

# MC311 Monthly Call Center Data Summary

November 27<sup>th</sup>, 2016 December 24<sup>th</sup>, 2016

Data from 11/27/2016 to 12/24/2016 (2016) and 11/29/2015 to 12/26/2015 (2015) (four weeks)

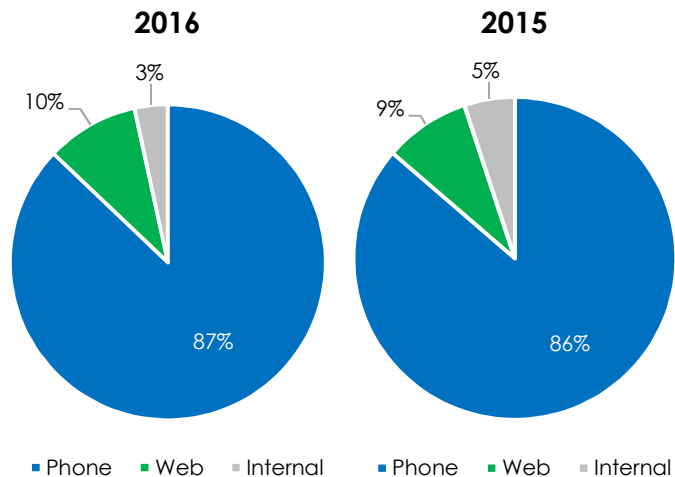
## Call Center Summary

| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2016 | 39,249**             | 31                       | 12.06%              |
| 2015 | 35,588               | 34                       | 3.57%               |

\* 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\*

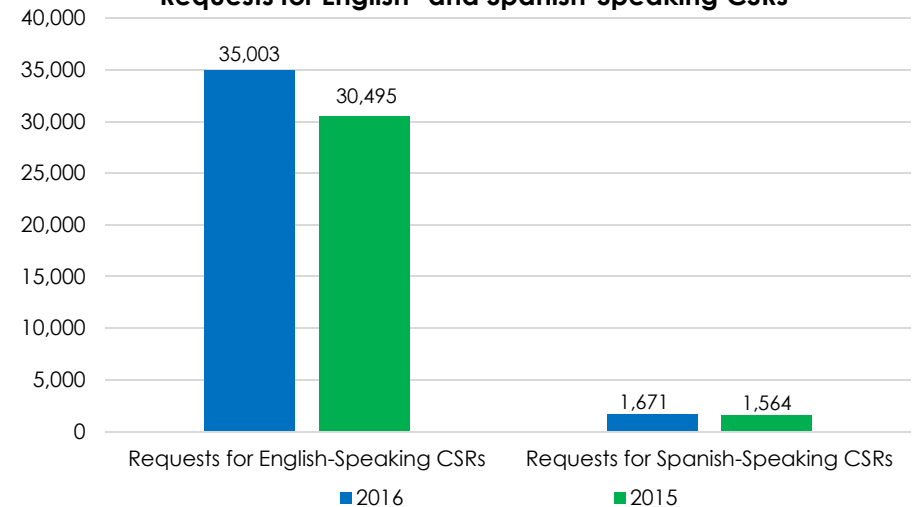


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2016         |             |             |             |                 |
|--------------|-------------|-------------|-------------|-----------------|
| DEP (11,068) | DOT (7,601) | DPS (5,765) | FIN (5,244) | Non-MCG (3,781) |
| 2015         |             |             |             |                 |
| DEP (8,755)  | DOT (8,363) | FIN (5,350) | DPS (4,879) | Non-MCG (3,551) |

## 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 (3,069), Residential Inspections (2,424), Tax Billing Information (2,303) | Residential Inspections (172), Office of Eligibility & Support Services (120), Bulk Trash Request (88)   |
| 2015 | Ride On Trip Planner (3,603), Permit Intake Issuance (3,264), Tax Billing Information (2,186)  | Permit Intake Issuance (171), Ride On Trip Planner (118), Office of Eligibility & Support Services (114) |

# MC311 Monthly Call Center Data Summary

December 25<sup>th</sup>, 2016 January 21<sup>st</sup>, 2017

Data from 12/25/2016 to 1/21/2017 (2017) and 12/27/2016 to 1/23/2017 (2016) (four weeks)

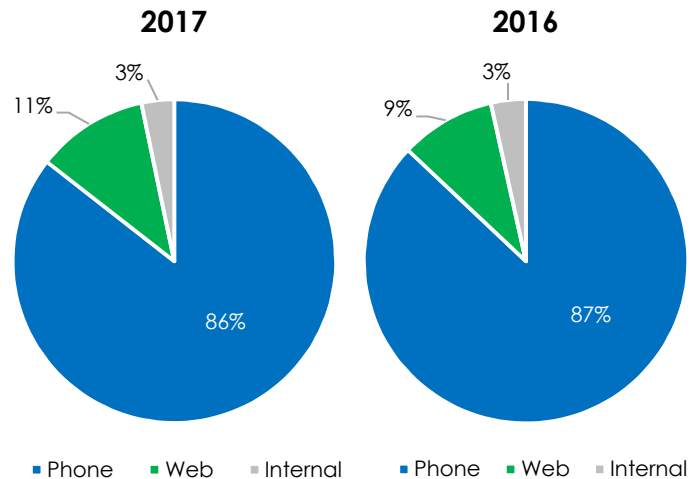
## Call Center Summary

| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 33,345**             | 31                       | 13.52%              |
| 2016 | 34,011               | 33                       | 2.39%               |

\* 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\*

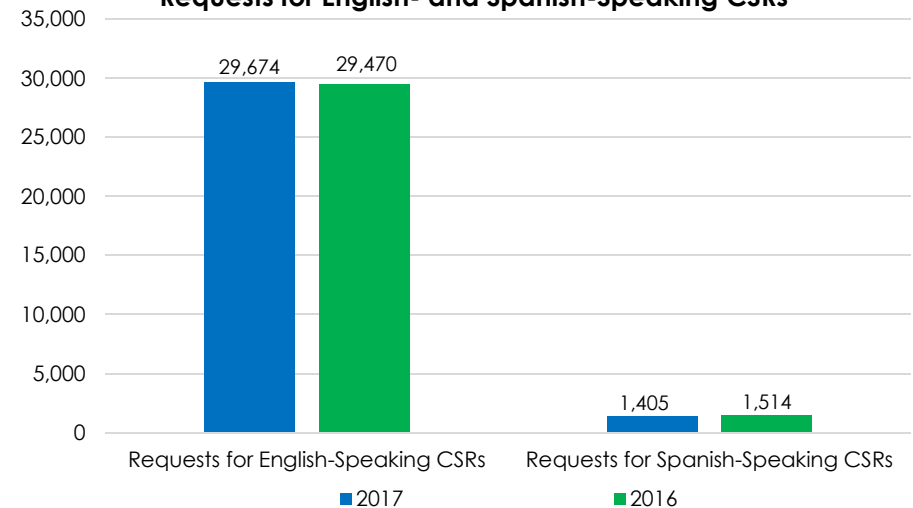


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |                 |                 |
|--------------|-------------|-------------|-----------------|-----------------|
| DEP (11,988) | DOT (5,459) | DPS (4,722) | FIN (3,440)     | Non-MCG (3,234) |
| 2016         |             |             |                 |                 |
| DEP (9,369)  | DOT (7,978) | DPS (3,851) | Non-MCG (3,689) | FIN (3,554)     |

## Requests for English- and Spanish-Speaking CSRs



| Year | Top Three Requests: English Speaking CSRs  | Top Three Requests: Spanish Speaking CSRs   |
|------|--|---|
| 2017 | General Information (3,043), Ride On Trip Planner (2,341), Residential Inspections (1,872) | Residential Inspections (144), Office of Eligibility & Support Services (121), Bulk Trash Request (69)  |
| 2016 | Ride On Trip Planner (3,418), General Information (2,745), Permit Intake Issuance (2,519)  | Office of Eligibility & Support Services (159), Permit Intake Issuance (133), Ride On Trip Planner (89) |

# MC311 Monthly Call Center Data Summary

January 22<sup>nd</sup>, 2017 February 18<sup>th</sup>, 2017

Data from 1/22/2017 to 2/18/2017 (2017) and 1/24/2016 to 2/20/2016 (2016) (four weeks)

## Call Center Summary

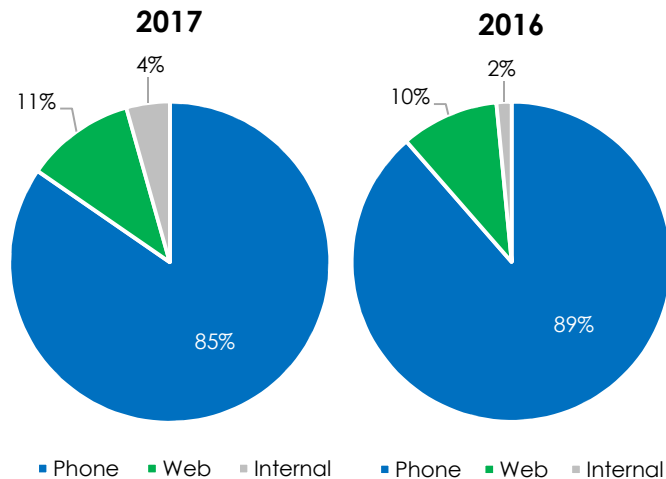
| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 35,029**             | 39                       | 6.21%               |
| 2016 | 53,486***            | 33                       | 6.98%               |

\* 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.

\*\*\* The MC311 Call Center received a larger than usual volume of calls between January 24<sup>th</sup> and February 20<sup>th</sup>, 2016, due to the impact of Winter Storm Jonas.

## Source of Requests\*

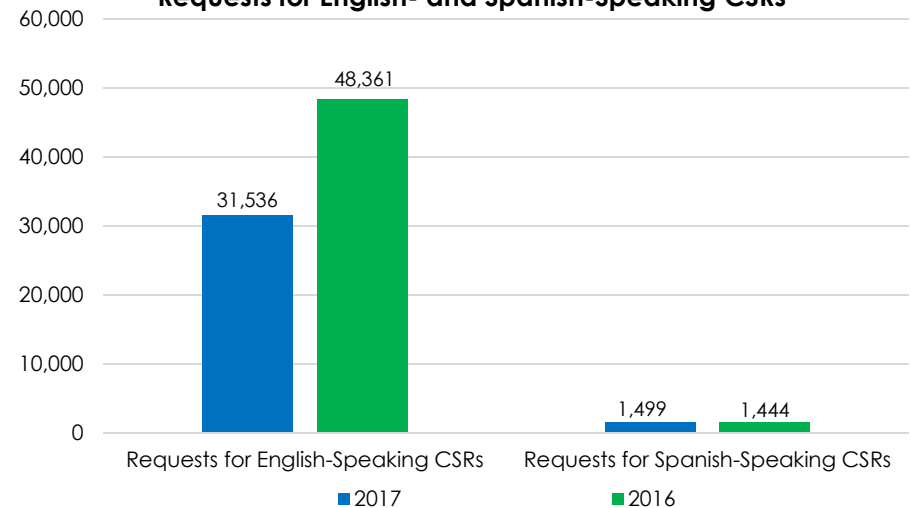


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |                 |                 |             |
|--------------|-------------|-----------------|-----------------|-------------|
| DEP (10,210) | DOT (6,987) | DPS (5,665)     | Non-MCG (3,483) | PIO (3,412) |
| 2016         |             |                 |                 |             |
| DOT (25,571) | DEP (9,280) | Non-MCG (5,140) | DPS (3,903)     | PIO (3,450) |

## 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 (2,797), Residential Inspections (2,323), General Information (1,349) | Residential Inspections (142), Office of Eligibility & Support Services (104), Bulk Trash Request (78)   |
| 2016 | Snow Removal (12,116), General Information (6,128), Ride On Trip Planner (4,260)           | Permit Intake Issuance (128), Office of Eligibility & Support Services (121), Ride On Trip Planner (104) |

# MC311 Monthly Call Center Data Summary

February 19<sup>th</sup>, 2017 March 18<sup>th</sup>, 2017

Data from 2/19/2017 to 3/18/2017 (2017) and 2/21/2016 to 3/19/2016 (2016) (four weeks)

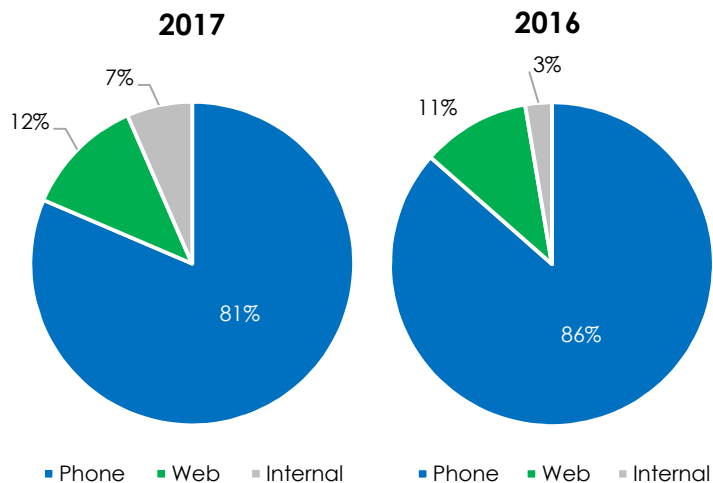
## Call Center Summary

| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 38,026**             | 41                       | 4.80%               |
| 2016 | 39,324               | 34                       | 3.29%               |

\* 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\*

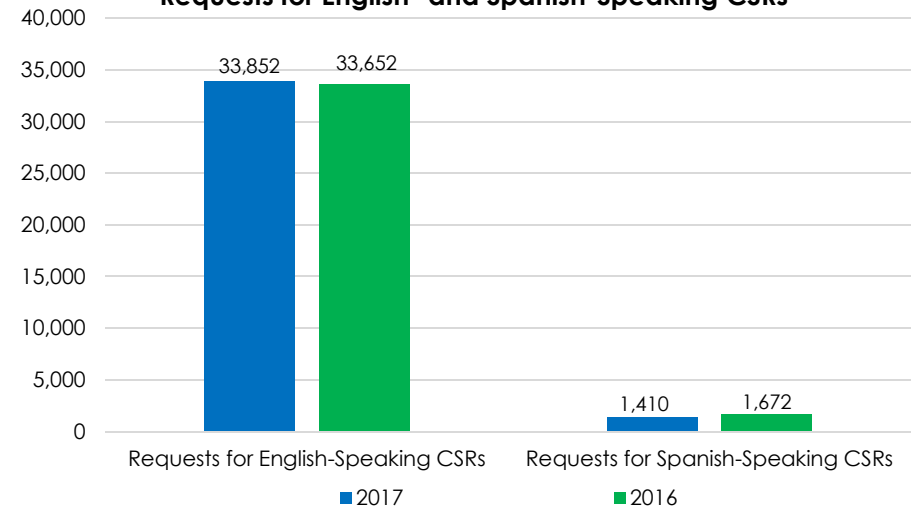


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |             |                 |
|--------------|-------------|-------------|-------------|-----------------|
| DEP (13,566) | DOT (8,605) | DPS (5,500) | FIN (3,987) | Non-MCG (3,498) |
| 2016         |             |             |             |                 |
| DEP (10,275) | DOT (8,482) | DPS (5,406) | FIN (4,621) | Non-MCG (4,160) |

## Requests for English- and Spanish-Speaking CSRs



| Year | Top Three Requests: English Speaking CSRs  | Top Three Requests: Spanish Speaking CSRs  |
|------|--|--|
| 2017 | General Information (2,706), Ride On Trip Planner (2,592), Residential Inspections (2,099) | Residential Inspections (133), Office of Eligibility & Support Services (97), Bulk Trash Request (75)  |
| 2016 | Permit Intake Issuance (3,419), Ride On Trip Planner (3,212), Tax Billing (1,954)          | Permit Intake Issuance (163), Office of Eligibility & Support Services (121), Bulk Trash Request (100) |

# MC311 Monthly Call Center Data Summary

March 19<sup>th</sup>, 2017 April 15<sup>th</sup>, 2017

Data from 3/19/2017 to 4/15/2017 (2017) and 3/20/2016 to 4/16/2016 (2016) (four weeks)

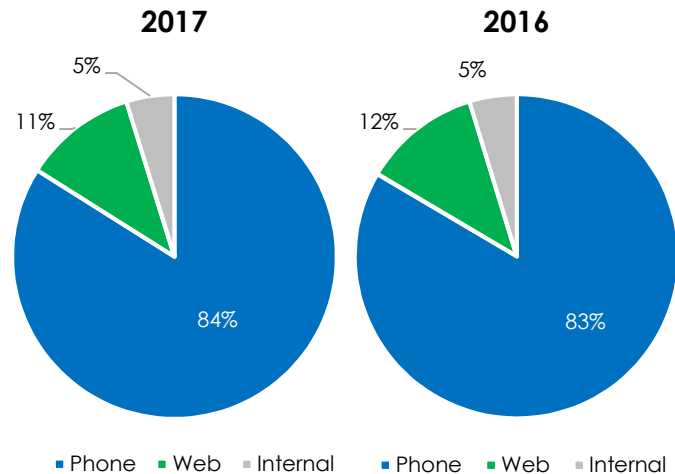
## Call Center Summary

| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 37,484**             | 40                       | 5.86%               |
| 2016 | 37,473               | 36                       | 1.57%               |

\* 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\*

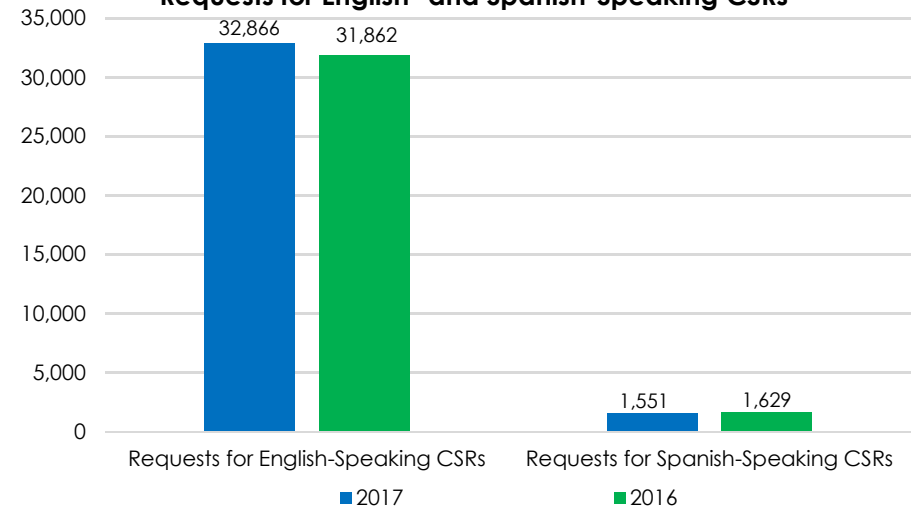


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |                 |             |
|--------------|-------------|-------------|-----------------|-------------|
| DEP (12,848) | DOT (7,312) | DPS (6,048) | Non-MCG (3,854) | FIN (3,723) |
| 2016         |             |             |                 |             |
| DEP (11,838) | DOT (8,856) | DPS (5,673) | Non-MCG (3,987) | FIN (3,254) |

## 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 (2,675), Residential Inspections (2,097), General Information 1,579) | Residential Inspections (194), Bulk Trash Request (126), Office of Eligibility & Support Services (84) |
| 2016 | Permit Intake Issuance (3,573), Ride On Trip Planner (3,423), General Information (1,393) | Permit Intake Issuance (201), Bulk Trash Request (109), Office of Eligibility & Support Services (89)  |

# MC311 Monthly Call Center Data Summary

April 16<sup>th</sup>, 2017 May 13<sup>th</sup>, 2017

Data from 4/16/2017 to 5/13/2017 (2017) and 4/17/2016 to 5/14/2016 (2016) (four weeks)

## Call Center Summary

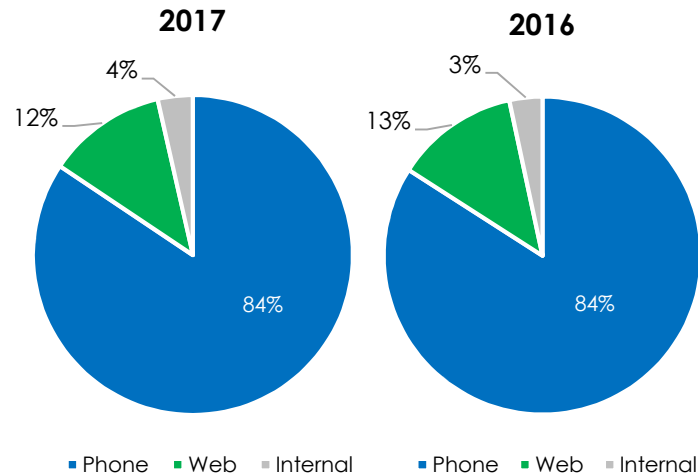
| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 41,009** +           | 40                       | 6.22%               |
| 2016 | 37,257               | 38                       | 1.33%               |

\* 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.

+ The Call Center received a larger than usual volume of calls between April 16th and May 13th, 2017, due to an ongoing issue with non-collection of refuse by Solid Waste Services' contracted collection company.

## Source of Requests\*

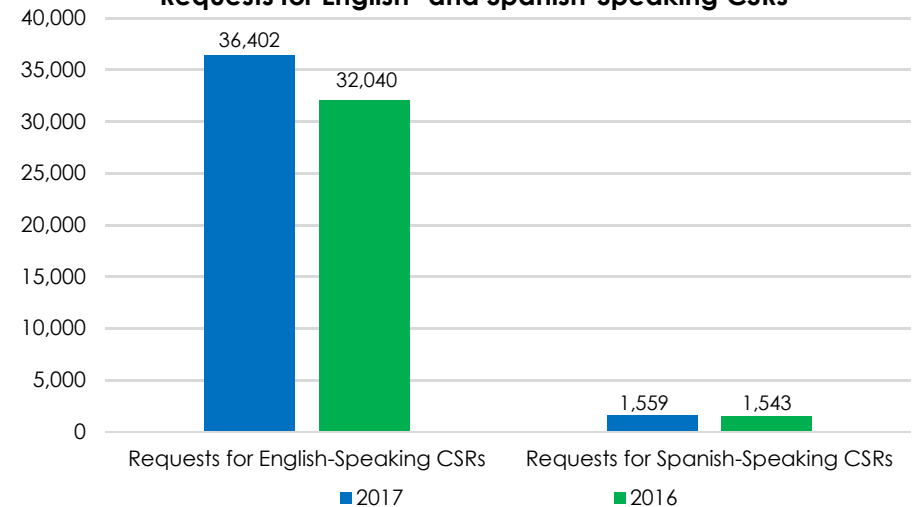


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |                 |              |
|--------------|-------------|-------------|-----------------|--------------|
| DEP (16,842) | DOT (7,745) | DPS (6,316) | Non-MCG (3,604) | DHCA (3,189) |
| 2016         |             |             |                 |              |
| DEP (11,922) | DOT (8,691) | DPS (5,779) | Non-MCG (4,012) | FIN (2,956)  |

## 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 (2,775), Residential Inspections (2,232), General Information (2,099) | Residential Inspections (214), Bulk Trash Request (115), Office of Eligibility & Support Services (95) |
| 2016 | Permit Intake Issuance (3,561), Ride On Trip Planner (3,535), General Information (1,444)  | Permit Intake Issuance (196), Bulk Trash Request (108), Office of Eligibility & Support Services (95)  |

# MC311 Monthly Call Center Data Summary

May 14<sup>th</sup>, 2017 June 10<sup>th</sup>, 2017

Data from 5/14/2017 to 6/10/2017 (2017) and 5/15/2016 to 6/11/2016 (2016) (four weeks)

## Call Center Summary

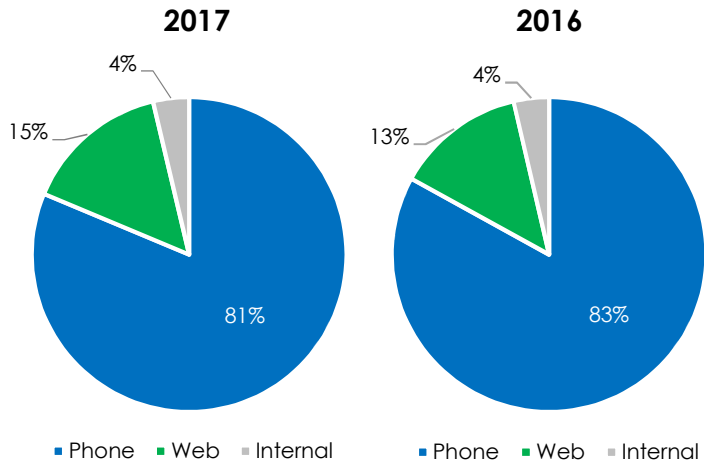
| Year | Total Phone Requests | No. of CSRs* Average/Day | Abandoned Call Rate |
|------|----------------------|--------------------------|---------------------|
| 2017 | 41,493** +           | 36                       | 11.00%              |
| 2016 | 37,309               | 35                       | 1.85%               |

\* 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.

+ The Call Center received a larger than usual volume of calls between May 14<sup>th</sup> and June 10<sup>th</sup>, 2017, due to an ongoing issue with non-collection of refuse by Solid Waste Services' contracted collection company.

## Source of Requests\*

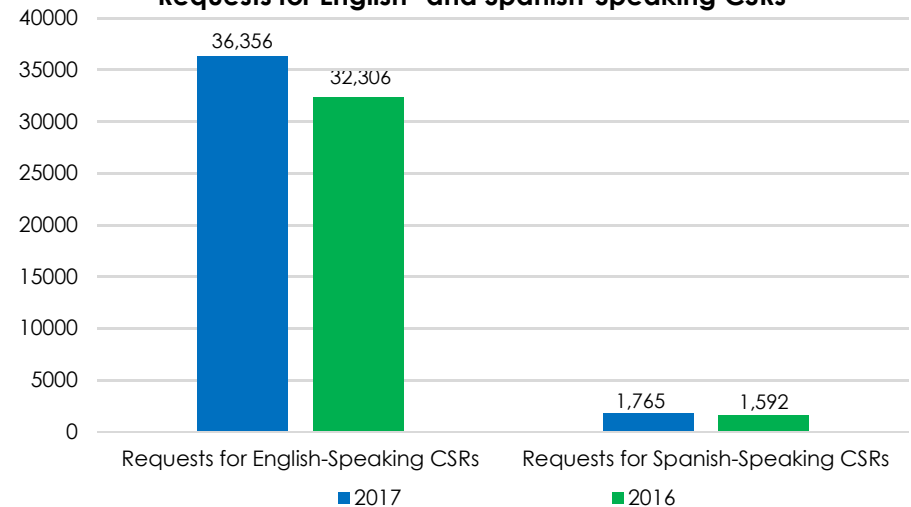


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |                 |              |
|--------------|-------------|-------------|-----------------|--------------|
| DEP (20,842) | DOT (7,590) | DPS (6,499) | Non-MCG (3,161) | DHCA (3,062) |
| 2016         |             |             |                 |              |
| DEP (12,537) | DOT (9,261) | DPS (6,130) | Non-MCG (3,954) | DHCA (2,649) |

## Requests for English- and Spanish-Speaking CSRs



| Year | Top Three Requests: English Speaking CSRs  | Top Three Requests: Spanish Speaking CSRs  |
|------|--|--|
| 2017 | General Information (3,477), Ride On Trip Planner (2,597), Residential Inspections (2,497) | Residential Inspections (238), Trash Bin Request (112), Office of Eligibility & Support Services (110) |
| 2016 | Permit Intake Issuance (3,948), Ride On Trip Planner (3,503), General Information (1,670)  | Permit Intake Issuance (244), Bulk Trash Request (104), Office of Eligibility & Support Services (88)  |

# 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)

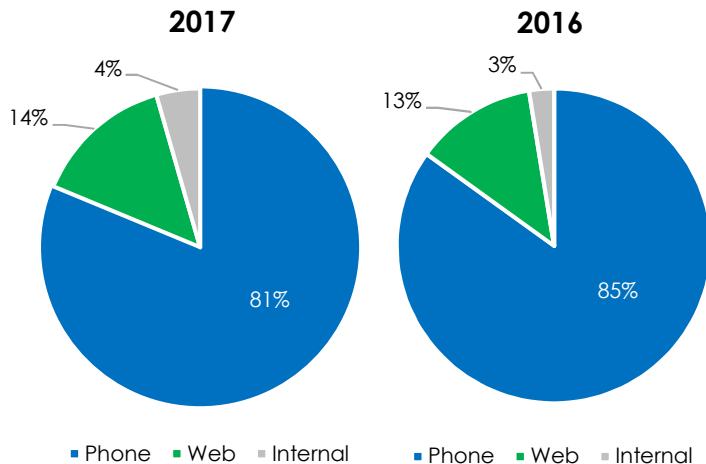
## Call Center Summary

| 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\*

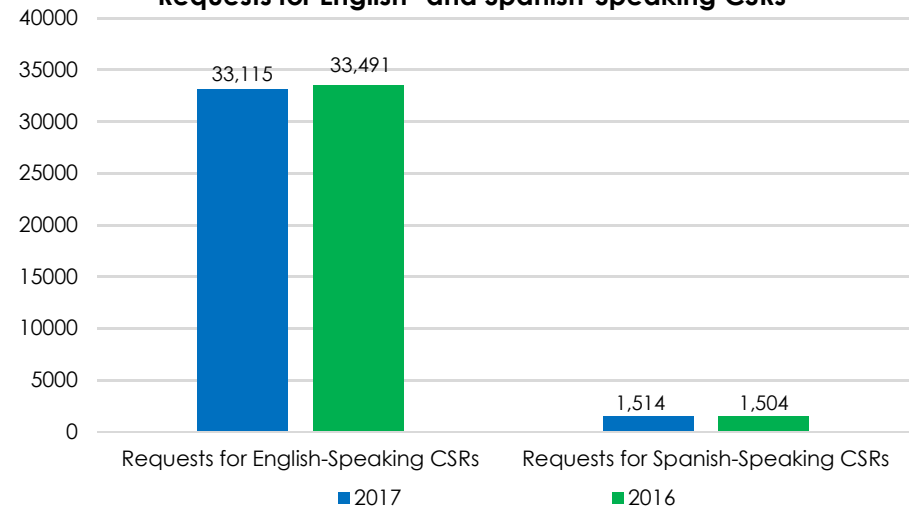


\* Does not include requests received by Twitter, email, or from walk-ins.

## 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)

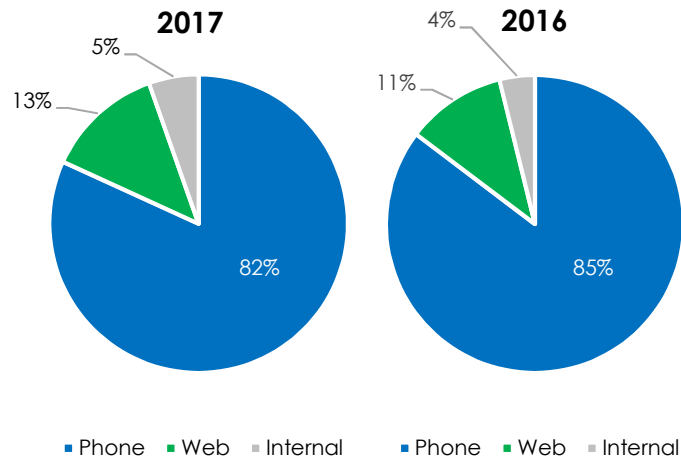
## Call Center Summary

| 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\*

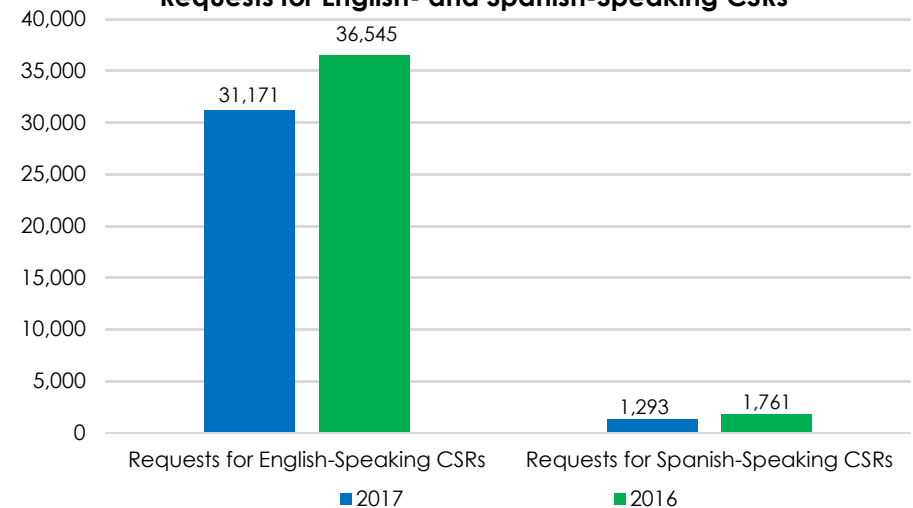


\* Does not include requests received by Twitter, email, or from walk-ins.

## 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)

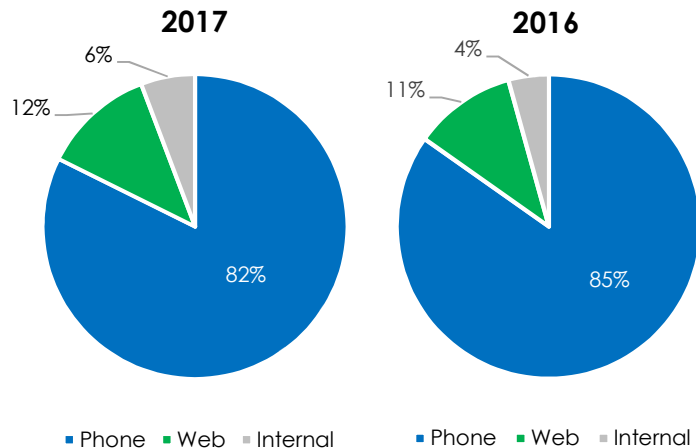
## Call Center Summary

| 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.

\*\* 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\*

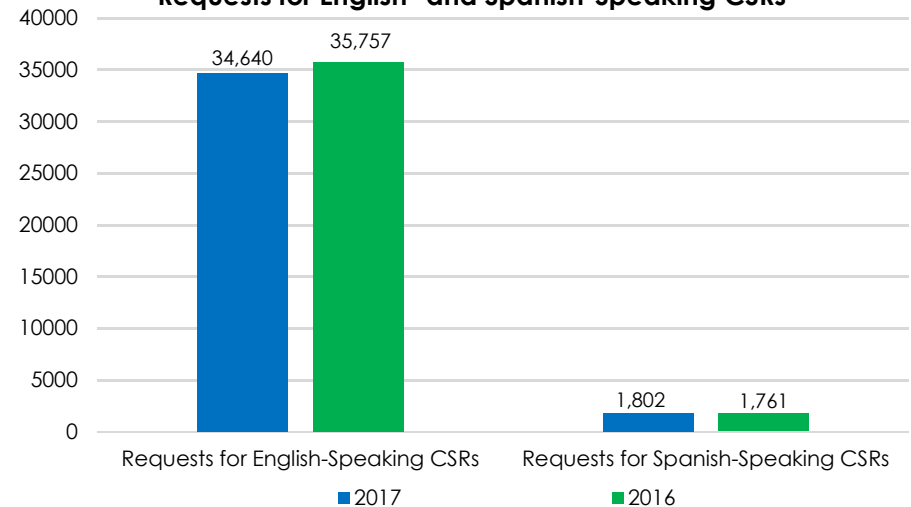


\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

| 2017         |             |             |                 |              |
|--------------|-------------|-------------|-----------------|--------------|
| DEP (12,413) | 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

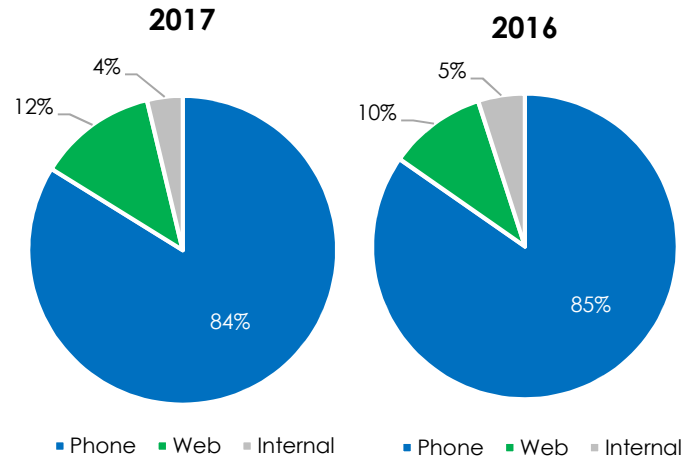
Data from 9/3/2017 to 9/30/2017 (2017) and 9/4/2016 to 10/1/2016 (2016) (four weeks)

## 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\*

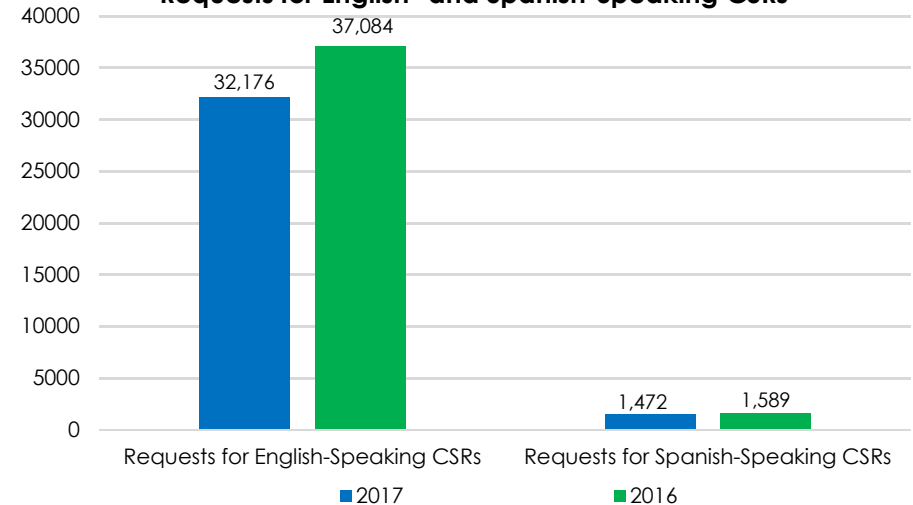


\* Does not include requests received by Twitter, email, or from walk-ins.

## 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

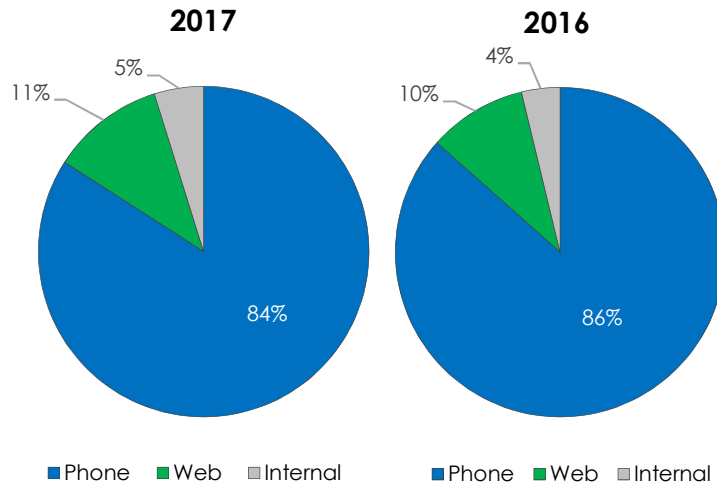
Data from 10/1/2017 to 10/28/2017 (2017) and 10/2/2016 to 10/29/2016 (2016) (four weeks)

## 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\*

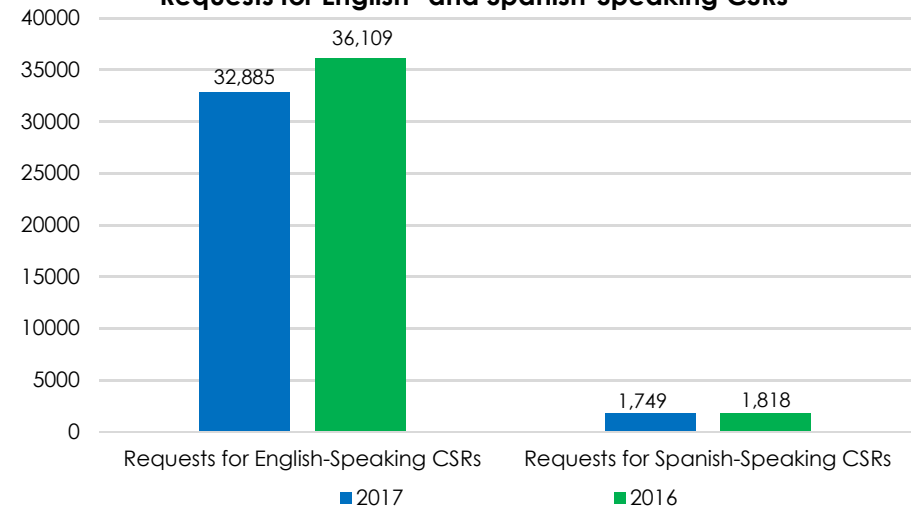


\* Does not include requests received by Twitter, email, or from walk-ins.

## 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

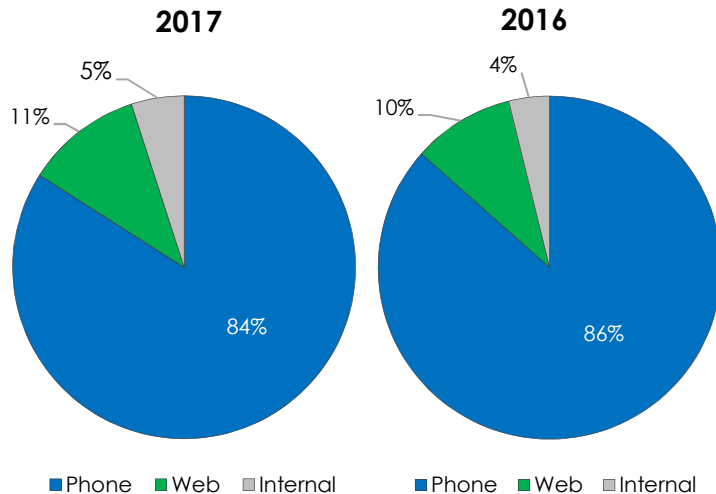
Data from 10/29/2017 to 11/25/2017 (2017) and 10/30/2016 to 11/26/2016 (2016) (four weeks)

## 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\*

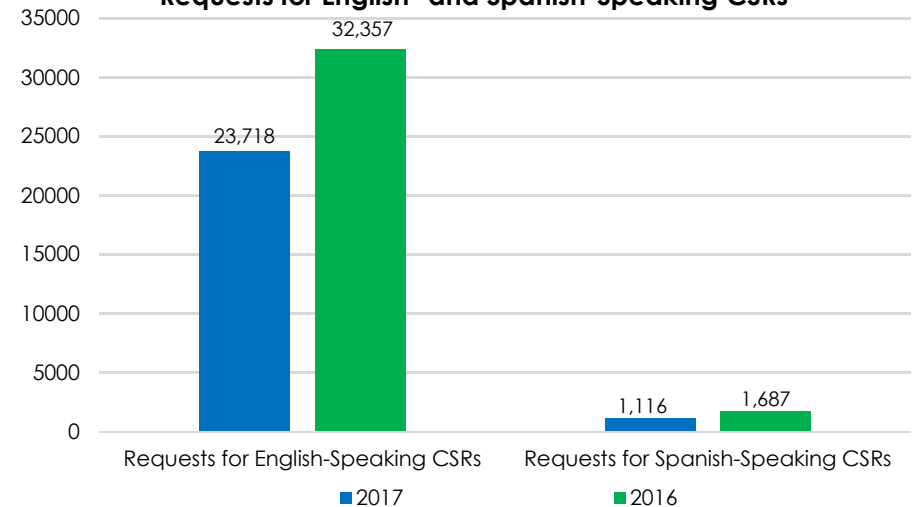


\* Does not include requests received by Twitter, email, or from walk-ins.

## 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) |