MONTHLY UPDATE | NOVEMBER 2023

Happy Holidays everyone! Another month, another Customer Service Recap is here! November we started our holiday promotions and have been kept very busy over here in Customer Service! We're working through all tickets as fast as we can but we are a bit behind our normal response time so please give our team some grace and let customers know it might take a few days to hear back from us.

We are still having issues with the portal not updating cards but Micrologic assures us they are actively working to get this resolved as quickly as they can! On a positive note, we are seeing email receipts working for more customers and Micrologic is working to make that 100%, as we have more info on these issues we will let everyone know!

For the fifth 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.

Keep up the great work and we here in Customer Service hope everyone has a great holiday season!

Customer Service Report|NOV 2023
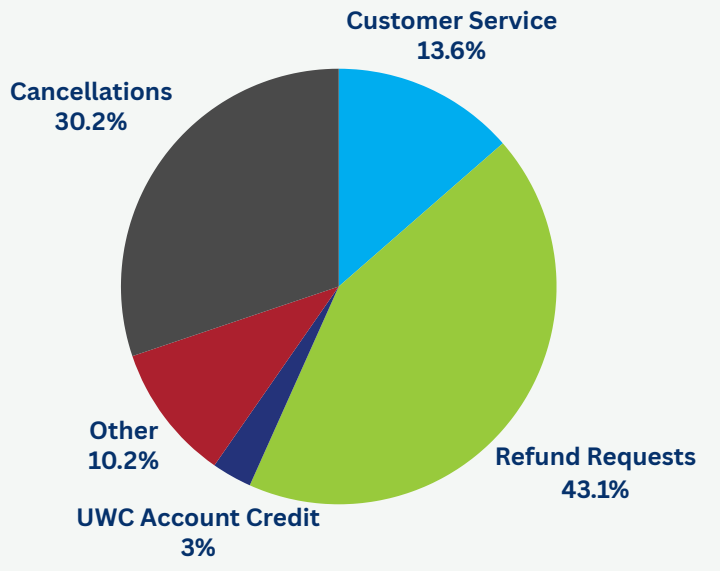
6,093 5% ↓ over Oct 23
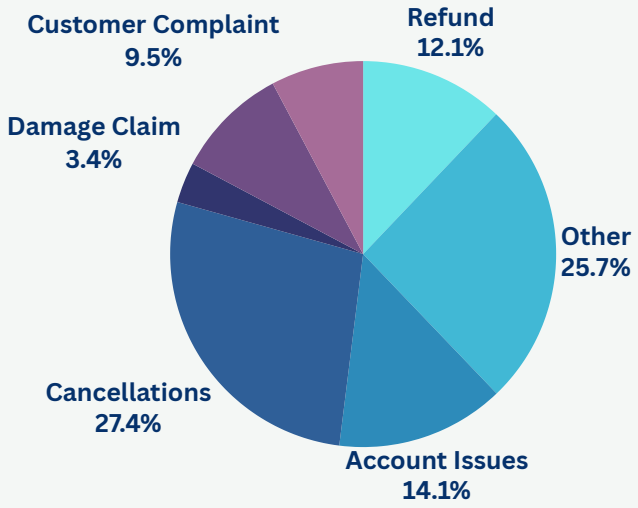## Total Monthly Contacts
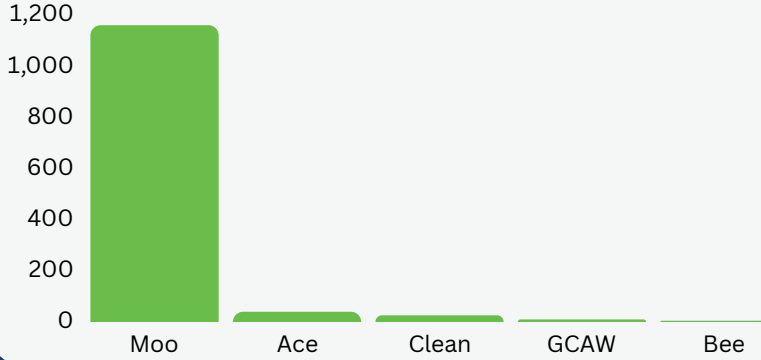Nov 22 - Nov 23

2,187
Salesforce Cases
Nov 22 - Nov 23

Salesforce Cases breakdown
- Customer Service 13.6%
- Cancellations 30.2%
- Other 10.2%
- UWC Account Credit 3%
- Refund Requests 43.1%

2,310
CS Phone Calls

CS Phone Calls breakdown
- Customer Complaint 9.5%
- Damage Claim 3.4%
- Refund 12.1%
- Other 25.7%
- Account Issues 14.1%
- Cancellations 27.4%

Nov 22 - Nov 23

1,242
Facebook Messages

Facebook Messages by brand
- Moo
- Ace
- Clean
- GCAW
- Bee

(y-axis: 200, 400, 600, 800, 1,000, 1,200)

.50 Business Days (4 hours)
Average Response Time

Store Data by ARM
November2023

Amber Burwell	Moo/Bee
Number of Calls	130.13
Phone Pick Up %	38.78%
Phone Duration	2:57:07
Google Reviews	4.23
Complaints	0.13
Wash Volume	13,309
Cancellations	134

Cam Morris	Moo
Number of Calls	132.83
Phone Pick Up %	37.17%
Phone Duration	2:18:00
Google Reviews	4.05
Complaints	0.33
Wash Volume	14,231
Cancellations	130

Michael Lautzenheis	Moo
Number of Calls	141.60
Phone Pick Up %	44.98%
Phone Duration	3:09:43
Google Reviews	3.74
Complaints	0.17
Wash Volume	15,268
Cancellations	151

Dan Diener	Moo
Number of Calls	117.43
Phone Pick Up %	50.30%
Phone Duration	2:51:02
Google Reviews	3.95
Complaints	0.29
Wash Volume	15,315
Cancellations	126

Mark Eichner	Moo
Number of Calls	90.75
Phone Pick Up %	42.75%
Phone Duration	1:54:34
Google Reviews	4.63
Complaints	0.38
Wash Volume	12,878
Cancellations	118

Davis Ruppert	Ace
Number of Calls	111.43
Phone Pick Up %	54.45%
Phone Duration	2:24:09
Google Reviews	4.25
Complaints	0.29
Wash Volume	11,536
Cancellations	107

Kayla Cortes	Ace
Number of Calls	149.14
Phone Pick Up %	53.20%
Phone Duration	3:36:20
Google Reviews	3.99
Complaints	0.00
Wash Volume	15,800
Cancellations	166

Kurt Delune	Clean
Number of Calls	126.67
Phone Pick Up %	40.62%
Phone Duration	2:20:24
Google Reviews	4.23
Complaints	0.17
Wash Volume	7,213
Cancellations	75

Tiffany Bertok	Clean
Number of Calls	96.67
Phone Pick Up %	35.18%
Phone Duration	1:33:30
Google Reviews	4.48
Complaints	0.00
Wash Volume	11,603
Cancellations	99

Dan Yanick	Clean
Number of Calls	123.75
Phone Pick Up %	33.62%
Phone Duration	2:18:00
Google Reviews	4.35
Complaints	0.25
Wash Volume	10,601
Cancellations	97

David Silvernail	Clean
Number of Calls	116.33
Phone Pick Up %	42.24%
Phone Duration	2:18:13
Google Reviews	3.33
Complaints	0.17
Wash Volume	10,432
Cancellations	105

Darion Harrington	GCAW
Number of Calls	107.43
Phone Pick Up %	26.68%
Phone Duration	2:42:04
Google Reviews	3.79
Complaints	0.29
Wash Volume	10,388
Cancellations	122

David Hadaway	GCAW
Number of Calls	72.25
Phone Pick Up %	45.46%
Phone Duration	1:24:28
Google Reviews	4.75
Complaints	0.00
Wash Volume	5,071
Cancellations	55

Lisa Ellsworth	GCAW
Number of Calls	80.75
Phone Pick Up %	45.64%
Phone Duration	1:43:44
Google Reviews	4.42
Complaints	0.63
Wash Volume	9,835
Cancellations	95

Store Data | Moo

101 Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	152	181.50	130.13	119.52	115.41
Phone Pick Up %	48.03%	42.66%	39%	43%	41.85%
Phone Duration	3:07:36	4:23:41	2:57:07	2:34:41	2:26:09
Google Reviews	4.2	3.92	4.23	4.18	4.16
Complaints	0	1.08	0.13	0.28	0.24
Wash Volume	10,774	14,051	13,309	14,333	12,005
Cancellations	106	126	134	130	116
102 Tier 1	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	160	207.92	130.13	119.52	115.41
Phone Pick Up %	20.00%	29.81%	39%	43%	41.85%
Phone Duration	2:57:16	4:18:23	2:57:07	2:34:41	2:26:09
Google Reviews	4	3.86	4.23	4.18	4.16
Complaints	0	0.92	0.13	0.28	0.24
Wash Volume	18,157	20,830	13,309	14,333	12,005
Cancellations	137	156	134	130	116
103 Tier 2	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	152	181.67	132.83	119.52	115.41
Phone Pick Up %	31.58%	28.32%	37%	43%	41.85%
Phone Duration	2:14:09	3:05:39	2:18:00	2:34:41	2:26:09
Google Reviews	3	3.48	4.05	4.18	4.16
Complaints	1	1.08	0.33	0.28	0.24
Wash Volume	15,472	17,850	14,231	14,333	12,005
Cancellations	154	160	130	130	116
104 Tier 2	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	105	138.83	132.83	119.52	115.41
Phone Pick Up %	61.90%	46.21%	37%	43%	41.85%
Phone Duration	1:59:45	2:33:38	2:18:00	2:34:41	2:26:09
Google Reviews	4.75	3.72	4.05	4.18	4.16
Complaints	0	0.17	0.33	0.28	0.24
Wash Volume	12,356	15,073	14,231	14,333	12,005
Cancellations	114	132	130	130	116
105 Tier 2	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	NO DATA	NO DATA	141.60	119.52	115.41
Phone Pick Up %	NO DATA	NO DATA	45%	43%	41.85%
Phone Duration	NO DATA	NO DATA	3:09:43	2:34:41	2:26:09
Google Reviews	3.67	3.80	3.74	4.18	4.16
Complaints	1	0.5	0.17	0.28	0.24
Wash Volume	9,597	12,562	15,268	14,333	12,005
Cancellations	111	135	151	130	116
106 Tier 1	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	222	239.58	141.60	119.52	115.41
Phone Pick Up %	32.43%	25.72%	45%	43%	41.85%
Phone Duration	4:36:14	3:56:27	3:09:43	2:34:41	2:26:09
Google Reviews	3.6	3.57	3.74	4.18	4.16
Complaints	0	0.25	0.17	0.28	0.24
Wash Volume	18,483	20,751	15,268	14,333	12,005
Cancellations	225	188	151	130	116
107 Tier 1	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls	173	159.92	117.43	119.52	115.41
Phone Pick Up %	48.55%	48.73%	50%	43%	41.85%
Phone Duration	4:10:54	4:08:20	2:51:02	2:34:41	2:26:09
Google Reviews	4.5	3.82	3.95	4.18	4.16
Complaints	0	0.17	0.29	0.28	0.24
Wash Volume	18,284	19,949	15,315	14,333	12,005
Cancellations	196	197	126	130	116

Store Data | Moo

108	Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	194	189.17	132.83	119.52	115.41
	Phone Pick Up %	58.25%	47.47%	37%	43%	41.85%
	Phone Duration	3:37:15	3:42:52	2:18:00	2:34:41	2:26:09
	Google Reviews	3.67	3.43	4.05	4.18	4.16
	Complaints	0	0.17	0.33	0.28	0.24
	Wash Volume	17,761	20,291	14,231	14,333	12,005
	Cancellations	186	187	130	130	116

109	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	93	118.17	117.43	119.52	115.41
	Phone Pick Up %	54.84%	33.10%	50%	43%	41.85%
	Phone Duration	1:58:07	1:58:11	2:51:02	2:34:41	2:26:09
	Google Reviews	NO REVIEWS	3.67	3.95	4.18	4.16
	Complaints	0	0.25	0.29	0.28	0.24
	Wash Volume	9,931	11,566	15,315	14,333	12,005
	Cancellations	82	81	126	130	116

110	Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	150	173.75	90.75	119.52	115.41
	Phone Pick Up %	48.67%	39.01%	43%	43%	41.85%
	Phone Duration	3:46:07	4:12:04	1:54:34	2:34:41	2:26:09
	Google Reviews	3.83	3.86	4.63	4.18	4.16
	Complaints	2	0.50	0.38	0.28	0.24
	Wash Volume	18,740	20,967	12,878	14,333	12,005
	Cancellations	155	176	118	130	116

111	Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	162	192.17	130.13	119.52	115.41
	Phone Pick Up %	41.36%	41.53%	39%	43%	41.85%
	Phone Duration	5:29:02	5:01:21	2:57:07	2:34:41	2:26:09
	Google Reviews	4	3.95	4.23	4.18	4.16
	Complaints	1	0.33	0.13	0.28	0.24
	Wash Volume	19,388	21,300	13,309	14,333	12,005
	Cancellations	224	232	134	130	116

112	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	162	154.33	132.83	119.52	115.41
	Phone Pick Up %	0.62%	33.23%	37%	43%	41.85%
	Phone Duration	2:26:04	2:59:39	2:18:00	2:34:41	2:26:09
	Google Reviews	4.25	4.03	4.05	4.18	4.16
	Complaints	0	0.33	0.33	0.28	0.24
	Wash Volume	17,178	19,062	14,231	14,333	12,005
	Cancellations	149	160	130	130	116

113	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	58	114.42	90.75	119.52	115.41
	Phone Pick Up %	44.83%	39.56%	43%	43%	41.85%
	Phone Duration	0:46:02	2:05:29	1:54:34	2:34:41	2:26:09
	Google Reviews	NO REVIEWS	3.79	4.63	4.18	4.16
	Complaints	0	0.33	0.38	0.28	0.24
	Wash Volume	9,919	12,940	12,878	14,333	12,005
	Cancellations	108	109	118	130	116

114	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	155	143.83	141.60	119.52	115.41
	Phone Pick Up %	44.52%	37.38%	45%	43%	41.85%
	Phone Duration	3:43:44	2:49:18	3:09:43	2:34:41	2:26:09
	Google Reviews	5	3.83	3.74	4.18	4.16
	Complaints	0	0.17	0.17	0.28	0.24
	Wash Volume	14,447	17,491	15,268	14,333	12,005
	Cancellations	145	114	151	130	116

Store Data | Moo

115	Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		160	170.00	117.43	119.52	115.41
Phone Pick Up %		39.38%	43.04%	50%	43%	41.85%
Phone Duration		3:28:09	3:23:06	2:51:02	2:34:41	2:26:09
Google Reviews		3.43	3.97	3.95	4.18	4.16
Complaints		1	0.58	0.29	0.28	0.24
Wash Volume		18,662	19,623	15,315	14,333	12,005
Cancellations		186	166	126	130	116
116	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		135	129.67	90.75	119.52	115.41
Phone Pick Up %		52.59%	40.64%	43%	43%	41.85%
Phone Duration		3:25:47	2:38:08	1:54:34	2:34:41	2:26:09
Google Reviews		5	4.28	4.63	4.18	4.16
Complaints		1	0.42	0.38	0.28	0.24
Wash Volume		15,123	17,286	12,878	14,333	12,005
Cancellations		135	121	118	130	116
117	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		149	161.75	141.60	119.52	115.41
Phone Pick Up %		53.02%	43.91%	45%	43%	41.85%
Phone Duration		3:27:49	3:41:41	3:09:43	2:34:41	2:26:09
Google Reviews		2.67	3.60	3.74	4.18	4.16
Complaints		0	0.67	0.17	0.28	0.24
Wash Volume		17,459	19,147	15,268	14,333	12,005
Cancellations		140	131	151	130	116
118	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		118	125.58	117.43	119.52	115.41
Phone Pick Up %		34.75%	24.10%	50%	43%	41.85%
Phone Duration		3:00:13	2:17:36	2:51:02	2:34:41	2:26:09
Google Reviews		4	3.98	3.95	4.18	4.16
Complaints		0	0.50	0.29	0.28	0.24
Wash Volume		15,500	18,229	15,315	14,333	12,005
Cancellations		113	102	126	130	116
119	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		92	101.50	90.75	119.52	115.41
Phone Pick Up %		38.04%	31.45%	43%	43%	41.85%
Phone Duration		1:26:17	1:47:06	1:54:34	2:34:41	2:26:09
Google Reviews		5	4.08	4.63	4.18	4.16
Complaints		0	0.25	0.38	0.28	0.24
Wash Volume		15,762	18,265	12,878	14,333	12,005
Cancellations		102	129	118	130	116
120	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		127	115.42	90.75	119.52	115.41
Phone Pick Up %		44.88%	46.27%	43%	43%	41.85%
Phone Duration		1:47:14	2:19:57	1:54:34	2:34:41	2:26:09
Google Reviews		3.93	4.09	4.63	4.18	4.16
Complaints		0	0.17	0.38	0.28	0.24
Wash Volume		17,380	19,601	12,878	14,333	12,005
Cancellations		154	135	118	130	116
121	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		102	126.33	141.60	119.52	115.41
Phone Pick Up %		41.18%	34.37%	45%	43%	41.85%
Phone Duration		1:51:33	2:49:13	3:09:43	2:34:41	2:26:09
Google Reviews		3.75	3.73	3.74	4.18	4.16
Complaints		0	0.17	0.17	0.28	0.24
Wash Volume		17,969	19,946	15,268	14,333	12,005
Cancellations		182	129	151	130	116

Store Data | Moo

122	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		76	96.75	130.13	119.52	115.41
Phone Pick Up %		60.53%	48.23%	39%	43%	41.85%
Phone Duration		1:50:08	2:10:53	2:57:07	2:34:41	2:26:09
Google Reviews		5	4.22	4.23	4.18	4.16
Complaints		0	0.50	0.13	0.28	0.24
Wash Volume		10,664	12,507	13,309	14,333	12,005
Cancellations		72	60	134	130	116
123	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		96	84.17	117.43	119.52	115.41
Phone Pick Up %		64.58%	55.81%	50%	43%	41.85%
Phone Duration		2:59:38	1:53:46	2:51:02	2:34:41	2:26:09
Google Reviews		5	4.10	3.95	4.18	4.16
Complaints		0	0.00	0.29	0.28	0.24
Wash Volume		17,544	19,157	15,315	14,333	12,005
Cancellations		108	107	126	130	116
124	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		45	75.42	90.75	119.52	115.41
Phone Pick Up %		35.56%	29.99%	43%	43%	41.85%
Phone Duration		1:04:59	1:36:31	1:54:34	2:34:41	2:26:09
Google Reviews		4.67	4.13	4.63	4.18	4.16
Complaints		0	0.17	0.38	0.28	0.24
Wash Volume		12,249	14,403	12,878	14,333	12,005
Cancellations		77	70	118	130	116
125	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		100	99.42	117.43	119.52	115.41
Phone Pick Up %		60.00%	47.71%	50%	43%	41.85%
Phone Duration		2:05:51	2:26:44	2:51:02	2:34:41	2:26:09
Google Reviews		3.25	4.02	3.95	4.18	4.16
Complaints		0	0.42	0.29	0.28	0.24
Wash Volume		14,108	15,472	15,315	14,333	12,005
Cancellations		98	104	126	130	116
126	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		82	81.75	117.43	119.52	115.41
Phone Pick Up %		50.00%	50.83%	50%	43%	41.85%
Phone Duration		2:14:20	1:37:07	2:51:02	2:34:41	2:26:09
Google Reviews		3.5	4.04	3.95	4.18	4.16
Complaints		1	0.33	0.29	0.28	0.24
Wash Volume		13,174	13,741	15,315	14,333	12,005
Cancellations		97	73	126	130	116
127	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		80	80.00	141.60	119.52	115.41
Phone Pick Up %		53.75%	50.82%	45%	43%	41.85%
Phone Duration		2:09:17	2:09:29	3:09:43	2:34:41	2:26:09
Google Reviews		NO REVIEWS	3.91	3.74	4.18	4.16
Complaints		0	1.00	0.17	0.28	0.24
Wash Volume		13,655	14,272	15,268	14,333	12,005
Cancellations		103	106	151	130	116
128	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		102	78.00	130.13	119.52	115.41
Phone Pick Up %		12.75%	22.10%	39%	43%	41.85%
Phone Duration		1:40:56	1:56:06	2:57:07	2:34:41	2:26:09
Google Reviews		5	3.64	4.23	4.18	4.16
Complaints		0	0.33	0.13	0.28	0.24
Wash Volume		12,459	12,049	13,309	14,333	12,005
Cancellations		97	94	134	130	116

Store Data | Moo

129	Tier 5	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		59	35.25	90.75	119.52	115.41
Phone Pick Up %		44.07%	36.51%	43%	43%	41.85%
Phone Duration		1:27:06	1:13:16	1:54:34	2:34:41	2:26:09
Google Reviews		5	3.18	4.63	4.18	4.16
Complaints		0	0.00	0.38	0.28	0.24
Wash Volume		8,473	7,524	12,878	14,333	12,005
Cancellations		98	120	118	130	116
130	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		121	103.00	132.83	119.52	115.41
Phone Pick Up %		0.83%	12.94%	37%	43%	41.85%
Phone Duration		1:43:34	2:13:06	2:18:00	2:34:41	2:26:09
Google Reviews		5	4.31	4.05	4.18	4.16
Complaints		0	0.17	0.33	0.28	0.24
Wash Volume		12,214	12,547	14,231	14,333	12,005
Cancellations		86	91	130	130	116
131	Tier 4	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		60	10.83	90.75	119.52	115.41
Phone Pick Up %		33.33%	27.18%	43%	43%	41.85%
Phone Duration		1:32:57	0:31:29	1:54:34	2:34:41	2:26:09
Google Reviews		5	3.29	4.63	4.18	4.16
Complaints		0	0.00	0.38	0.28	0.24
Wash Volume		5,381	3,297	12,878	14,333	12,005
Cancellations		-	1	118	130	116
133	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		63	44.33	132.83	119.52	115.41
Phone Pick Up %		69.84%	59.94%	37%	43%	41.85%
Phone Duration		1:47:12	1:34:10	2:18:00	2:34:41	2:26:09
Google Reviews		3.6	3.40	4.05	4.18	4.16
Complaints		1	0.08	0.33	0.28	0.24
Wash Volume		10,403	9,572	14,231	14,333	12,005
Cancellations		93	78	130	130	116

Store Data | Ace

201	Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		190	181.83	111.43	130.29	115.41
Phone Pick Up %		45.79%	45.99%	54%	54%	41.85%
Phone Duration		3:48:02	4:18:20	2:24:09	3:00:14	2:26:09
Google Reviews		4	4.00	4.25	4.12	4.16
Complaints		1	0.17	0.29	0.14	0.24
Wash Volume		15,232	19,101	11,536	13,668	12,005
Cancellations		135	192	107	137	116
202	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		118	160.75	111.43	130.29	115.41
Phone Pick Up %		56.78%	54.57%	54%	54%	41.85%
Phone Duration		2:45:16	4:03:00	2:24:09	3:00:14	2:26:09
Google Reviews		4	3.36	4.25	4.12	4.16
Complaints		0	0.67	0.29	0.14	0.24
Wash Volume		13,597	15,420	11,536	13,668	12,005
Cancellations		141	159	107	137	116
203	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		187	245.75	149.14	130.29	115.41
Phone Pick Up %		57.75%	50.72%	53%	54%	41.85%
Phone Duration		3:48:00	6:02:52	3:36:20	3:00:14	2:26:09
Google Reviews		3.2	3.73	3.99	4.12	4.16
Complaints		0	0.50	0.00	0.14	0.24
Wash Volume		17,240	20,276	15,800	13,668	12,005
Cancellations		157	235	166	137	116
204	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		153	182.17	111.43	130.29	115.41
Phone Pick Up %		52.94%	48.41%	54%	54%	41.85%
Phone Duration		3:26:51	3:38:42	2:24:09	3:00:14	2:26:09
Google Reviews		5	4.00	4.25	4.12	4.16
Complaints		0	0.17	0.29	0.14	0.24
Wash Volume		15,416	17,537	11,536	13,668	12,005
Cancellations		111	152	107	137	116
205	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		228	244.17	149.14	130.29	115.41
Phone Pick Up %		39.04%	36.00%	53%	54%	41.85%
Phone Duration		4:32:28	5:12:39	3:36:20	3:00:14	2:26:09
Google Reviews		4.57	3.65	3.99	4.12	4.16
Complaints		0	0.67	0.00	0.14	0.24
Wash Volume		21,557	23,558	15,800	13,668	12,005
Cancellations		176	193	166	137	116
206	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		152	187.75	149.14	130.29	115.41
Phone Pick Up %		50.66%	48.69%	53%	54%	41.85%
Phone Duration		4:06:00	4:32:06	3:36:20	3:00:14	2:26:09
Google Reviews		4.4	3.92	3.99	4.12	4.16
Complaints		0	0.25	0.00	0.14	0.24
Wash Volume		21,499	23,130	15,800	13,668	12,005
Cancellations		198	226	166	137	116
207	**Tier 1**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		156	194.83	149.14	130.29	115.41
Phone Pick Up %		29.49%	36.93%	53%	54%	41.85%
Phone Duration		3:45:24	4:30:02	3:36:20	3:00:14	2:26:09
Google Reviews		4.4	4.07	3.99	4.12	4.16
Complaints		0	0.50	0.00	0.14	0.24
Wash Volume		19,011	20,676	15,800	13,668	12,005
Cancellations		142	160	166	137	116

Store Data | Ace

208	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		122	138.58	111.43	130.29	115.41
Phone Pick Up %		27.87%	33.18%	54%	54%	41.85%
Phone Duration		1:53:47	2:21:02	2:24:09	3:00:14	2:26:09
Google Reviews		5	4.03	4.25	4.12	4.16
Complaints		1	0.58	0.29	0.14	0.24
Wash Volume		11,989	13,436	11,536	13,668	12,005
Cancellations		98	134	107	137	116
209	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		113	132.75	149.14	130.29	115.41
Phone Pick Up %		45.13%	33.51%	53%	54%	41.85%
Phone Duration		2:36:06	2:55:26	3:36:20	3:00:14	2:26:09
Google Reviews		4.5	4.16	3.99	4.12	4.16
Complaints		0	0.00	0.00	0.14	0.24
Wash Volume		13,638	14,698	15,800	13,668	12,005
Cancellations		143	142	166	137	116
210	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		56	101.58	111.43	130.29	115.41
Phone Pick Up %		57.14%	45.70%	54%	54%	41.85%
Phone Duration		1:30:12	2:15:39	2:24:09	3:00:14	2:26:09
Google Reviews		4.75	3.98	4.25	4.12	4.16
Complaints		0	0.50	0.29	0.14	0.24
Wash Volume		14,326	14,690	11,536	13,668	12,005
Cancellations		137	124	107	137	116
211	**Tier 3**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		89	78.17	149.14	130.29	115.41
Phone Pick Up %		73.03%	60.62%	53%	54%	41.85%
Phone Duration		2:19:40	1:57:47	3:36:20	3:00:14	2:26:09
Google Reviews		3.86	3.72	3.99	4.12	4.16
Complaints		0	0.25	0.00	0.14	0.24
Wash Volume		9,834	9,808	15,800	13,668	12,005
Cancellations		151	84	166	137	116
212	**Tier 3**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		119	66.58	149.14	130.29	115.41
Phone Pick Up %		77.31%	71.37%	53%	54%	41.85%
Phone Duration		4:06:40	1:58:46	3:36:20	3:00:14	2:26:09
Google Reviews		3	3.99	3.99	4.12	4.16
Complaints		0	0.08	0.00	0.14	0.24
Wash Volume		7,823	7,733	15,800	13,668	12,005
Cancellations		198	94	166	137	116
213	**Tier 3**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		69	66.42	111.43	130.29	115.41
Phone Pick Up %		75.36%	60.09%	54%	54%	41.85%
Phone Duration		1:49:13	1:36:27	2:24:09	3:00:14	2:26:09
Google Reviews		5	4.22	4.25	4.12	4.16
Complaints		0	0.33	0.29	0.14	0.24
Wash Volume		7,021	6,747	11,536	13,668	12,005
Cancellations		61	59	107	137	116
214	**Tier 3**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		72	60.58	111.43	130.29	115.41
Phone Pick Up %		65.28%	49.91%	54%	54%	41.85%
Phone Duration		1:35:44	1:38:33	2:24:09	3:00:14	2:26:09
Google Reviews		2	3.00	4.25	4.12	4.16
Complaints		0	0.17	0.29	0.14	0.24
Wash Volume		3,172	3,425	11,536	13,668	12,005
Cancellations		66	33	107	137	116

Store Data | Clean - CLE

301 Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	121	119.17	96.67	126.33	115.41
Phone Pick Up %	21.49%	22.54%	35%	31%	41.85%
Phone Duration	2:03:09	2:10:33	1:33:30	2:13:04	2:26:09
Google Reviews	5	4.20	4.48	4.45	4.16
Complaints	0	0.25	0.00	0.17	0.24
Wash Volume	10,151	10,210	11,603	11,483	12,005
Cancellations	86	91	99	102	116

302 Tier 1	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	282	254.17	139.29	126.33	115.41
Phone Pick Up %	35.46%	22.87%	29%	31%	41.85%
Phone Duration	6:23:50	4:54:41	2:34:16	2:13:04	2:26:09
Google Reviews	4.18	4.13	4.35	4.45	4.16
Complaints	0	0.17	0.29	0.17	0.24
Wash Volume	21,487	22,233	12,036	11,483	12,005
Cancellations	191	150	109	102	116

303 Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	213	274.33	139.29	126.33	115.41
Phone Pick Up %	11.27%	19.75%	29%	31%	41.85%
Phone Duration	3:21:17	4:35:08	2:34:16	2:13:04	2:26:09
Google Reviews	3.67	4.05	4.35	4.45	4.16
Complaints	0	0.33	0.29	0.17	0.24
Wash Volume	15,549	17,854	12,036	11,483	12,005
Cancellations	135	120	109	102	116

304 Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	120	119.42	139.29	126.33	115.41
Phone Pick Up %	39.17%	34.67%	29%	31%	41.85%
Phone Duration	2:28:49	2:47:49	2:34:16	2:13:04	2:26:09
Google Reviews	4.14	3.96	4.35	4.45	4.16
Complaints	1	0.42	0.29	0.17	0.24
Wash Volume	11,783	12,357	12,036	11,483	12,005
Cancellations	99	95	109	102	116

305 Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	106	112.92	139.29	126.33	115.41
Phone Pick Up %	29.25%	33.61%	29%	31%	41.85%
Phone Duration	1:45:39	2:23:34	2:34:16	2:13:04	2:26:09
Google Reviews	4.8	4.03	4.35	4.45	4.16
Complaints	0	0.08	0.29	0.17	0.24
Wash Volume	8,517	9,325	12,036	11,483	12,005
Cancellations	102	67	109	102	116

306 Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	116	114.67	139.29	126.33	115.41
Phone Pick Up %	17.24%	15.84%	29%	31%	41.85%
Phone Duration	1:51:06	2:10:26	2:34:16	2:13:04	2:26:09
Google Reviews	5	4.07	4.35	4.45	4.16
Complaints	1	0.83	0.29	0.17	0.24
Wash Volume	12,671	12,984	12,036	11,483	12,005
Cancellations	124	106	109	102	116

307 Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls	118	97.08	96.67	126.33	115.41
Phone Pick Up %	43.22%	43.56%	35%	31%	41.85%
Phone Duration	1:49:02	1:46:25	1:33:30	2:13:04	2:26:09
Google Reviews	NO REVIEWS	4.07	4.48	4.45	4.16
Complaints	0	0.00	0.00	0.17	0.24
Wash Volume	9,813	10,109	11,603	11,483	12,005
Cancellations	82	82	99	102	116

Store Data | Clean - CLE

308	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	57	73.92	96.67	126.33	115.41
	Phone Pick Up %	45.61%	39.67%	35%	31%	41.85%
	Phone Duration	1:06:59	1:34:01	1:33:30	2:13:04	2:26:09
	Google Reviews	5	4.14	4.48	4.45	4.16
	Complaints	0	0.17	0.00	0.17	0.24
	Wash Volume	9,739	10,028	11,603	11,483	12,005
	Cancellations	76	67	99	102	116
309	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	39	30.75	96.67	126.33	115.41
	Phone Pick Up %	38.46%	32.38%	35%	31%	41.85%
	Phone Duration	0:44:05	0:49:22	1:33:30	2:13:04	2:26:09
	Google Reviews	4	4.27	4.48	4.45	4.16
	Complaints	0	0.50	0.00	0.17	0.24
	Wash Volume	16,079	16,498	11,603	11,483	12,005
	Cancellations	139	82	99	102	116
310	Tier 4	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	15	2.42	139.29	126.33	115.41
	Phone Pick Up %	66.67%	33.33%	29%	31%	41.85%
	Phone Duration	0:24:08	0:24:08	2:34:16	2:13:04	2:26:09
	Google Reviews	NO REVIEWS	0.00	4.35	4.45	4.16
	Complaints	0	0.00	0.29	0.17	0.24
	Wash Volume	559	280	12,036	11,483	12,005
	Cancellations	9	5	109	102	116
311	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	53	70.17	96.67	126.33	115.41
	Phone Pick Up %	32.08%	32.25%	35%	31%	41.85%
	Phone Duration	0:53:22	1:16:00	1:33:30	2:13:04	2:26:09
	Google Reviews	4.25	3.75	4.48	4.45	4.16
	Complaints	0	0.25	0.00	0.17	0.24
	Wash Volume	11,140	9,834	11,603	11,483	12,005
	Cancellations	90	72	99	102	116
312	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	123	122.50	139.29	126.33	115.41
	Phone Pick Up %	3.25%	5.18%	29%	31%	41.85%
	Phone Duration	1:45:06	1:48:42	2:34:16	2:13:04	2:26:09
	Google Reviews	4.33	4.03	4.35	4.45	4.16
	Complaints	0	0.08	0.29	0.17	0.24
	Wash Volume	13,686	14,034	12,036	11,483	12,005
	Cancellations	106	72	109	102	116
313	Tier 5	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	192	98.45	96.67	126.33	115.41
	Phone Pick Up %	30.21%	34.83%	35%	31%	41.85%
	Phone Duration	2:44:21	2:43:07	1:33:30	2:13:04	2:26:09
	Google Reviews	4.14	3.85	4.48	4.45	4.16
	Complaints	0	0.00	0.00	0.17	0.24
	Wash Volume	12,696	9,203	11,603	11,483	12,005
	Cancellations	122	165	99	102	116

Store Data | Clean - TOL

401	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		140	162.00	116.33	116.33	115.41
Phone Pick Up %		60.00%	44.69%	42%	42%	41.85%
Phone Duration		2:41:05	3:00:36	2:18:13	2:18:13	2:26:09
Google Reviews		1	3.45	3.33	3.33	4.16
Complaints		0	0.25	0.17	0.17	0.24
Wash Volume		11,704	12,436	10,432	10,432	12,005
Cancellations		140	82	105	105	116
402	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		168	135.00	116.33	116.33	115.41
Phone Pick Up %		32.74%	36.57%	42%	42%	41.85%
Phone Duration		3:50:33	2:32:51	2:18:13	2:18:13	2:26:09
Google Reviews		5	3.74	3.33	3.33	4.16
Complaints		1	0.50	0.17	0.17	0.24
Wash Volume		15,153	15,493	10,432	10,432	12,005
Cancellations		140	100	105	105	116
403	**Tier 2**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		110	141.00	116.33	116.33	115.41
Phone Pick Up %		48.18%	49.25%	42%	42%	41.85%
Phone Duration		2:29:07	3:19:16	2:18:13	2:18:13	2:26:09
Google Reviews		NO REVIEWS	3.63	3.33	3.33	4.16
Complaints		0	0.83	0.17	0.17	0.24
Wash Volume		12,406	14,592	10,432	10,432	12,005
Cancellations		113	98	105	105	116
404	**Tier 3**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		68	67.50	116.33	116.33	115.41
Phone Pick Up %		60.29%	57.15%	42%	42%	41.85%
Phone Duration		1:29:42	1:31:00	2:18:13	2:18:13	2:26:09
Google Reviews		4.67	4.08	3.33	3.33	4.16
Complaints		0	0.25	0.17	0.17	0.24
Wash Volume		8,011	6,694	10,432	10,432	12,005
Cancellations		99	59	105	105	116
406	**Tier 5**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		94	64.00	116.33	116.33	115.41
Phone Pick Up %		31.91%	31.78%	42%	42%	41.85%
Phone Duration		1:35:25	1:16:27	2:18:13	2:18:13	2:26:09
Google Reviews		4	4.24	3.33	3.33	4.16
Complaints		0	0.00	0.17	0.17	0.24
Wash Volume		7,703	6,379	10,432	10,432	12,005
Cancellations		72	77	105	105	116
408	**Tier 5**	**Nov 2023**	**AVG Year to Date**	**Area Avg**	**Brand Avg**	**Company Average**
Number of Calls		118	118.00	116.33	116.33	115.41
Phone Pick Up %		20.34%	19.86%	42%	42%	41.85%
Phone Duration		1:43:26	1:39:07	2:18:13	2:18:13	2:26:09
Google Reviews		2	3.45	3.33	3.33	4.16
Complaints		0	0.00	0.17	0.17	0.24
Wash Volume		7,614	5,271	10,432	10,432	12,005
Cancellations		66	96	105	105	116

Store Data | Green Clean

501	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		94	126.92	107.43	88.79	115.41
Phone Pick Up %		32.98%	21.82%	27%	39%	41.85%
Phone Duration		4:56:51	3:44:07	2:42:04	2:01:10	2:26:09
Google Reviews		1	3.33	3.79	4.26	4.16
Complaints		0	0.00	0.29	0.37	0.24
Wash Volume		258	294	10,388	9,036	12,005
Cancellations		-	#DIV/0!	122	95	116

502	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		101	123.33	107.43	88.79	115.41
Phone Pick Up %		0.00%	0.00%	27%	39%	41.85%
Phone Duration		2:49:27	2:24:08	2:42:04	2:01:10	2:26:09
Google Reviews		4.29	3.93	3.79	4.26	4.16
Complaints		0	0.17	0.29	0.37	0.24
Wash Volume		11,397	10,166	10,388	9,036	12,005
Cancellations		113	126	122	95	116

503	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		98	109.33	80.75	88.79	115.41
Phone Pick Up %		52.04%	49.18%	46%	39%	41.85%
Phone Duration		2:07:47	2:37:19	1:43:44	2:01:10	2:26:09
Google Reviews		4.2	3.91	4.42	4.26	4.16
Complaints		1	0.50	0.63	0.37	0.24
Wash Volume		15,013	14,035	9,835	9,036	12,005
Cancellations		134	117	95	95	116

504	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		105	116.25	107.43	88.79	115.41
Phone Pick Up %		33.33%	25.20%	27%	39%	41.85%
Phone Duration		1:39:01	1:44:53	2:42:04	2:01:10	2:26:09
Google Reviews		4	3.99	3.79	4.26	4.16
Complaints		1	0.50	0.29	0.37	0.24
Wash Volume		14,456	13,798	10,388	9,036	12,005
Cancellations		94	99	122	95	116

505	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		94	141.33	80.75	88.79	115.41
Phone Pick Up %		53.19%	53.60%	46%	39%	41.85%
Phone Duration		1:57:57	2:31:00	1:43:44	2:01:10	2:26:09
Google Reviews		4.17	4.16	4.42	4.26	4.16
Complaints		0	0.08	0.63	0.37	0.24
Wash Volume		6,286	7,264	9,835	9,036	12,005
Cancellations		71	70	95	95	116

506	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		47	65.17	80.75	88.79	115.41
Phone Pick Up %		42.55%	37.20%	46%	39%	41.85%
Phone Duration		0:50:46	1:02:24	1:43:44	2:01:10	2:26:09
Google Reviews		4	3.99	4.42	4.26	4.16
Complaints		1	0.25	0.63	0.37	0.24
Wash Volume		8,736	8,496	9,835	9,036	12,005
Cancellations		45	64	95	95	116

507	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		142	120.83	80.75	88.79	115.41
Phone Pick Up %		42.25%	46.20%	46%	39%	41.85%
Phone Duration		3:00:11	2:56:49	1:43:44	2:01:10	2:26:09
Google Reviews		4	4.10	4.42	4.26	4.16
Complaints		2	0.17	0.63	0.37	0.24
Wash Volume		10,770	10,980	9,835	9,036	12,005
Cancellations		97	112	95	95	116

Store Data | Green Clean

508	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		147	161.58	107.43	88.79	115.41
Phone Pick Up %		41.50%	36.90%	27%	39%	41.85%
Phone Duration		2:21:44	3:06:18	2:42:04	2:01:10	2:26:09
Google Reviews		3.87	4.10	3.79	4.26	4.16
Complaints		1	0.50	0.29	0.37	0.24
Wash Volume		14,621	13,143	10,388	9,036	12,005
Cancellations		111	107	122	95	116
509	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		78	119.58	72.25	88.79	115.41
Phone Pick Up %		71.79%	62.19%	45%	39%	41.85%
Phone Duration		1:38:24	2:24:33	1:24:28	2:01:10	2:26:09
Google Reviews		4.67	4.17	4.75	4.26	4.16
Complaints		0	0.33	0.00	0.37	0.24
Wash Volume		5,524	6,143	5,071	9,036	12,005
Cancellations		52	56	55	95	116
510	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		84	103.75	72.25	88.79	115.41
Phone Pick Up %		51.19%	37.01%	45%	39%	41.85%
Phone Duration		1:53:53	2:03:36	1:24:28	2:01:10	2:26:09
Google Reviews		5	4.11	4.75	4.26	4.16
Complaints		0	0.42	0.00	0.37	0.24
Wash Volume		5,602	5,545	5,071	9,036	12,005
Cancellations		59	42	55	95	116
511	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		66	72.33	80.75	88.79	115.41
Phone Pick Up %		48.48%	45.14%	46%	39%	41.85%
Phone Duration		1:54:07	1:25:05	1:43:44	2:01:10	2:26:09
Google Reviews		4.33	3.90	4.42	4.26	4.16
Complaints		1	0.08	0.63	0.37	0.24
Wash Volume		11,050	10,414	9,835	9,036	12,005
Cancellations		117	104	95	95	116
512	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		53	75.17	80.75	88.79	115.41
Phone Pick Up %		20.75%	24.38%	46%	39%	41.85%
Phone Duration		0:52:04	1:18:03	1:43:44	2:01:10	2:26:09
Google Reviews		4.67	4.36	4.42	4.26	4.16
Complaints		0	0.08	0.63	0.37	0.24
Wash Volume		7,118	7,223	9,835	9,036	12,005
Cancellations		99	64	95	95	116
513	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		84	71.92	72.25	88.79	115.41
Phone Pick Up %		30.95%	36.61%	45%	39%	41.85%
Phone Duration		1:23:11	1:24:58	1:24:28	2:01:10	2:26:09
Google Reviews		4.33	4.15	4.75	4.26	4.16
Complaints		0	0.00	0.00	0.37	0.24
Wash Volume		4,649	4,782	5,071	9,036	12,005
Cancellations		56	49	55	95	116
514	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		94	80.75	80.75	88.79	115.41
Phone Pick Up %		40.43%	43.64%	46%	39%	41.85%
Phone Duration		1:35:34	1:27:43	1:43:44	2:01:10	2:26:09
Google Reviews		5	4.26	4.42	4.26	4.16
Complaints		0	0.17	0.63	0.37	0.24
Wash Volume		9,517	8,983	9,835	9,036	12,005
Cancellations		92	76	95	95	116

Store Data | Green Clean

515	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		52	65.58	80.75	88.79	115.41
Phone Pick Up %		65.38%	51.48%	46%	39%	41.85%
Phone Duration		1:31:22	1:28:18	1:43:44	2:01:10	2:26:09
Google Reviews		5	4.00	4.42	4.26	4.16
Complaints		0	0.25	0.63	0.37	0.24
Wash Volume		10,193	8,560	9,835	9,036	12,005
Cancellations		107	125	95	95	116
516	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		96	130.17	107.43	88.79	115.41
Phone Pick Up %		27.08%	30.52%	27%	39%	41.85%
Phone Duration		1:55:12	2:38:15	2:42:04	2:01:10	2:26:09
Google Reviews		4.09	3.86	3.79	4.26	4.16
Complaints		0	0.33	0.29	0.37	0.24
Wash Volume		14,143	12,083	10,388	9,036	12,005
Cancellations		237	186	122	95	116
517	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		88	98.08	107.43	88.79	115.41
Phone Pick Up %		29.55%	27.10%	27%	39%	41.85%
Phone Duration		2:49:44	1:47:25	2:42:04	2:01:10	2:26:09
Google Reviews		4.5	4.17	3.79	4.26	4.16
Complaints		0	0.00	0.29	0.37	0.24
Wash Volume		8,199	7,358	10,388	9,036	12,005
Cancellations		69	70	122	95	116
522	Tier 5	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		121	77.75	107.43	88.79	115.41
Phone Pick Up %		22.31%	26.64%	27%	39%	41.85%
Phone Duration		2:22:26	1:34:33	2:42:04	2:01:10	2:26:09
Google Reviews		4.75	3.34	3.79	4.26	4.16
Complaints		0	0.00	0.29	0.37	0.24
Wash Volume		9,639	6,573	10,388	9,036	12,005
Cancellations		110	108	122	95	116
528	Tier 5	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		43	29.00	72.25	88.79	115.41
Phone Pick Up %		27.91%	24.44%	45%	39%	41.85%
Phone Duration		0:42:25	0:40:55	1:24:28	2:01:10	2:26:09
Google Reviews		5	3.90	4.75	4.26	4.16
Complaints		0	0.00	0.00	0.37	0.24
Wash Volume		4,510	4,050	5,071	9,036	12,005
Cancellations		54	67	55	95	116

Store Data | Clean - PA

601	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		82	109.75	126.67	126.67	115.41
Phone Pick Up %		56.10%	44.11%	41%	41%	41.85%
Phone Duration		2:06:00	2:14:40	2:20:24	2:20:24	2:26:09
Google Reviews		3.8	4.25	4.23	4.23	4.16
Complaints		0	0.17	0.17	0.17	0.24
Wash Volume		7,534	8,558	7,213	7,213	12,005
Cancellations		92	88	75	75	116

602	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		97	102.58	126.67	126.67	115.41
Phone Pick Up %		65.98%	40.00%	41%	41%	41.85%
Phone Duration		2:30:19	2:06:49	2:20:24	2:20:24	2:26:09
Google Reviews		4.6	3.83	4.23	4.23	4.16
Complaints		0	0.42	0.17	0.17	0.24
Wash Volume		7,176	8,609	7,213	7,213	12,005
Cancellations		72	72	75	75	116

603	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		139	163.33	126.67	126.67	115.41
Phone Pick Up %		15.83%	37.98%	41%	41%	41.85%
Phone Duration		2:36:04	3:09:01	2:20:24	2:20:24	2:26:09
Google Reviews		3.5	3.45	4.23	4.23	4.16
Complaints		0	0.25	0.17	0.17	0.24
Wash Volume		10,111	10,882	7,213	7,213	12,005
Cancellations		113	99	75	75	116

604	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		242	100.17	126.67	126.67	115.41
Phone Pick Up %		31.40%	49.20%	41%	41%	41.85%
Phone Duration		4:05:56	2:09:08	2:20:24	2:20:24	2:26:09
Google Reviews		4.2	4.02	4.23	4.23	4.16
Complaints		0	0.17	0.17	0.17	0.24
Wash Volume		6,743	7,041	7,213	7,213	12,005
Cancellations		82	94	75	75	116

609	Tier 5	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		103	82.50	126.67	126.67	115.41
Phone Pick Up %		30.10%	34.77%	41%	41%	41.85%
Phone Duration		1:28:34	1:31:34	2:20:24	2:20:24	2:26:09
Google Reviews		4.75	3.92	4.23	4.23	4.16
Complaints		0	0.08	0.17	0.17	0.24
Wash Volume		6,573	6,469	7,213	7,213	12,005
Cancellations		88	77	75	75	116

610	Tier 4	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
Number of Calls		97	88.00	126.67	126.67	115.41
Phone Pick Up %		44.33%	28.76%	41%	41%	41.85%
Phone Duration		1:15:33	1:12:21	2:20:24	2:20:24	2:26:09
Google Reviews		4.5	3.40	4.23	4.23	4.16
Complaints		1	0.08	0.17	0.17	0.24
Wash Volume		5,139	4,647	7,213	7,213	12,005
Cancellations		0	167	75	75	116

Store Data | Bee Clean

701	Tier 2	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	125	134.67	130.13	129.67	115.41
	Phone Pick Up %	14.40%	9.09%	39%	43%	41.85%
	Phone Duration	2:14:37	2:11:11	2:57:07	2:50:40	2:26:09
	Google Reviews	4.33	3.70	4.23	3.89	4.16
	Complaints	0	0.17	0.13	0.00	0.24
	Wash Volume	13,202	15,317	13,309	11,677	12,005
	Cancellations	164	123	134	146	116
702	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	137	105.83	130.13	129.67	115.41
	Phone Pick Up %	43.07%	33.94%	39%	43%	41.85%
	Phone Duration	2:30:19	1:53:22	2:57:07	2:50:40	2:26:09
	Google Reviews	3	3.96	4.23	3.89	4.16
	Complaints	0	0.08	0.13	0.00	0.24
	Wash Volume	10,515	10,971	13,309	11,677	12,005
	Cancellations	150	89	134	146	116
703	Tier 3	Nov 2023	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	127	118.67	130.13	129.67	115.41
	Phone Pick Up %	70.08%	50.47%	39%	43%	41.85%
	Phone Duration	3:47:04	3:22:41	2:57:07	2:50:40	2:26:09
	Google Reviews	4.33	4.23	4.23	3.89	4.16
	Complaints	0	0.08	0.13	0.00	0.24
	Wash Volume	11,313	12,013	13,309	11,677	12,005
	Cancellations	125	91	134	146	116