

MC311 Monthly Call Center Data Summary

July 8th, 2018 September 1st, 2018

Data from 7/8/2018 to 9/1/2018 (2018) and 7/9/2017 to 9/2/2017 (2017) (eight weeks)*

Call Center Summary

Year	Total Phone Requests	No. of CSRs** Average/Day	Abandoned Call Rate
2018	77,055	29	10.81%
2017	80,596	33	1.71%
2018 (2 nd quarter)	115,833	29	10.26%
2017 (2 nd quarter)	130,937	39	1.14%

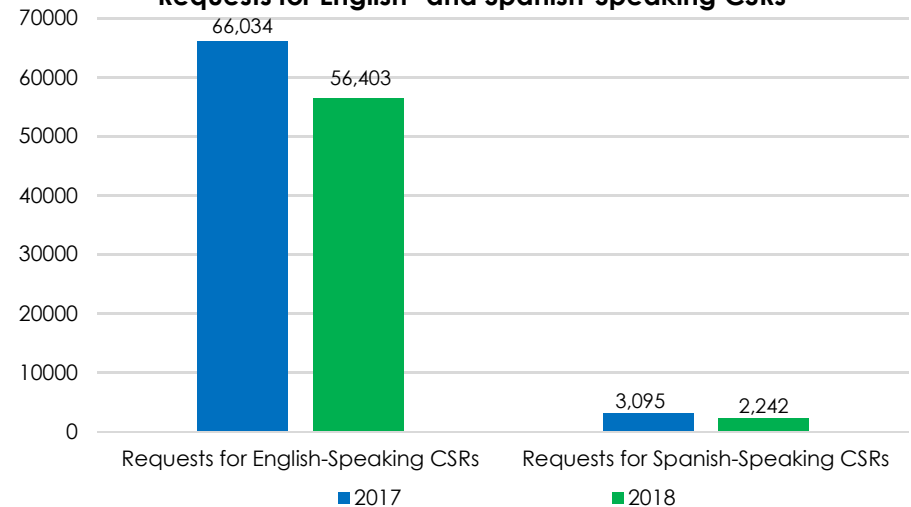
Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (27,111)	DOT (13,867)	DPS (12,487)	Non-MCG (8,419)	FIN (7,407)
2017				
DEP (26,150)	DOT (16,513)	DPS (12,823)	FIN (10,417)	Non-MCG (9,318)

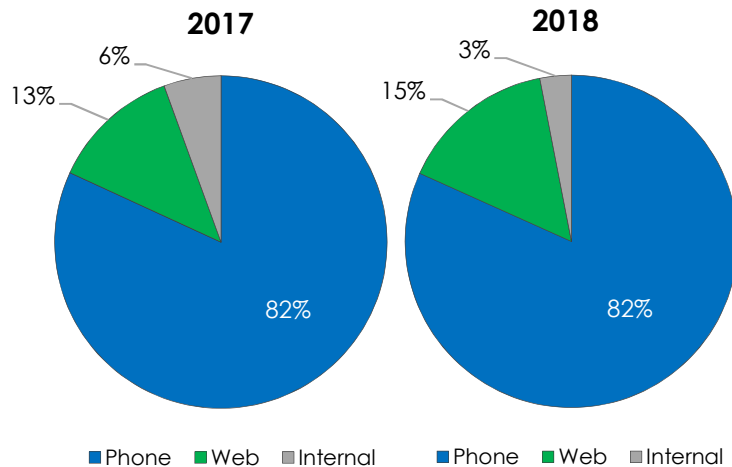
* This report includes data from an eight-week time period (7-8 to 9-1-2018), rather than the standard four-week period, and provides comparative data for the eight-week period immediately preceding it (5-13 to 7-7-2018). Service and information request totals tallied higher this period, reflecting the increased data collection period length.

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

Requests for English- and Spanish-Speaking CSRs



Source of Requests***



*** 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
2018	Residential Inspections (3,988), Ride On Trip Planner (3,435), General Information (3,166)	Residential Inspections (274), Office of Eligibility & Support Services (178), Bulk Trash Request (156)
2017	Residential Inspections (4,837), Ride On Trip Planner (4,457), Tax Credit Information (3593)	Residential Inspections (427), Office of Eligibility & Support Services (193), Bulk Trash Request (182)

MC311 Monthly Call Center Data Summary

September 2nd, 2018 September 29th, 2018

Data from 9/2/2018 to 9/29/2018 (2018) and 9/3/2017 to 9/30/2017 (2017) (four weeks)

Call Center Summary

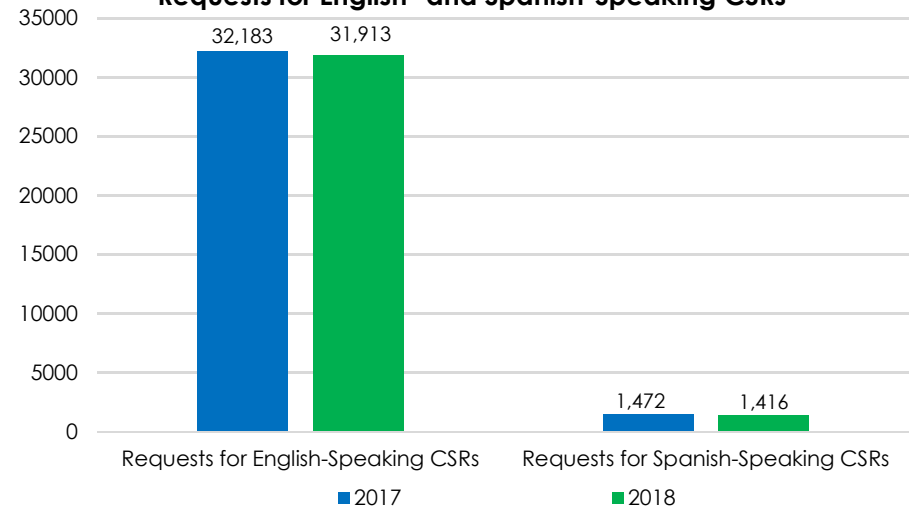
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2018	37,387	28	9.78%
2017	37,995	30	2.23%
2018 (3 rd quarter)	122,708	28	10.19%
2017 (3 rd quarter)	126,942	31	1.88%

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

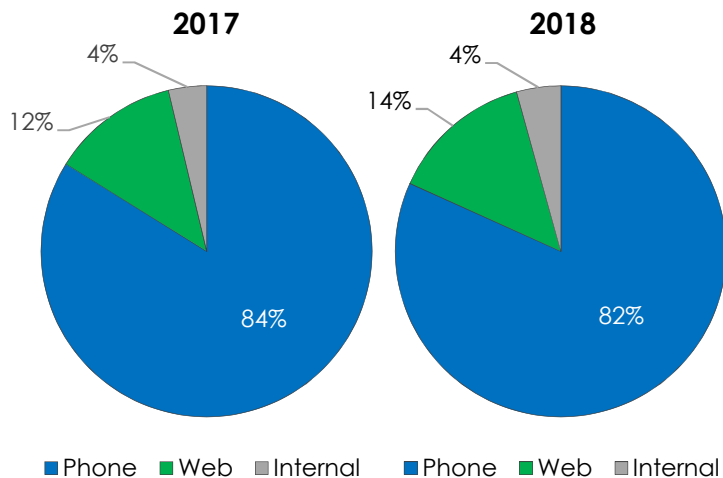
Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (12,030)	DOT (7,499)	DPS (5,784)	FIN (4,392)	Non-MCG (3,692)
2017				
DEP (11,450)	DOT (7,460)	DPS (5,830)	FIN (5,589)	Non-MCG (3,682)

Requests for English- and Spanish-Speaking CSRs



Source of Requests**



** 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
2018	Ride On Trip Planner (2,132), Residential Inspections (2,100), General Information (2,031)	Residential Inspections (180), Office of Eligibility & Support Services (124), Bulk Trash Request (87)
2017	Ride On Trip Planner (2,370), Residential Inspections (2,256), General Information (1,859)	Residential Inspections (201), Bulk Trash Request (88) Office of Eligibility & Support Services (75)

MC311 Monthly Call Center Data Summary

September 30th, 2018 - October 27th, 2018

Data from 9/30/2018 to 10/27/2018 (2018) and 10/1/2017 to 10/28/2017 (2017) (four weeks)

Call Center Summary

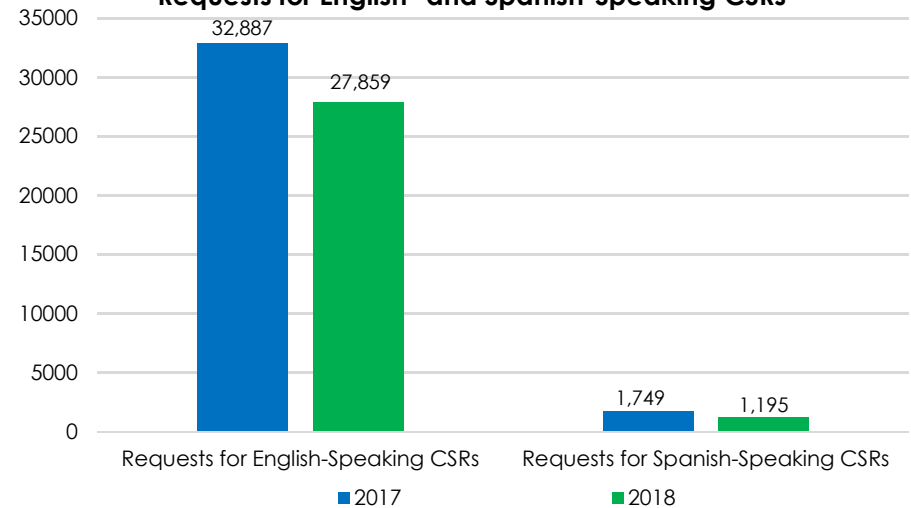
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2018	38,798	29	10.79%
2017	37,499	31	1.66%
2018 (3 rd quarter)	122,708	28	10.19%
2017 (3 rd quarter)	126,942	31	1.88%

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

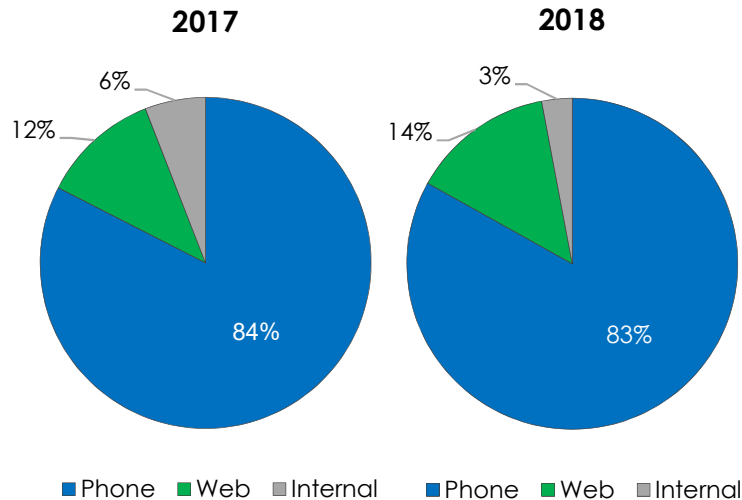
Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (12,671)	DOT (7,021)	DPS (6,362)	HHS (4,176)	FIN (3,400)
2017				
DEP (11,303)	DOT (7,827)	DPS (6,100)	Non-MCG (3,618)	FIN (3,591)

Requests for English- and Spanish-Speaking CSRs



Source of Requests**



** 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
2018	Residential Inspections (2,133), Ride On Trip Planner (2,090), General Information (1,760)	Residential Inspections (146), Bulk Trash Request (83) Office of Eligibility & Support Services (79)
2017	Ride On Trip Planner (2,657), Residential Inspections (2,437), General Information (2,181)	Residential Inspections (179), Bulk Trash Request (110) Office of Eligibility & Support Services (99)



MC311 Monthly Call Center Data Summary

October 28th, 2018 – November 24th, 2018

Data from 10/28/2018 to 11/24/2018 (2018) and 10/29/2017 to 11/25/2017 (2017) (four weeks)

Call Center Summary

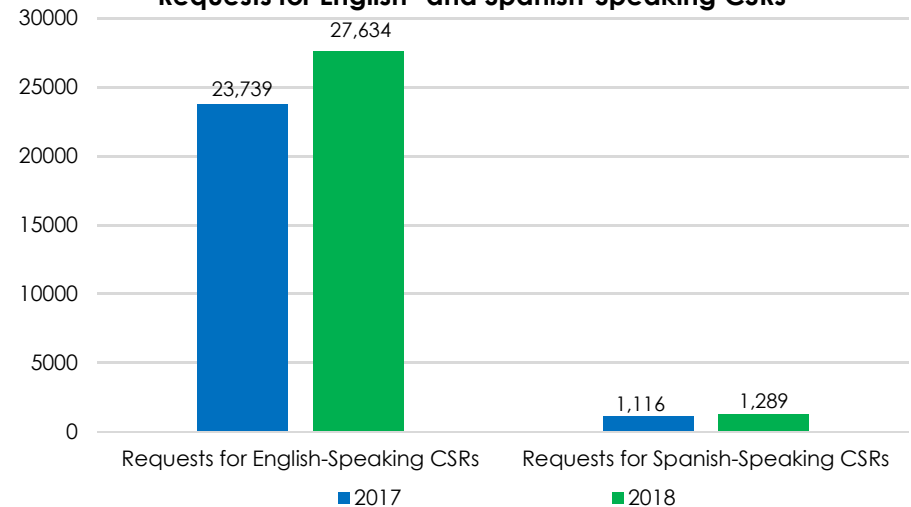
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2018	34,108	26	9.98%
2017	33,152	28	9.42%
2018 (3 rd quarter)	122,708	28	10.19%
2017 (3 rd quarter)	126,942	31	1.88%

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

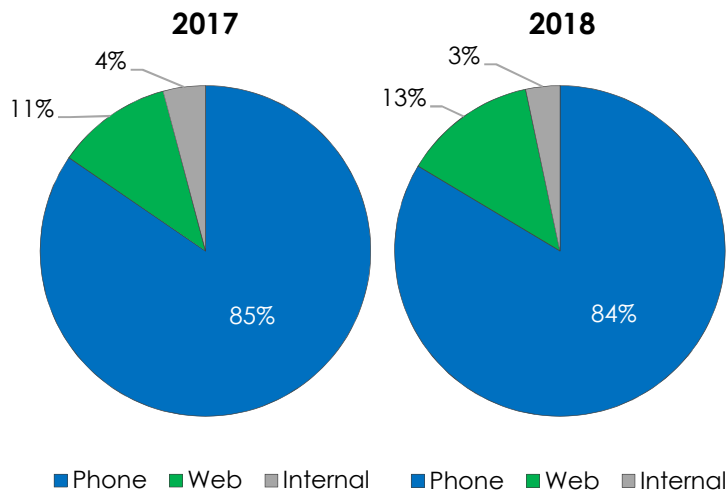
Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (11,433)	DOT (6,541)	DPS (5,282)	HHS (3,972)	Non-MCG (2,979)
2017				
DEP (10,081)	DOT (6,640)	DPS (5,335)	FIN (3,699)	Non-MCG (3,046)

Requests for English- and Spanish-Speaking CSRs



Source of Requests**



** 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
2018	General Information (1,988), Residential Inspections (1,916), Ride On Trip Planner (1,896)	Residential Inspections (160), Office of Eligibility & Support Services (101), Bulk Trash Request (75)
2017	Ride On Trip Planner (1,905), Residential Inspections (1,785), General Information (1,562)	Residential Inspections (159), Bulk Trash Request (66), Office of Eligibility & Support Services (58)

