















# MC311 Monthly Call Center Data Summary

June 11<sup>th</sup>, 2017 July 8<sup>th</sup>, 2017

Data from 6/11/2017 to 7/8/2017 (2017) and 6/12/2016 to 7/9/2016 (2016) (four weeks)

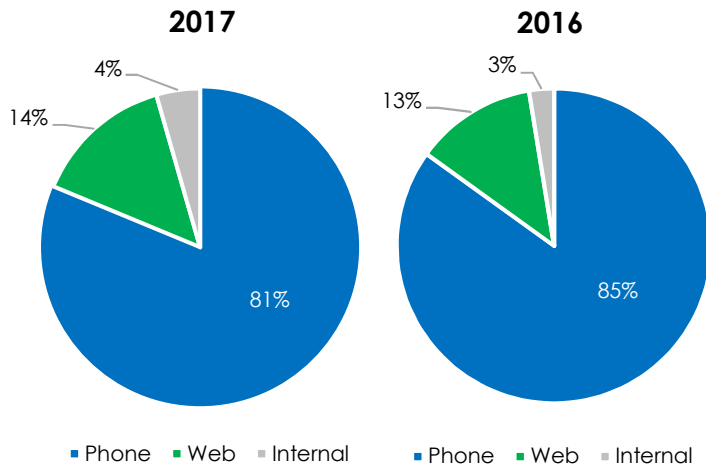
## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	37,614**	37	8.34%
2016	38,593	35	2.09%

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

\*\* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

## Source of Requests\*

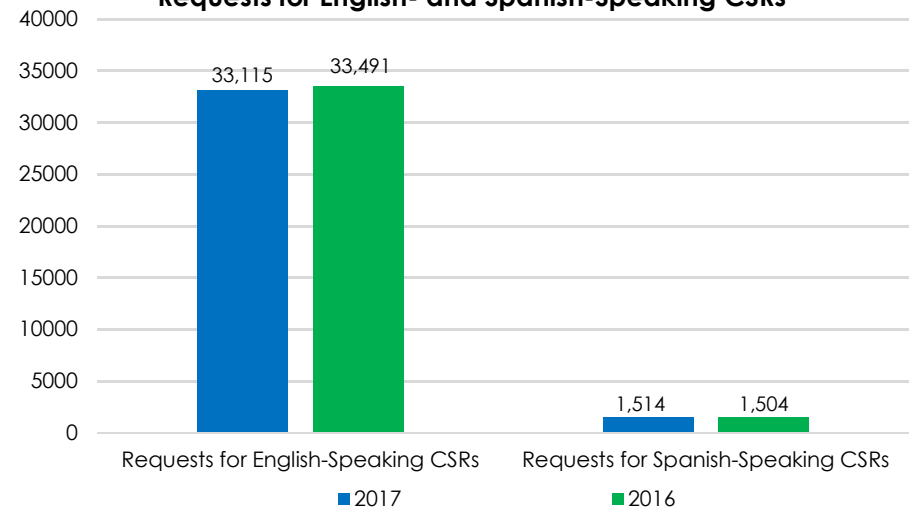


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (14,924)	DOT (8,314)	DPS (5,877)	Non-MCG (3,481)	DHCA (3,404)
2016				
DEP (12,910)	DOT (8,191)	DPS (6,363)	Non-MCG (4,215)	DHCA (3,001)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Ride On Trip Planner (2,763), Residential Inspections (2,268), General Information (2,145)	Residential Inspections (192), Bulk Trash Request (106), Office of Eligibility & Support Services (104)
2016	Ride On Trip Planner (3,351), Permit Intake Issuance (3,199), General Information (1,680)	Permit Intake Issuance (150), Office of Eligibility & Support Services (106), Bulk Trash Request (98)



# MC311 Monthly Call Center Data Summary

July 9<sup>th</sup>, 2017 August 5<sup>th</sup>, 2017

Data from 7/9/2017 to 8/5/2017 (2017) and 7/10/2016 to 8/6/2016 (2016) (four weeks)

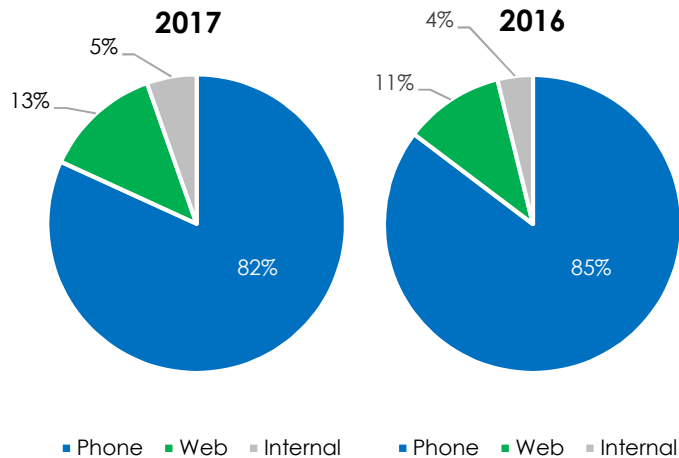
## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	41,556**	33	13.90%
2016	42,222	34	2.37%

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

\*\* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

## Source of Requests\*

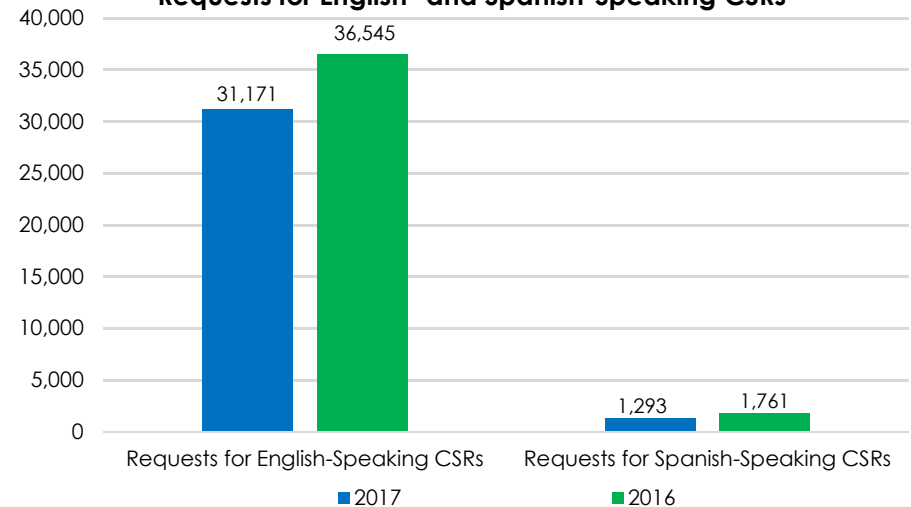


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (12,682)	DOT (8,645)	DPS (6,493)	Non-MCG (5,462)	FIN (3,945)
2016				
DEP (13,515)	DOT (8,427)	DPS (6,306)	FIN (6,006)	Non-MCG (4,689)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Ride On Trip Planner (3,126), Residential Inspections (2,514), General Information (1,701)	Residential Inspections (181), Bulk Trash Request (103), Office of Eligibility & Support Services (103)
2016	Residential Inspections (2,141), Ride On Trip Planner (2,103), Tax Credits (2,088)	Residential Inspections (211), Bulk Trash Request (80), Office of Eligibility & Support Services (79)

# MC311 Monthly Call Center Data Summary

August 6<sup>th</sup>, 2017 - September 2<sup>nd</sup>, 2017

Data from 8/6/2017 to 9/2/2017 (2017) and 8/7/2016 to 9/3/2016 (2016) (four weeks)

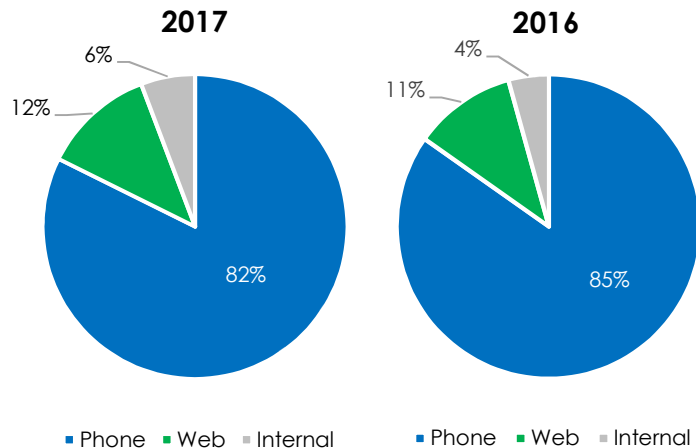
## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	39,040**	32	10.88%
2016	41,028	33	3.94%

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

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## Source of Requests\*

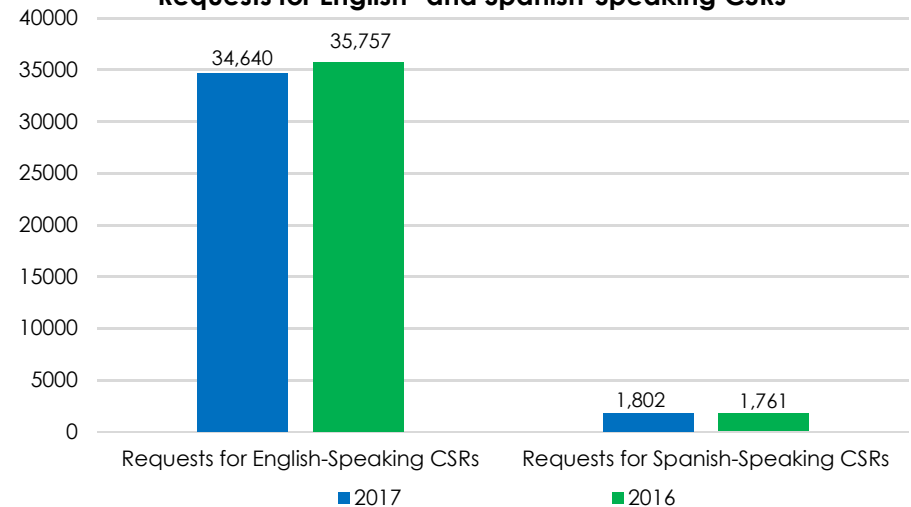


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (12,413)	DOT (8,064)	DPS (6,518)	Non-MCG (4,628)	FIN (4,411)
2016				
DEP (11,916)	DOT (8,876)	DPS (6,433)	Non-MCG (4,951)	DHCA (3,816)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Residential Inspections (2,696), Ride On Trip Planner (2,354), General Information (1,941)	Residential Inspections (216), Office of Eligibility & Support Services (114), Bulk Trash Request (102)
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 Request (101)

# MC311 Monthly Call Center Data Summary

September 3<sup>rd</sup>, 2017 – September 30<sup>th</sup>, 2017

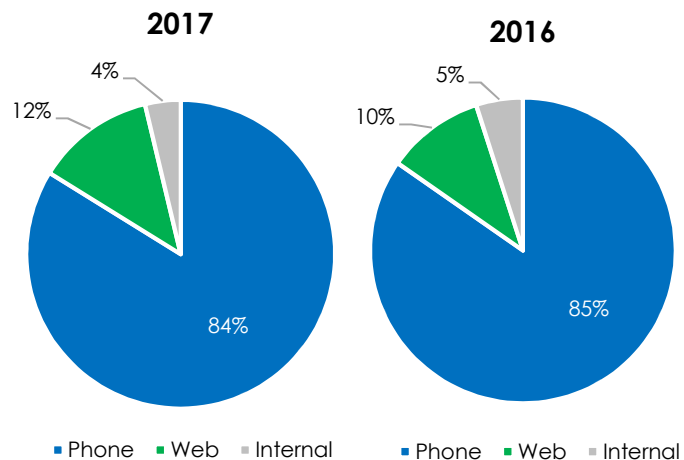
Data from 9/3/2017 to 9/30/2017 (2017) and 9/4/2016 to 10/1/2016 (2016) (four weeks)

## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	37,995	30	14.76%
2016	41,804	30	6.62%
2017 (3 <sup>rd</sup> quarter)	126,942	31	12.99%
2016 (3 <sup>rd</sup> quarter)	136,188	32	4.01%

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

## Source of Requests\*

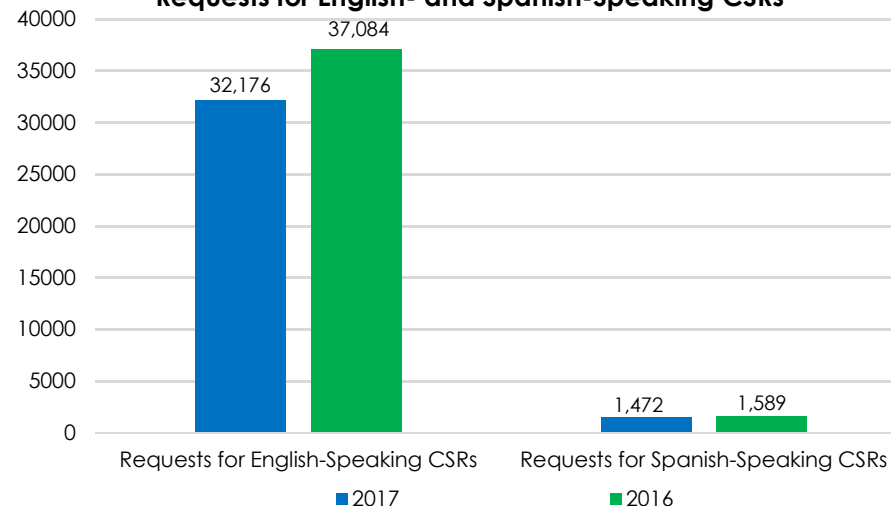


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (11,450)	DOT (7,459)	DPS (5,829)	FIN (5,589)	Non-MCG (3,682)
2016				
DEP (11,932)	DOT (8,883)	DPS (6,423)	FIN (4,831)	Non-MCG (4,408)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Ride On Trip Planner (2,370), Residential Inspections (2,259), General Information (1,858)	Residential Inspections (201), Bulk Trash Request (88), Office of Eligibility & Support Services (75)
2016	Ride On Trip Planner (3,576), Residential Inspections (2,395), Tax Payment Questions (1,859)	Residential Inspections (126), Bulk Trash Request (118), Office of Eligibility & Support Services (104)

# MC311 Monthly Call Center Data Summary

October 1<sup>st</sup>, 2017 - October 28<sup>th</sup>, 2017

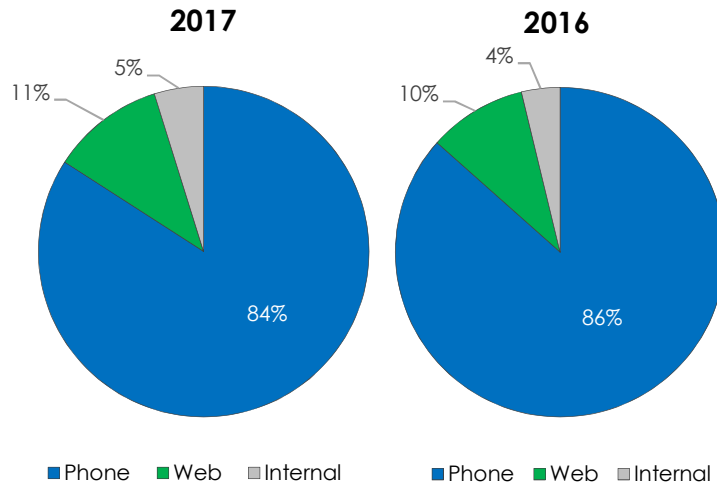
Data from 10/1/2017 to 10/28/2017 (2017) and 10/2/2016 to 10/29/2016 (2016) (four weeks)

## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	37,499	31	10.58%
2016	41,188	32	5.73%
2017 (3 <sup>rd</sup> quarter)	126,942	31	12.99%
2016 (3 <sup>rd</sup> quarter)	136,188	32	4.01%

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

## Source of Requests\*

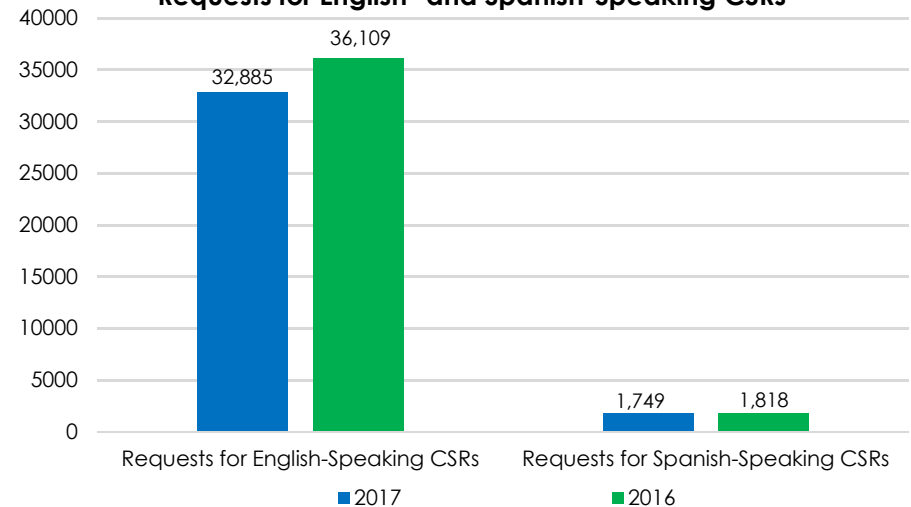


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (11,302)	DOT (7,825)	DPS (6,098)	Non-MCG (3,618)	FIN (3,591)
2016				
DEP (10,972)	DOT (8,418)	DPS (6,695)	Non-MCG (4,181)	HHS (3,455)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Ride On Trip Planner (2,655), Residential Inspections (2,436), General Information (2,180)	Residential Inspections (179), Bulk Trash Request (110), Office of Eligibility & Support Services (99)
2016	Ride On Trip Planner (3,404), Residential Inspections (2,547), Tax Payment Questions (1,885)	Office of Eligibility & Support Services (142), Residential Inspections (140), Bulk Trash Request (114)

# MC311 Monthly Call Center Data Summary

October 29<sup>th</sup>, 2017 – November 25<sup>th</sup>, 2017

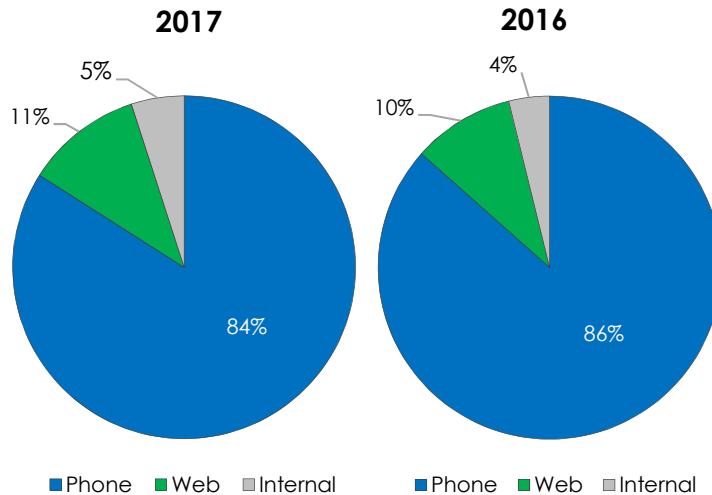
Data from 10/29/2017 to 11/25/2017 (2017) and 10/30/2016 to 11/26/2016 (2016) (four weeks)

## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2017	33,152	28	12.20%
2016	36,402	29	7.27%
2017 (3 <sup>rd</sup> quarter)	126,942	31	12.99%
2016 (3 <sup>rd</sup> quarter)	136,188	32	4.01%

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

## Source of Requests\*

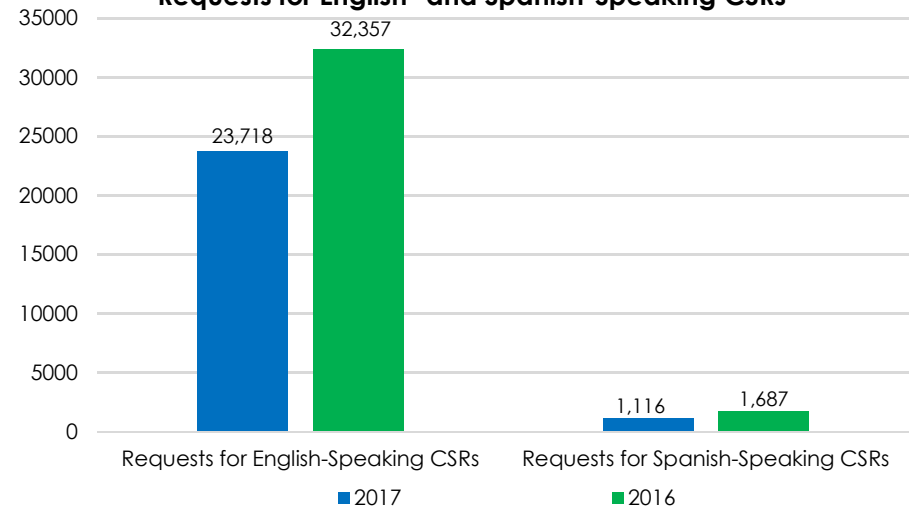


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2017				
DEP (9,959)	DOT (6,636)	DPS (5,336)	FIN (3,699)	HHS (3,045)
2016				
DEP (10,085)	DOT (8,254)	DPS (5,749)	Non-MCG (3,734)	HHS (3,412)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English Speaking CSRs	Top Three Requests: Spanish Speaking CSRs
2017	Ride On Trip Planner (1,905), Residential Inspections (1,784), General Information (1,562)	Residential Inspections (159), Bulk Trash Request (66), Office of Eligibility & Support Services (58)
2016	Ride On Trip Planner (3,041), Residential Inspections (2,356), General Information (1,722)	Residential Inspections (162), Office of Eligibility & Support Services (117), Bulk Trash Request (86)