



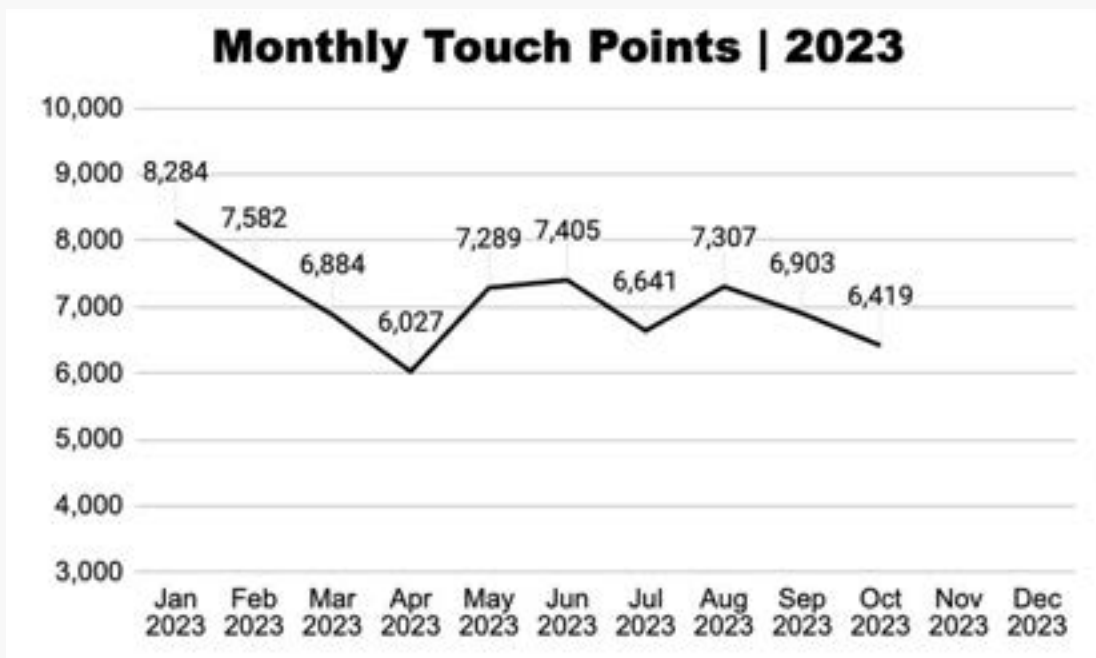
Customer Service **MONTHLY UPDATES**

OCTOBER 2023

MONTHLY UPDATE | OCTOBER 2023

Happy Fall everyone! Another month, another Customer Service Recap! October was on par with the last 6 months here in Customer Service, things have been pretty steady for us. We have been seeing issues with customers being able to update their cards on the portal along with not getting email receipts for their auto charges. Both of these are being looked into by Micrologic and we hope to have an update for them soon!

For the fourth month in a row, we've had no stores with 3 or more complaints! Thank you to everyone for all the hard work you all have been doing on site to handle these situations before they progress to complaints.





Customer Service Report | OCT 2023

6,419 ^{7%}  over Sept 23

Total Monthly Contacts

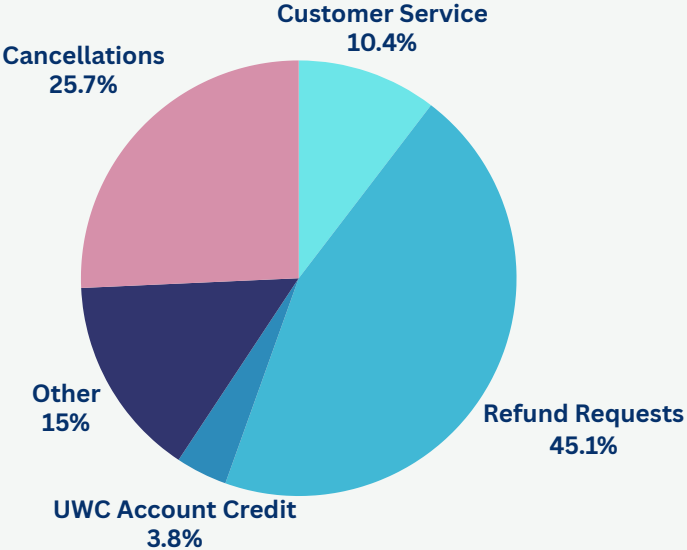


Oct 22 - Oct 23

2,349

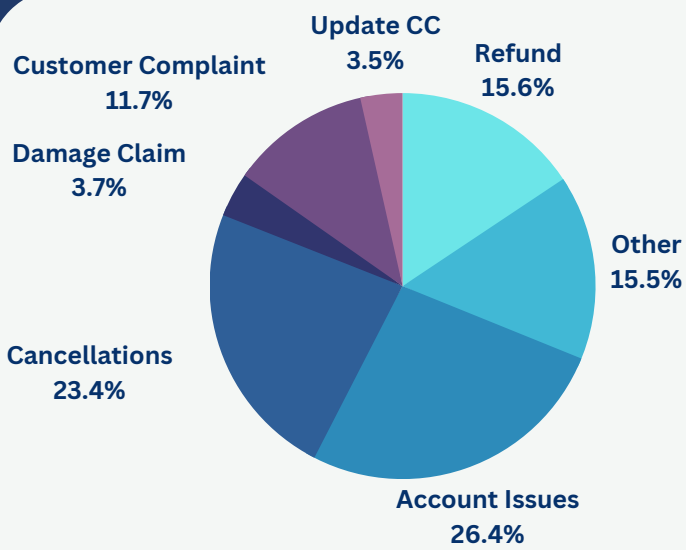
Salesforce Cases

Oct 22 - Oct 23

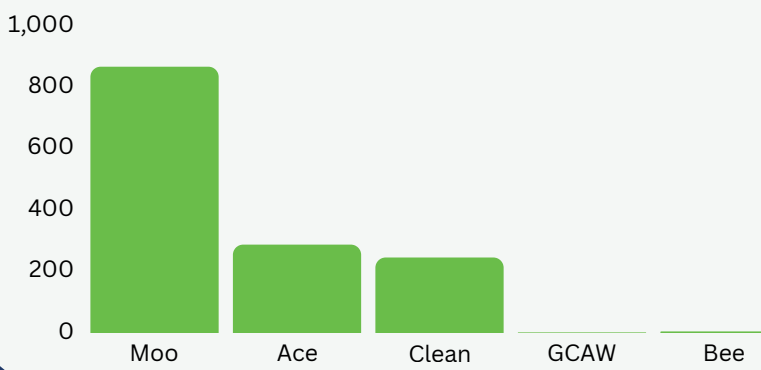


2,319

CS Phone Calls



1,400 **Facebook Messages**



Oct 22 - Oct 23

.53 **Average Response Time**
Business Days (~4 hours)

Store Data by ARM

October 2023

| | | | | | | | |
|--------------------------|----------------|----------------------|--------------|------------------------------|--------------|--------------------|--------------|
| Amber Burwell | Moo/Bee | Cam Morris | Moo | Michael Lautzenheiser | Moo | Dan Diener | Moo |
| Number of Calls | 150.88 | Number of Calls | 133.00 | Number of Calls | 150.80 | Number of Calls | 104.00 |
| Phone Pick Up % | 35.49% | Phone Pick Up % | 42.68% | Phone Pick Up % | 35.37% | Phone Pick Up % | 45.06% |
| Phone Duration | 3:16:58 | Phone Duration | 2:23:43 | Phone Duration | 2:45:09 | Phone Duration | 2:08:40 |
| Google Reviews | 4.15 | Google Reviews | 4.16 | Google Reviews | 3.79 | Google Reviews | 4.70 |
| Complaints | 0.13 | Complaints | 0.17 | Complaints | 0.33 | Complaints | 0.00 |
| Wash Volume | 14,502 | Wash Volume | 15,839 | Wash Volume | 15,995 | Wash Volume | 16,427 |
| Cancellations | 137 | Cancellations | 134 | Cancellations | 144 | Cancellations | 135 |
| | | | | | | | |
| Davis Ruppert | Ace | Kayla Cortes | Ace | | | | |
| Number of Calls | 115.57 | Number of Calls | 138.43 | | | | |
| Phone Pick Up % | 47.73% | Phone Pick Up % | 54.69% | | | | |
| Phone Duration | 2:19:33 | Phone Duration | 3:11:34 | | | | |
| Google Reviews | 4.54 | Google Reviews | 4.36 | | | | |
| Complaints | 0.00 | Complaints | 0.14 | | | | |
| Wash Volume | 12,120 | Wash Volume | 16,621 | | | | |
| Cancellations | 116 | Cancellations | 179 | | | | |
| | | | | | | | |
| Tiffany Bertok | Clean | Dan Yanick | Clean | David Silvernail | Clean | Kurt Delune | Clean |
| Number of Calls | 97.17 | Number of Calls | 168.33 | Number of Calls | 121.83 | Number of Calls | 118.00 |
| Phone Pick Up % | 39.39% | Phone Pick Up % | 22.36% | Phone Pick Up % | 39.22% | Phone Pick Up % | 35.33% |
| Phone Duration | 1:55:19 | Phone Duration | 3:02:13 | Phone Duration | 2:02:44 | Phone Duration | 2:03:19 |
| Google Reviews | 4.72 | Google Reviews | 4.31 | Google Reviews | 4.65 | Google Reviews | 4.06 |
| Complaints | 0.00 | Complaints | 0.50 | Complaints | 0.00 | Complaints | 0.00 |
| Wash Volume | 9,740 | Wash Volume | 12,438 | Wash Volume | 9,462 | Wash Volume | 7,100 |
| Cancellations | 102 | Cancellations | 122 | Cancellations | 98 | Cancellations | 125 |
| | | | | | | | |
| Darion Harrington | GCAW | David Hadaway | GCAW | Lisa Ellsworth | GCAW | | |
| Number of Calls | 117.00 | Number of Calls | 92.00 | Number of Calls | 86.13 | | |
| Phone Pick Up % | 25.16% | Phone Pick Up % | 41.49% | Phone Pick Up % | 44.68% | | |
| Phone Duration | 2:46:29 | Phone Duration | 1:55:01 | Phone Duration | 1:45:05 | | |
| Google Reviews | 4.69 | Google Reviews | 3.00 | Google Reviews | 4.49 | | |
| Complaints | 0.14 | Complaints | 0.50 | Complaints | 0.13 | | |
| Wash Volume | 10,994 | Wash Volume | 5,203 | Wash Volume | 10,699 | | |
| Cancellations | 138 | Cancellations | 49 | Cancellations | 103 | | |

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| 101 | Tier 2 | Oct 2023 | AVG Year to Date | 106 | Tier 1 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 168 | 168.83 | | Number of Calls | 213 | 221.08 |
| | Phone Pick Up % | 52.38% | 42.12% | | Phone Pick Up % | 22.07% | 25.05% |
| | Phone Duration | 4:22:15 | 4:08:03 | | Phone Duration | 2:58:20 | 3:33:26 |
| | Google Reviews | 3.5 | 4.28 | | Google Reviews | 3.86 | 3.92 |
| | Complaints | 0 | 1.3 | | Complaints | 0 | 0.3 |
| | Wash Volume | 11,461 | 15,784 | | Wash Volume | 17,168 | 23,053 |
| | Cancellations | 113 | 141 | | Cancellations | 198 | 203 |
| 102 | Tier 1 | Oct 2023 | AVG Year to Date | 107 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 195 | 194.58 | | Number of Calls | 115 | 145.50 |
| | Phone Pick Up % | 19.49% | 30.80% | | Phone Pick Up % | 57.39% | 48.75% |
| | Phone Duration | 3:53:49 | 4:03:36 | | Phone Duration | 3:11:40 | 3:47:25 |
| | Google Reviews | 4.33 | 4.23 | | Google Reviews | 4.83 | 4.14 |
| | Complaints | 0 | 1.1 | | Complaints | 0 | 0.2 |
| | Wash Volume | 20,399 | 23,180 | | Wash Volume | 19,708 | 22,111 |
| | Cancellations | 156 | 173 | | Cancellations | 198 | 217 |
| 103 | Tier 2 | Oct 2023 | AVG Year to Date | 108 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 137 | 169.00 | | Number of Calls | 157 | 173.00 |
| | Phone Pick Up % | 37.23% | 27.99% | | Phone Pick Up % | 58.60% | 46.39% |
| | Phone Duration | 2:11:02 | 2:54:28 | | Phone Duration | 3:08:08 | 3:24:45 |
| | Google Reviews | 4 | 3.87 | | Google Reviews | 4.8 | 3.75 |
| | Complaints | 1 | 1.2 | | Complaints | 0 | 0.2 |
| | Wash Volume | 17,802 | 19,873 | | Wash Volume | 19,391 | 22,573 |
| | Cancellations | 180 | 177 | | Cancellations | 176 | 206 |
| 104 | Tier 2 | Oct 2023 | AVG Year to Date | 109 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 121 | 130.08 | | Number of Calls | 116 | 110.42 |
| | Phone Pick Up % | 60.33% | 44.65% | | Phone Pick Up % | 35.34% | 30.92% |
| | Phone Duration | 2:03:44 | 2:23:40 | | Phone Duration | 1:44:27 | 1:48:21 |
| | Google Reviews | 4.75 | 3.99 | | Google Reviews | 4.33 | 4.04 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0.3 |
| | Wash Volume | 13,817 | 16,853 | | Wash Volume | 10,695 | 12,886 |
| | Cancellations | 124 | 147 | | Cancellations | 88 | 88 |
| 105 | Tier 2 | Oct 2023 | AVG Year to Date | 110 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | NO DATA | | | Number of Calls | 136 | 161.25 |
| | Phone Pick Up % | NO DATA | | | Phone Pick Up % | 35.29% | 38.04% |
| | Phone Duration | NO DATA | | | Phone Duration | 3:54:49 | 3:53:13 |
| | Google Reviews | 5 | 4.19 | | Google Reviews | 4.63 | 4.25 |
| | Complaints | 0 | 0.5 | | Complaints | 0 | 0.4 |
| | Wash Volume | 10,755 | 14,114 | | Wash Volume | 20,848 | 23,286 |
| | Cancellations | 149 | 151 | | Cancellations | 168 | 196 |

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| 111 | Tier 1 | Oct 2023 | AVG Year to Date | 116 | Tier 2 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 212 | 178.67 | | Number of Calls | 122 | 118.42 |
| | Phone Pick Up % | 38.21% | 41.54% | | Phone Pick Up % | 40.16% | 39.44% |
| | Phone Duration | 5:56:14 | 4:33:56 | | Phone Duration | 2:53:27 | 2:20:59 |
| | Google Reviews | 4.14 | 4.34 | | Google Reviews | 4 | 4.64 |
| | Complaints | 0 | 0.3 | | Complaints | 0 | 0.4 |
| | Wash Volume | 20,958 | 23,621 | | Wash Volume | 16,044 | 19,231 |
| | Cancellations | 261 | 256 | | Cancellations | 152 | 132 |
| 112 | Tier 2 | Oct 2023 | AVG Year to Date | 117 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 150 | 140.83 | | Number of Calls | 148 | 149.33 |
| | Phone Pick Up % | 23.33% | 36.49% | | Phone Pick Up % | 48.65% | 43.00% |
| | Phone Duration | 2:41:38 | 2:47:29 | | Phone Duration | 2:48:54 | 3:24:22 |
| | Google Reviews | 3.75 | 4.45 | | Google Reviews | 2.88 | 4.06 |
| | Complaints | 0 | 0.4 | | Complaints | 0 | 0.8 |
| | Wash Volume | 18,953 | 21,156 | | Wash Volume | 18,352 | 21,230 |
| | Cancellations | 150 | 177 | | Cancellations | 140 | 143 |
| 113 | Tier 2 | Oct 2023 | AVG Year to Date | 118 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 103 | 109.58 | | Number of Calls | 88 | 115.75 |
| | Phone Pick Up % | 47.57% | 39.03% | | Phone Pick Up % | 27.27% | 23.04% |
| | Phone Duration | 2:05:59 | 2:01:38 | | Phone Duration | 1:54:56 | 2:02:35 |
| | Google Reviews | 4.5 | 4.17 | | Google Reviews | 4.5 | 4.38 |
| | Complaints | 0 | 0.4 | | Complaints | 0 | 0.6 |
| | Wash Volume | 11,246 | 14,536 | | Wash Volume | 16,391 | 20,325 |
| | Cancellations | 117 | 120 | | Cancellations | 152 | 111 |
| 114 | Tier 2 | Oct 2023 | AVG Year to Date | 119 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 158 | 130.92 | | Number of Calls | 71 | 93.83 |
| | Phone Pick Up % | 37.97% | 36.67% | | Phone Pick Up % | 35.21% | 30.79% |
| | Phone Duration | 2:50:45 | 2:30:39 | | Phone Duration | 1:21:50 | 1:39:54 |
| | Google Reviews | 3 | 4.09 | | Google Reviews | 5 | 4.40 |
| | Complaints | 1 | 0.2 | | Complaints | 0 | 0.3 |
| | Wash Volume | 15,686 | 19,544 | | Wash Volume | 17,746 | 20,342 |
| | Cancellations | 140 | 122 | | Cancellations | 128 | 145 |
| 115 | Tier 1 | Oct 2023 | AVG Year to Date | 120 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 160 | 156.67 | | Number of Calls | 109 | 104.83 |
| | Phone Pick Up % | 45.63% | 43.41% | | Phone Pick Up % | 42.20% | 46.41% |
| | Phone Duration | 3:20:24 | 3:05:45 | | Phone Duration | 2:08:14 | 2:11:01 |
| | Google Reviews | 4.89 | 4.42 | | Google Reviews | 4.18 | 4.51 |
| | Complaints | 0 | 0.6 | | Complaints | 0 | 0.2 |
| | Wash Volume | 20,274 | 21,682 | | Wash Volume | 19,042 | 21,784 |
| | Cancellations | 169 | 180 | | Cancellations | 133 | 146 |

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| 121 | Tier 1 | Oct 2023 | AVG Year to Date | 126 | Tier 2 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|------------|------------------|
| | Number of Calls | 135 | 117.83 | | Number of Calls | 83 | 74.92 |
| | Phone Pick Up % | 28.15% | 33.69% | | Phone Pick Up % | 37.35% | 50.92% |
| | Phone Duration | 2:47:33 | 2:39:55 | | Phone Duration | 1:22:06 | 1:25:55 |
| | Google Reviews | 4.25 | 4.10 | | Google Reviews | 4.57 | 4.50 |
| | Complaints | 1 | 0.2 | | Complaints | 0 | 0.3 |
| | Wash Volume | 19,232 | 22,139 | | Wash Volume | 13,807 | 15,171 |
| | Cancellations | 157 | 137 | | Cancellations | 137 | 78 |
| 122 | Tier 3 | Oct 2023 | AVG Year to Date | 127 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 72 | 90.42 | | Number of Calls | 100 | 73.33 |
| | Phone Pick Up % | 51.39% | 47.00% | | Phone Pick Up % | 40.00% | 50.45% |
| | Phone Duration | 1:36:39 | 2:01:42 | | Phone Duration | 2:20:14 | 1:56:34 |
| | Google Reviews | 5 | 4.57 | | Google Reviews | 3.75 | 4.34 |
| | Complaints | 0 | 0.6 | | Complaints | 0 | 1.2 |
| | Wash Volume | 11,352 | 13,942 | | Wash Volume | 14,776 | 15,761 |
| | Cancellations | 67 | 65 | | Cancellations | 80 | 119 |
| 123 | Tier 2 | Oct 2023 | AVG Year to Date | 128 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 78 | 76.17 | | Number of Calls | 116 | 69.50 |
| | Phone Pick Up % | 69.23% | 54.94% | | Phone Pick Up % | 14.66% | 23.44% |
| | Phone Duration | 1:34:14 | 1:38:48 | | Phone Duration | 1:46:43 | 1:44:53 |
| | Google Reviews | 4.8 | 4.42 | | Google Reviews | NO REVIEWS | 4.10 |
| | Complaints | 0 | 0 | | Complaints | 1 | 0.4 |
| | Wash Volume | 19,343 | 21,234 | | Wash Volume | 13,118 | 13,712 |
| | Cancellations | 119 | 118 | | Cancellations | 68 | 104 |
| 124 | Tier 2 | Oct 2023 | AVG Year to Date | 129 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 52 | 71.67 | | Number of Calls | 60 | 30.33 |
| | Phone Pick Up % | 36.54% | 29.43% | | Phone Pick Up % | 56.67% | 35.00% |
| | Phone Duration | 1:17:11 | 1:31:07 | | Phone Duration | 1:55:45 | 1:00:49 |
| | Google Reviews | 3.6 | 4.49 | | Google Reviews | NO REVIEWS | 3.87 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0 |
| | Wash Volume | 13,659 | 16,058 | | Wash Volume | 9,356 | 9,168 |
| | Cancellations | 78 | 76 | | Cancellations | 151 | 141 |
| 125 | Tier 2 | Oct 2023 | AVG Year to Date | 130 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 88 | 91.08 | | Number of Calls | 172 | 92.92 |
| | Phone Pick Up % | 43.18% | 46.48% | | Phone Pick Up % | 1.16% | 14.67% |
| | Phone Duration | 1:52:52 | 2:16:15 | | Phone Duration | 2:12:51 | 2:01:36 |
| | Google Reviews | 5 | 4.50 | | Google Reviews | 4.67 | 4.82 |
| | Complaints | 0 | 0.5 | | Complaints | 0 | 0.2 |
| | Wash Volume | 14,772 | 17,155 | | Wash Volume | 13,341 | 14,387 |
| | Cancellations | 80 | 115 | | Cancellations | 99 | 103 |

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| 131 | Tier 4 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|
| | Number of Calls | 56 | 5.83 |
| | Phone Pick Up % | 23.21% | 24.11% |
| | Phone Duration | 0:59:09 | 0:12:54 |
| | Google Reviews | 4.88 | 4.88 |
| | Complaints | 0 | 0 |
| | Wash Volume | 4,511 | 4,511 |
| | Cancellations | 2 | 2 |
| 133 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 61 | 39.08 |
| | Phone Pick Up % | 75.41% | 58.29% |
| | Phone Duration | 2:04:52 | 1:20:46 |
| | Google Reviews | 3 | 4.03 |
| | Complaints | 0 | 0 |
| | Wash Volume | 11,731 | 10,820 |
| | Cancellations | 73 | 86 |

Store Data | Ace

| 201 | Tier 1 | Oct 2023 | AVG Year to Date | 206 | Tier 1 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 163 | 166.00 | | Number of Calls | 143 | 175.08 |
| | Phone Pick Up % | 41.10% | 46.01% | | Phone Pick Up % | 53.15% | 48.49% |
| | Phone Duration | 3:21:29 | 3:59:20 | | Phone Duration | 3:11:41 | 4:11:36 |
| | Google Reviews | 4.86 | 4.40 | | Google Reviews | 4 | 4.26 |
| | Complaints | 0 | 0.1 | | Complaints | 0 | 0.3 |
| | Wash Volume | 18,291 | 21,398 | | Wash Volume | 21,295 | 25,607 |
| | Cancellations | 159 | 217 | | Cancellations | 197 | 251 |
| 202 | Tier 2 | Oct 2023 | AVG Year to Date | 207 | Tier 1 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 137 | 150.92 | | Number of Calls | 125 | 181.83 |
| | Phone Pick Up % | 58.39% | 54.35% | | Phone Pick Up % | 31.20% | 37.67% |
| | Phone Duration | 3:23:46 | 3:49:13 | | Phone Duration | 2:40:51 | 4:11:15 |
| | Google Reviews | 3.88 | 3.63 | | Google Reviews | 4.86 | 4.44 |
| | Complaints | 0 | 0.8 | | Complaints | 0 | 0.6 |
| | Wash Volume | 14,043 | 17,144 | | Wash Volume | 19,573 | 22,910 |
| | Cancellations | 136 | 177 | | Cancellations | 177 | 177 |
| 203 | Tier 1 | Oct 2023 | AVG Year to Date | 208 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 173 | 230.17 | | Number of Calls | 132 | 128.42 |
| | Phone Pick Up % | 54.91% | 50.02% | | Phone Pick Up % | 15.91% | 33.71% |
| | Phone Duration | 3:34:52 | 5:43:52 | | Phone Duration | 1:40:45 | 2:11:33 |
| | Google Reviews | 4.5 | 4.15 | | Google Reviews | 5 | 4.34 |
| | Complaints | 0 | 0.6 | | Complaints | 0 | 0.6 |
| | Wash Volume | 18,536 | 22,607 | | Wash Volume | 12,057 | 14,924 |
| | Cancellations | 192 | 267 | | Cancellations | 123 | 151 |
| 204 | Tier 2 | Oct 2023 | AVG Year to Date | 209 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 155 | 169.42 | | Number of Calls | 132 | 123.33 |
| | Phone Pick Up % | 46.45% | 47.96% | | Phone Pick Up % | 54.55% | 32.35% |
| | Phone Duration | 2:37:55 | 3:21:28 | | Phone Duration | 3:35:50 | 2:42:26 |
| | Google Reviews | 4 | 4.30 | | Google Reviews | 4.6 | 4.54 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0 |
| | Wash Volume | 16,372 | 19,502 | | Wash Volume | 14,901 | 16,668 |
| | Cancellations | 143 | 172 | | Cancellations | 155 | 156 |
| 205 | Tier 1 | Oct 2023 | AVG Year to Date | 210 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 210 | 225.17 | | Number of Calls | 99 | 96.92 |
| | Phone Pick Up % | 45.71% | 35.70% | | Phone Pick Up % | 58.59% | 44.56% |
| | Phone Duration | 4:46:25 | 4:49:56 | | Phone Duration | 2:55:47 | 2:08:08 |
| | Google Reviews | 4.25 | 3.92 | | Google Reviews | 5 | 4.30 |
| | Complaints | 1 | 0.8 | | Complaints | 0 | 0.6 |
| | Wash Volume | 22,702 | 26,114 | | Wash Volume | 14,054 | 16,196 |
| | Cancellations | 197 | 214 | | Cancellations | 146 | 135 |

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| 211 | Tier 3 | Oct 2023 | AVG Year to Date |
|-----|-----------------|------------|------------------|
| | Number of Calls | 85 | 70.75 |
| | Phone Pick Up % | 67.06% | 59.38% |
| | Phone Duration | 1:58:11 | 1:46:09 |
| | Google Reviews | 4.33 | 4.08 |
| | Complaints | 0 | 0.3 |
| | Wash Volume | 10,517 | 10,786 |
| | Cancellations | 160 | 85 |
| 212 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 101 | 56.67 |
| | Phone Pick Up % | 76.24% | 70.77% |
| | Phone Duration | 2:33:07 | 1:38:12 |
| | Google Reviews | 4 | 4.55 |
| | Complaints | 0 | 0.1 |
| | Wash Volume | 8,826 | 8,497 |
| | Cancellations | 174 | 93 |
| 213 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 57 | 60.67 |
| | Phone Pick Up % | 66.67% | 58.56% |
| | Phone Duration | 1:10:46 | 1:27:21 |
| | Google Reviews | 4.5 | 4.56 |
| | Complaints | 0 | 0.4 |
| | Wash Volume | 6,879 | 7,395 |
| | Cancellations | 68 | 65 |
| 214 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 66 | 54.58 |
| | Phone Pick Up % | 46.97% | 48.38% |
| | Phone Duration | 1:06:26 | 1:30:34 |
| | Google Reviews | NO REVIEWS | 3.45 |
| | Complaints | 0 | 0.2 |
| | Wash Volume | 3,142 | 3,793 |
| | Cancellations | 34 | 33 |

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| | | | | | | | |
|------------|-----------------|-----------------|-------------------------|------------|-----------------|-----------------|-------------------------|
| 301 | Tier 3 | Oct 2023 | AVG Year to Date | 306 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 106 | 109.08 | | Number of Calls | 143 | 105.00 |
| | Phone Pick Up % | 18.87% | 22.64% | | Phone Pick Up % | 13.99% | 15.70% |
| | Phone Duration | 1:52:42 | 2:00:17 | | Phone Duration | 2:31:33 | 2:01:10 |
| | Google Reviews | 4.25 | 4.54 | | Google Reviews | 4.67 | 4.38 |
| | Complaints | 0 | 0.3 | | Complaints | 2 | 0.9 |
| | Wash Volume | 8,179 | 11,237 | | Wash Volume | 10,177 | 14,314 |
| | Cancellations | 98 | 100 | | Cancellations | 131 | 115 |
| 302 | Tier 1 | Oct 2023 | AVG Year to Date | 307 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 263 | 230.67 | | Number of Calls | 150 | 87.25 |
| | Phone Pick Up % | 25.48% | 21.61% | | Phone Pick Up % | 44.67% | 43.59% |
| | Phone Duration | 5:17:45 | 4:22:42 | | Phone Duration | 2:28:58 | 1:37:20 |
| | Google Reviews | 4.71 | 4.54 | | Google Reviews | 4.5 | 4.52 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0 |
| | Wash Volume | 19,688 | 24,531 | | Wash Volume | 7,863 | 11,150 |
| | Cancellations | 178 | 161 | | Cancellations | 98 | 90 |
| 303 | Tier 2 | Oct 2023 | AVG Year to Date | 308 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 294 | 256.58 | | Number of Calls | 84 | 69.17 |
| | Phone Pick Up % | 11.90% | 20.59% | | Phone Pick Up % | 45.24% | 39.07% |
| | Phone Duration | 4:30:33 | 4:18:21 | | Phone Duration | 1:37:08 | 1:28:26 |
| | Google Reviews | 4.75 | 4.49 | | Google Reviews | 5 | 4.47 |
| | Complaints | 1 | 0.4 | | Complaints | 0 | 0.2 |
| | Wash Volume | 15,134 | 19,870 | | Wash Volume | 8,288 | 11,059 |
| | Cancellations | 130 | 131 | | Cancellations | 81 | 73 |
| 304 | Tier 3 | Oct 2023 | AVG Year to Date | 309 | Tier 2 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 93 | 109.42 | | Number of Calls | 31 | 27.50 |
| | Phone Pick Up % | 44.09% | 34.21% | | Phone Pick Up % | 48.39% | 31.78% |
| | Phone Duration | 2:22:50 | 2:35:25 | | Phone Duration | 1:07:43 | 0:45:41 |
| | Google Reviews | 4.25 | 4.34 | | Google Reviews | 4.83 | 4.72 |
| | Complaints | 0 | 0.4 | | Complaints | 0 | 0.6 |
| | Wash Volume | 9,846 | 13,650 | | Wash Volume | 14,386 | 18,189 |
| | Cancellations | 99 | 104 | | Cancellations | 119 | 85 |
| 305 | Tier 3 | Oct 2023 | AVG Year to Date | 311 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 125 | 104.08 | | Number of Calls | 81 | 65.75 |
| | Phone Pick Up % | 37.60% | 34.05% | | Phone Pick Up % | 39.51% | 32.27% |
| | Phone Duration | 2:08:41 | 2:14:46 | | Phone Duration | 1:46:42 | 1:11:33 |
| | Google Reviews | 3 | 4.36 | | Google Reviews | NO REVIEWS | 4.11 |
| | Complaints | 0 | 0.1 | | Complaints | 0 | 0.3 |
| | Wash Volume | 7,558 | 10,339 | | Wash Volume | 8,432 | 10,687 |
| | Cancellations | 88 | 71 | | Cancellations | 84 | 78 |

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| 312 | Tier 3 | Oct 2023 | AVG Year to Date | 313 | Tier 5 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 92 | 112.25 | | Number of Calls | 131 | 81.00 |
| | Phone Pick Up % | 1.09% | 5.37% | | Phone Pick Up % | 39.69% | 35.75% |
| | Phone Duration | 1:21:56 | 1:39:56 | | Phone Duration | 2:38:41 | 2:19:38 |
| | Google Reviews | 4.5 | 4.40 | | Google Reviews | 5 | 4.56 |
| | Complaints | 0 | 0.1 | | Complaints | 0 | 0 |
| | Wash Volume | 12,224 | 15,473 | | Wash Volume | 11,290 | 10,155 |
| | Cancellations | 106 | 75 | | Cancellations | 132 | 206 |

| 401 | Tier 3 | Oct 2023 | AVG Year to Date | 404 | Tier 3 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 184 | 152.25 | | Number of Calls | 70 | 63.33 |
| | Phone Pick Up % | 51.09% | 42.60% | | Phone Pick Up % | 51.43% | 56.17% |
| | Phone Duration | 3:10:12 | 2:50:03 | | Phone Duration | 1:35:08 | 1:27:15 |
| | Google Reviews | 3.25 | 4.04 | | Google Reviews | 5 | 4.42 |
| | Complaints | 0 | 0.3 | | Complaints | 0 | 0.3 |
| | Wash Volume | 10,937 | 13,753 | | Wash Volume | 6,803 | 7,232 |
| | Cancellations | 104 | 84 | | Cancellations | 61 | 61 |

| 402 | Tier 2 | Oct 2023 | AVG Year to Date | 406 | Tier 5 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 105 | 124.00 | | Number of Calls | 70 | 63.17 |
| | Phone Pick Up % | 39.05% | 37.46% | | Phone Pick Up % | 20.00% | 31.94% |
| | Phone Duration | 1:44:42 | 2:11:23 | | Phone Duration | 0:56:52 | 1:15:00 |
| | Google Reviews | - | 4.01 | | Google Reviews | 5 | 4.88 |
| | Complaints | 0 | 0.5 | | Complaints | 0 | 0 |
| | Wash Volume | 13,913 | 17,077 | | Wash Volume | 6,521 | 6,940 |
| | Cancellations | 118 | 106 | | Cancellations | 81 | 85 |

| 403 | Tier 2 | Oct 2023 | AVG Year to Date | 408 | Tier 5 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 131 | 137.92 | | Number of Calls | 171 | 88.50 |
| | Phone Pick Up % | 50.38% | 47.78% | | Phone Pick Up % | 23.39% | 19.62% |
| | Phone Duration | 2:25:13 | 3:10:09 | | Phone Duration | 2:24:17 | 1:13:16 |
| | Google Reviews | 5 | 3.99 | | Google Reviews | 5 | 4.67 |
| | Complaints | 0 | 1 | | Complaints | 0 | 0 |
| | Wash Volume | 11,656 | 16,270 | | Wash Volume | 6,942 | 5,856 |
| | Cancellations | 117 | 106 | | Cancellations | 106 | 121 |

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| 501 | Tier 3 | Oct 2023 | AVG Year to Date | 506 | Tier 3 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|------------|------------------|
| | Number of Calls | 125 | 119.08 | | Number of Calls | 59 | 61.25 |
| | Phone Pick Up % | 24.00% | 20.71% | | Phone Pick Up % | 37.29% | 36.66% |
| | Phone Duration | 6:15:10 | 3:19:23 | | Phone Duration | 1:04:29 | 0:58:10 |
| | Google Reviews | 5 | 4.14 | | Google Reviews | 5 | 4.38 |
| | Complaints | 0 | 0 | | Complaints | 1 | 0.2 |
| | Wash Volume | 294 | 327 | | Wash Volume | 9,292 | 9,321 |
| | Cancellations | - | - | | Cancellations | 82 | 72 |
| 502 | Tier 3 | Oct 2023 | AVG Year to Date | 507 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 88 | 114.92 | | Number of Calls | 110 | 109.00 |
| | Phone Pick Up % | 0.00% | 0.00% | | Phone Pick Up % | 45.45% | 46.59% |
| | Phone Duration | 1:36:16 | 2:08:44 | | Phone Duration | 2:10:51 | 2:41:48 |
| | Google Reviews | 5 | 4.29 | | Google Reviews | 3.5 | 4.53 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0 |
| | Wash Volume | 11,851 | 11,059 | | Wash Volume | 11,910 | 12,099 |
| | Cancellations | 109 | 140 | | Cancellations | 110 | 124 |
| 503 | Tier 2 | Oct 2023 | AVG Year to Date | 508 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 108 | 101.17 | | Number of Calls | 146 | 149.33 |
| | Phone Pick Up % | 54.63% | 48.90% | | Phone Pick Up % | 44.52% | 36.44% |
| | Phone Duration | 2:15:58 | 2:26:40 | | Phone Duration | 2:58:37 | 2:54:29 |
| | Google Reviews | 4 | 4.28 | | Google Reviews | 5 | 4.53 |
| | Complaints | 0 | 0.5 | | Complaints | 0 | 0.5 |
| | Wash Volume | 15,915 | 15,340 | | Wash Volume | 15,315 | 14,310 |
| | Cancellations | 141 | 127 | | Cancellations | 115 | 118 |
| 504 | Tier 3 | Oct 2023 | AVG Year to Date | 509 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 140 | 107.50 | | Number of Calls | 117 | 113.08 |
| | Phone Pick Up % | 21.43% | 24.38% | | Phone Pick Up % | 64.10% | 61.22% |
| | Phone Duration | 2:24:29 | 1:36:38 | | Phone Duration | 1:43:22 | 2:16:21 |
| | Google Reviews | 5 | 4.38 | | Google Reviews | NO REVIEWS | 4.58 |
| | Complaints | 0 | 0.5 | | Complaints | 1 | 0.4 |
| | Wash Volume | 15,793 | 15,112 | | Wash Volume | 5,700 | 6,819 |
| | Cancellations | 94 | 109 | | Cancellations | 61 | 62 |
| 505 | Tier 3 | Oct 2023 | AVG Year to Date | 510 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 135 | 133.50 | | Number of Calls | 99 | 96.75 |
| | Phone Pick Up % | 60.74% | 53.64% | | Phone Pick Up % | 47.47% | 35.59% |
| | Phone Duration | 3:04:15 | 2:21:11 | | Phone Duration | 2:16:16 | 1:54:07 |
| | Google Reviews | 5 | 4.58 | | Google Reviews | 3 | 4.44 |
| | Complaints | 0 | 0.1 | | Complaints | 1 | 0.5 |
| | Wash Volume | 6,950 | 8,088 | | Wash Volume | 5,683 | 6,093 |
| | Cancellations | 90 | 77 | | Cancellations | 48 | 45 |

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| 511 | Tier 3 | Oct 2023 | AVG Year to Date | 516 | Tier 3 | Oct 2023 | AVG Year to Date |
|-----|-----------------|------------|------------------|-----|-----------------|------------|------------------|
| | Number of Calls | 55 | 66.83 | | Number of Calls | 154 | 122.17 |
| | Phone Pick Up % | 38.18% | 44.81% | | Phone Pick Up % | 24.68% | 30.86% |
| | Phone Duration | 1:22:10 | 1:15:34 | | Phone Duration | 2:30:23 | 2:28:39 |
| | Google Reviews | 4.75 | 4.29 | | Google Reviews | 4.43 | 4.22 |
| | Complaints | 0 | 0 | | Complaints | 1 | 0.4 |
| | Wash Volume | 12,202 | 11,392 | | Wash Volume | 15,511 | 13,086 |
| | Cancellations | 128 | 113 | | Cancellations | 282 | 199 |
| 512 | Tier 3 | Oct 2023 | AVG Year to Date | 517 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 79 | 70.75 | | Number of Calls | 86 | 90.75 |
| | Phone Pick Up % | 25.32% | 24.74% | | Phone Pick Up % | 30.23% | 26.85% |
| | Phone Duration | 1:08:41 | 1:13:43 | | Phone Duration | 1:49:26 | 1:33:16 |
| | Google Reviews | 5 | 4.77 | | Google Reviews | 4.2 | 4.55 |
| | Complaints | 0 | 0.1 | | Complaints | 0 | 0 |
| | Wash Volume | 8,600 | 7,956 | | Wash Volume | 8,492 | 8,009 |
| | Cancellations | 73 | 67 | | Cancellations | 83 | 77 |
| 513 | Tier 3 | Oct 2023 | AVG Year to Date | 522 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 103 | 64.92 | | Number of Calls | 80 | 47.50 |
| | Phone Pick Up % | 33.98% | 37.18% | | Phone Pick Up % | 31.25% | 28.81% |
| | Phone Duration | 2:10:53 | 1:18:02 | | Phone Duration | 1:50:59 | 0:58:56 |
| | Google Reviews | NO REVIEWS | 4.65 | | Google Reviews | 4.17 | 4.30 |
| | Complaints | 0 | 0 | | Complaints | 0 | 0 |
| | Wash Volume | 5,035 | 5,273 | | Wash Volume | 9,699 | 7,275 |
| | Cancellations | 36 | 53 | | Cancellations | 144 | 123 |
| 514 | Tier 3 | Oct 2023 | AVG Year to Date | 528 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 83 | 72.92 | | Number of Calls | 49 | 18.25 |
| | Phone Pick Up % | 32.53% | 43.97% | | Phone Pick Up % | 20.41% | 22.70% |
| | Phone Duration | 1:24:37 | 1:19:46 | | Phone Duration | 1:29:34 | 0:30:18 |
| | Google Reviews | 3.67 | 4.62 | | Google Reviews | NO REVIEWS | 4.37 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0 |
| | Wash Volume | 10,148 | 9,828 | | Wash Volume | 4,393 | 4,563 |
| | Cancellations | 75 | 82 | | Cancellations | 51 | 75 |
| 515 | Tier 3 | Oct 2023 | AVG Year to Date | | | | |
| | Number of Calls | 60 | 61.25 | | | | |
| | Phone Pick Up % | 63.33% | 50.09% | | | | |
| | Phone Duration | 1:29:42 | 1:20:41 | | | | |
| | Google Reviews | 5 | 4.34 | | | | |
| | Complaints | 0 | 0.3 | | | | |
| | Wash Volume | 10,571 | 9,252 | | | | |
| | Cancellations | 121 | 139 | | | | |

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| 601 | Tier 3 | Oct 2023 | AVG Year to Date | 604 | Tier 3 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|-----|-----------------|----------|------------------|
| | Number of Calls | 104 | 98.83 | | Number of Calls | 90 | 77.75 |
| | Phone Pick Up % | 40.38% | 43.07% | | Phone Pick Up % | 47.78% | 51.95% |
| | Phone Duration | 2:12:03 | 1:58:50 | | Phone Duration | 1:32:33 | 1:46:27 |
| | Google Reviews | 4.2 | 4.73 | | Google Reviews | 3.75 | 4.45 |
| | Complaints | 0 | 0.2 | | Complaints | 0 | 0.2 |
| | Wash Volume | 7,215 | 9,516 | | Wash Volume | 6,603 | 7,775 |
| | Cancellations | 128 | 97 | | Cancellations | 94 | 104 |
| 602 | Tier 3 | Oct 2023 | AVG Year to Date | 609 | Tier 5 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 140 | 91.50 | | Number of Calls | 93 | 56.75 |
| | Phone Pick Up % | 41.43% | 36.88% | | Phone Pick Up % | 37.63% | 37.10% |
| | Phone Duration | 2:28:54 | 1:50:10 | | Phone Duration | 1:32:08 | 1:09:25 |
| | Google Reviews | 3.67 | 4.14 | | Google Reviews | 4 | 4.36 |
| | Complaints | 0 | 0.5 | | Complaints | 0 | 0.1 |
| | Wash Volume | 7,114 | 9,613 | | Wash Volume | 6,391 | 7,378 |
| | Cancellations | 88 | 79 | | Cancellations | 89 | 83 |
| 603 | Tier 3 | Oct 2023 | AVG Year to Date | 610 | Tier 4 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 163 | 147.75 | | Number of Calls | 118 | 63.75 |
| | Phone Pick Up % | 15.95% | 40.49% | | Phone Pick Up % | 28.81% | 20.98% |
| | Phone Duration | 2:47:36 | 2:49:58 | | Phone Duration | 1:46:42 | 0:53:28 |
| | Google Reviews | 5 | 3.83 | | Google Reviews | 3.75 | 4.17 |
| | Complaints | 0 | 0.3 | | Complaints | 0 | 0 |
| | Wash Volume | 9,890 | 12,047 | | Wash Volume | 5,386 | 5,685 |
| | Cancellations | 110 | 108 | | Cancellations | 239 | 279 |

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| 701 | Tier 2 | Oct 2023 | AVG Year to Date |
|-----|-----------------|----------|------------------|
| | Number of Calls | 148 | 124.25 |
| | Phone Pick Up % | 16.22% | 8.56% |
| | Phone Duration | 2:11:52 | 1:59:58 |
| | Google Reviews | 3 | 4.01 |
| | Complaints | 0 | 0.2 |
| | Wash Volume | 14,731 | 17,061 |
| | Cancellations | 160 | 131 |
| 702 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 134 | 94.42 |
| | Phone Pick Up % | 33.58% | 33.02% |
| | Phone Duration | 2:09:07 | 1:40:50 |
| | Google Reviews | 4.75 | 4.45 |
| | Complaints | 0 | 0.1 |
| | Wash Volume | 11,547 | 12,113 |
| | Cancellations | 138 | 92 |
| 703 | Tier 3 | Oct 2023 | AVG Year to Date |
| | Number of Calls | 162 | 117.91 |
| | Phone Pick Up % | 58.02% | 48.51% |
| | Phone Duration | 4:19:08 | 3:03:46 |
| | Google Reviews | 4.33 | 4.64 |
| | Complaints | 0 | 0.1 |
| | Wash Volume | 12,450 | 13,285 |
| | Cancellations | 132 | 96 |