

MC311 Monthly Call Center Data Summary

June 2015

Data from 5/17/2015 to 6/13/2015; 5/18/2014 to 6/14/2014 (four weeks)

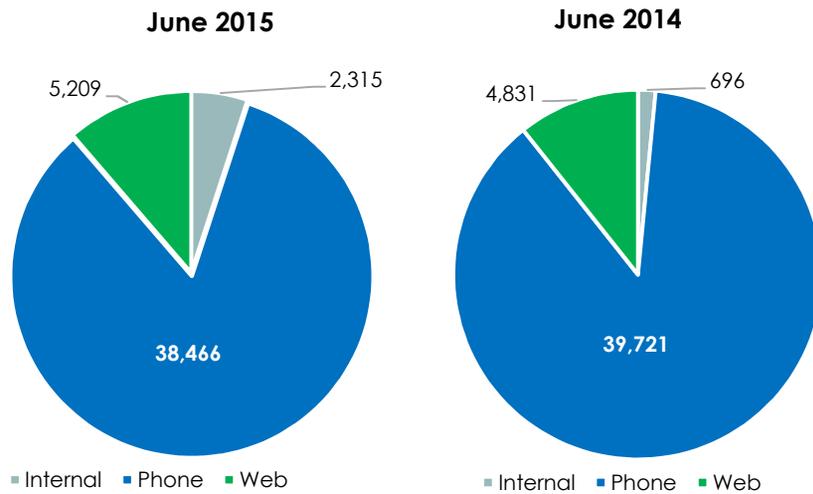
Call Center Summary

	Total Requests	No. of CSRs Average/Day	Abandoned Call Rate
June 2015	46,176	35	3.18%
June 2014	45,371	39	1.83%

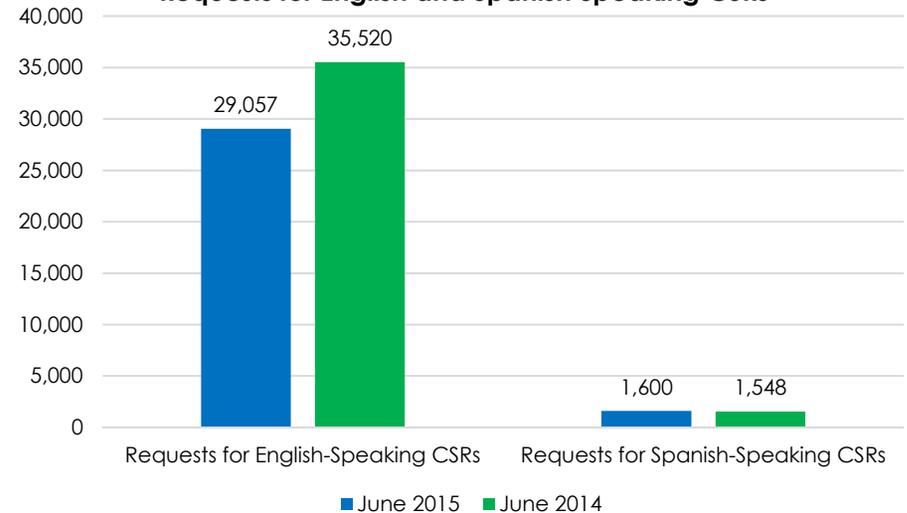
Top Five Departments Receiving the Highest Number of Requests

June 2015				
DEP (11,473)	DOT (11,448)	DPS (5,306)	Non-MCG (4,110)	HHS (2,902)
June 2014				
DOT (11,358)	DEP (11,085)	DPS (5,670)	Non-MCG (4,235)	PIO (2,649)

Source of Requests



Requests for English and Spanish Speaking CSRs



* Does not include requests received by twitter, email, or from walk-ins.

Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2015	Trip Planner (3,590), Permit Intake (2,816), General Information (1,528)	Permit Intake (162), Trip Planner (105), Income Supports (103)
2014	Trip Planner (5,767), Permit Intake (3,592), General Information (1,657)	Trip Planner (108), Permit Intake (99), Bulk Trash Pick-up (95)

MC311 Monthly Call Center Data Summary

July 2015

July 2015 data from 6/14/2015 to 7/11/2015; July 2014 data from 6/15/2014 to 7/12/2014 (four weeks)

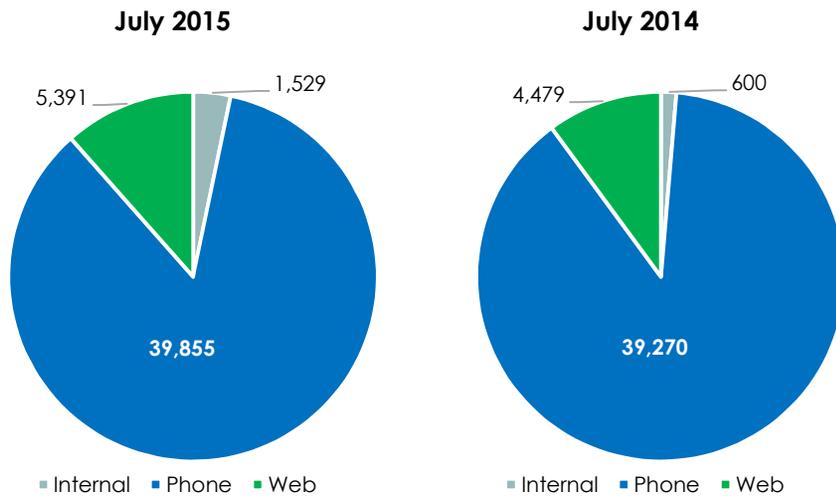
Call Center Summary

	Total Requests	No. of CSRs Average/Day	Abandoned Call Rate
July 2015	46,967	33	3.55%
July 2014	44,473	38	2.15%

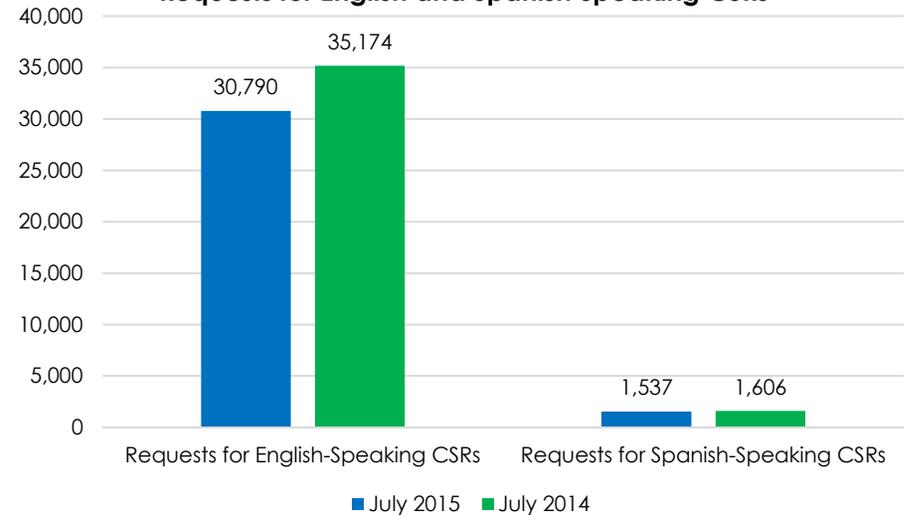
Top Five Departments Receiving the Highest Number of Requests

July 2015				
DEP (12,130)	DOT (10,336)	DPS (5,484)	Non-MCG (4,333)	DHCA (3,343)
July 2014				
DOT (11,147)	DEP (10,508)	DPS (5,898)	Non-MCG (4,204)	PIO (2,431)

Source of Requests



Requests for English and Spanish Speaking CSRs



* Does not include requests received by twitter, email, or from walk-ins.

Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2015	Trip Planner (3,385), Permit Intake (3,001), General Information (1,712)	Permit Intake (124), Income Supports (121), Bulk Trash Pick-up (88)
2014	Trip Planner (5,575), Permit Intake (3,956), General Information (1,590)	Trip Planner (154), Permit Intake (136), Income Supports (98)

MC311 Monthly Call Center Data Summary

July 12th – August 8th, 2015

Data from 7/12/2015 to 8/8/2015; 7/13/2014 to 8/9/2014 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
July 12 th – August 8 th , 2015	45,751	34	5.32%
July 13 th – August 9 th , 2015	43,406	40	1.89%

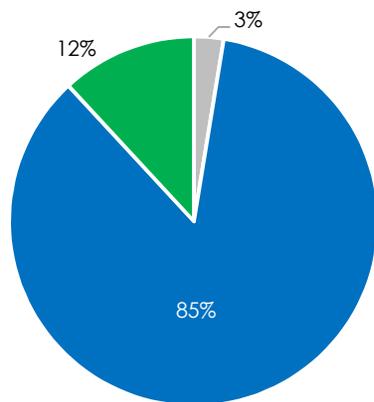
* Number of Customer Service Representatives (CSRs) available to answer calls.

Top Five Departments Receiving the Highest Number of Requests

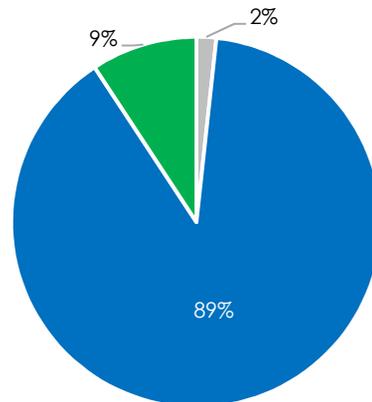
July 12 th – August 8 th , 2015				
DEP (14,975)	DOT (9,812)	Non-MCG (5,884)	DPS (5,883)	DHCA (4,106)
July 13 th – August 9 th , 2014				
DEP (10,751)	DOT (10,735)	Non-MCG (6,397)	DPS (6,015)	FIN (3,567)

Source of Requests

Jul. 12th – Aug. 8th, 2015



Jul. 13th – Aug. 9th, 2014

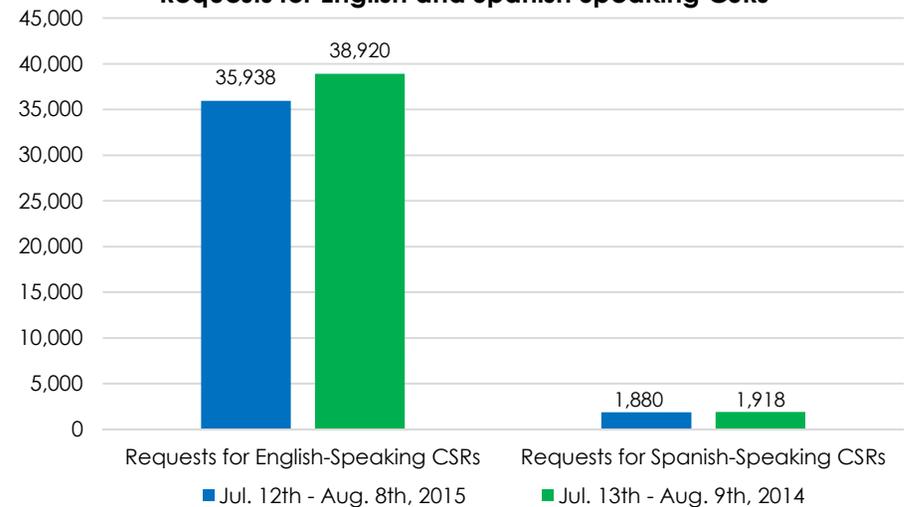


Internal Phone Web

Internal Phone Web

* Does not include requests received by twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
July 12 th – August 8 th , 2015	Permit Intake (3,404), Trip Planner (3,389), General Information (1,617)	Permit Intake (168), Income Supports (108), Trip Planner (92)
July 13 th – August 9 th , 2014	Trip Planner (5,581), Permit Intake (3,997), General Information (1,440)	Income Supports (138), Trip Planner (126), Permit Intake (119)

MC311 Monthly Call Center Data Summary

August 9th – September 5th, 2015

Data from 8/9/2015 to 9/5/2015; 8/10/2014 to 9/6/2014 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
August 9 th – September 5 th , 2015	46,812	34	4.13%
August 10 th – September 6 th , 2014	45,223	35	2.52%

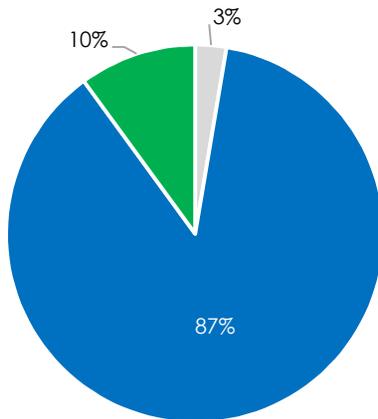
* Number of Customer Service Representatives (CSRs) available to answer calls.

Top Five Departments Receiving the Highest Number of Requests

August 9 th – September 5 th , 2015				
DEP (11,096)	DOT (9,119)	DPS (5,713)	Non-MCG (5,051)	HHS (3,350)
August 10 th – September 6 th , 2014				
DOT (10,468)	DEP (10,093)	DPS (5,421)	Non-MCG (5,027)	FIN (3,107)

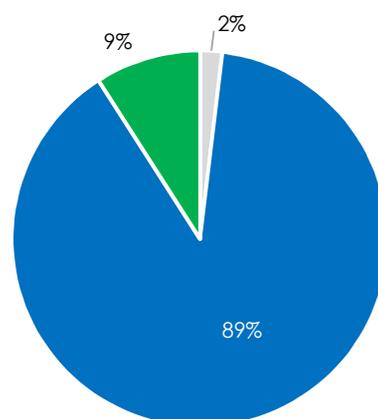
Source of Requests

Aug. 9th - Sept. 5th, 2015



Internal Phone Web

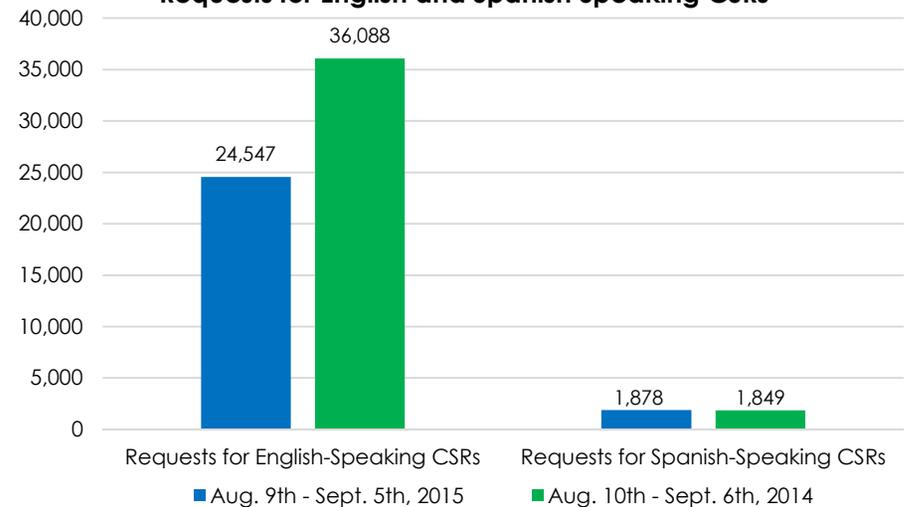
Aug. 10th - Sept. 6th, 2014



Internal Phone Web

* Does not include requests received by Twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
August 9 th – September 5 th , 2015	Trip Planner (2,635), Permit Intake (2,501), General Information (1,023)	Permit Intake (134), Trip Planner (97), Bulk Trash (96)
August 10 th – September 6 th , 2014	Trip Planner (5,687), Permit Intake (3,607), General Information (1,528)	Income Supports (149), Trip Planner (138), Medicaid Assistance Eligibility Program (122)

MC311 Monthly Call Center Data Summary

September 6th – October 3rd, 2015

Data from 9/6/2015 to 10/3/2015; 9/7/2014 to 10/4/2014 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
September 6 th – October 3 rd , 2015	40,876	35	4.17%
September 7 th – October 4 th , 2014	41,617	38	2.72%

* Number of Customer Service Representatives (CSRs) available to answer calls.

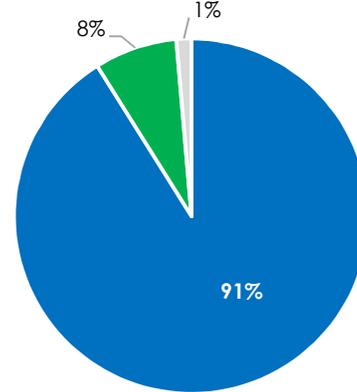
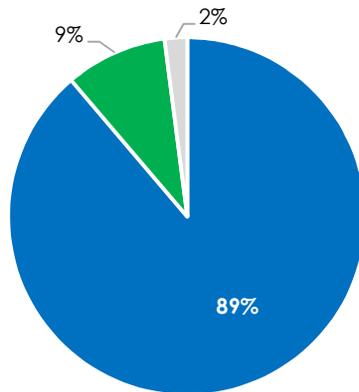
Top Five Departments Receiving the Highest Number of Requests

September 6 th – October 3 rd , 2015				
DEP (9,554)	DOT (9,384)	DPS (5,401)	FIN (5,227)	Non-MCG (4,141)
September 7 th – October 4 th , 2014				
DOT (10,836)	DEP (8,718)	DPS (5,522)	FIN (5,476)	Non-MCG (4,734)

Source of Requests

Sept. 6th - Oct. 3rd, 2015

Sept. 7th - Oct. 4th, 2015

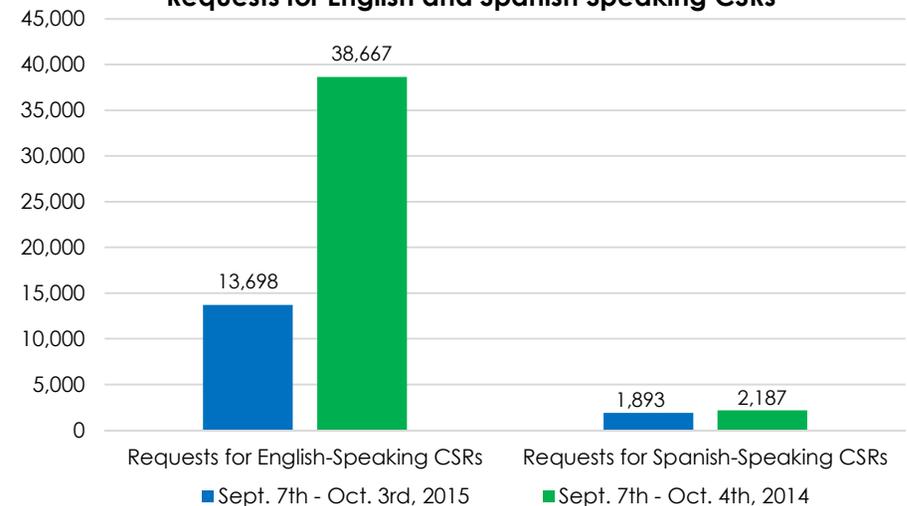


■ Phone ■ Web ■ Internal

■ Phone ■ Web ■ Internal

* Does not include requests received by Twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Total requests for English-Speaking CSRs in 2015 may be underrepresented as additional requests may be included in the over 21,000 requests that were classified as "Other Language."

Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
September 6 th – October 3 rd , 2015	Trip Planner (1,834), Permit Intake (1,334), Tax Payment (856)	Permit Intake (195), Trip Planner (140), HHS Office of Eligibility and Support Services (131)
September 7 th – October 4 th , 2014	Trip Planner (5,765), Permit Intake (3,607), Tax Payment (1,426)	Income Supports (209), Trip Planner (165), Permit Intake (124)

MC311 Monthly Call Center Data Summary

October 4th – October 31st, 2015

Data from 10/4/2015 to 10/31/2015; 10/5/2014 to 11/1/2014 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
October 4 th – October 31 st , 2015	39,522	38	2.71%
October 5 th – November 1 st , 2014	40,387	36	3.86%

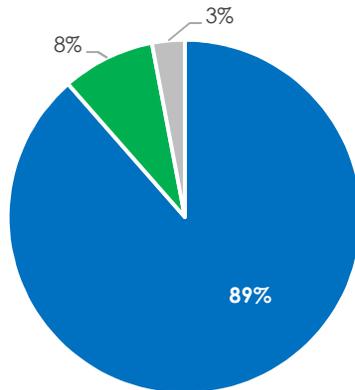
* Number of Customer Service Representatives (CSRs) available to answer calls.

Top Five Departments Receiving the Highest Number of Requests

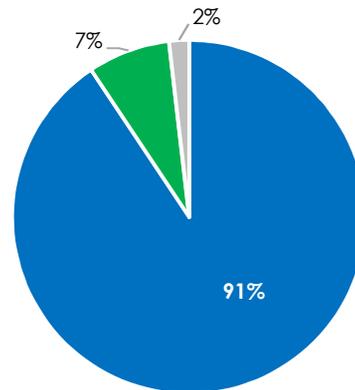
October 4 th – October 31 st , 2015				
DEP (9,479)	DOT (9,384)	DPS (5,453)	Non-MCG (3,900)	HHS (3,742)
October 5 th – November 1 st , 2014				
DOT (10,134)	DEP (8,387)	DPS (5,824)	Non-MCG (4,229)	HHS (4,054)

Source of Requests

Oct. 4th – Oct. 31st, 2015



Oct. 5th - Nov. 1st, 2014

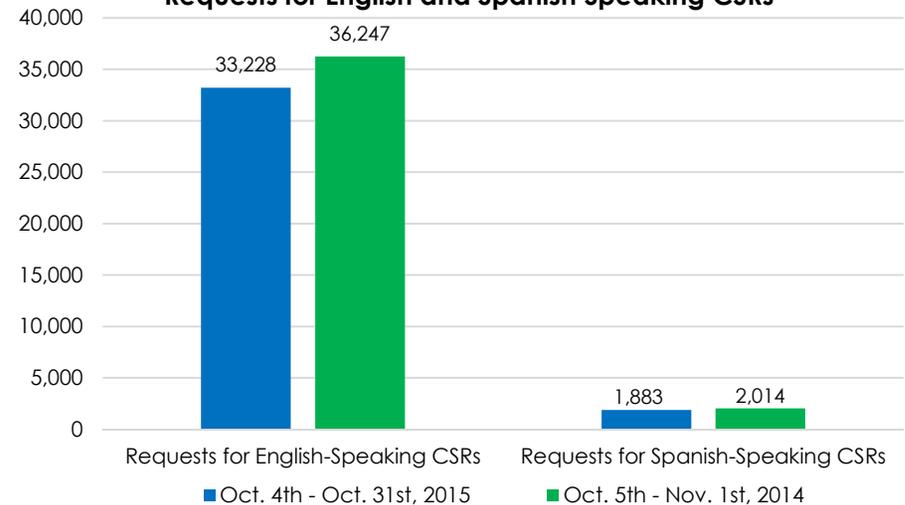


■ Phone ■ Web ■ Internal

■ Phone ■ Web ■ Internal

* Does not include requests received by Twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
October 4 th – October 31 st , 2015	Trip Planner (4,426), Permit Intake (3,687), Tax Billing (1,134)	Permit Intake (184), Trip Planner (121), HHS Office of Eligibility and Support Services (110)
October 5 th – November 1 st , 2014	Trip Planner (5,586), Permit Intake (3,882), General Information (1,492)	Income Supports (147), Medicaid Assistance Eligibility Program (138), Trip Planner (134)

MC311 Monthly Call Center Data Summary

November 1st – November 28th 2015

Data from 11/1/2015 to 11/28/2015; 11/2/2014 to 11/29/2014 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
November 1 st – November 28 th , 2015	42,797	36	3.57%
November 2 nd – November 29 th , 2014	42,265	37	4.19%

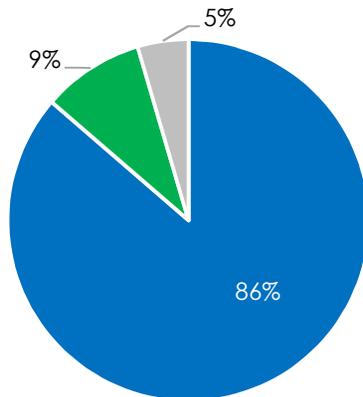
* Number of Customer Service Representatives (CSRs) available to answer calls.

Top Five Departments Receiving the Highest Number of Requests

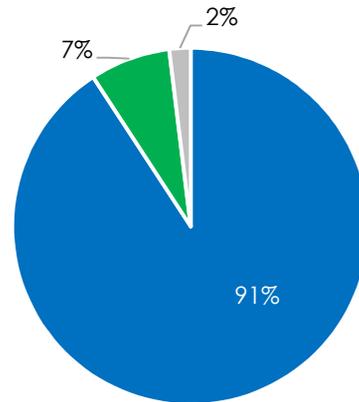
November 1 st – November 28 th , 2015				
DOT (10,184)	DEP (9,411)	DPS (5,635)	HHS (3,598)	Non-MCG (3,513)
November 2 nd – November 29 th , 2014				
DOT (9,780)	DEP (8,128)	DPS (5,196)	Non-MCG (4,114)	FIN (3,839)

Source of Requests

Nov. 1st - Nov. 28th, 2015



Nov. 2nd - Nov. 29th, 2014

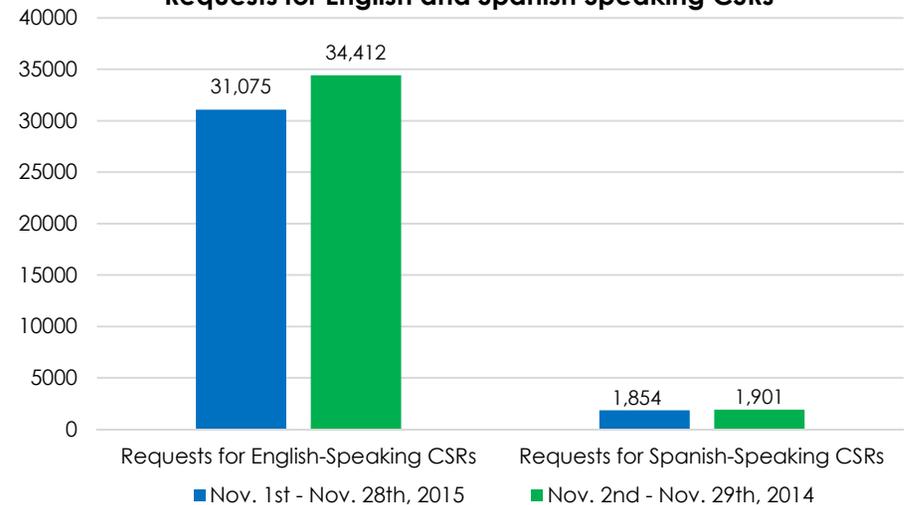


■ Phone ■ Web ■ Internal

■ Phone ■ Web ■ Internal

* Does not include requests received by Twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
November 1 st – November 28 th , 2015	Trip Planner (3,783), Permit Intake (3,797), General Information (1,728)	Permit Intake (260), HHS Office of Eligibility and Support Services (153), Trip Planner (121)
November 2 nd – November 29 th , 2014	Trip Planner (4,702), Permit Intake (3,589), General Information (1,870)	Income Supports (167), Medicaid Assistance Eligibility Program (130), Trip Planner (118)

MC311 Monthly Call Center Data Summary

November 29th – December 26th, 2015

Data from 11/29/2015 to 12/26/2015; 11/30/2014 to 12/27/2014 (four weeks)

Call Center Summary

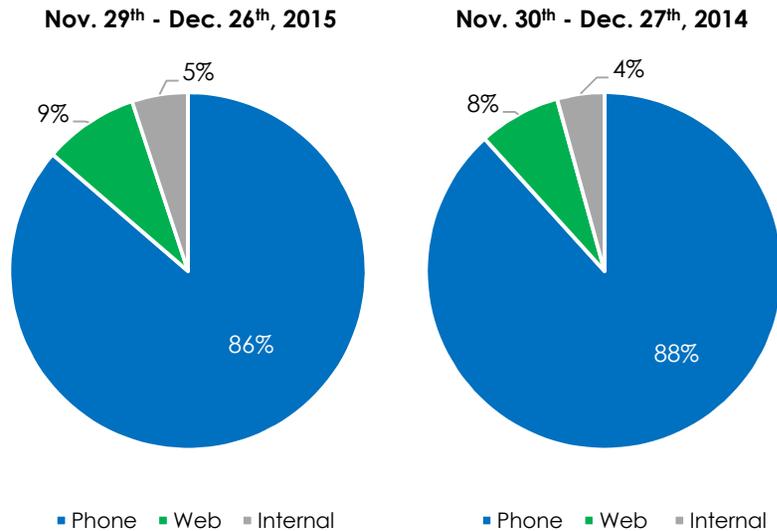
	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
November 29 th December 26 th , 2015	35,751	34	3.57%
November 30 th December 27 th , 2014	35,094	32	3.15%

* Number of Customer Service Representatives (CSRs) available to answer calls.

Top Five Departments Receiving the Highest Number of Requests

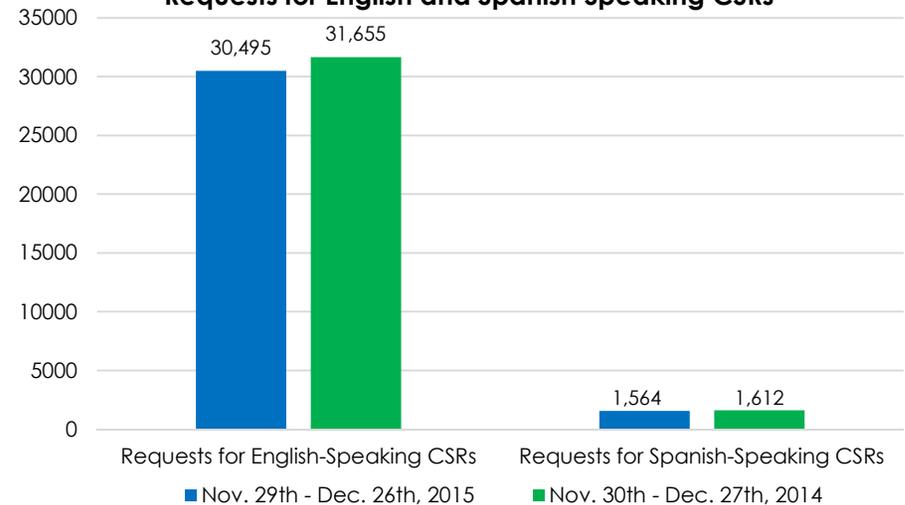
November 29 th - December 26 th , 2015				
DEP (8,756)	DOT (8,363)	FIN (5,350)	DPS (4,875)	Non-MCG (3,550)
November 30 th - December 27 th , 2014				
DOT (9,937)	DEP (7,297)	DPS (4,805)	FIN (3,955)	Non-MCG (3,604)

Source of Requests



* Does not include requests received by Twitter, email, or from walk-ins.

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
November 29 th December 26 th , 2015	Trip Planner (3,603), Permit Intake (3,263), Tax Billing (2,197)	Permit Intake (171), Trip Planner (118), HHS Office of Eligibility and Support Services (114)
November 30 th December 27 th , 2014	Trip Planner (4,994), Permit Intake (3,376), Tax Billing (1,278)	Trip Planner (142), Income Supports (133), Permit Intake (112)