

# MC311 Monthly Call Center Data Summary

November 25<sup>th</sup>, 2018 – December 22<sup>nd</sup>, 2018

Data from 11/25/2018 to 12/22/2018 (2018) and 11/26/2017 to 12/23/2017 (2017) (four weeks)

## Call Center Summary

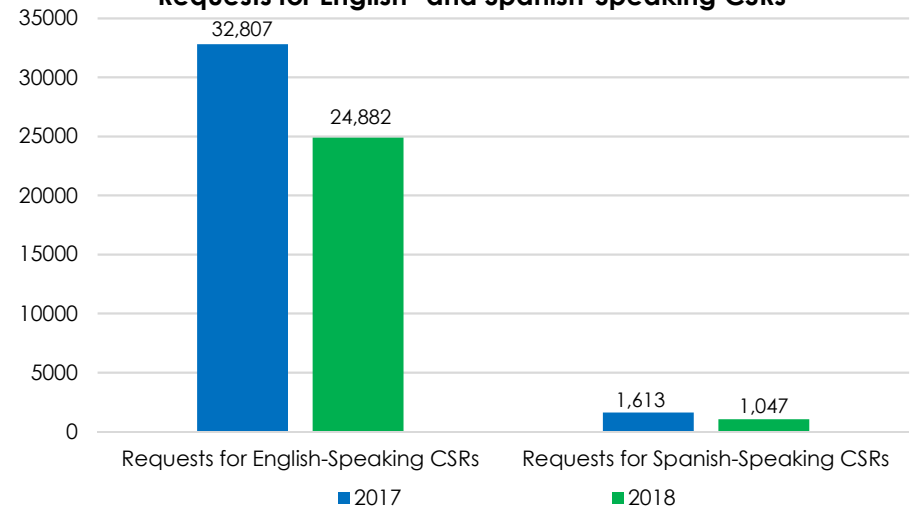
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2018	36,430	29	11.96%
2017	36,851	31	4.11%
2018 (3 <sup>rd</sup> quarter)	116,985	27	10.38%
2017 (3 <sup>rd</sup> quarter)	115,967	29	5.70%

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

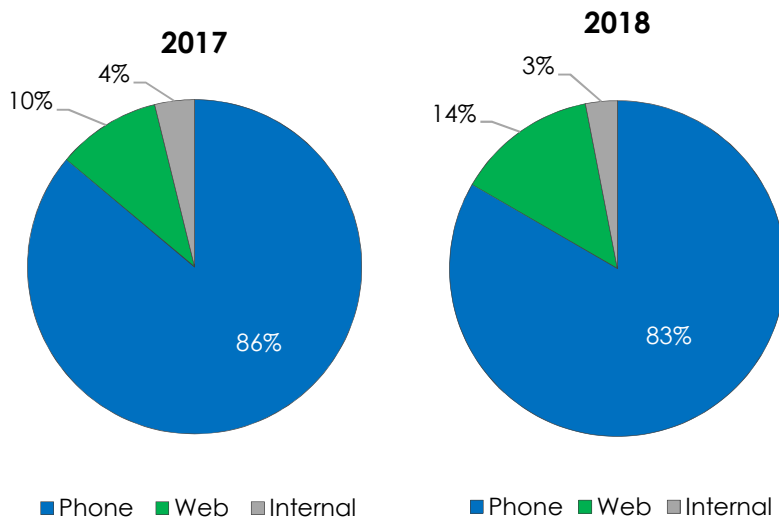
## Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (11,482)	DOT (6,654)	DPS (5,932)	FIN (4,665)	HHS (3,933)
2017				
DEP (10,263)	DOT (7,454)	DPS (5,711)	FIN (4,918)	Non-MCG (3,479)

## 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 (1,774), Ride On Trip Planner (1,590), General Information (1,459)	Residential Inspections (132), Office of Eligibility & Support Services (125), Bulk Trash Request (78)
2017	Ride On Trip Planner (2,503), Residential Inspections (2,355), Tax Payments (1,917)	Residential Inspections (191), Bulk Trash Request (120), Office of Eligibility & Support Services (110)



# MC311 Monthly Call Center Data Summary

December 23<sup>rd</sup>, 2018 – January 19<sup>th</sup>, 2019

Data from 12/23/2018 to 1/19/2019 (2018) and 12/24/2017 to 1/20/2018 (2017) (four weeks)

## Call Center Summary

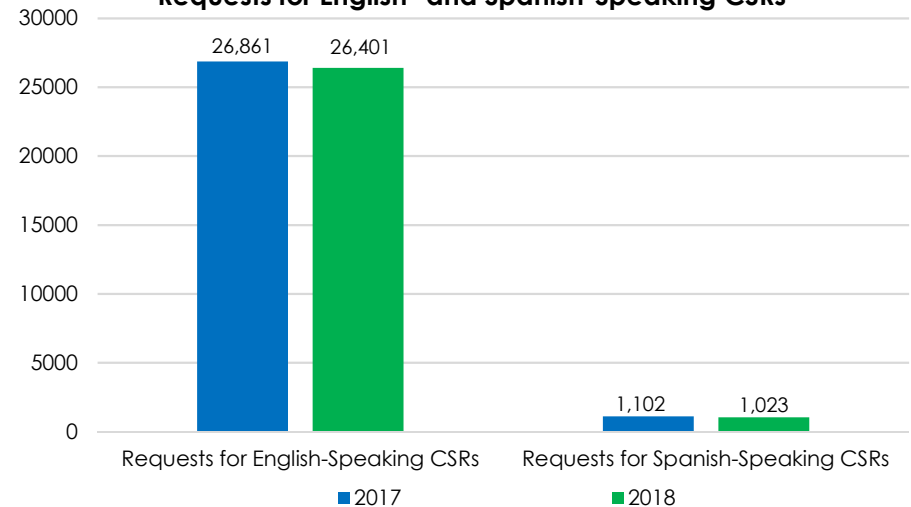
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2018	33,135	26	8.71%
2017	32,993	26	7.29%
2018 (4 <sup>th</sup> quarter)	116,985	27	10.38%
2017 (4 <sup>th</sup> quarter)	115,967	29	5.70%

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

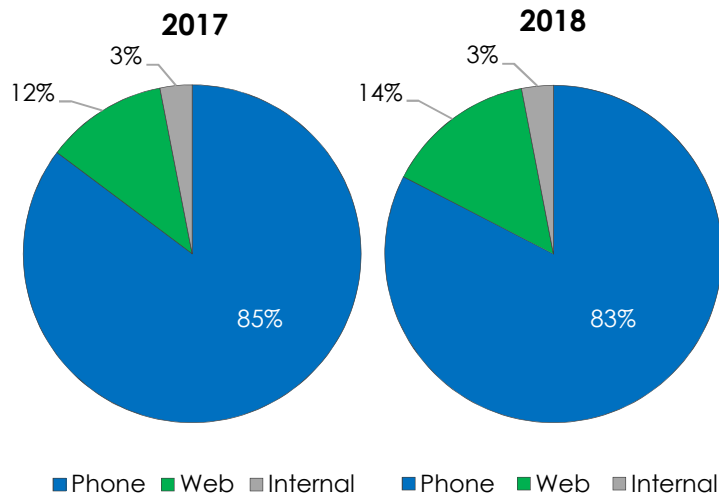
## Top Five Departments Receiving the Highest Number of Requests

2018				
DEP (12,352)	DOT (6,091)	DPS (4,139)	FIN (3,845)	HHS (3,230)
2017				
DEP (10,439)	FIN (6,435)	DOT (4,893)	DPS (4,150)	Non-MCG (3,158)

## 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 (2,988), Ride On Trip Planner (1,578), Residential Inspections (1,345)	Office of Eligibility & Support Services (108), Residential Inspections (107), Bulk Trash Request (61)
2017	Tax Payments (2,449), General Information (2,388), Ride On Trip Planner (1,857)	Office of Eligibility & Support Services (95), General Information (77), Residential Inspections (56)



# MC311 Monthly Call Center Data Summary

January 20<sup>th</sup>, 2019 – February 16<sup>th</sup>, 2019

Data from 1/20/2019 to 2/16/2019 (2019) and 1/21/2018 to 2/17/2018 (2018) (four weeks)

## Call Center Summary

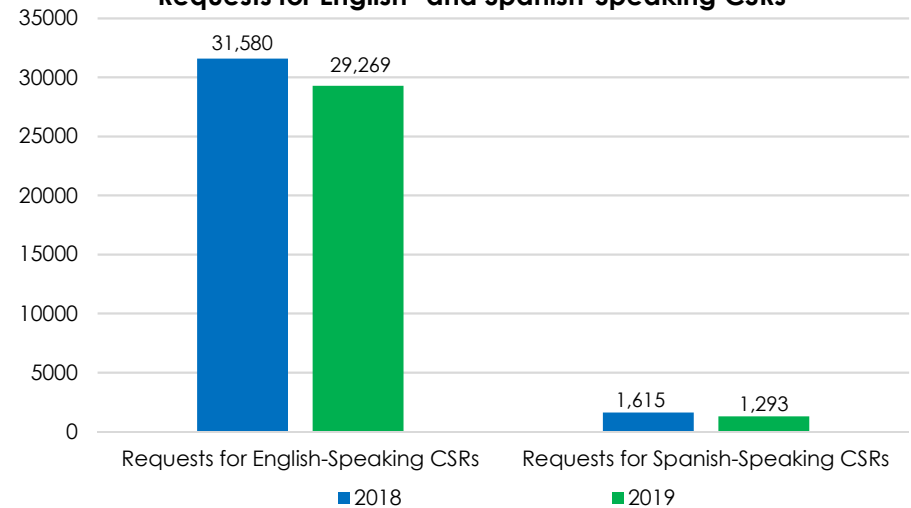
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	34,470	28	5.54%
2018	35,426	29	4.92%
2018 (4 <sup>th</sup> quarter)	116,985	27	10.38%
2017 (4 <sup>th</sup> quarter)	115,967	29	5.70%

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

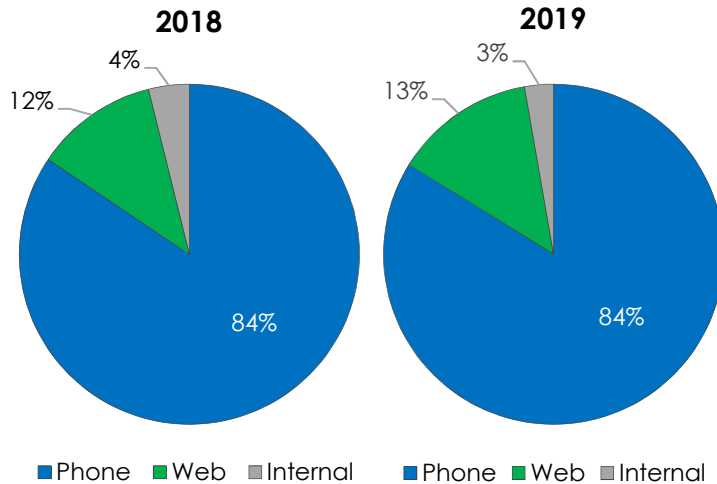
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (10,454)	DOT (6,528)	DPS (5,304)	PIO (3,588)	FIN (3,457)
2018				
DEP (9,990)	DOT (6,487)	DPS (5,441)	PIO (4,469)	FIN (3,703)

## 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
2019	General Information (2,180), Ride On Trip Planner (1,954), Residential Inspections (1,623)	Residential Inspections (143), Office of Eligibility & Support Services (123), Bulk Trash Request (67)
2018	Ride On Trip Planner (2,368), Residential Inspections (2,073), General Information (1,691)	Residential Inspections (125), Office of Eligibility & Support Services (112), General Information (90)



# MC311 Monthly Call Center Data Summary

February 17<sup>th</sup>, 2019 – March 16<sup>th</sup>, 2019

Data from 2/17/2019 to 3/16/2019 (2019) and 2/18/2018 to 3/17/2018 (2018) (four weeks)

## Call Center Summary

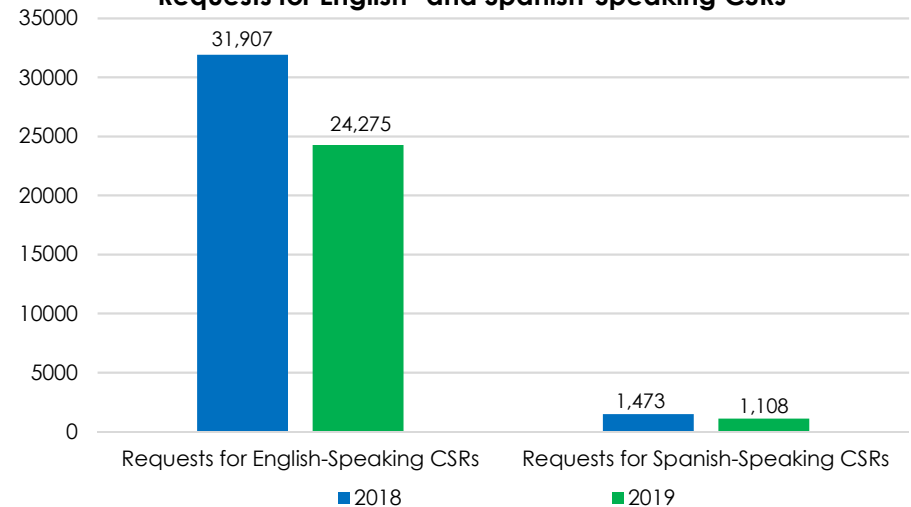
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	35,147	27	11.21%
2018	37,552	29	10.09%
2018 (4 <sup>th</sup> quarter)	116,985	27	10.38%
2017 (4 <sup>th</sup> quarter)	115,967	29	5.70%

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

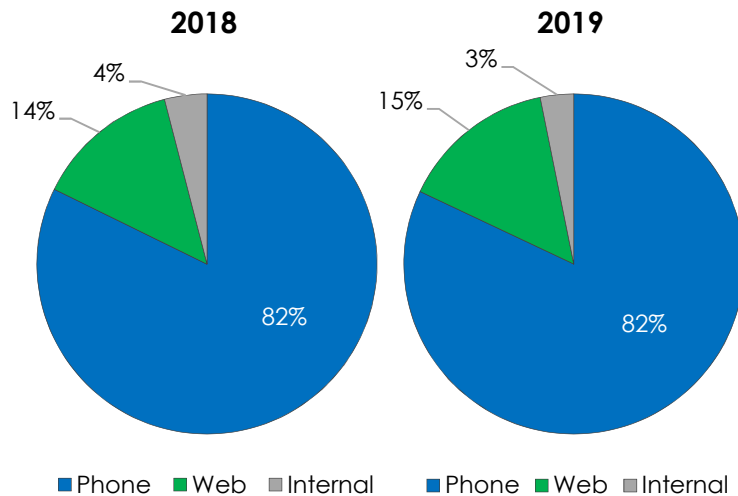
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (12,316)	DOT (6,405)	DPS (5,503)	FIN (4,642)	HHS (3,276)
2018				
DEP (12,314)	DOT (7,432)	FIN (6,030)	DPS (5,699)	Non-MCG (3,705)

## 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
2019	General Information (1,950), Residential Inspections (1,535), Ride On Trip Planner (1,433)	Residential Inspections (166), Office of Eligibility & Support Services (120), Bulk Trash Request (58)
2018	General Information (2,090), Residential Inspections (1,964), Tax Payments (1,884)	Residential Inspections (124), General Information (102), Office of Eligibility & Support Services (91)



# MC311 Monthly Call Center Data Summary

March 17<sup>th</sup>, 2019 – April 13<sup>th</sup>, 2019

Data from 3/17/2019 to 4/13/2019 (2019) and 3/18/2018 to 4/14/2018 (2018) (four weeks)

## Call Center Summary

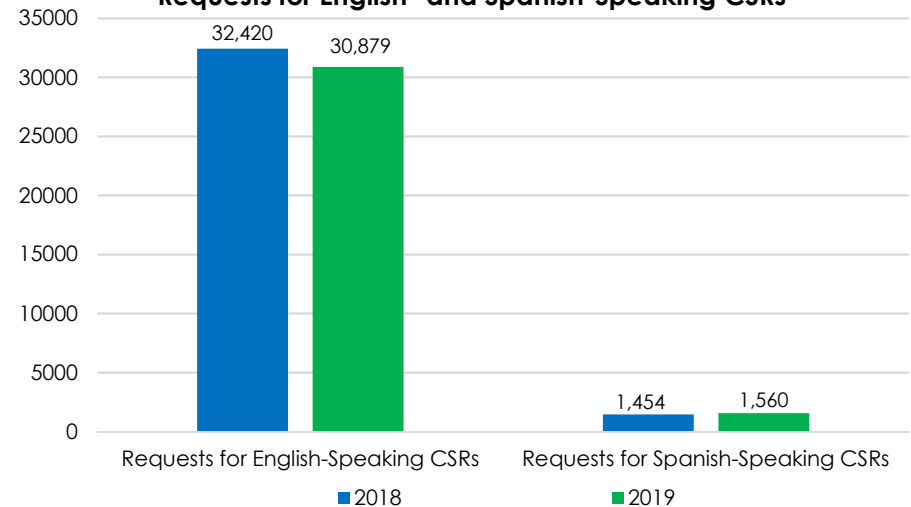
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	37,576	29	7.93%
2018	36,372	29	6.77%
2019 (1 <sup>st</sup> Quarter)	112,549	27	8.75%
2018 (1 <sup>st</sup> Quarter)	115,625	28	5.79%

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

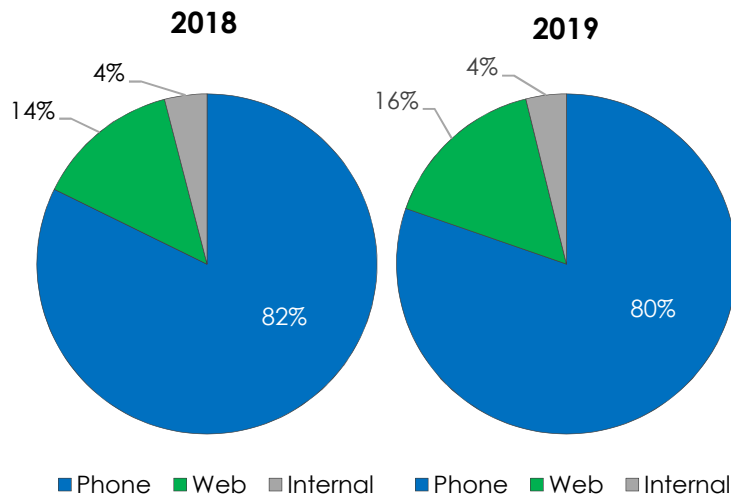
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (13,878)	DOT (7,122)	DPS (5,880)	HHS (4,030)	Non-MCG (3,831)
2018				
DEP (12,790)	DOT (7,243)	DPS (5,865)	FIN (3,589)	Non-MCG (3,569)

## 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
2019	Ride On Trip Planner (2,023), Residential Inspections (1,735), General Information (1,726)	Residential Inspections (195), Office of Eligibility & Support Services (161), Bulk Trash Request (93)
2018	General Information (2,590), Ride On Trip Planner (2,253), Residential Inspections (2,047)	Residential Inspections (160), Bulk Trash Request (107), Office of Eligibility & Support Services (105)



# MC311 Monthly Call Center Data Summary

April 14<sup>th</sup>, 2019 – May 11<sup>th</sup>, 2019

Data from 4/14/2019 to 5/11/2019 (2019) and 4/15/2018 to 5/12/2018 (2018) (four weeks)

## Call Center Summary

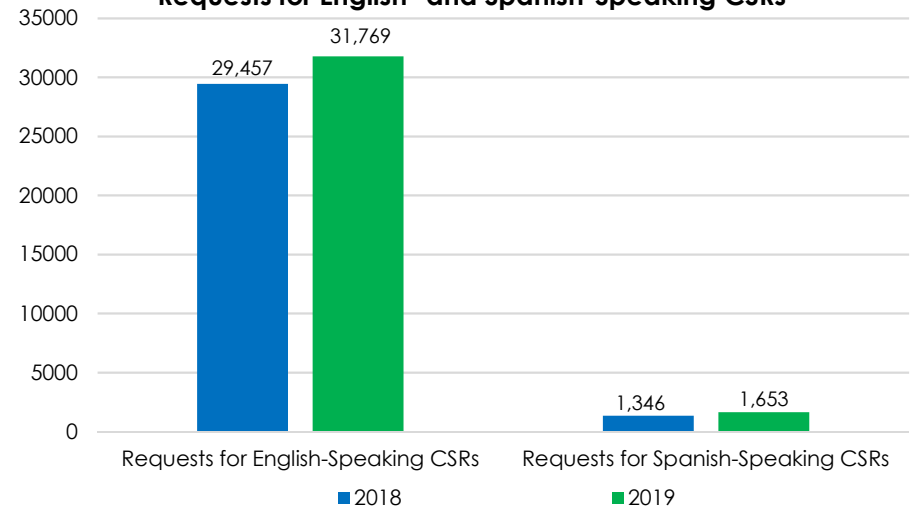
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	37,060	27	11.39%
2018	36,625	28	10.79%
2019 (1 <sup>st</sup> Quarter)	112,549	27	8.75%
2018 (1 <sup>st</sup> Quarter)	115,625	28	5.79%

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

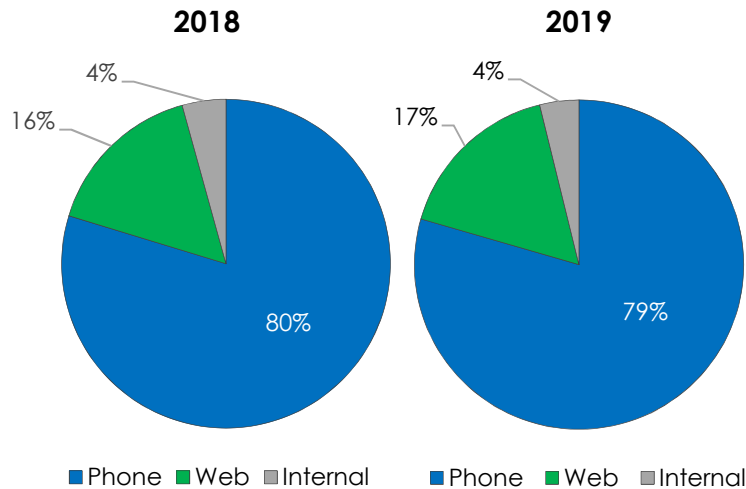
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (14,964)	DOT (7,112)	DPS (6,290)	Non-MCG (3,456)	HHS (3,447)
2018				
DEP (14,699)	DOT (7,205)	DPS (6,523)	Non-MCG (3,372)	FIN (3,071)

## 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
2019	General Information (2,029), Ride On Trip Planner (1,875), Residential Inspections (1,817)	Residential Inspections (222), Office of Eligibility & Support Services (134), Bulk Trash Request (129)
2018	Residential Inspections (2,088), Ride On Trip Planner (1,986), General Information (1,680)	Residential Inspections (151), Bulk Trash Request (97), Office of Eligibility & Support Services (91)



# MC311 Monthly Call Center Data Summary

May 12<sup>th</sup>, 2019 – June 8<sup>th</sup>, 2019

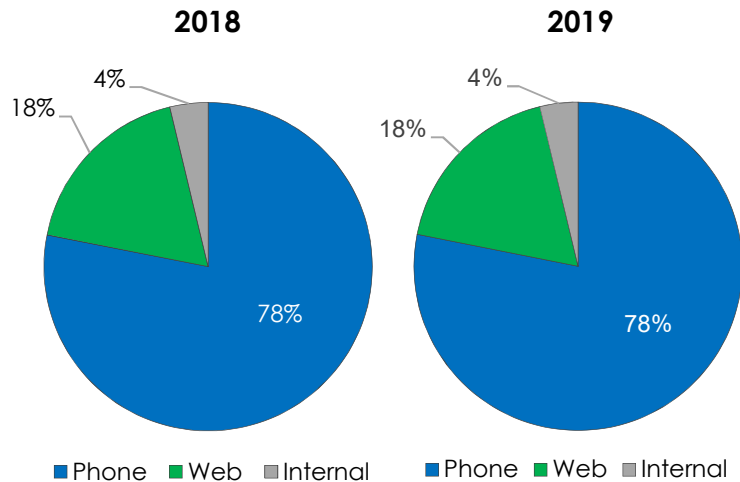
Data from 5/12/2019 to 6/8/2019 (2019) and 5/13/2018 to 6/9/2018 (2018) (four weeks)

## Call Center Summary

Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	37,263	28	11.81%
2018	34,102	28	13.51%
2019 (1 <sup>st</sup> Quarter)	112,549	27	8.75%
2018 (1 <sup>st</sup> Quarter)	115,625	28	5.79%

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

## Source of Requests\*\*

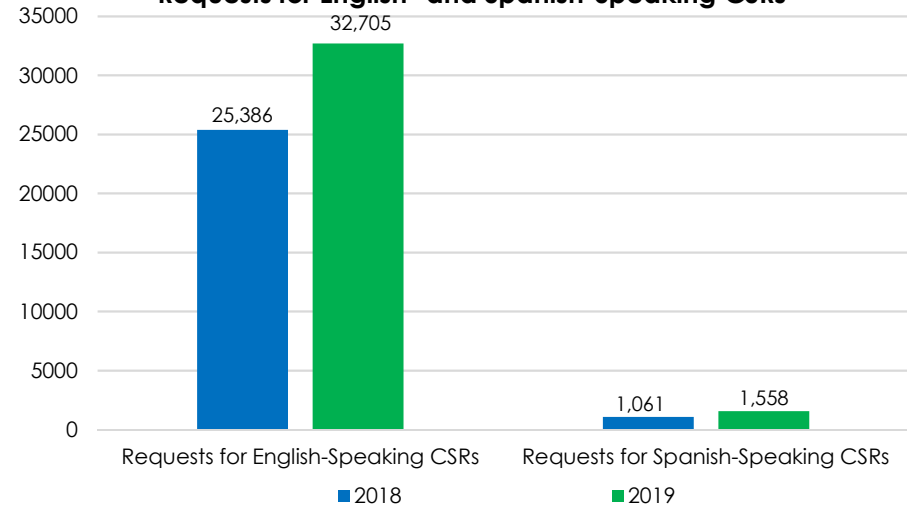


\*\* Does not include requests received by Twitter, email, or from walk-ins.

## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (16,084)	DOT (7,611)	DPS (6,213)	HHS (3,617)	Non-MCG (3,346)
2018				
DEP (14,277)	DOT (6,802)	DPS (5,800)	DHCA (3,596)	Non-MCG (3,020)

## Requests for English- and Spanish-Speaking CSRs



Year	Top Three Requests: English-Speaking CSRs	Top Three Requests: Spanish-Speaking CSRs
2019	General Information (2,167), Residential Inspections (1,911), Ride On Trip Planner (1,829)	Bulk Trash Request (120), Residential Inspections (193), Office of Eligibility & Support Services (143)
2018	Residential Inspections (1,995), Ride On Trip Planner (1,594), General Information (1,589)	Bulk Trash Request (69), Residential Inspections (136), Office of Eligibility & Support Services (87)



# MC311 Monthly Call Center Data Summary

June 9<sup>th</sup>, 2019 – July 6<sup>th</sup>, 2019

Data from 6/9/2019 to 7/6/2019 (2019) and 6/10/2018 to 7/7/2018 (2018) (four weeks)

## Call Center Summary

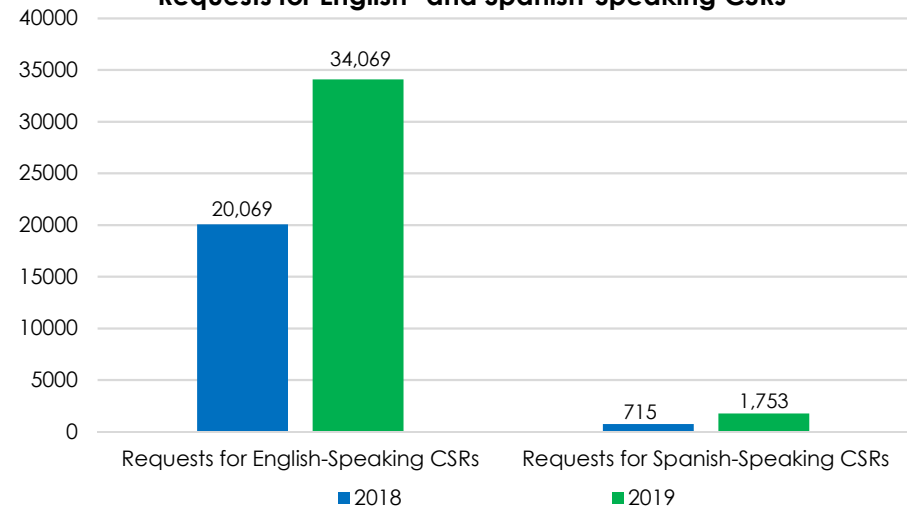
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	38,748	31	6.31%
2018	35,119	29	7.13%
2019 (1 <sup>st</sup> Quarter)	123,418	29	9.76%
2018 (1 <sup>st</sup> Quarter)	115,833	28	10.26%

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

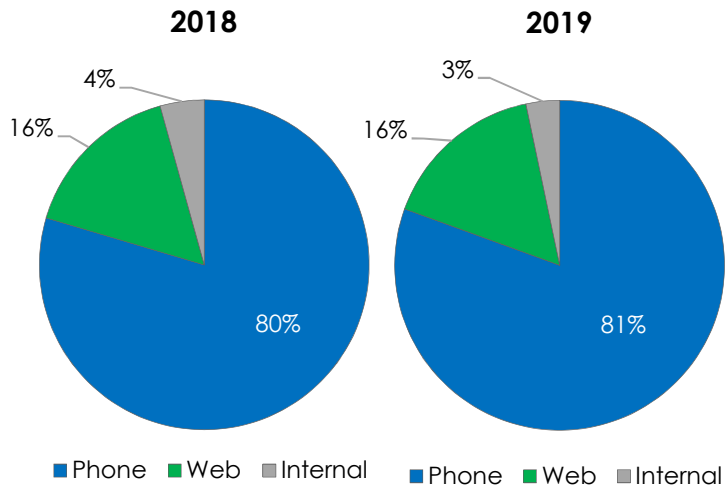
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (16,095)	DOT (7,250)	DPS (6,186)	HHS (3,972)	Non-MCG (3,406)
2018				
DEP (14,097)	DOT (6,922)	DPS (5,835)	DHCA (3,446)	Non-MCG (3,161)

## 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
2019	General Information (2,472), Residential Inspections (2,141), Ride On Trip Planner (1,936)	Residential Inspections (247), Office of Eligibility & Support Services (161), Bulk Trash Request (128)
2018	Ride On Trip Planner (1,389), Residential Inspections (1,383), General Information (1,299)	Residential Inspections (71), Bulk Trash Request (66), Office of Eligibility & Support Services (61)





# MC311 Monthly Call Center Data Summary

July 7<sup>th</sup>, 2019 – August 3<sup>rd</sup>, 2019

Data from 7/7/2019 to 8/3/2019 (2019) and 7/8/2018 to 8/4/2018 (2018) (four weeks)

## Call Center Summary

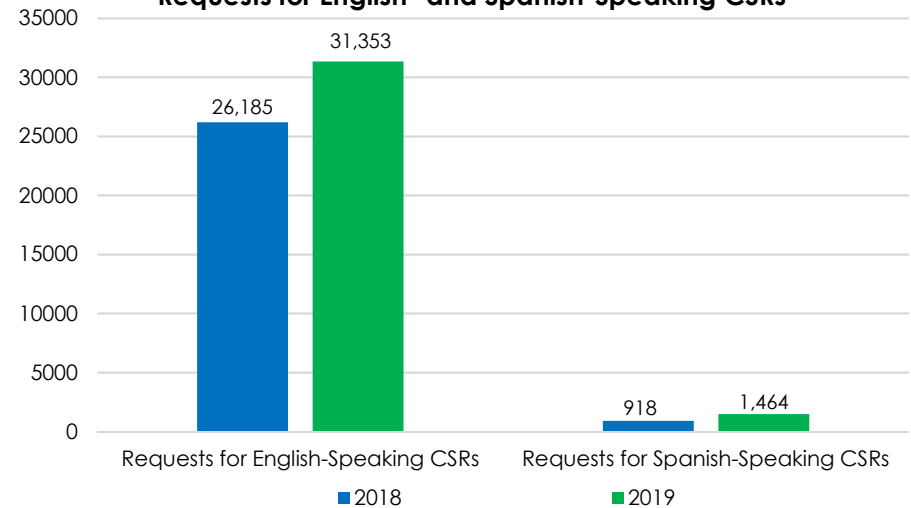
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	40,514	32	10.38%
2018	39,269	29	10.66%
2019 (2 <sup>nd</sup> Quarter)	123,418	29	9.76%
2018 (2 <sup>nd</sup> Quarter)	115,833	28	10.26%

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

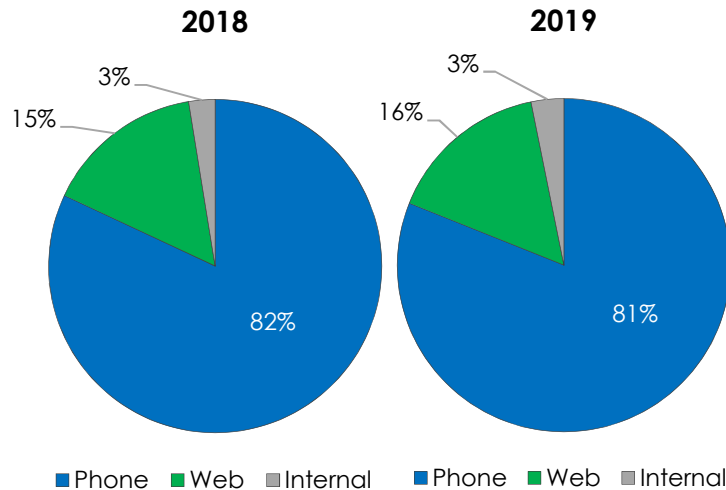
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (15,036)	DOT (7,537)	DPS (5,835)	Non-MCG (4,437)	HHS (3,892)
2018				
DEP (13,573)	DOT (7,033)	DPS (6,271)	Non-MCG (4,335)	FIN (4,249)

## 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
2019	Residential Inspections (1,831), General Information (1,749), Ride On Trip Planner (1,686)	Residential Inspections (155), Office of Eligibility & Support Services (116), Bulk Trash Request (93)
2018	Residential Inspections (1,814), Ride On Trip Planner (1,557), General Information (1,369)	Bulk Trash Request (65), Residential Inspections (104), Office of Eligibility & Support Services (84)



# MC311 Monthly Call Center Data Summary

August 4<sup>th</sup>, 2019 – August 31<sup>st</sup>, 2019

Data from 8/4/2019 to 8/31/2019 (2019) and 8/5/2018 to 9/1/2018 (2018) (four weeks)

## Call Center Summary

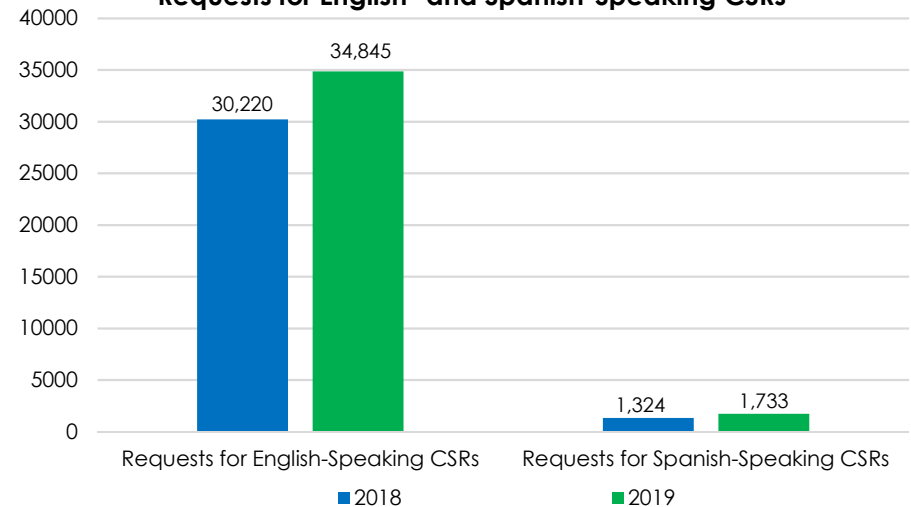
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	39,477	33	4.63%
2018	37,786	28	10.95%
2019 (2 <sup>nd</sup> Quarter)	123,418	29	9.76%
2018 (2 <sup>nd</sup> Quarter)	115,833	28	10.26%

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

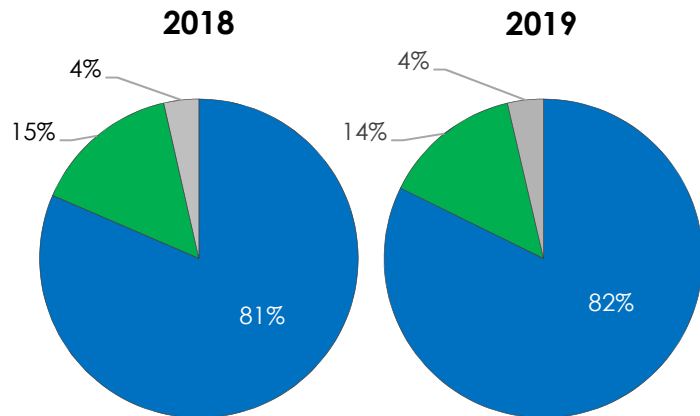
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (13,747)	DOT (7,566)	DPS (6,433)	Non-MCG (4,528)	HHS (3,909)
2018				
DEP (13,536)	DOT (6,833)	DPS (6,218)	Non-MCG (4,086)	DHCA (3,597)

## Requests for English- and Spanish-Speaking CSRs



## Source of Requests\*\*



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

\*\* 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
2019	Residential Inspections (2,287), General Information (2,153), Ride On Trip Planner (1,893)	Residential Inspections (185), Office of Eligibility & Support Services (156), Bulk Trash Request (91)
2018	Residential Inspections (2,174), Ride On Trip Planner (1,878), General Information (1,796)	Residential Inspections (170), Office of Eligibility & Support Services (94), Bulk Trash Request (91)



# MC311 Monthly Call Center Data Summary

September 1<sup>st</sup>, 2019 – September 28<sup>th</sup>, 2019

Data from 9/1/2019 to 9/28/2019 (2019) and 9/2/2018 to 9/29/2018 (2018) (four weeks)

## Call Center Summary

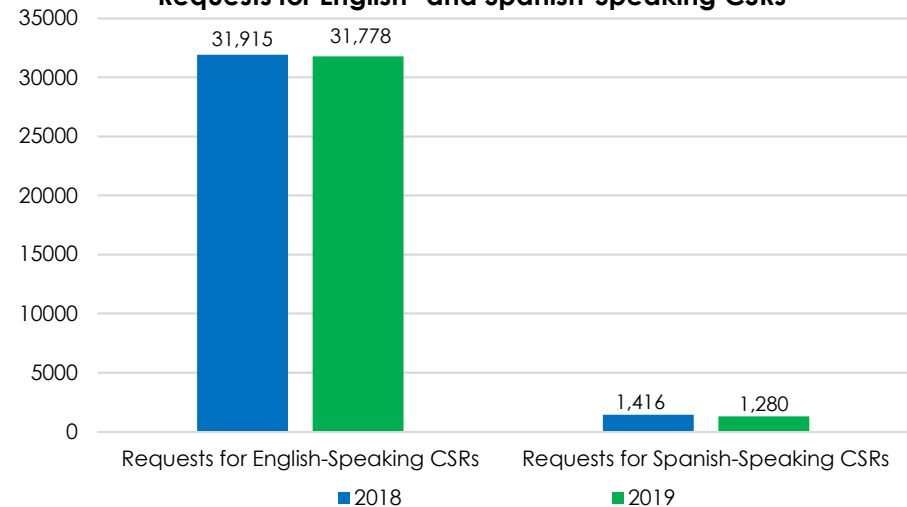
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	37,723	30	6.84%
2018	37,383	28	9.78%
2019 (3 <sup>rd</sup> Quarter)	128,700	31	7.15%
2018 (3 <sup>rd</sup> Quarter)	122,704	28	10.19%

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

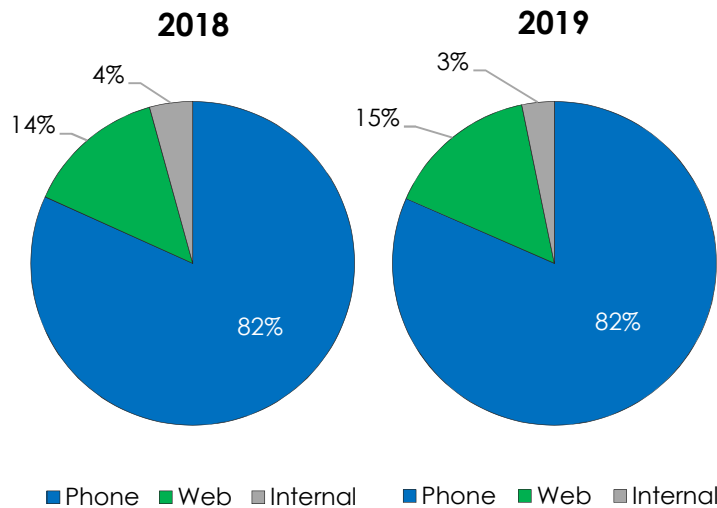
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (13,093)	DOT (6,684)	DPS (6,179)	HHS (4,124)	FIN (3,909)
2018				
DEP (12,030)	DOT (7,497)	DPS (5,785)	FIN (4,392)	Non-MCG (3,694)

## 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 Request Solutions: English-Speaking CSRs	Top Three Request Solutions: Spanish-Speaking CSRs
2019	Ride On Arrival Info (1,753), Bulk Trash Pick-Up (1,134), Residential Inspections (1,105)	Residential Inspections (108), Bulk Trash Pick-Up (99), DPS Building Inspector Contact Info (50)
2018	Ride On Arrival Info (2,091), Residential Inspections (1,206), Property Tax Bill Balance (945)	Residential Inspections (112), Bulk Trash Request (87), DPS Building Inspector Contact Info (67)



# MC311 Monthly Call Center Data Summary

September 29<sup>th</sup>, 2019 – October 26<sup>th</sup>, 2019

Data from 9/29/2019 to 10/26/2019 (2019) and 9/30/2018 to 10/27/2018 (2018) (four weeks)

## Call Center Summary

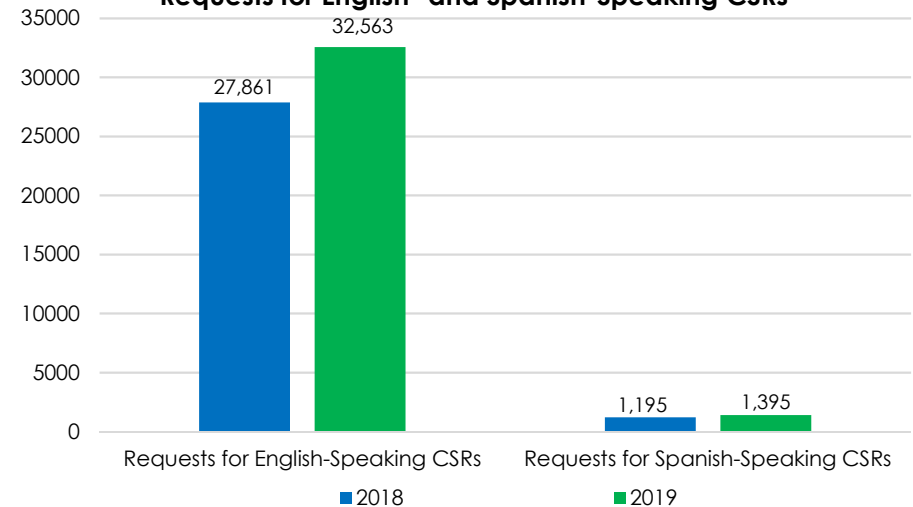
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	37,300	33	3.95%
2018	38,798	29	10.79%
2019 (3 <sup>rd</sup> Quarter)	128,700	31	7.15%
2018 (3 <sup>rd</sup> Quarter)	122,704	28	10.19%

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

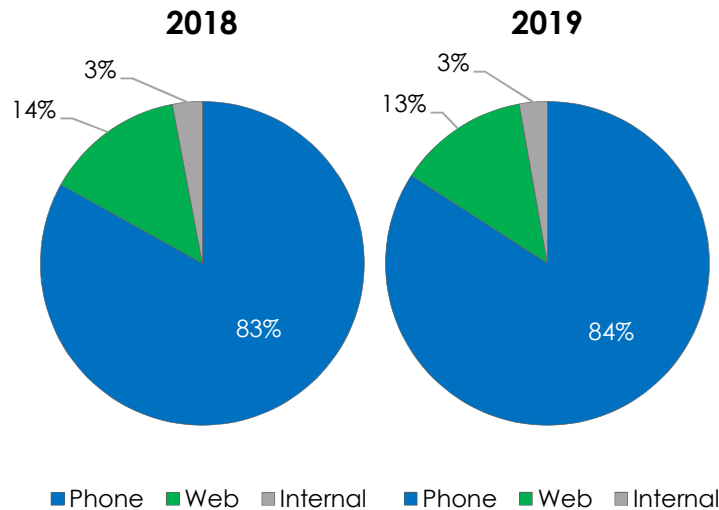
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (11,972)	DOT (6,446)	DPS (5,945)	HHS (4,535)	FIN (3,553)
2018				
DEP (12,671)	DOT (7,020)	DPS (6,362)	HHS (4,177)	FIN (3,400)

## 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 Request Solutions: English-Speaking CSRs	Top Three Request Solutions: Spanish-Speaking CSRs
2019	Ride On Arrival Info (1,702), Residential Inspections (1,110), Property Tax Payments (1,100)	Residential Inspections (114), Bulk Trash Request (71), Holiday Gift Project Referrals (70)
2018	Ride On Arrival Info (2,063), Residential Inspections (1,187), DPS Inspector Contact Info (889)	Holiday Gift Project Referrals (92), Residential Inspections (84), Bulk Trash Request (83)



# MC311 Monthly Call Center Data Summary

October 27<sup>th</sup>, 2019 – November 23<sup>rd</sup>, 2019

Data from 10/27/2019 to 11/23/2019 (2019) and 10/28/2018 to 11/24/2018 (2018) (four weeks)

## Call Center Summary

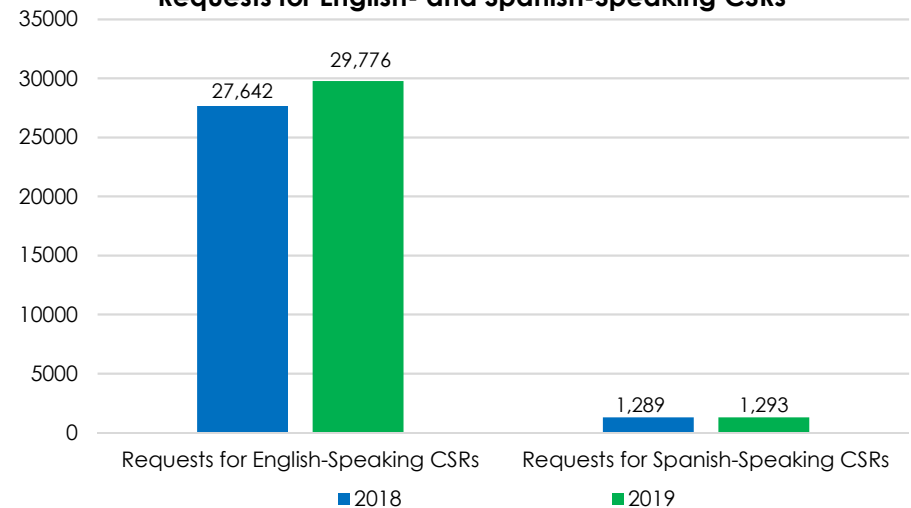
Year	Total Phone Requests	No. of CSRs* Average/Day	Abandoned Call Rate
2019	34,480	32	4.73%
2018	34,108	26	9.98%
2019 (3 <sup>rd</sup> Quarter)	128,700	31	7.15%
2018 (3 <sup>rd</sup> Quarter)	122,704	28	10.19%

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

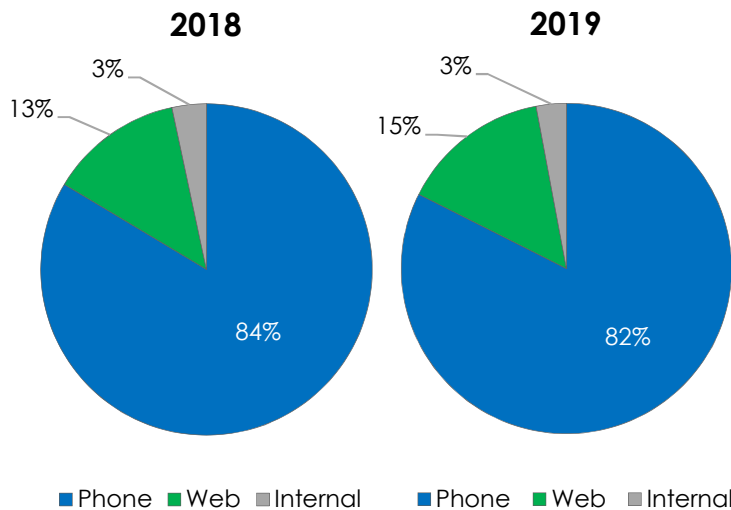
## Top Five Departments Receiving the Highest Number of Requests

2019				
DEP (11,687)	DOT (6,482)	DPS (5,421)	HHS (4,201)	Non-MCG (2,903)
2018				
DEP (11,431)	DOT (6,540)	DPS (5,284)	HHS (3,972)	Non-MCG (2,980)

## 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 Request Solutions: English-Speaking CSRs	Top Three Request Solutions: Spanish-Speaking CSRs
2019	Ride On Arrival Info (1,508), Residential Inspections (1,115), Bulk Trash Request (986)	Bulk Trash Request (88), Residential Inspections (82), DPS Inspector Contact Info (64)
2018	Ride On Arrival Info (1,859), Residential Inspections (1,067), DPS Inspector Contact Info (815)	Residential Inspections (96), Bulk Trash Request (75), DPS Inspector Contact Info (62)

