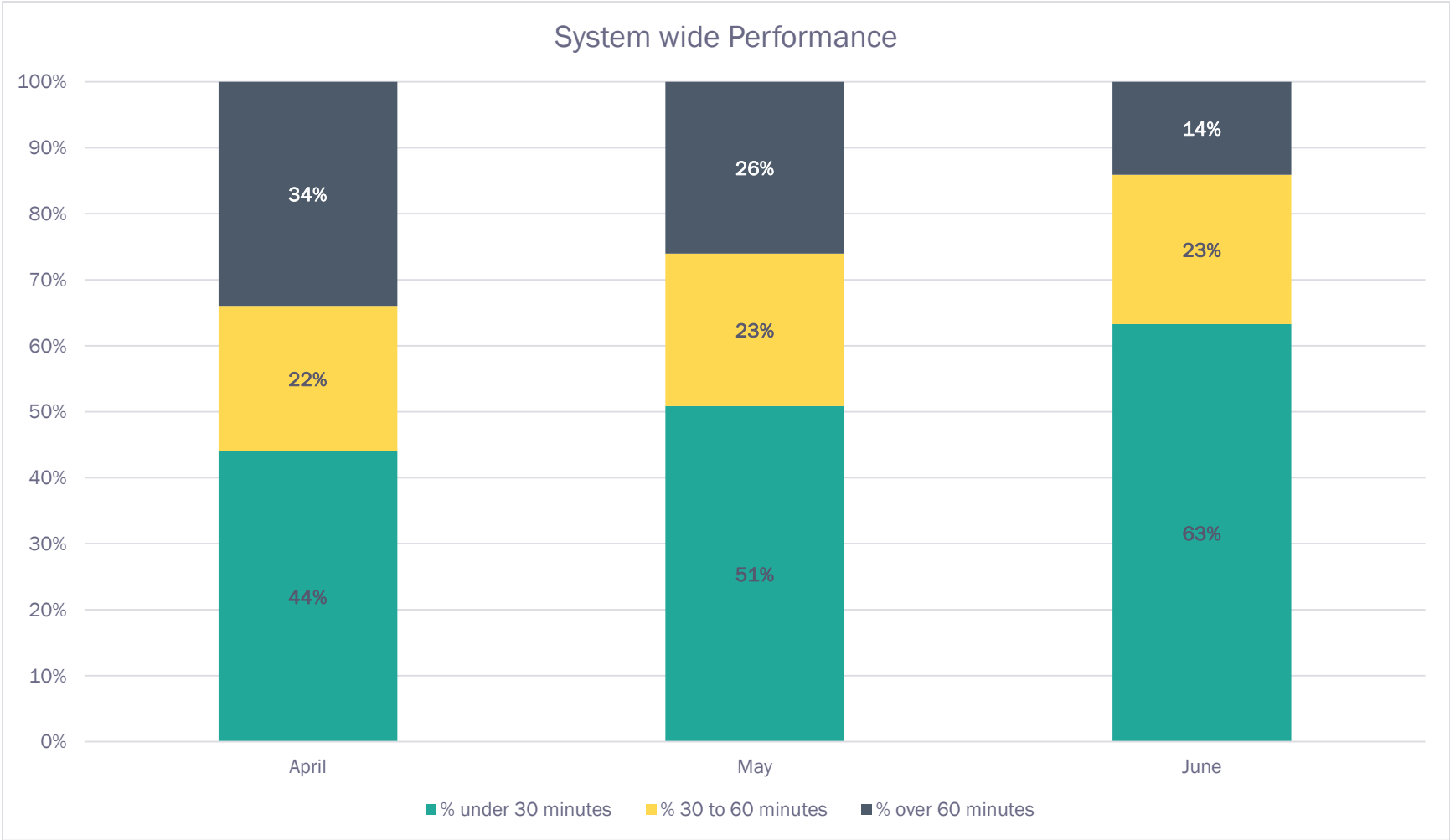


# Progress and Improvement in Service Delivery Wait Time Trends



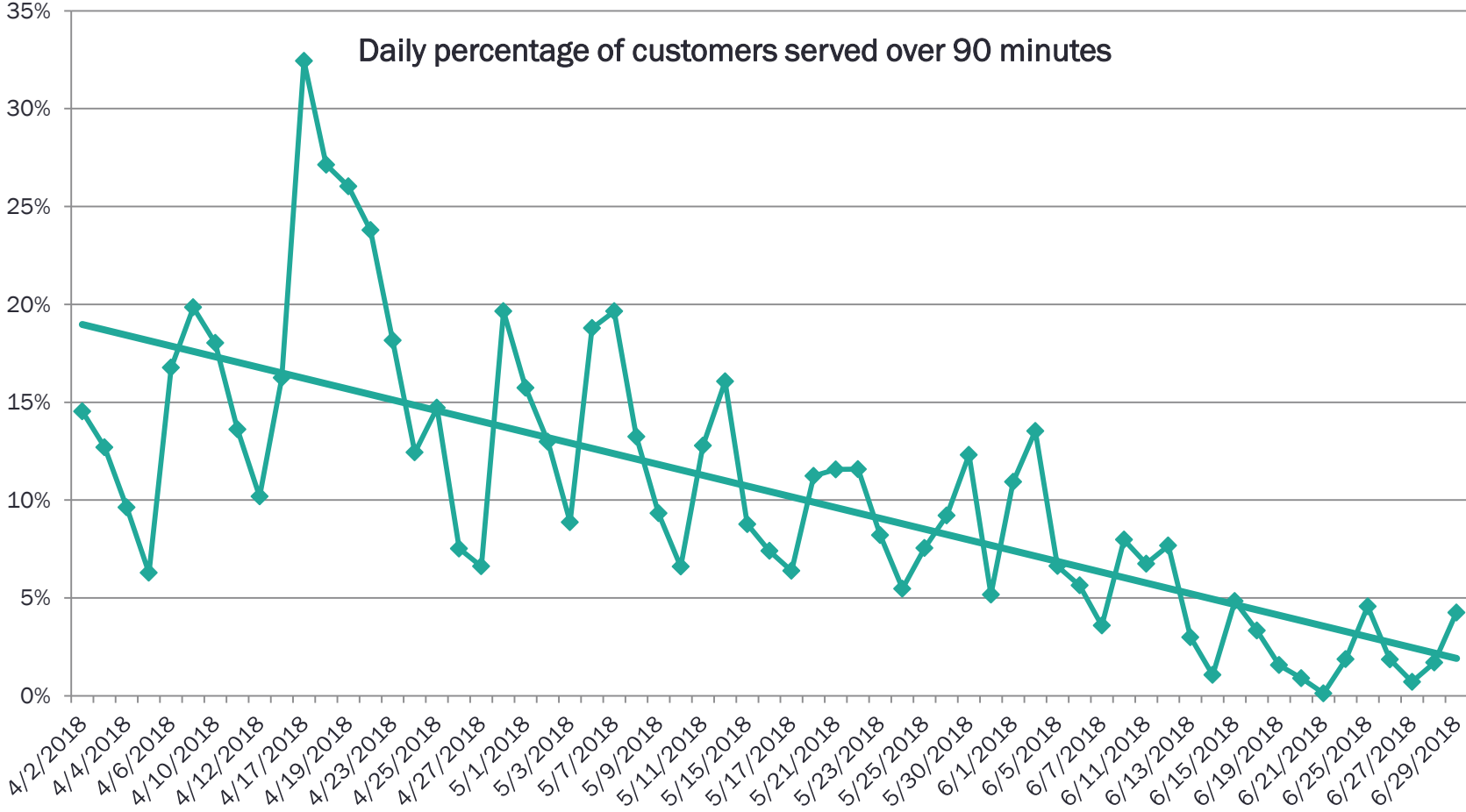
RMV has made steady improvements in customer waits from April through June



# Progress and Improvement in Service Delivery Wait Time Trends



RMV making progress at reducing longest customer waits



# Progress and Improvement in Service Delivery Wait Time Trends (continued)



Week of July 9-13, 2018

Wait times  
**74%** under 30 minutes  
**19%** 30 to 60 minutes  
**7%** over 60 minutes

