Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

Reporting July 2019

Requests Opened and Closed

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<td>5</td>
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Requests Types

- General Inquiry
- General Inquiry No 1st Call
- Settlement Inquiry
- Settlement Dispute
- Project Inquiries
- Z2 Inquiries & Disputes

Requests Opened and Closed

SLA Compliance %
RMS Quarterly Satisfaction Survey Results
Q2 2018 - Q2 2019

Satisfaction with RMS

Number of Respondents

Request Resolved?

Note: During 2018-Q3, a system failure prevented the survey from going out for almost 1/2 of the survey period.

Understanding Needs

RMS Dashboard_2019 Data
Last Updated: 8/16/2019
Quality of Solution

- **2019 - Q2**: 77% Excellent, 18% Good, 5% Fair, 0% Poor
- **2019 - Q1**: 86% Excellent, 12% Good, 2% Fair, 0% Poor
- **2018 - Q4**: 91% Excellent, 8% Good, 1% Fair, 0% Poor
- **2018 - Q3**: 71% Excellent, 26% Good, 3% Fair, 0% Poor
- **2018 - Q2**: 88% Excellent, 7% Good, 3% Fair, 1% Poor

RMS Dashboard_2019 Data

Last Updated: 8/16/2019