



FEBRUARY 2024

Customer Service **MONTHLY UPDATES**

MONTHLY UPDATE | FEBRUARY 2024

Happy March everyone! It's time for our Customer Service Monthly Update but more importantly it is almost SPRING. What a great time of year for me to join EWC and I am so excited to take this journey with all of you.

I have truly enjoyed my first month here at EWC and I have been given a warm welcome by all of you, thank you! The sites staff have all been so great to work with and have all been true partners in making sure our customers have the best wash experience possible.

What I have learnt thus far is far more important than just learning Wash Assist, it is that I have learned that I have joined a team of people that work hard every day to make getting a car wash the best thing that might have happened to the customer all day and that is because of all of YOU!

I look forward to being part of such a GREAT team of people!

I also want to welcome Unique Johnson to the team, she has been with EWC in the recruiting department and transitioned to Customer Service at the end of February, we are excited to have her on the team, she will be working tickets on Saturdays, starting the last week in March, this will get you a quicker response to your weekend tickets. Please help me welcome Unique to the team!

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Kelly Bonner, Customer Service Manager



Customer Service Report | FEB 2024

8,595 **1% ↑**
over Jan 24



Total Monthly Contacts

Feb 23 - Feb 24

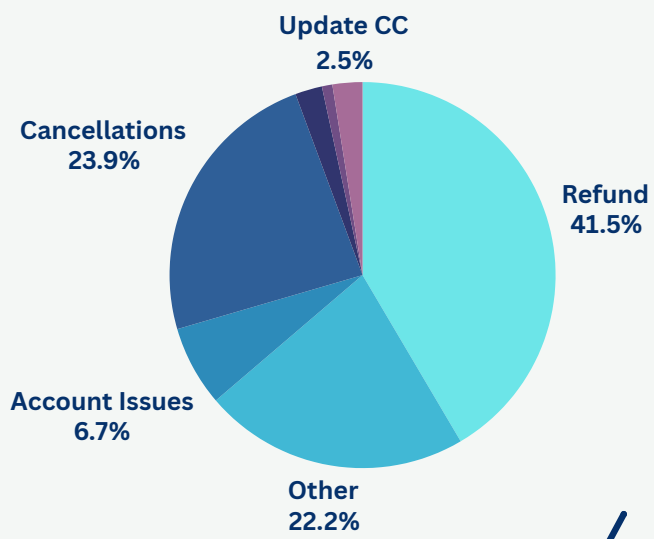
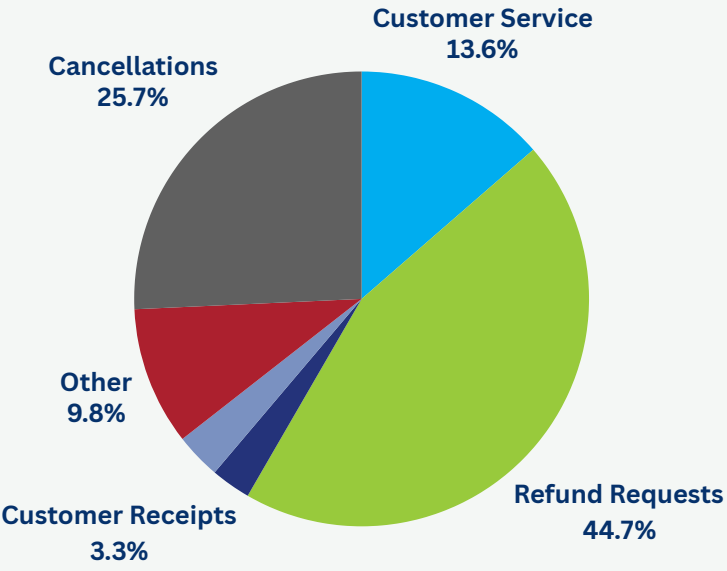
3,071



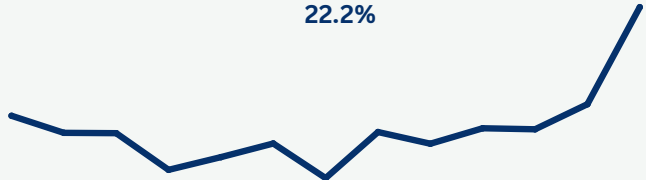
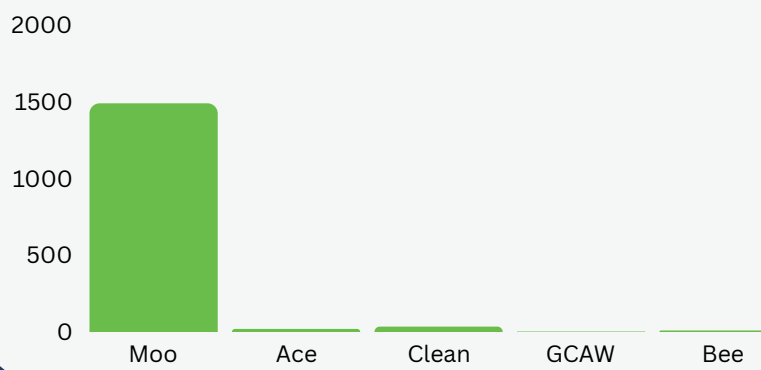
Salesforce Cases Feb 23- Feb 24

3,069

CS Phone Calls



1,559 **Facebook Messages**



Feb 23 - Feb 24

1.84 **Average Response Time**
Business Days

Store Data by ARM

Feb 2024

Amber Burwell	Moo/Bee
Number of Calls	211.50
Phone Pick Up %	38.54%
Phone Duration	5:15:59
Google Reviews	0.00
Complaints	0.75
Wash Volume	19,137
Cancellations	184

Dan Diener	Moo
Number of Calls	214.86
Phone Pick Up %	41.88%
Phone Duration	4:35:06
Google Reviews	0.00
Complaints	0.14
Wash Volume	22,210
Cancellations	168

Davis Ruppert	Ace
Number of Calls	179.43
Phone Pick Up %	45.55%
Phone Duration	3:56:58
Google Reviews	0.00
Complaints	0.57
Wash Volume	16,238
Cancellations	154

Tiffany Bertok	Clean
Number of Calls	159.33
Phone Pick Up %	36.56%
Phone Duration	2:41:28
Google Reviews	0.00
Complaints	0.17
Wash Volume	16,496
Cancellations	153

Darion Harrington	GCAW
Number of Calls	173.80
Phone Pick Up %	28.20%
Phone Duration	3:43:02
Google Reviews	0.00
Complaints	0.17
Wash Volume	12,187
Cancellations	141

Cam Morris	Moo
Number of Calls	157.67
Phone Pick Up %	40.55%
Phone Duration	3:21:21
Google Reviews	0.00
Complaints	0.17
Wash Volume	21,560
Cancellations	153

Mark Eichner	Moo
Number of Calls	150.25
Phone Pick Up %	49.10%
Phone Duration	3:32:51
Google Reviews	0.00
Complaints	0.38
Wash Volume	19,206
Cancellations	171

Kayla Cortes	Ace
Number of Calls	227.29
Phone Pick Up %	48.85%
Phone Duration	4:44:23
Google Reviews	0.00
Complaints	0.00
Wash Volume	21,760
Cancellations	156

Dan Yanick	Clean
Number of Calls	214.57
Phone Pick Up %	25.03%
Phone Duration	4:50:21
Google Reviews	0.00
Complaints	0.43
Wash Volume	17,576
Cancellations	130

David Hadaway	GCAW
Number of Calls	90.67
Phone Pick Up %	49.12%
Phone Duration	1:41:35
Google Reviews	0.00
Complaints	0.00
Wash Volume	4,714
Cancellations	59

Michael Lautzenheiser	Moo
Number of Calls	217.60
Phone Pick Up %	33.23%
Phone Duration	4:30:56
Google Reviews	0.00
Complaints	0.67
Wash Volume	22,080
Cancellations	171

Kurt Delune	Clean
Number of Calls	197.75
Phone Pick Up %	39.02%
Phone Duration	4:29:07
Google Reviews	0.00
Complaints	0.14
Wash Volume	11,364
Cancellations	109

David Silvermail	Clean
Number of Calls	206.00
Phone Pick Up %	37.57%
Phone Duration	4:24:57
Google Reviews	0.00
Complaints	0.14
Wash Volume	13,737
Cancellations	112

Lisa Ellsworth	GCAW
Number of Calls	106.25
Phone Pick Up %	50.78%
Phone Duration	2:36:44
Google Reviews	0.00
Complaints	0.13
Wash Volume	9,985
Cancellations	110

Store Data | Moo

101	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	229	33.75	188.63	189.74	181.08
	Phone Pick Up %	37.99%	8.51%	42%	42%	41.33%
	Phone Duration	5:18:14	0:44:45	4:19:56	4:17:34	3:58:10
	Google Reviews	4.1	0.76	4.27	3.91	3.99
	Complaints	2	0.17	0.25	0.41	0.29
	Wash Volume	17,379	2,474	13,834	21,086	16,591
	Cancellations	113	20	215	171	143
102	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	308	47.75	188.63	189.74	181.08
	Phone Pick Up %	29.22%	4.70%	42%	42%	41.33%
	Phone Duration	7:57:09	1:02:26	4:19:56	4:17:34	3:58:10
	Google Reviews	1.33	0.36	4.27	3.91	3.99
	Complaints	1	0.17	0.25	0.41	0.29
	Wash Volume	25,478	3,679	13,834	21,086	16,591
	Cancellations	152	30	215	171	143
103	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	216	35.58	160.17	189.74	181.08
	Phone Pick Up %	28.24%	4.49%	43%	42%	41.33%
	Phone Duration	4:58:26	0:44:57	3:20:12	4:17:34	3:58:10
	Google Reviews	3.6	0.63	3.88	3.91	3.99
	Complaints	0	0.00	0.50	0.41	0.29
	Wash Volume	22,798	3,341	15,978	21,086	16,591
	Cancellations	193	31	156	171	143
104	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	171	31.33	160.17	189.74	181.08
	Phone Pick Up %	47.37%	8.78%	43%	42%	41.33%
	Phone Duration	3:57:26	0:44:27	3:20:12	4:17:34	3:58:10
	Google Reviews	3.7	0.34	3.88	3.91	3.99
	Complaints	0	0.00	0.50	0.41	0.29
	Wash Volume	19,697	2,897	15,978	21,086	16,591
	Cancellations	139	23	156	171	143
105	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	205	NO DATA	188.80	189.74	181.08
	Phone Pick Up %	77.07%	NO DATA	48%	42%	41.33%
	Phone Duration	4:11:11	NO DATA	3:40:40	4:17:34	3:58:10
	Google Reviews	2.6	0.52	0.00	3.91	3.99
	Complaints	0	0	0.00	0.41	0.29
	Wash Volume	15,425	2,204	0	21,086	16,591
	Cancellations	152	26	0	171	143
106	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	275	51.67	188.80	189.74	181.08
	Phone Pick Up %	2.55%	0.53%	48%	42%	41.33%
	Phone Duration	4:17:09	0:44:09	3:40:40	4:17:34	3:58:10
	Google Reviews	2.86	0.57	4.15	3.91	3.99
	Complaints	2	0.25	0.50	0.41	0.29
	Wash Volume	25,741	3,787	16,322	21,086	16,591
	Cancellations	310	50	179	171	143

Store Data | Moo

107	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	325	42.92	157.86	189.74	181.08
	Phone Pick Up %	47.38%	9.17%	55%	42%	41.33%
	Phone Duration	8:17:51	1:02:00	3:23:39	4:17:34	3:58:10
	Google Reviews	4.5	0.79	4.54	3.91	3.99
	Complaints	1	0.08	0.00	0.41	0.29
	Wash Volume	25,779	3,692	16,066	21,086	16,591
	Cancellations	288	52	176	171	143
108	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	207	32.42	160.17	189.74	181.08
	Phone Pick Up %	57.97%	9.59%	43%	42%	41.33%
	Phone Duration	3:50:54	0:36:34	3:20:12	4:17:34	3:58:10
	Google Reviews	4.5	0.65	3.88	3.91	3.99
	Complaints	0	0.17	0.50	0.41	0.29
	Wash Volume	26,104	3,822	15,978	21,086	16,591
	Cancellations	193	33	156	171	143
109	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	168	25.08	157.86	189.74	181.08
	Phone Pick Up %	28.57%	5.70%	55%	42%	41.33%
	Phone Duration	2:42:02	0:23:44	3:23:39	4:17:34	3:58:10
	Google Reviews	3.83	0.69	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	16,724	2,343	16,066	21,086	16,591
	Cancellations	112	17	176	171	143
110	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	217	34.83	134.38	189.74	181.08
	Phone Pick Up %	53.92%	8.80%	52%	42%	41.33%
	Phone Duration	6:04:34	0:55:31	2:54:47	4:17:34	3:58:10
	Google Reviews	4.43	0.74	4.42	3.91	3.99
	Complaints	0	0.17	0.25	0.41	0.29
	Wash Volume	24,611	3,636	14,374	21,086	16,591
	Cancellations	319	50	171	171	143
111	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	277	47.50	188.63	189.74	181.08
	Phone Pick Up %	34.30%	6.75%	42%	42%	41.33%
	Phone Duration	7:38:01	1:21:14	4:19:56	4:17:34	3:58:10
	Google Reviews	3.62	0.69	4.27	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	25,378	3,649	13,834	21,086	16,591
	Cancellations	366	67	215	171	143
112	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	152	26.42	160.17	189.74	181.08
	Phone Pick Up %	32.89%	6.58%	43%	42%	41.33%
	Phone Duration	3:23:17	0:38:35	3:20:12	4:17:34	3:58:10
	Google Reviews	4.75	0.79	3.88	3.91	3.99
	Complaints	1	0.08	0.50	0.41	0.29
	Wash Volume	24,396	3,538	15,978	21,086	16,591
	Cancellations	169	27	156	171	143

Store Data | Moo

113	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	143	25.33	134.38	189.74	181.08
	Phone Pick Up %	51.05%	7.83%	52%	42%	41.33%
	Phone Duration	3:09:34	0:32:01	2:54:47	4:17:34	3:58:10
	Google Reviews	4.25	0.77	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	16,017	2,300	14,374	21,086	16,591
	Cancellations	110	19	171	171	143
114	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	262	35.25	188.80	189.74	181.08
	Phone Pick Up %	37.79%	7.70%	48%	42%	41.33%
	Phone Duration	5:40:05	0:50:02	3:40:40	4:17:34	3:58:10
	Google Reviews	4.38	0.72	4.15	3.91	3.99
	Complaints	0	0.08	0.50	0.41	0.29
	Wash Volume	22,025	3,195	16,322	21,086	16,591
	Cancellations	219	29	179	171	143
115	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	385	56.83	157.86	189.74	181.08
	Phone Pick Up %	37.40%	7.24%	55%	42%	41.33%
	Phone Duration	8:04:11	1:10:17	3:23:39	4:17:34	3:58:10
	Google Reviews	3.13	0.59	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	24,348	3,619	16,066	21,086	16,591
	Cancellations	211	35	176	171	143
116	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	240	33.08	134.38	189.74	181.08
	Phone Pick Up %	50.42%	9.35%	52%	42%	41.33%
	Phone Duration	5:43:54	0:49:20	2:54:47	4:17:34	3:58:10
	Google Reviews	4.25	0.71	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	21,914	3,188	14,374	21,086	16,591
	Cancellations	154	28	171	171	143
117	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	201	29.25	188.80	189.74	181.08
	Phone Pick Up %	45.27%	8.72%	48%	42%	41.33%
	Phone Duration	3:37:00	0:29:46	3:40:40	4:17:34	3:58:10
	Google Reviews	4.5	0.75	4.15	3.91	3.99
	Complaints	1	0.17	0.50	0.41	0.29
	Wash Volume	22,956	3,227	16,322	21,086	16,591
	Cancellations	138	25	179	171	143
118	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	196	27.25	157.86	189.74	181.08
	Phone Pick Up %	33.16%	6.64%	55%	42%	41.33%
	Phone Duration	4:41:50	0:35:26	3:23:39	4:17:34	3:58:10
	Google Reviews	3.7	0.64	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	22,264	3,226	16,066	21,086	16,591
	Cancellations	152	29	176	171	143

Store Data | Moo

119	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	177	27.50	134.38	189.74	181.08
	Phone Pick Up %	36.72%	5.95%	52%	42%	41.33%
	Phone Duration	3:41:12	0:29:17	2:54:47	4:17:34	3:58:10
	Google Reviews	4.5	0.75	4.42	3.91	3.99
	Complaints	3	0.25	0.25	0.41	0.29
	Wash Volume	21,580	3,163	14,374	21,086	16,591
	Cancellations	154	23	171	171	143
120	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	162	25.83	134.38	189.74	181.08
	Phone Pick Up %	33.95%	6.66%	52%	42%	41.33%
	Phone Duration	2:47:50	0:26:06	2:54:47	4:17:34	3:58:10
	Google Reviews	3.92	0.66	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	25,347	3,674	14,374	21,086	16,591
	Cancellations	179	28	171	171	143
121	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	169	28.92	188.80	189.74	181.08
	Phone Pick Up %	40.24%	7.66%	48%	42%	41.33%
	Phone Duration	3:55:13	0:41:04	3:40:40	4:17:34	3:58:10
	Google Reviews	5	0.79	4.15	3.91	3.99
	Complaints	0	0.00	0.50	0.41	0.29
	Wash Volume	24,876	3,638	16,322	21,086	16,591
	Cancellations	82	24	179	171	143
122	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	150	21.75	188.63	189.74	181.08
	Phone Pick Up %	52.67%	10.02%	42%	42%	41.33%
	Phone Duration	4:17:40	0:33:07	4:19:56	4:17:34	3:58:10
	Google Reviews	4.6	0.42	4.27	3.91	3.99
	Complaints	1	0.08	0.25	0.41	0.29
	Wash Volume	17,159	2,466	13,834	21,086	16,591
	Cancellations	107	18	215	171	143
123	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	162	22.33	157.86	189.74	181.08
	Phone Pick Up %	55.56%	10.21%	55%	42%	41.33%
	Phone Duration	2:42:02	0:28:20	3:23:39	4:17:34	3:58:10
	Google Reviews	3.67	0.72	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	24,485	3,413	16,066	21,086	16,591
	Cancellations	102	20	176	171	143
124	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	108	19.50	134.38	189.74	181.08
	Phone Pick Up %	48.15%	8.58%	52%	42%	41.33%
	Phone Duration	2:40:27	0:29:25	2:54:47	4:17:34	3:58:10
	Google Reviews	3.4	0.66	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	18,790	2,744	14,374	21,086	16,591
	Cancellations	118	20	171	171	143

Store Data | Moo

125	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	148	23.42	157.86	189.74	181.08
	Phone Pick Up %	41.89%	8.32%	55%	42%	41.33%
	Phone Duration	3:05:30	0:33:48	3:23:39	4:17:34	3:58:10
	Google Reviews	4.13	0.72	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	22,045	3,176	16,066	21,086	16,591
	Cancellations	119	21	176	171	143
126	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	120	19.58	157.86	189.74	181.08
	Phone Pick Up %	49.17%	9.02%	55%	42%	41.33%
	Phone Duration	2:32:14	0:25:41	3:23:39	4:17:34	3:58:10
	Google Reviews	3.86	0.72	4.54	3.91	3.99
	Complaints	0	0.00	0.00	0.41	0.29
	Wash Volume	19,825	2,858	16,066	21,086	16,591
	Cancellations	189	26	176	171	143
127	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	181	24.25	188.80	189.74	181.08
	Phone Pick Up %	40.33%	9.12%	48%	42%	41.33%
	Phone Duration	5:05:15	0:39:49	3:40:40	4:17:34	3:58:10
	Google Reviews	4.5	0.71	4.15	3.91	3.99
	Complaints	1	0.08	0.50	0.41	0.29
	Wash Volume	21,454	3,150	16,322	21,086	16,591
	Cancellations	127	21	179	171	143
128	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	178	23.83	188.63	189.74	181.08
	Phone Pick Up %	42.70%	5.26%	42%	42%	41.33%
	Phone Duration	4:42:23	0:37:15	4:19:56	4:17:34	3:58:10
	Google Reviews	3.5	0.67	4.27	3.91	3.99
	Complaints	0	0.08	0.25	0.41	0.29
	Wash Volume	18,408	2,640	13,834	21,086	16,591
	Cancellations	255	33	215	171	143
129	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	77	13.33	134.38	189.74	181.08
	Phone Pick Up %	51.95%	9.55%	52%	42%	41.33%
	Phone Duration	2:18:18	0:21:11	2:54:47	4:17:34	3:58:10
	Google Reviews	4	0.66	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	16,083	2,340	14,374	21,086	16,591
	Cancellations	137	26	171	171	143
130	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	113	19.50	160.17	189.74	181.08
	Phone Pick Up %	15.93%	1.53%	43%	42%	41.33%
	Phone Duration	2:20:50	0:20:37	3:20:12	4:17:34	3:58:10
	Google Reviews	3.67	0.59	3.88	3.91	3.99
	Complaints	0	0.00	0.50	0.41	0.29
	Wash Volume	19,501	2,787	15,978	21,086	16,591
	Cancellations	124	22	156	171	143

Store Data | Moo

131	Tier 4	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	78	10.33	134.38	189.74	181.08
	Phone Pick Up %	66.67%	10.63%	52%	42%	41.33%
	Phone Duration	1:57:02	0:15:35	2:54:47	4:17:34	3:58:10
	Google Reviews	4	0.72	4.42	3.91	3.99
	Complaints	0	0.00	0.25	0.41	0.29
	Wash Volume	9,302	1,342	14,374	21,086	16,591
	Cancellations	200	34	171	171	143
133	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	87	13.67	160.17	189.74	181.08
	Phone Pick Up %	60.92%	10.81%	43%	42%	41.33%
	Phone Duration	1:37:15	0:15:36	3:20:12	4:17:34	3:58:10
	Google Reviews	4.29	0.69	3.88	3.91	3.99
	Complaints	0	0.08	0.50	0.41	0.29
	Wash Volume	16,861	2,384	15,978	21,086	16,591
	Cancellations	100	17	156	171	143

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201	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	293	40.00	157.57	203.36	181.08
	Phone Pick Up %	50.17%	8.86%	60%	47%	41.33%
	Phone Duration	6:46:17	0:57:04	3:40:26	4:20:40	3:58:10
	Google Reviews	5	0.83	3.76	3.61	3.99
	Complaints	0	0.00	0.14	0.29	0.29
	Wash Volume	22,954	3,253	10,448	18,999	16,591
	Cancellations	211	34	153	155	143
202	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	168	29.83	157.57	203.36	181.08
	Phone Pick Up %	66.07%	11.12%	60%	47%	41.33%
	Phone Duration	4:01:37	0:44:17	3:40:26	4:20:40	3:58:10
	Google Reviews	3.6	0.51	3.76	3.61	3.99
	Complaints	2	0.17	0.14	0.29	0.29
	Wash Volume	18,574	2,533	10,448	18,999	16,591
	Cancellations	176	28	153	155	143
203	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	278	43.67	184.43	203.36	181.08
	Phone Pick Up %	48.20%	10.11%	55%	47%	41.33%
	Phone Duration	6:00:16	0:57:17	3:54:14	4:20:40	3:58:10
	Google Reviews	3.78	0.34	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	24,504	3,482	15,064	18,999	16,591
	Cancellations	156	25	160	155	143
204	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	188	31.75	157.57	203.36	181.08
	Phone Pick Up %	54.26%	10.09%	60%	47%	41.33%
	Phone Duration	4:02:59	0:41:24	3:40:26	4:20:40	3:58:10
	Google Reviews	4.75	0.81	3.76	3.61	3.99
	Complaints	0	0.00	0.14	0.29	0.29
	Wash Volume	21,244	3,007	10,448	18,999	16,591
	Cancellations	229	37	153	155	143
205	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	405	60.00	184.43	203.36	181.08
	Phone Pick Up %	34.81%	6.42%	55%	47%	41.33%
	Phone Duration	8:05:26	1:10:34	3:54:14	4:20:40	3:58:10
	Google Reviews	1	0.44	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	28,584	4,041	15,064	18,999	16,591
	Cancellations	170	30	160	155	143
206	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	265	39.58	184.43	203.36	181.08
	Phone Pick Up %	43.02%	8.43%	55%	47%	41.33%
	Phone Duration	4:42:15	0:45:09	3:54:14	4:20:40	3:58:10
	Google Reviews	4	0.63	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	26,406	3,741	15,064	18,999	16,591
	Cancellations	201	33	160	155	143

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207	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	218	32.33	184.43	203.36	181.08
	Phone Pick Up %	35.32%	5.20%	55%	47%	41.33%
	Phone Duration	4:33:15	0:37:08	3:54:14	4:20:40	3:58:10
	Google Reviews	3.33	0.64	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	24,861	3,500	15,064	18,999	16,591
	Cancellations	150	26	160	155	143
208	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	212	31.17	157.57	203.36	181.08
	Phone Pick Up %	31.60%	6.80%	60%	47%	41.33%
	Phone Duration	4:10:29	0:34:20	3:40:26	4:20:40	3:58:10
	Google Reviews	5	0.74	3.76	3.61	3.99
	Complaints	0	0.00	0.14	0.29	0.29
	Wash Volume	16,357	2,157	10,448	18,999	16,591
	Cancellations	166	27	153	155	143
209	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	202	28.42	184.43	203.36	181.08
	Phone Pick Up %	48.51%	7.76%	55%	47%	41.33%
	Phone Duration	3:56:36	0:33:38	3:54:14	4:20:40	3:58:10
	Google Reviews	5	0.67	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	21,065	2,940	15,064	18,999	16,591
	Cancellations	180	31	160	155	143
210	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	164	26.42	157.57	203.36	181.08
	Phone Pick Up %	33.54%	8.24%	60%	47%	41.33%
	Phone Duration	3:44:26	0:39:42	3:40:26	4:20:40	3:58:10
	Google Reviews	3.67	0.66	3.76	3.61	3.99
	Complaints	0	0.00	0.14	0.29	0.29
	Wash Volume	18,679	2,467	10,448	18,999	16,591
	Cancellations	144	26	153	155	143
211	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	100	16.75	184.43	203.36	181.08
	Phone Pick Up %	63.00%	10.78%	55%	47%	41.33%
	Phone Duration	2:29:19	0:24:33	3:54:14	4:20:40	3:58:10
	Google Reviews	3	0.58	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	14,306	1,997	15,064	18,999	16,591
	Cancellations	136	22	160	155	143
212	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	123	19.42	184.43	203.36	181.08
	Phone Pick Up %	69.11%	11.67%	55%	47%	41.33%
	Phone Duration	3:23:31	0:34:13	3:54:14	4:20:40	3:58:10
	Google Reviews	3.75	0.73	4.03	3.61	3.99
	Complaints	0	0.00	0.00	0.29	0.29
	Wash Volume	12,594	1,778	15,064	18,999	16,591
	Cancellations	101	19	160	155	143

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213	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	122	19.00	157.57	203.36	181.08
	Phone Pick Up %	40.98%	9.08%	60%	47%	41.33%
	Phone Duration	2:20:38	0:23:31	3:40:26	4:20:40	3:58:10
	Google Reviews	3.67	0.70	3.76	3.61	3.99
	Complaints	2	0.17	0.14	0.29	0.29
	Wash Volume	10,527	1,439	10,448	18,999	16,591
	Cancellations	97	17	153	155	143
214	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	109	18.42	157.57	203.36	181.08
	Phone Pick Up %	42.20%	7.53%	60%	47%	41.33%
	Phone Duration	2:32:19	0:26:31	3:40:26	4:20:40	3:58:10
	Google Reviews	1	0.17	3.76	3.61	3.99
	Complaints	0	0.08	0.14	0.29	0.29
	Wash Volume	5,329	711	10,448	18,999	16,591
	Cancellations	54	10	153	155	143

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301	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	192	29.00	129.83	200.83	181.08
	Phone Pick Up %	25.00%	3.79%	40%	31%	41.33%
	Phone Duration	3:26:38	0:30:38	2:42:37	4:09:12	3:58:10
	Google Reviews	4.25	0.77	4.68	4.29	3.99
	Complaints	0	0.00	0.00	0.33	0.29
	Wash Volume	14,224	2,070	12,831	16,662	16,591
	Cancellations	134	22	172	138	143
302	Tier 1	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	363	60.92	188.00	200.83	181.08
	Phone Pick Up %	12.40%	4.04%	32%	31%	41.33%
	Phone Duration	6:16:17	1:10:05	3:31:02	4:09:12	3:58:10
	Google Reviews	3.82	0.69	4.29	4.29	3.99
	Complaints	0	0.00	0.14	0.33	0.29
	Wash Volume	27,721	4,234	13,798	16,662	16,591
	Cancellations	227	36	143	138	143
303	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	333	47.92	188.00	200.83	181.08
	Phone Pick Up %	19.52%	3.18%	32%	31%	41.33%
	Phone Duration	6:45:27	0:56:09	3:31:02	4:09:12	3:58:10
	Google Reviews	4.33	0.78	4.29	4.29	3.99
	Complaints	2	0.17	0.14	0.33	0.29
	Wash Volume	21,675	3,292	13,798	16,662	16,591
	Cancellations	132	20	143	138	143
304	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	204	27.25	188.00	200.83	181.08
	Phone Pick Up %	33.33%	5.76%	32%	31%	41.33%
	Phone Duration	4:15:47	0:33:07	3:31:02	4:09:12	3:58:10
	Google Reviews	3.29	0.59	4.29	4.29	3.99
	Complaints	0	0.00	0.14	0.33	0.29
	Wash Volume	17,179	2,555	13,798	16,662	16,591
	Cancellations	125	19	143	138	143
305	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	195	28.67	188.00	200.83	181.08
	Phone Pick Up %	43.59%	6.71%	32%	31%	41.33%
	Phone Duration	3:16:50	0:29:48	3:31:02	4:09:12	3:58:10
	Google Reviews	4.4	0.74	4.29	4.29	3.99
	Complaints	0	0.00	0.14	0.33	0.29
	Wash Volume	13,751	1,923	13,798	16,662	16,591
	Cancellations	106	21	143	138	143
306	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	240	38.25	188.00	200.83	181.08
	Phone Pick Up %	28.75%	4.68%	32%	31%	41.33%
	Phone Duration	5:31:21	0:49:54	3:31:02	4:09:12	3:58:10
	Google Reviews	4.33	0.75	4.29	4.29	3.99
	Complaints	0	0.00	0.14	0.33	0.29
	Wash Volume	17,517	2,588	13,798	16,662	16,591
	Cancellations	149	31	143	138	143

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307	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	171	22.92	129.83	200.83	181.08
	Phone Pick Up %	44.44%	8.03%	40%	31%	41.33%
	Phone Duration	3:08:44	0:28:08	2:42:37	4:09:12	3:58:10
	Google Reviews	5	0.83	4.68	4.29	3.99
	Complaints	0	0.00	0.00	0.33	0.29
	Wash Volume	13,050	1,998	12,831	16,662	16,591
	Cancellations	150	24	172	138	143
308	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	99	17.58	129.83	200.83	181.08
	Phone Pick Up %	52.53%	10.26%	40%	31%	41.33%
	Phone Duration	2:26:18	0:27:26	2:42:37	4:09:12	3:58:10
	Google Reviews	5	0.79	4.68	4.29	3.99
	Complaints	0	0.00	0.00	0.33	0.29
	Wash Volume	14,058	1,992	12,831	16,662	16,591
	Cancellations	120	22	172	138	143
309	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	48	6.50	129.83	200.83	181.08
	Phone Pick Up %	27.08%	4.76%	40%	31%	41.33%
	Phone Duration	0:57:30	0:09:53	2:42:37	4:09:12	3:58:10
	Google Reviews	4.75	0.78	4.68	4.29	3.99
	Complaints	0	0.00	0.00	0.33	0.29
	Wash Volume	22,065	3,315	12,831	16,662	16,591
	Cancellations	174	34	172	138	143
310	Tier 4	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	0	16.08	188.00	200.83	181.08
	Phone Pick Up %	-	5.80%	32%	31%	41.33%
	Phone Duration	-	0:05:25	3:31:02	4:09:12	3:58:10
	Google Reviews	5	-	4.29	4.29	3.99
	Complaints	0	0.00	0.14	0.33	0.29
	Wash Volume	6,768	962	13,798	16,662	16,591
	Cancellations	39	5	143	138	143
311	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	160	22.67	129.83	200.83	181.08
	Phone Pick Up %	33.75%	5.49%	40%	31%	41.33%
	Phone Duration	3:28:08	0:26:50	2:42:37	4:09:12	3:58:10
	Google Reviews	3	0.58	4.68	4.29	3.99
	Complaints	1	0.08	0.00	0.33	0.29
	Wash Volume	15,334	2,258	12,831	16,662	16,591
	Cancellations	158	28	172	138	143
312	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	167	27.00	188.00	200.83	181.08
	Phone Pick Up %	12.57%	1.21%	32%	31%	41.33%
	Phone Duration	2:56:25	0:24:15	3:31:02	4:09:12	3:58:10
	Google Reviews	4.5	0.65	4.29	4.29	3.99
	Complaints	1	0.17	0.14	0.33	0.29
	Wash Volume	18,423	2,747	13,798	16,662	16,591
	Cancellations	133	27	143	138	143

Store Data | Clean - CLE

313	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	286	50.09	129.83	200.83	181.08
	Phone Pick Up %	-	3.26%	40%	31%	41.33%
	Phone Duration	-	0:28:00	2:42:37	4:09:12	3:58:10
	Google Reviews	4.6	0.80	4.68	4.29	3.99
	Complaints	0	0.00	0.00	0.33	0.29
	Wash Volume	20,243	3,031	12,831	16,662	16,591
	Cancellations	180	32	172	138	143

Store Data | Clean - TOL

401	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	298	44.08	164.50	206.00	181.08
	Phone Pick Up %	35.91%	6.89%	50%	38%	41.33%
	Phone Duration	6:16:08	1:03:20	3:51:38	4:24:57	3:58:10
	Google Reviews	3.5	0.69	4.33	4.10	3.99
	Complaints	1	0.17	0.29	0.17	0.29
	Wash Volume	15,675	2,020	8,387	14,262	16,591
	Cancellations	99	18	116	124	143
402	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	340	48.58	164.50	206.00	181.08
	Phone Pick Up %	32.06%	5.79%	50%	38%	41.33%
	Phone Duration	8:28:50	1:12:07	3:51:38	4:24:57	3:58:10
	Google Reviews	3.75	0.65	4.33	4.10	3.99
	Complaints	0	0.08	0.29	0.17	0.29
	Wash Volume	18,179	2,558	8,387	14,262	16,591
	Cancellations	250	41	116	124	143
403	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	165	27.00	164.50	206.00	181.08
	Phone Pick Up %	48.48%	9.60%	50%	38%	41.33%
	Phone Duration	3:11:32	0:35:18	3:51:38	4:24:57	3:58:10
	Google Reviews	4.17	0.68	4.33	4.10	3.99
	Complaints	0	0.00	0.29	0.17	0.29
	Wash Volume	17,186	2,345	8,387	14,262	16,591
	Cancellations	103	19	116	124	143
404	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	108	18.92	164.50	206.00	181.08
	Phone Pick Up %	36.11%	8.19%	50%	38%	41.33%
	Phone Duration	1:48:56	0:21:34	3:51:38	4:24:57	3:58:10
	Google Reviews	5	0.80	4.33	4.10	3.99
	Complaints	0	0.00	0.29	0.17	0.29
	Wash Volume	11,101	1,465	8,387	14,262	16,591
	Cancellations	93	16	116	124	143
405	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	25.20	164.50	206.00	181.08
	Phone Pick Up %	-	4.28%	50%	38%	41.33%
	Phone Duration	-	0:09:14	3:51:38	4:24:57	3:58:10
	Google Reviews	4	0.36	4.33	4.10	3.99
	Complaints	0	0.00	0.29	0.17	0.29
	Wash Volume	10,587	1,342	8,387	14,262	16,591
	Cancellations	41	4	116	124	143
406	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	119	19.42	164.50	206.00	181.08
	Phone Pick Up %	35.29%	6.23%	50%	38%	41.33%
	Phone Duration	2:19:21	0:25:27	3:51:38	4:24:57	3:58:10
	Google Reviews	4.5	0.73	4.33	4.10	3.99
	Complaints	0	0.00	0.29	0.17	0.29
	Wash Volume	11,353	1,575	8,387	14,262	16,591
	Cancellations	92	17	116	124	143

Store Data | Clean - TOL

408	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	164.50	206.00	181.08
	Phone Pick Up %	-	0.00%	50%	38%	41.33%
	Phone Duration	-	0:00:00	3:51:38	4:24:57	3:58:10
	Google Reviews	3.67	0.33	4.33	4.10	3.99
	Complaints	0	0.00	0.29	0.17	0.29
	Wash Volume	12,078	1,601	8,387	14,262	16,591
	Cancellations	104	18	116	124	143

Store Data | Green Clean

502	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	96	17.00	153.80	124.44	181.08
	Phone Pick Up %	2.08%	0.17%	29%	43%	41.33%
	Phone Duration	2:05:50	0:22:46	3:14:52	2:47:07	3:58:10
	Google Reviews	5	0.82	4.83	4.29	3.99
	Complaints	0	0.00	0.17	0.11	0.29
	Wash Volume	11,844	1,793	10,182	9,547	16,591
	Cancellations	112	19	157	109	143
503	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	135	20.75	96.00	124.44	181.08
	Phone Pick Up %	51.85%	9.66%	57%	43%	41.33%
	Phone Duration	2:52:45	0:23:34	2:06:05	2:47:07	3:58:10
	Google Reviews	5	0.77	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	14,424	2,220	8,325	9,547	16,591
	Cancellations	171	30	139	109	143
504	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	99	19.17	153.80	124.44	181.08
	Phone Pick Up %	60.61%	9.12%	29%	43%	41.33%
	Phone Duration	2:27:05	0:27:52	3:14:52	2:47:07	3:58:10
	Google Reviews	4	0.72	4.83	4.29	3.99
	Complaints	0	0.08	0.17	0.11	0.29
	Wash Volume	14,459	2,257	10,182	9,547	16,591
	Cancellations	133	21	157	109	143
505	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	125	20.00	96.00	124.44	181.08
	Phone Pick Up %	60.80%	11.15%	57%	43%	41.33%
	Phone Duration	2:56:02	0:27:24	2:06:05	2:47:07	3:58:10
	Google Reviews	4.25	0.69	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	6,588	1,000	8,325	9,547	16,591
	Cancellations	64	12	139	109	143
506	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	102	15.67	96.00	124.44	181.08
	Phone Pick Up %	50.00%	8.33%	57%	43%	41.33%
	Phone Duration	2:20:22	0:21:19	2:06:05	2:47:07	3:58:10
	Google Reviews	5	0.83	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	8,001	1,220	8,325	9,547	16,591
	Cancellations	102	18	139	109	143
507	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	114	18.33	96.00	124.44	181.08
	Phone Pick Up %	46.49%	8.91%	57%	43%	41.33%
	Phone Duration	3:10:07	0:31:29	2:06:05	2:47:07	3:58:10
	Google Reviews	5	0.83	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	11,041	1,676	8,325	9,547	16,591
	Cancellations	124	22	139	109	143

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508	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	209	32.25	153.80	124.44	181.08
	Phone Pick Up %	35.41%	6.09%	29%	43%	41.33%
	Phone Duration	4:26:12	0:40:20	3:14:52	2:47:07	3:58:10
	Google Reviews	1	0.50	4.83	4.29	3.99
	Complaints	0	0.00	0.17	0.11	0.29
	Wash Volume	13,733	2,119	10,182	9,547	16,591
	Cancellations	124	23	157	109	143
509	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	83	15.42	89.33	124.44	181.08
	Phone Pick Up %	67.47%	12.24%	61%	43%	41.33%
	Phone Duration	1:37:54	0:20:44	1:46:37	2:47:07	3:58:10
	Google Reviews	NO REVIEW!	0.36	4.08	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	5,341	888	4,934	9,547	16,591
	Cancellations	53	9	75	109	143
510	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	99	16.08	89.33	124.44	181.08
	Phone Pick Up %	45.45%	8.22%	61%	43%	41.33%
	Phone Duration	1:55:21	0:17:02	1:46:37	2:47:07	3:58:10
	Google Reviews	NO REVIEW!	0.45	4.08	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	4,725	823	4,934	9,547	16,591
	Cancellations	59	11	75	109	143
511	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	48	9.33	96.00	124.44	181.08
	Phone Pick Up %	50.00%	9.24%	57%	43%	41.33%
	Phone Duration	1:05:31	0:15:33	2:06:05	2:47:07	3:58:10
	Google Reviews	4.67	0.79	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	11,609	1,770	8,325	9,547	16,591
	Cancellations	137	24	139	109	143
512	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	83	13.92	96.00	124.44	181.08
	Phone Pick Up %	39.76%	6.19%	57%	43%	41.33%
	Phone Duration	2:17:30	0:18:47	2:06:05	2:47:07	3:58:10
	Google Reviews	4.5	0.76	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	7,751	1,184	8,325	9,547	16,591
	Cancellations	76	18	139	109	143
513	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	90	13.50	89.33	124.44	181.08
	Phone Pick Up %	34.44%	7.15%	61%	43%	41.33%
	Phone Duration	1:31:30	0:14:16	1:46:37	2:47:07	3:58:10
	Google Reviews	5	0.69	4.08	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	4,773	827	4,934	9,547	16,591
	Cancellations	65	13	75	109	143

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514	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	139	20.58	96.00	124.44	181.08
	Phone Pick Up %	49.64%	7.84%	57%	43%	41.33%
	Phone Duration	3:30:43	0:27:20	2:06:05	2:47:07	3:58:10
	Google Reviews	3.5	0.58	4.45	4.29	3.99
	Complaints	1	0.08	0.00	0.11	0.29
	Wash Volume	9,633	1,506	8,325	9,547	16,591
	Cancellations	76	19	139	109	143
515	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	104	16.25	96.00	124.44	181.08
	Phone Pick Up %	57.69%	10.85%	57%	43%	41.33%
	Phone Duration	2:40:54	0:23:06	2:06:05	2:47:07	3:58:10
	Google Reviews	4.5	0.75	4.45	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	10,833	1,630	8,325	9,547	16,591
	Cancellations	129	24	139	109	143
516	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	291	42.17	153.80	124.44	181.08
	Phone Pick Up %	28.52%	5.21%	29%	43%	41.33%
	Phone Duration	6:21:24	0:56:30	3:14:52	2:47:07	3:58:10
	Google Reviews	4.13	0.75	4.83	4.29	3.99
	Complaints	0	0.00	0.17	0.11	0.29
	Wash Volume	14,507	2,174	10,182	9,547	16,591
	Cancellations	281	52	157	109	143
517	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	174	25.92	153.80	124.44	181.08
	Phone Pick Up %	14.37%	3.45%	29%	43%	41.33%
	Phone Duration	3:14:38	0:26:39	3:14:52	2:47:07	3:58:10
	Google Reviews	4.11	0.37	4.83	4.29	3.99
	Complaints	1	0.08	0.17	0.11	0.29
	Wash Volume	8,239	1,265	10,182	9,547	16,591
	Cancellations	86	15	157	109	143
522	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	153.80	124.44	181.08
	Phone Pick Up %	-	0.00%	29%	43%	41.33%
	Phone Duration	-	0:00:00	3:14:52	2:47:07	3:58:10
	Google Reviews	4.67	0.79	4.83	4.29	3.99
	Complaints	0	0.00	0.17	0.11	0.29
	Wash Volume	10,338	1,577	10,182	9,547	16,591
	Cancellations	112	20	157	109	143
528	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	89.33	124.44	181.08
	Phone Pick Up %	-	0.00%	61%	43%	41.33%
	Phone Duration	-	0:00:00	1:46:37	2:47:07	3:58:10
	Google Reviews	NO REVIEWS	0.36	4.08	4.29	3.99
	Complaints	0	0.00	0.00	0.11	0.29
	Wash Volume	4,015	678	4,934	9,547	16,591
	Cancellations	59	11	75	109	143

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601	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	155	21.75	132.75	197.75	181.08
	Phone Pick Up %	41.94%	8.21%	45%	39%	41.33%
	Phone Duration	3:38:51	0:32:18	3:05:36	4:29:07	3:58:10
	Google Reviews	4	0.75	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	11,630	1,702	8,716	11,431	16,591
	Cancellations	129	22	107	118	143
602	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	142	20.08	132.75	197.75	181.08
	Phone Pick Up %	47.18%	8.81%	45%	39%	41.33%
	Phone Duration	3:50:42	0:37:54	3:05:36	4:29:07	3:58:10
	Google Reviews	4	0.75	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	11,637	1,730	8,716	11,431	16,591
	Cancellations	108	20	107	118	143
603	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	316	44.33	132.75	197.75	181.08
	Phone Pick Up %	15.82%	1.78%	45%	39%	41.33%
	Phone Duration	6:58:31	0:52:55	3:05:36	4:29:07	3:58:10
	Google Reviews	3	0.50	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	14,371	2,169	8,716	11,431	16,591
	Cancellations	129	22	107	118	143
604	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	178	24.00	132.75	197.75	181.08
	Phone Pick Up %	51.12%	9.34%	45%	39%	41.33%
	Phone Duration	3:28:22	0:28:28	3:05:36	4:29:07	3:58:10
	Google Reviews	4	0.75	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	11,076	1,664	8,716	11,431	16,591
	Cancellations	150	22	107	118	143
607	Tier 4	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	132.75	197.75	181.08
	Phone Pick Up %	-	0.00%	45%	39%	41.33%
	Phone Duration	-	0:00:00	3:05:36	4:29:07	3:58:10
	Google Reviews	3	0.27	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	10,961	1,542	8,716	11,431	16,591
	Cancellations	51	7	107	118	143
609	Tier 5	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	132.75	197.75	181.08
	Phone Pick Up %	-	0.00%	45%	39%	41.33%
	Phone Duration	-	0:00:00	3:05:36	4:29:07	3:58:10
	Google Reviews	3.33	0.69	4.64	3.81	3.99
	Complaints	1	0.08	0.00	0.17	0.29
	Wash Volume	10,750	1,540	8,716	11,431	16,591
	Cancellations	95	18	107	118	143

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610	Tier 4	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	-	0.00	132.75	197.75	181.08
	Phone Pick Up %	-	0.00%	45%	39%	41.33%
	Phone Duration	-	0:00:00	3:05:36	4:29:07	3:58:10
	Google Reviews	4.5	0.78	4.64	3.81	3.99
	Complaints	0	0.00	0.00	0.17	0.29
	Wash Volume	9,121	1,368	8,716	11,431	16,591
	Cancellations	98	15	107	118	143

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701	Tier 2	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	182	30.58	188.63	183.33	181.08
	Phone Pick Up %	19.23%	2.46%	42%	37%	41.33%
	Phone Duration	3:30:04	0:32:46	4:19:56	4:04:48	3:58:10
	Google Reviews	4	0.63	4.27	4.13	3.99
	Complaints	1	0.08	0.25	0.67	0.29
	Wash Volume	18,361	2,659	13,834	16,432	16,591
	Cancellations	201	39	215	160	143
702	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	143	28.25	188.63	183.33	181.08
	Phone Pick Up %	28.67%	6.22%	42%	37%	41.33%
	Phone Duration	2:56:07	0:35:49	4:19:56	4:04:48	3:58:10
	Google Reviews	3.8	0.73	4.27	4.13	3.99
	Complaints	0	0.00	0.25	0.67	0.29
	Wash Volume	14,894	2,146	13,834	16,432	16,591
	Cancellations	130	28	215	160	143
703	Tier 3	Feb 2024	AVG Year to Date	Area Avg	Brand Avg	Company Average
	Number of Calls	225	33.33	188.63	183.33	181.08
	Phone Pick Up %	63.56%	11.82%	42%	37%	41.33%
	Phone Duration	5:48:14	0:56:36	4:19:56	4:04:48	3:58:10
	Google Reviews	4.6	0.42	4.27	4.13	3.99
	Complaints	1	0.08	0.25	0.67	0.29
	Wash Volume	16,040	2,268	13,834	16,432	16,591
	Cancellations	149	31	215	160	143