advisors – Transponders Filled



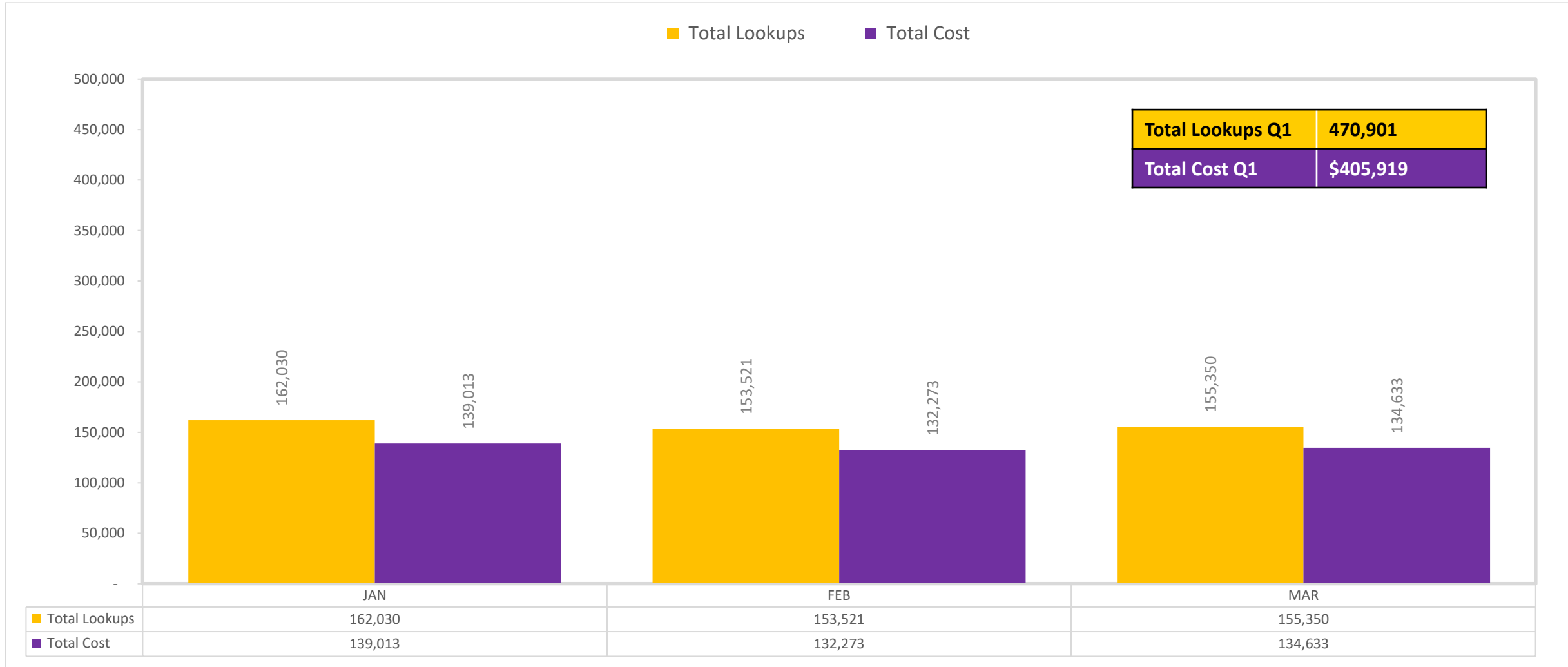
- 1,288 walk-ups in Q1 (increase of 4.46% from Q1 2022)



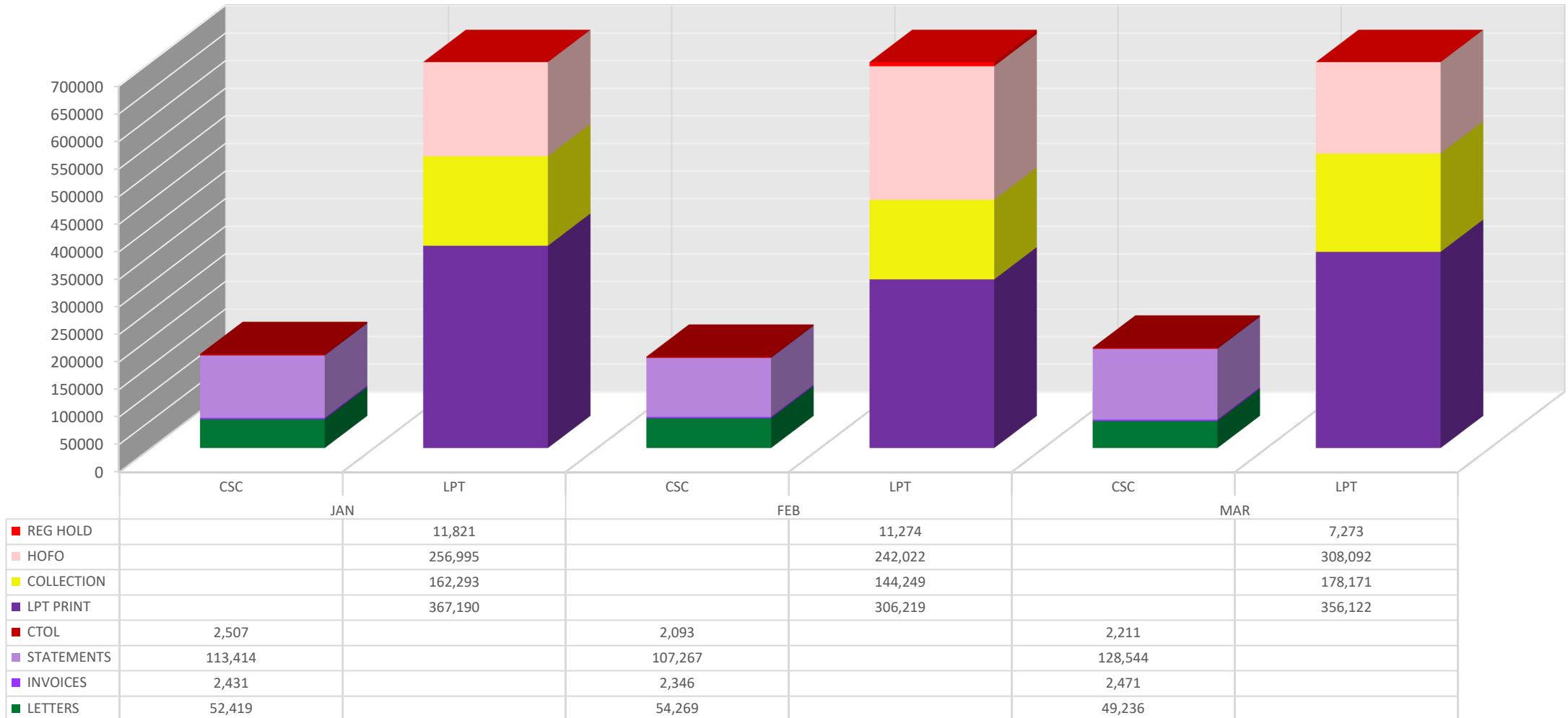
# Image Processing



# DMV Lookups



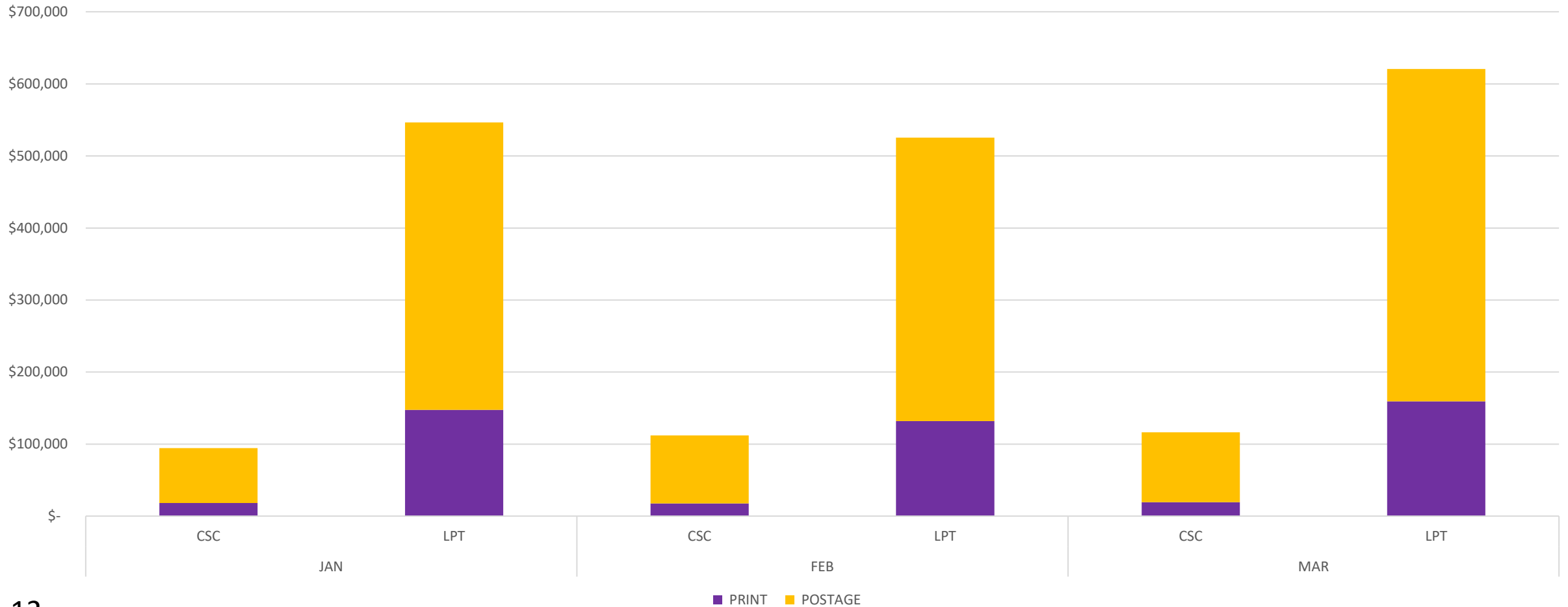
# Printed Mailings



# Print & Postage Cost

PRINT & POSTAGE COST

<b>Total Postage Q1</b>	<b>\$1,253,996</b>
<b>Total Print Q1</b>	<b>\$267,504</b>





Questions?

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