

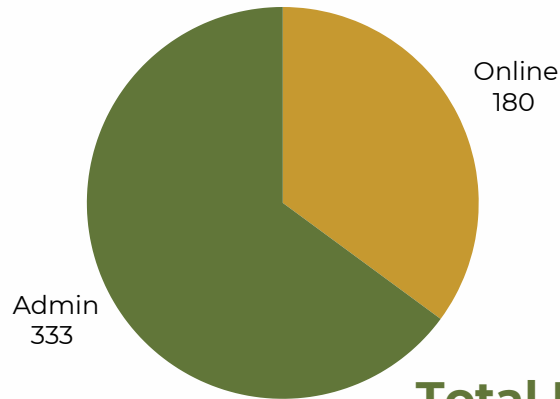
**2024**  
**2ND QUARTER**  
**PROGRESS**  
**REPORT**  
**APRIL - JUNE**

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**CUSTOMER SERVICES**



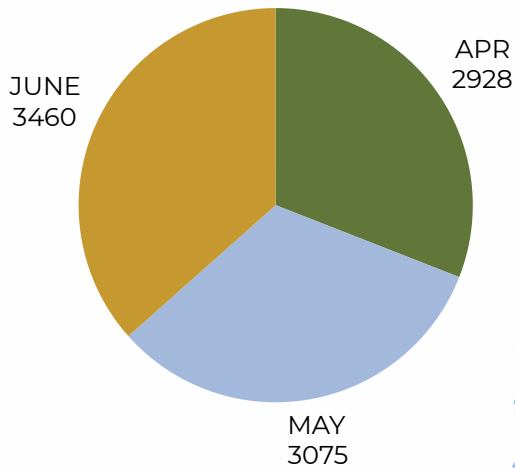
# CASH RECEIPTING BATCHES



**Total Batches: 513**

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## CALLS RECEIVED

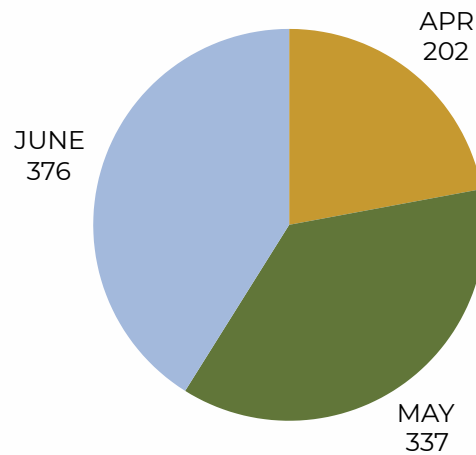


**Total calls answered  
by Customer Service  
Team: 9,463**

*12,197 additional calls handled  
through the Automated Phone  
System.*

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## WALK INS



**Total Walk Ins: 915**

## OTHER NEWS



- Assisted the Property Tax Department with 2024 tax notice mailout & tax search/certificates.



- Assisted and participated in the Emergency Preparedness event.



- Provided campground Cash Receipting training to Parks Department.
- Created Customer Service Hub and new building maintenance and janitorial request form.
- Completed Customer Service Business plan.

