

MC311 Monthly Call Center Data Summary

December 27th, 2014 – January 23rd, 2016

Data from 12/27/2015 to 1/23/2016; 12/28/2014 to 1/24/2015 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
December 27 th , 2015 January 23 rd , 2016	35,045	35	2.54%
December 28 th , 2014 January 24 th , 2015	35,734	30	3.00%

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

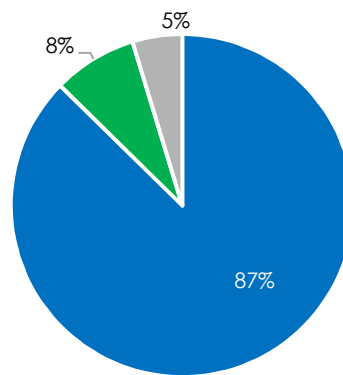
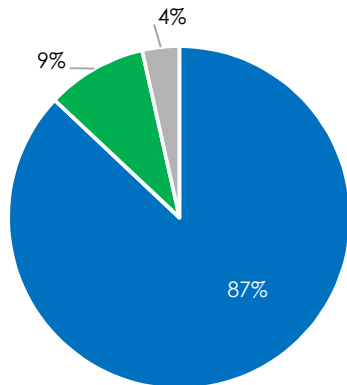
Top Five Departments Receiving the Highest Number of Requests

December 27 th , 2015 - January 23 rd , 2016				
DEP (9,369)	DOT (7,973)	DPS (3,851)	Non-MCG (3,688)	FIN (3,555)
December 28 th , 2014 - January 24 th , 2015				
DOT (10,359)	DEP (8,802)	DPS (4,184)	Non-MCG (3,844)	FIN (3,562)

Source of Requests

Dec. 27th, 2015- Jan. 23th, 2016

Dec. 28th, 2014- Jan. 24th, 2015

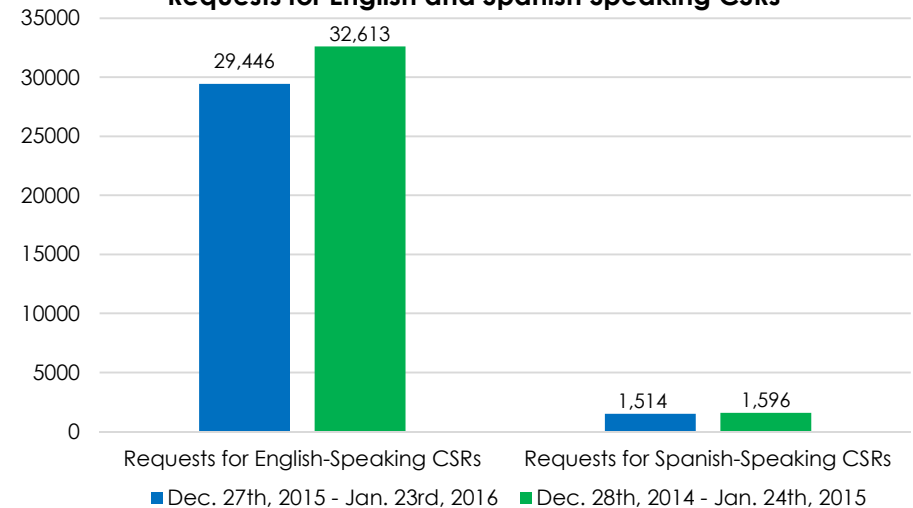


■ Phone ■ Web ■ Internal

■ Phone ■ Web ■ Internal

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

Requests for English and Spanish Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
December 27 th , 2015 January 23 rd , 2016	Trip Planner (3,413), General Information (2,744), Permit Intake (2,518)	HHS Office of Eligibility and Support Services (159), Permit Intake (133), Trip Planner (89)
December 28 th , 2014 January 24 th , 2015	Trip Planner (5,038), General Information (2,661), Permit Intake (2,750)	Income Supports (143), Trip Planner (140), Permit Intake (92)

MC311 Monthly Call Center Data Summary

January 24th, 2016 – February 20th, 2016

Data from 1/24/2016 to 2/20/2016; 1/25/2015 to 2/21/2015 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
January 24 th , 2016 February 20 th , 2016	61,122	33	6.98%
January 25 th , 2015 February 21 st , 2015	37,190	30	3.90%

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

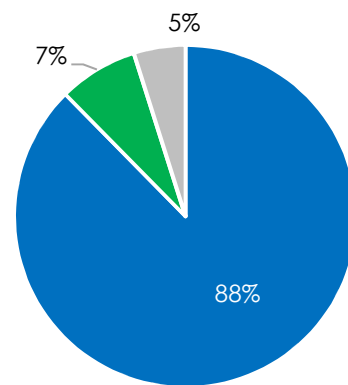
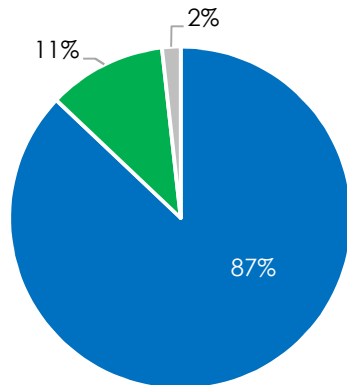
Top Five Departments Receiving the Highest Number of Requests

January 24 th , 2016 - February 20 th , 2016				
DOT (17,827)	DEP (9,107)	Non-MCG (4,554)	DPS (3,900)	HHS (3,144)
January 25 th , 2015 - February 21 st , 2015				
DOT (11,096)	DEP (7,827)	DPS (4,236)	Non-MCG (4,097)	FIN (3,810)

Source of Requests

Jan. 24th, 2016- Feb. 20th, 2016

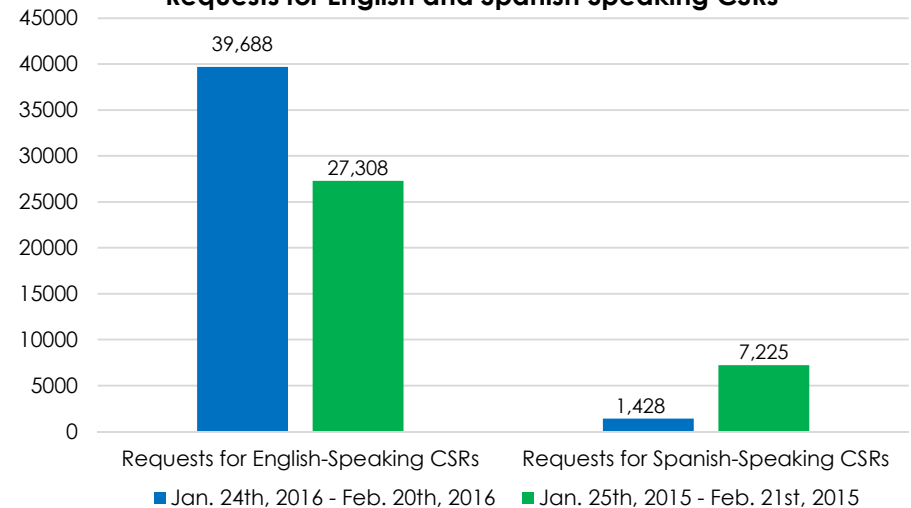
Jan. 25th, 2015- Feb. 21st, 2015



■ 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



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
January 24 th , 2016 February 20 th , 2016	Snow Removal (5,825), General Information (5,091), Trip Planner (4,202)	Permit Intake (128), HHS Office of Eligibility and Support Services (121), Trip Planner (104)
January 25 th , 2015 February 21 st , 2015	Trip Planner (4,494), Permit Intake (2,267), General Information (2,185)	General Information (986), Trip Planner (569), Tax Billing (557)

MC311 Monthly Call Center Data Summary

February 21st, 2016 – March 19th, 2016

Data from 2/21/2016 to 3/19/2016; 2/22/2015 to 3/21/2015 (four weeks)

Call Center Summary

	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
February 21 st , 2016 March 19 th , 2016	39,018	34	3.29%
February 22 nd , 2015 March 21 st , 2015	42,950	33	3.52%

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

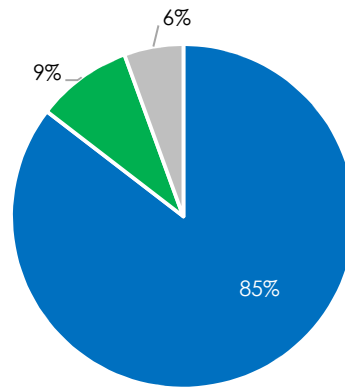
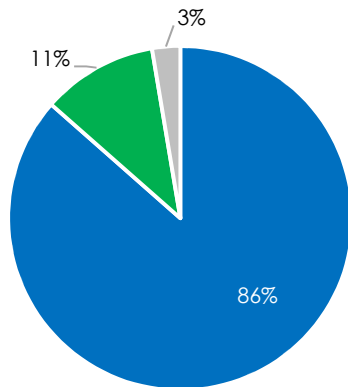
Top Five Departments Receiving the Highest Number of Requests

February 21 st , 2016 - March 19 th , 2016				
DEP (10,275)	DOT (8,473)	DPS (5,403)	FIN (4,621)	Non-MCG (4,161)
February 22 nd , 2015 - March 21 st , 2015				
DOT (14,216)	DEP (10,105)	Non-MCG (5,004)	DPS (4,365)	FIN (3,693)

Source of Requests

Feb. 21st, 2016 - Mar. 19th, 2016

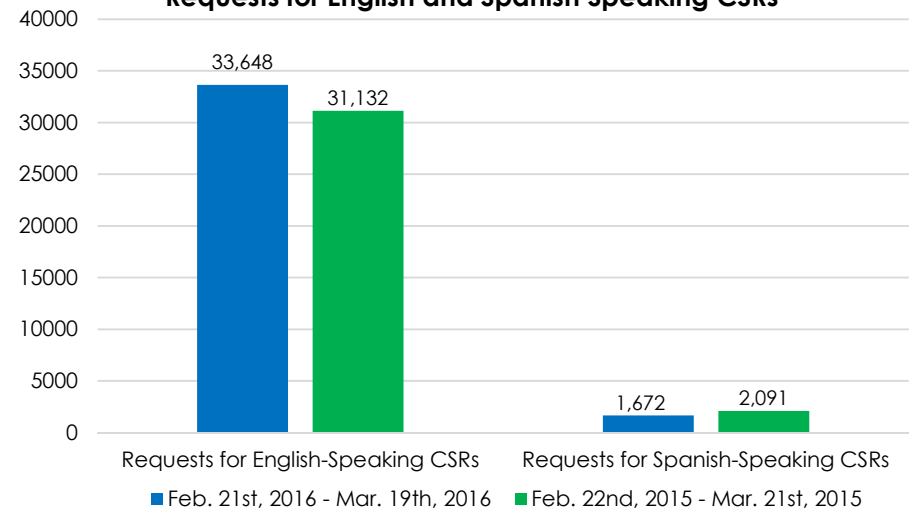
Feb. 22nd, 2015- Mar. 21st, 2015



■ 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



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
February 21 st , 2016 March 19 th , 2016	Permit Intake (3,419), Trip Planner (3,204), Tax Billing (1,953)	Permit Intake (163), HHS Office of Eligibility and Support Services (121), Trip Planner (100), Bulk Trash (100)
February 22 nd , 2015 March 21 st , 2015	Trip Planner (3,112), Permit Intake (2,235), General Information (2,609)	Permit Intake (145), Trip Planner (139), General Information (131)

MC311 Monthly Call Center Data Summary

March 20th, 2016 – April 16th, 2016

Data from 3/20/2016 to 4/16/2016 (2016) and 3/22/2015 to 4/18/2015 (2015) (four weeks)

Call Center Summary

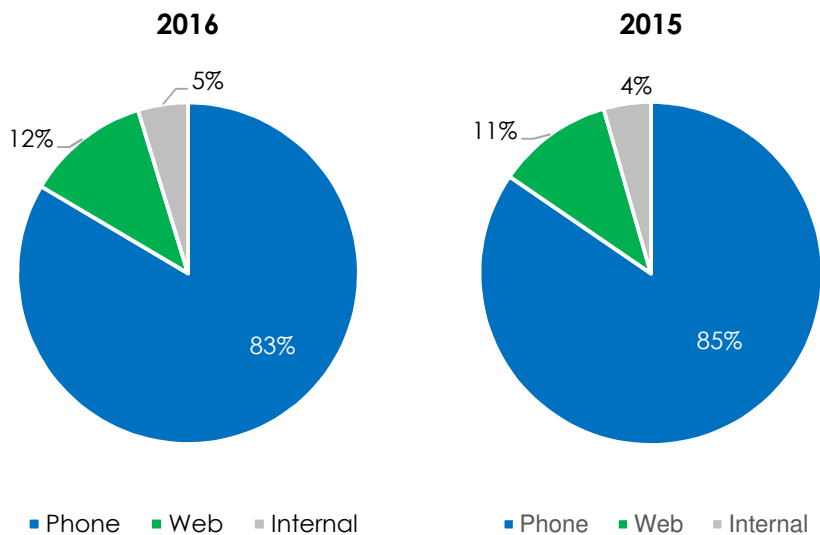
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	36,357	34	1.57%
2015	38,322	39	3.04%

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

Top Five Departments Receiving the Highest Number of Requests

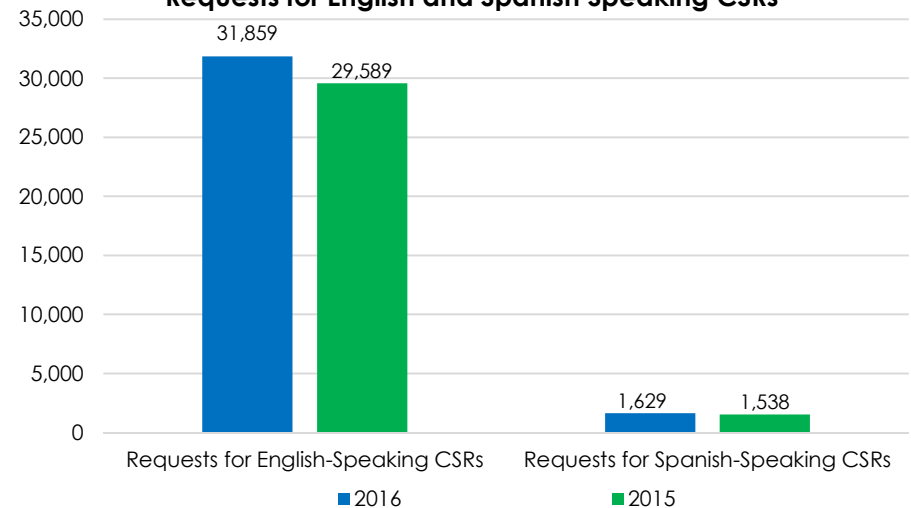
2016				
DEP (11,839)	DOT (8,850)	DPS (5,673)	Non-MCG (3,986)	FIN (3,254)
2015				
DOT (10,941)	DEP (10,314)	DPS (5,400)	Non-MCG (4,703)	FIN (3,559)

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
2016	Permit Intake (3,575), Trip Planner (3,419), General Information (1,393)	Permit Intake (201), Bulk Trash Pick-up (109), HHS Office of Eligibility & Support Services (89)
2015	Trip Planner (3,279), Permit Intake (2,812), General Information (1,306)	Permit Intake (135), Income Supports (118), Medicaid Assistance Eligibility Program (92)

MC311 Monthly Call Center Data Summary

April 17th, 2016 – May 14th, 2016

Data from 4/17/2016 to 5/14/2016 (2016) and 4/19/2015 to 5/16/2015 (2015) (four weeks)

Call Center Summary

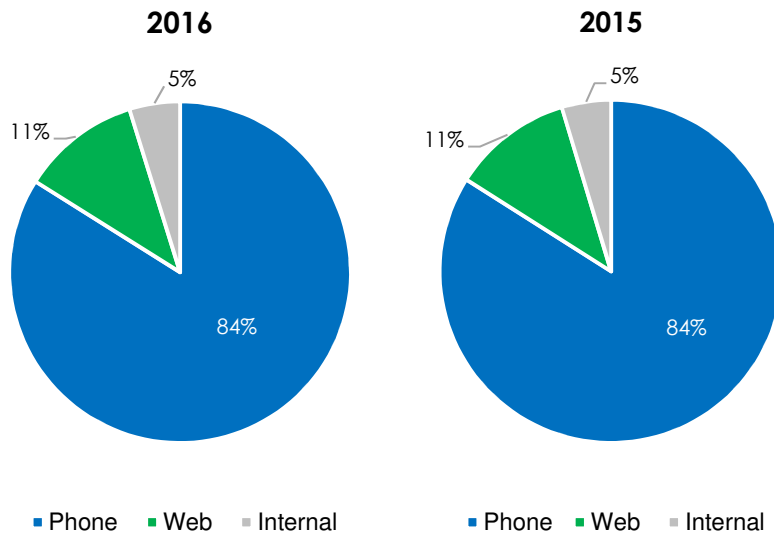
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	36,146	38	1.33%
2015	39,002	36	4.08%

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

Top Five Departments Receiving the Highest Number of Requests

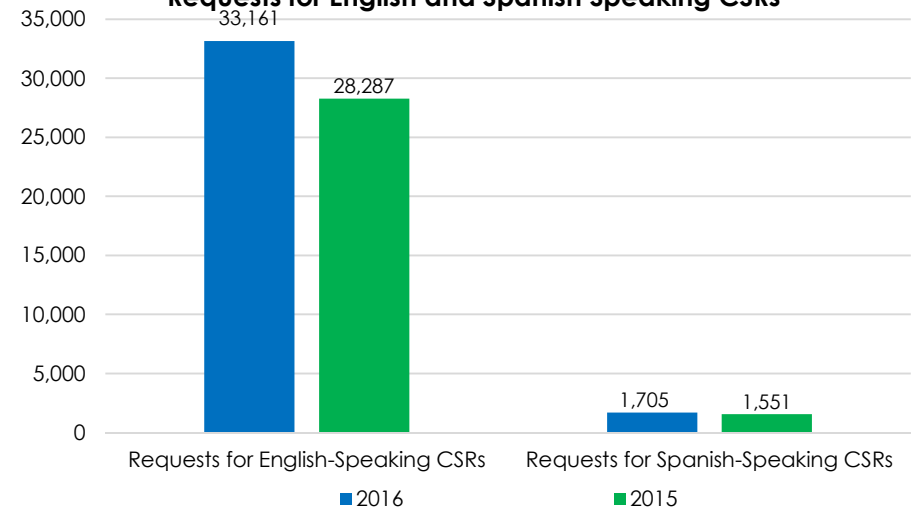
2016				
DEP (12,072)	DOT (9,245)	Non-MCG (4,152)	FIN (3,293)	DHCA (2,853)
2015				
DEP (11,506)	DOT (11,219)	DPS (5,497)	Non-MCG (4,538)	PIO (2,853)

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
2016	Permit Intake (3,717), Trip Planner (3,545), General Information (1,466)	Permit Intake (207), Bulk Trash Pick-up (118), HHS Office of Eligibility & Support Services (96)
2015	Trip Planner (3,322), Permit Intake (2,779), General Information (1,208)	Permit Intake (154), Trip Planner (91), Income Supports (89)

MC311 Monthly Call Center Data Summary

May 15th, 2016 – June 11th, 2016

Data from 5/15/2016 to 6/11/2016 (2016) and 5/17/2015 to 6/13/2015 (2015) (four weeks)

Call Center Summary

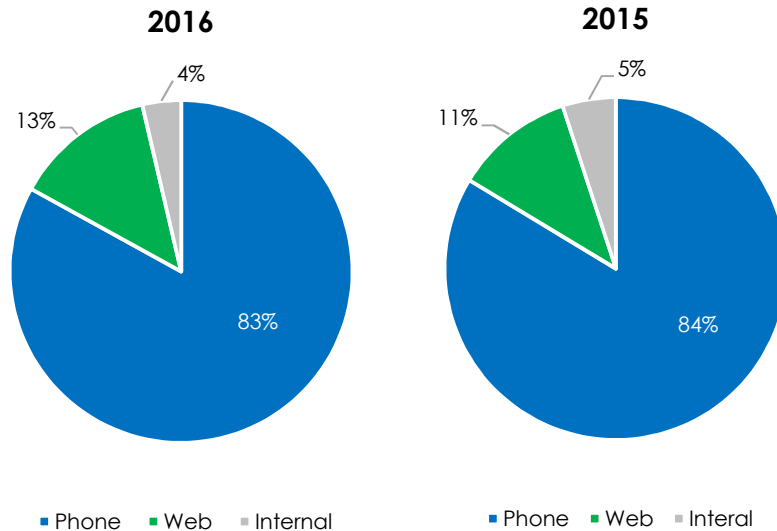
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	36,408	35	1.85%
2015	37,556	34	3.18%

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

Top Five Departments Receiving the Highest Number of Requests

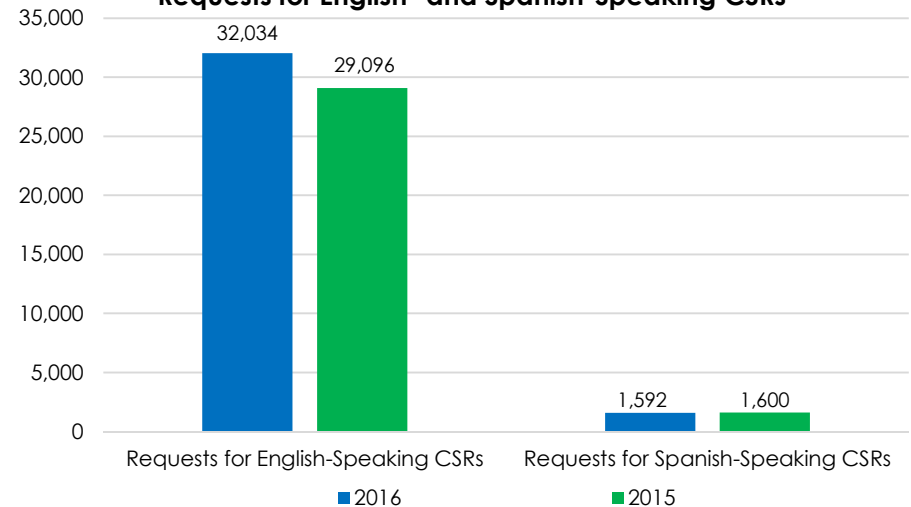
2016				
DEP (12,537)	DOT (9,256)	DPS (6,130)	Non-MCG (3,954)	DHCA (2,649)
2015				
DEP (11,475)	DOT (11,447)	DPS (5,305)	Non-MCG (4,111)	HHS (2,901)

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
2016	Permit Intake (3,951), Ride On Trip Planner (3,501), General Information (1,671)	Permit Intake (244), Bulk Trash Pick-up (104), HHS Office of Eligibility & Support Services (88)
2015	Ride On Trip Planner (3,590), Permit Intake (2,816), General Information (1,529)	Permit Intake (162), Ride On Trip Planner (105), Income Supports (103)

MC311 Monthly Call Center Data Summary

June 12th, 2016 – July 9th, 2016

Data from 6/12/2016 to 7/9/2016 (2016) and 6/14/2015 to 7/11/2015 (2015) (four weeks)

Call Center Summary

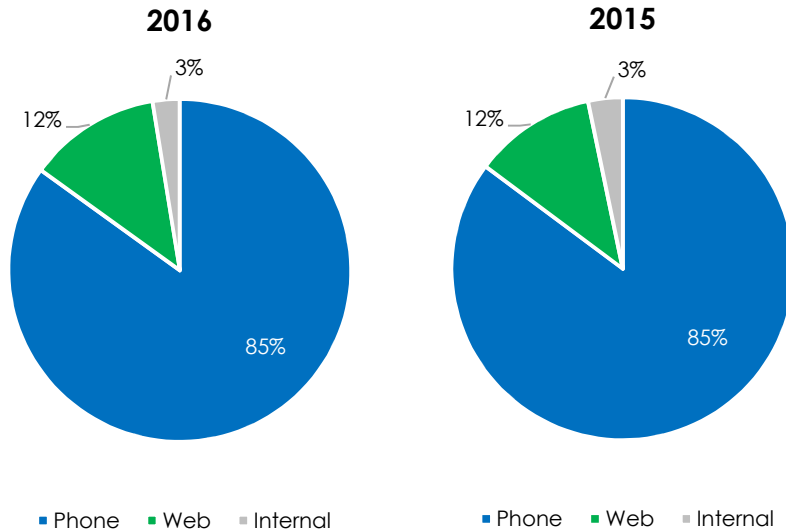
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	37,770	35	2.09%
2015	39,877	33	3.55%

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

Top Five Departments Receiving the Highest Number of Requests

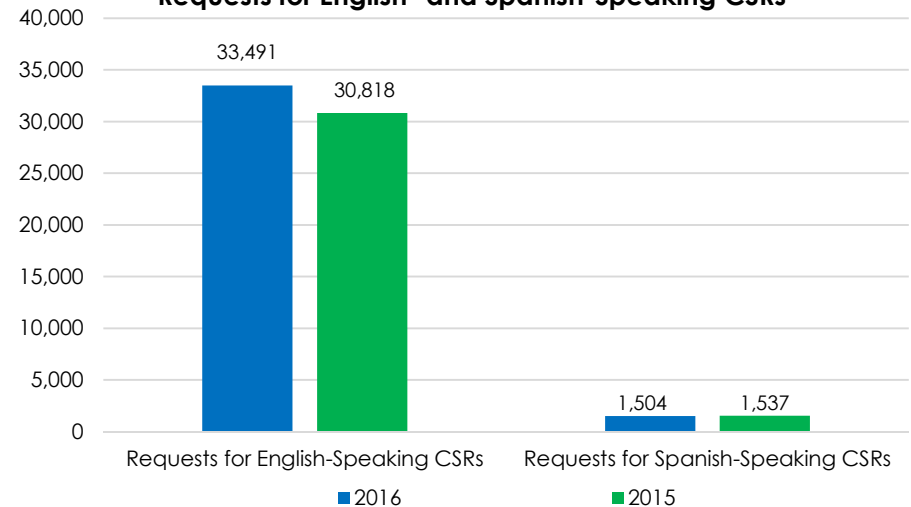
2016				
DEP (12,908)	DOT (8,190)	DPS (6,365)	Non-MCG (4,214)	DHCA (3,005)
2015				
DEP (12,127)	DOT (10,353)	DPS (5,468)	Non-MCG (4,336)	DHCA (3,342)

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
2016	Ride On Trip Planner (3,350), Permit Intake (3,204), General Information (1,680)	Permit Intake (150), HHS Office of Eligibility & Support Services (106), Bulk Trash Pick-up (98)
2015	Ride On Trip Planner (3,385), Permit Intake (3,001), General Information (1,712)	Permit Intake (124), Income Supports (121), Bulk Trash Pick-up (88)

MC311 Monthly Call Center Data Summary

July 10th, 2016 – August 6th, 2016

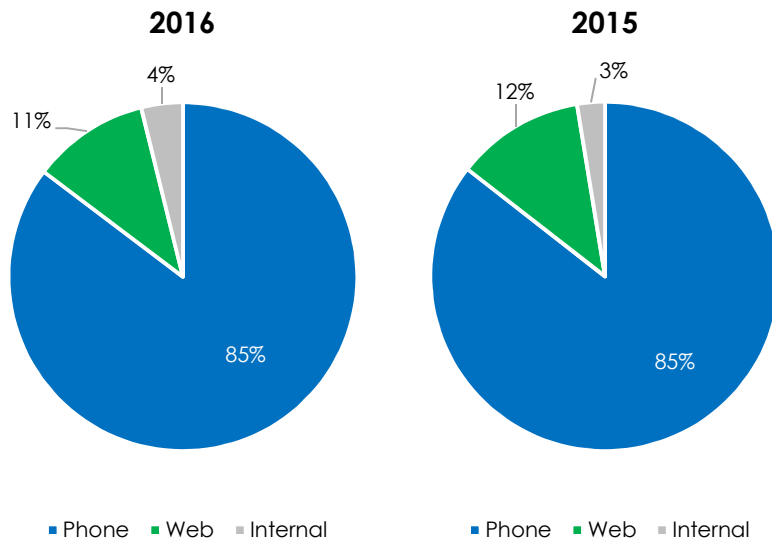
Data from 7/10/2016 to 8/6/2016 (2016) and 7/12/2015 to 8/8/2015 (2015) (four weeks)

Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	34,764	32	2.37%
2015	46,999	34	5.32%

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

Source of Requests

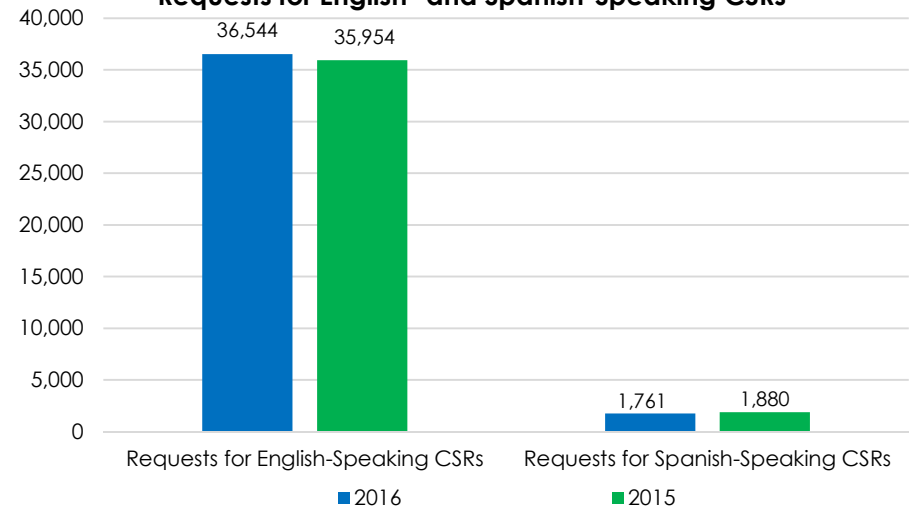


* Does not include requests received by Twitter, email, or from walk-ins.

Top Five Departments Receiving the Highest Number of Requests

2016				
DEP (12,682)	DOT (8,645)	DPS (6,493)	Non-MCG (5,462)	FIN (3,945)
2015				
DEP (14,973)	DOT (9,814)	Non-MCG (5,884)	DPS (5,882)	DHCA (4,106)

Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2016	Ride On Trip Planner (3,126), Residential Inspections (2,514), General Information (1,701)	Residential Inspections (181), Office of Eligibility & Support Services (103), Bulk Trash Pick-up (103)
2015	Ride On Trip Planner (3,389), Permit Intake (3,404), General Information (1,672)	Permit Intake (168), Income Supports (108), Ride On Trip Planner (92)

MC311 Monthly Call Center Data Summary

August 7th, 2016 – September 3rd, 2016

Data from 8/07/2016 to 9/3/2016 (2016) and 8/9/2015 to 9/5/2015 (2015) (four weeks)

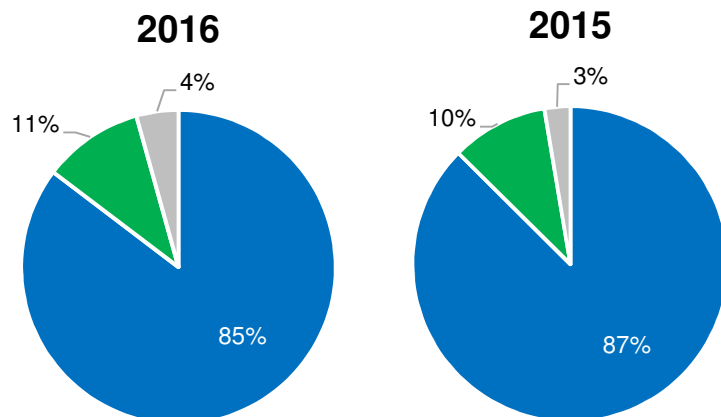
Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	41,208**	32	3.94%
2015	41,223	34	4.13%

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

**Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

Source of Requests



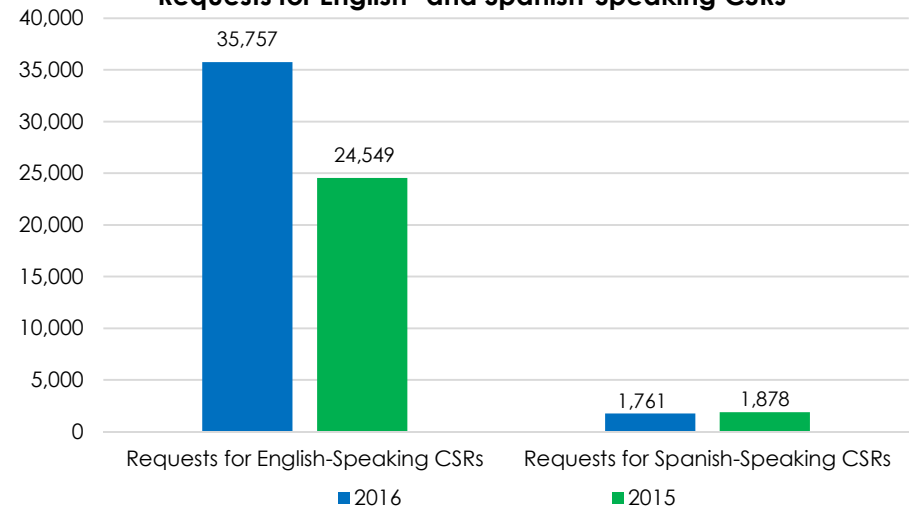
■ Phone ■ Web ■ Internal ■ Phone ■ Web ■ Internal

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

Top Five Departments Receiving the Highest Number of Requests

2016				
DEP (11,916)	DOT (8,876)	DPS (6,432)	Non-MCG (4,951)	DHCA (3,816)
2015				
DEP (11,034)	DOT (9,114)	DPS (5,714)	Non-MCG (5,053)	HHS (3,350)

Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2016	Ride On Trip Planner (3,428), Residential Inspections (2,396), General Information (1,598)	Residential Inspections (157), Office of Eligibility & Support Services (110), Bulk Trash Pick-Up (101)
2015	Ride On Trip Planner (2,635), Permit Intake (2,501), General Information (1,023)	Permit Intake (134), Ride On Trip Planner (97), Bulk Trash Pick-Up (96)

MC311 Monthly Call Center Data Summary

September 4th, 2016 – October 1st, 2016

Data from 9/4/2016 to 10/1/2016 (2016) and 9/6/2015 to 10/3/2015 (2015) (four weeks)

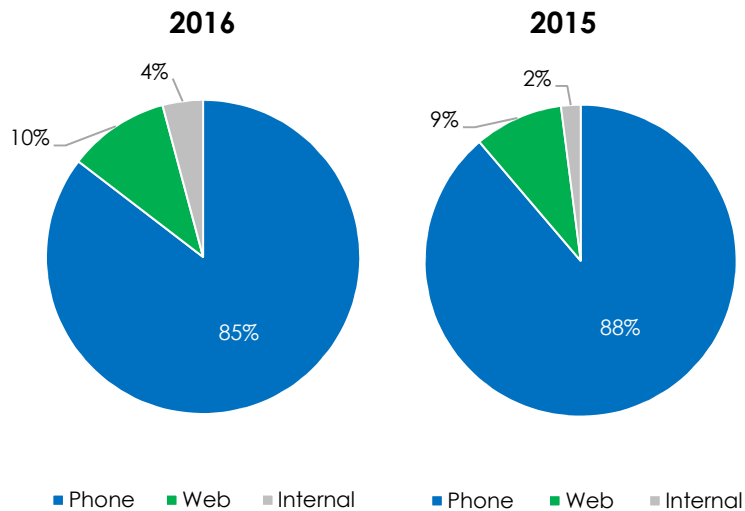
Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	41,804**	30	6.62%
2015	39,166	35	4.17%

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

**Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

Source of Requests

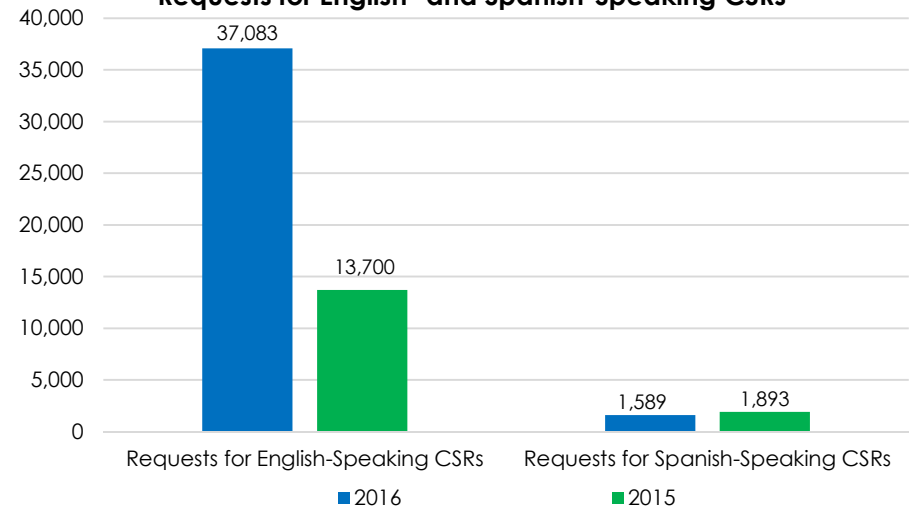


* Does not include requests received by Twitter, email, or from walk-ins.

Top Five Departments Receiving the Highest Number of Requests

2016				
DEP (11,932)	DOT (8,884)	DPS (6,422)	FIN (4,831)	Non-MCG (4,408)
2015				
DEP (9,553)	DOT (9,386)	DPS (5,405)	FIN (5,225)	Non-MCG (4,145)

Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2016	Ride On Trip Planner (3,576), Residential Inspections (2,395), Tax Payments (1,859)	Residential Inspections (126), Bulk Trash Pick-Up (118), Office of Eligibility & Support Services (104)
2015	Ride On Trip Planner (1,835), Permit Intake (1,334), Tax Payments (843)	Permit Intake (195), Ride On Trip Planner (140), Office of Eligibility & Support Services (131)

MC311 Monthly Call Center Data Summary

October 2nd, 2016 – October 29th, 2016

Data from 10/2/2016 to 10/29/2016 (2016) and 10/4/2015 to 10/31/2015 (2015) (four weeks)

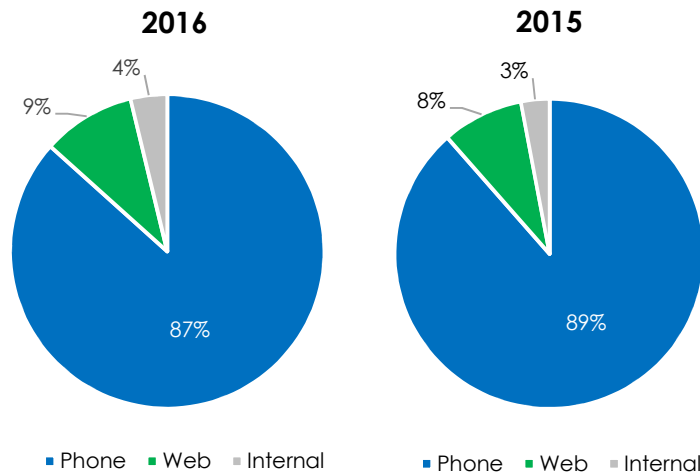
Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	41,188**	32	5.73%
2015	39,087	38	2.71%

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

**Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

Source of Requests*

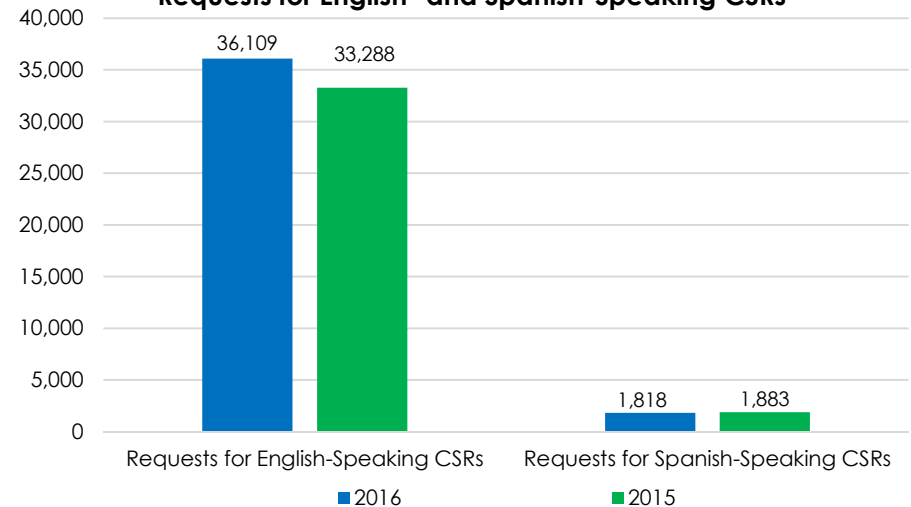


* Does not include requests received by Twitter, email, or from walk-ins.

Top Five Departments Receiving the Highest Number of Requests

2016				
DEP (10,972)	DOT (8,420)	DPS (6,695)	Non-MCG (4,179)	HHS (3,455)
2015				
DEP (9,479)	DOT (9,347)	DPS (5,454)	Non-MCG (3,900)	HHS (3,782)

Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2016	Ride On Trip Planner (3,404), Residential Inspections (2,547), General Information (1,885)	Office of Eligibility & Support Services (142), Residential Inspections (140), Bulk Trash Pick-Up (114)
2015	Ride On Trip Planner (4,305), Permit Intake Issuance (3,502), General Information (1,550)	Permit Intake (184), Ride On Trip Planner (121), Office of Eligibility & Support Services (110)

MC311 Monthly Call Center Data Summary

October 30th, 2016 – November 26th, 2016

Data from 10/30/2016 to 11/26/2016 (2016) and 11/1/2015 to 11/28/2015 (2015) (four weeks)

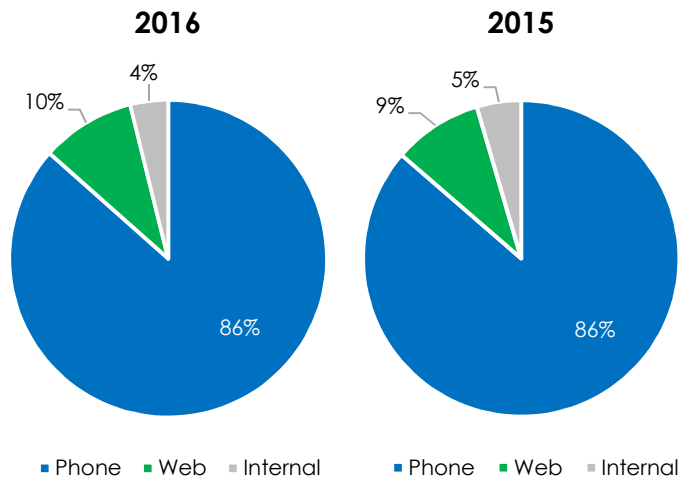
Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2016	36,402**	29	7.27%
2015	36,563	34	3.54%

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

**Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

Source of Requests*

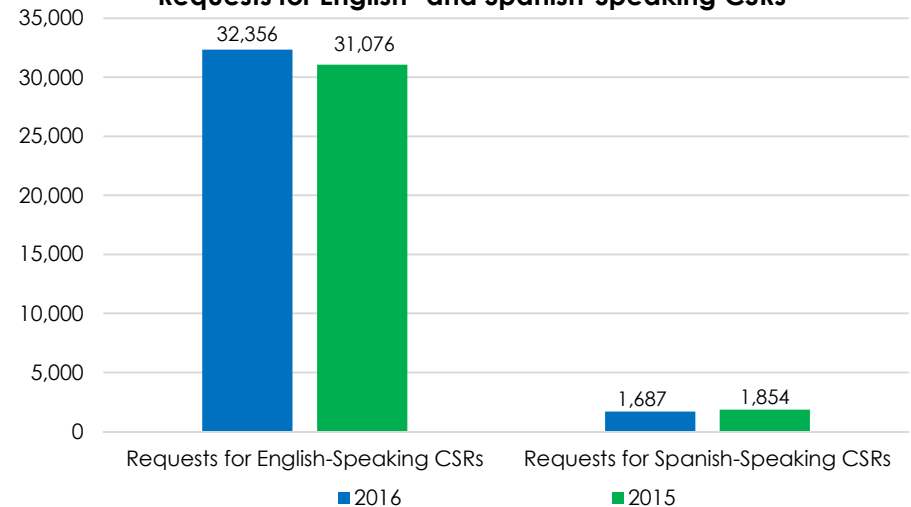


* Does not include requests received by Twitter, email, or from walk-ins.

Top Five Departments Receiving the Highest Number of Requests

2016				
DEP (10,085)	DOT (8,254)	DPS (5,748)	Non-MCG (3,734)	HHS (3,412)
2015				
DOT (10,183)	DEP (9,411)	DPS (5,636)	DHCA (3,598)	Non-MCG (3,513)

Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2016	Ride On Trip Planner (3,041), Residential Inspections (2,356), General Information (1,721)	Residential Inspections (162), Office of Eligibility & Support Services (117), Bulk Trash Request (86)
2015	Permit Intake Issuance (3,795), Ride On Trip Planner (3,783), General Information (1,729)	Permit Intake Issuance (260), Office of Eligibility & Support Services (153), Ride On Trip Planner (121)