

# Customer Care Performance

FY2024

Overall Satisfaction

89%

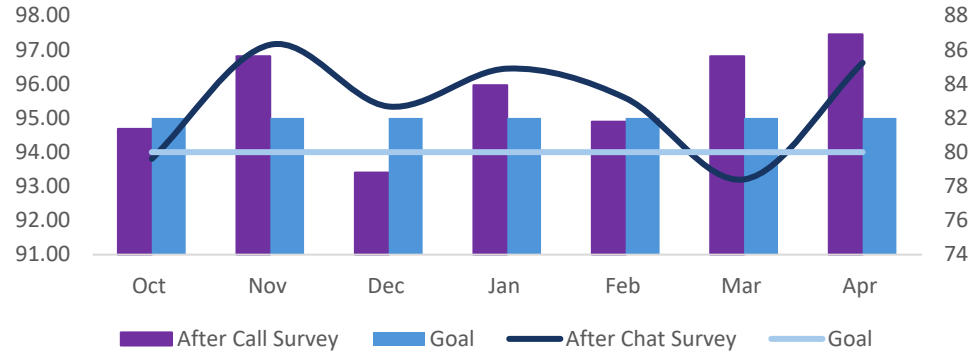
Call Quality

94%

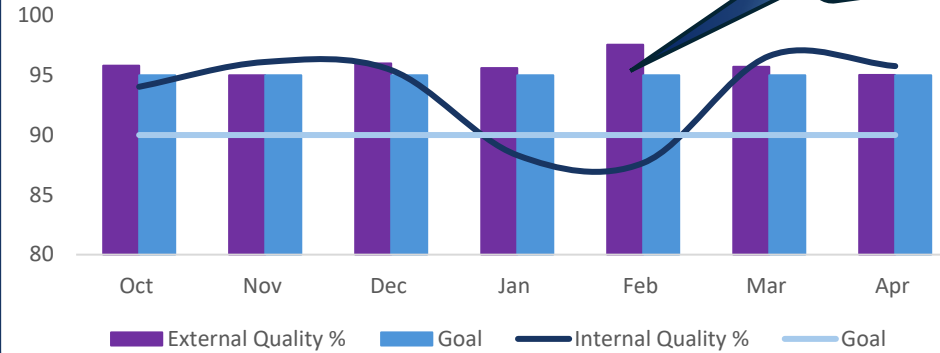
Average Speed Answered

26s

After Call / Chat Surveys



External / Internal Quality

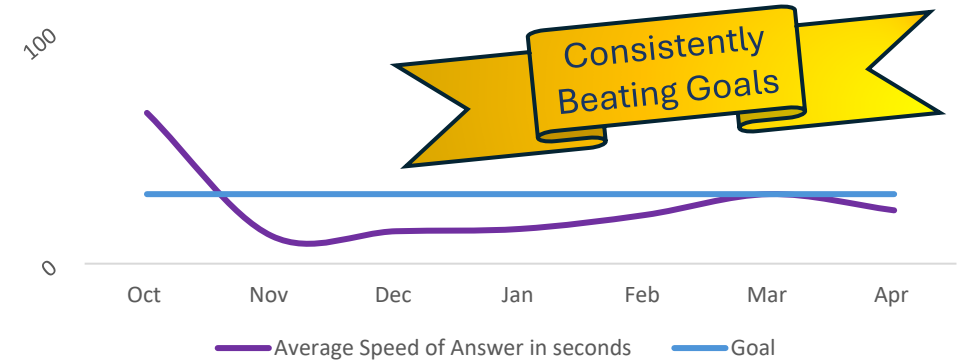


Enhanced Internal Quality

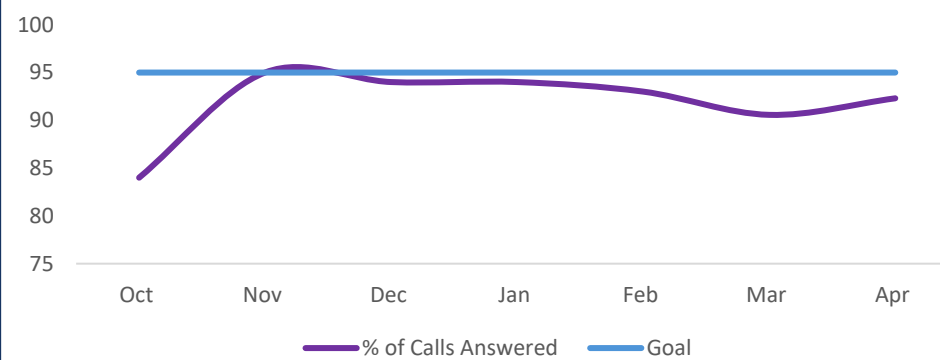
## 311 Fort Worth Highlights

- City Call Center transitioned to 311 Fort Worth Contact Center in 2024
- Internal Quality recalibration in December 2023

Average Answer Speed in seconds



% of Calls Answered



Average Days Open

116

Average Days To Close

54

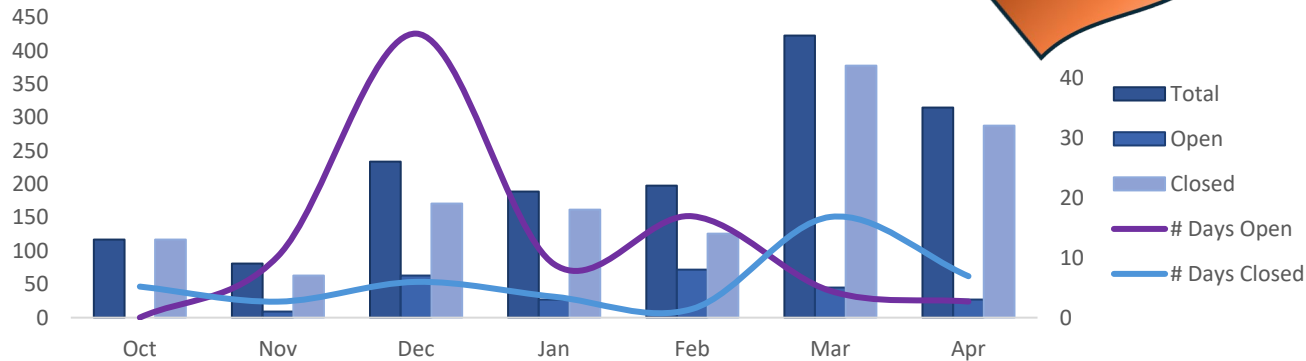
Total Requests

173

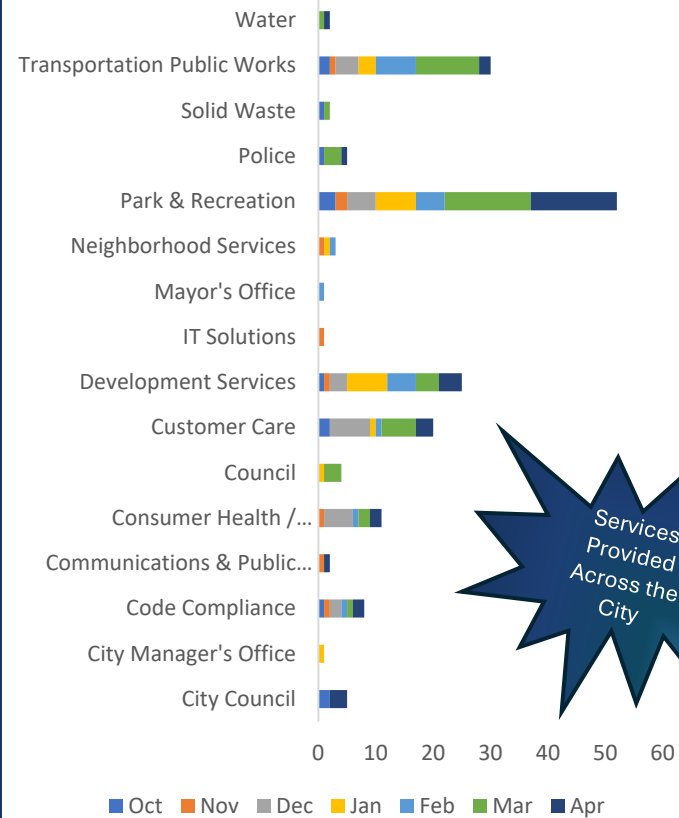
# Customer Care Performance

FY2024

MyFW Services Support Service Level



MyFW Services Internal Customers



## MyFW Services Highlights

- High Average Days Open due to long-term project
- Influx of requests received beginning Dec 2023

MyFW Services

