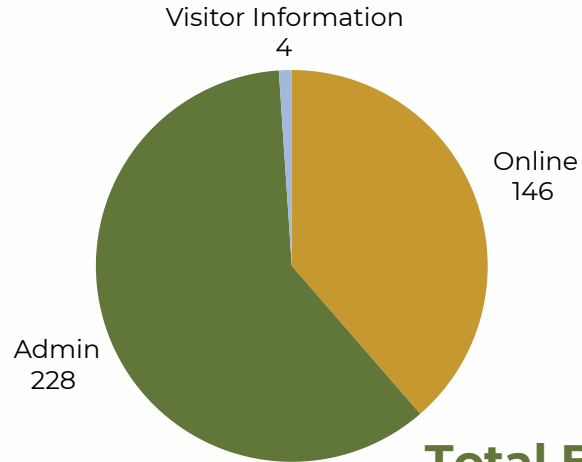


2024
1st QUARTER
PROGRESS
REPORT
January - March

CUSTOMER SERVICES

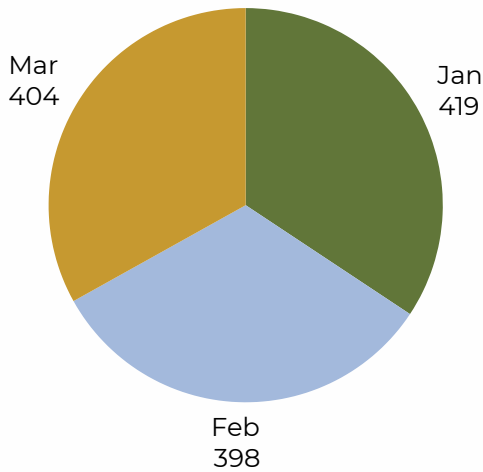


CASH RECEIPTING BATCHES



Total Batches: 378

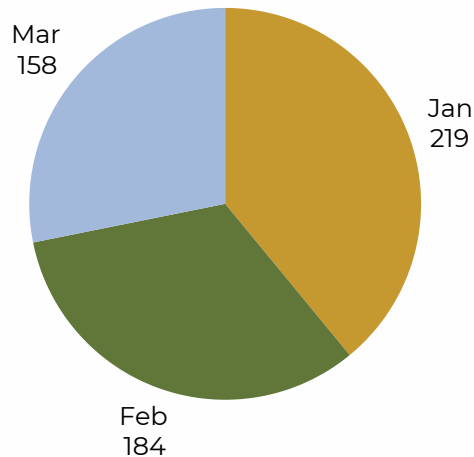
CALLS RECEIVED



**Total calls answered
by Customer Service
Team: 1,221**

*4,080 calls handled through
the Automated Phone
System implemented in Q4*

WALK INS



Total Walk Ins: 561

OTHER NEWS



- Hosted the RMA District 5 Meeting at the Fort Kent Community Hall.
- Assumed responsibility for managing the Admin building office supplies.



- Assisting with planning the Public Works and Emergency Preparedness Day.



- Completed Emergency Management Training - ICS 200.
- Completed Level 1 Scribe training.
- Initiated bi-weekly team meetings.

