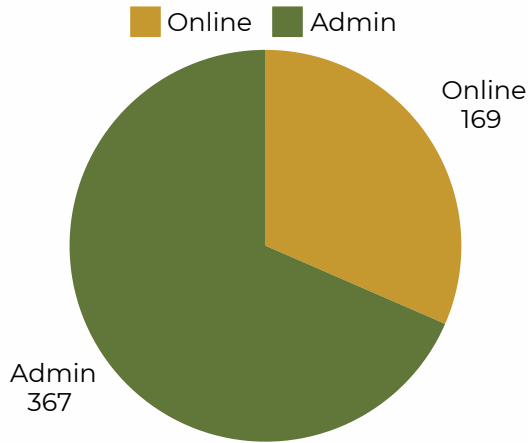


2024
3RD QUARTER
PROGRESS
REPORT
July - September

CUSTOMER SERVICES



CASH RECEIPTING BATCHES



Total Batches: 536

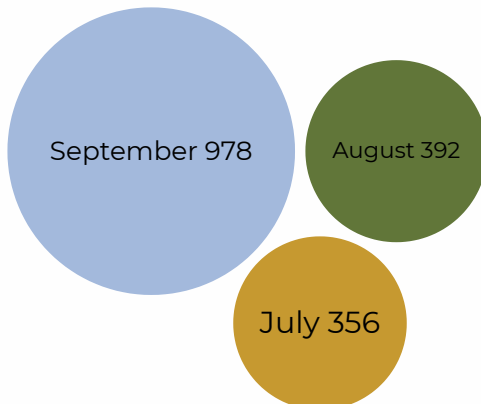


CALLS RECEIVED

Total calls answered by Customer Service Team: 8,563

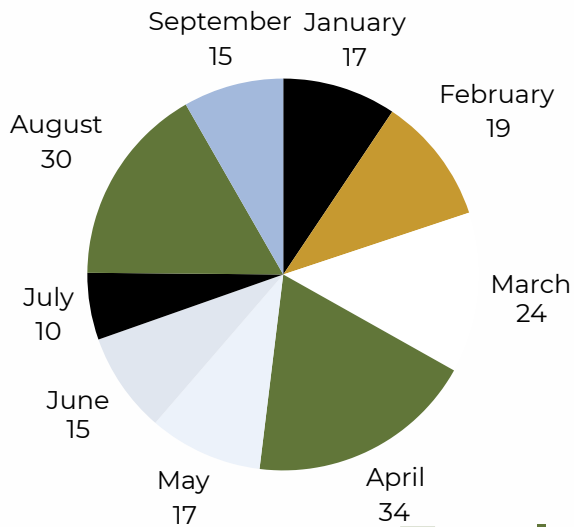
11,711 additional calls handled through the Automated Phone System.

WALK INS



Total Walk Ins: 1,726

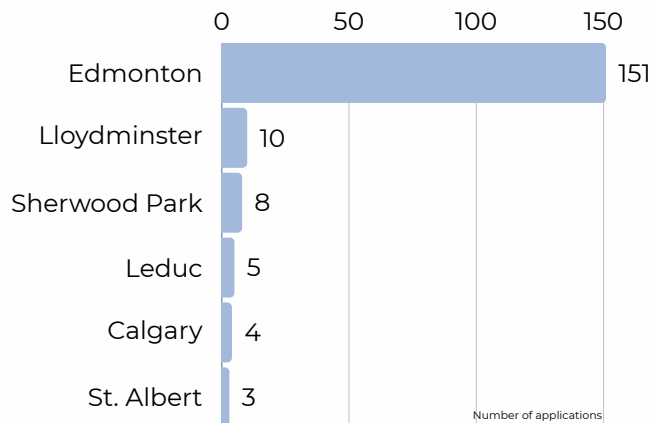
Senior Transportation Grant



**2 week
turnaround
time**

Total Applications: 181

Location of applications



Total Km's : 101,226

Starting Amount : \$63,422

Amount Spent : \$27,300

Amount Remaining: \$36,121



**Number of Seniors that have reached
their max eligibility as of September:**

\$400 - 14

\$1,000 - 5

OTHER NEWS



- **As of August 1, we have been responsible for the administration of the Seniors Transportation Grant program.**



- **Attended a Seniors Community Registration day. Assisted Marketing and Communications develop a pamphlet for Senior Information.**



- **Saw an increase in walk ins due to tax deadline .**
- **Assigned and Activated 160 Landfill cards.**

