

Overall Satisfaction

87%

Call Quality

94%

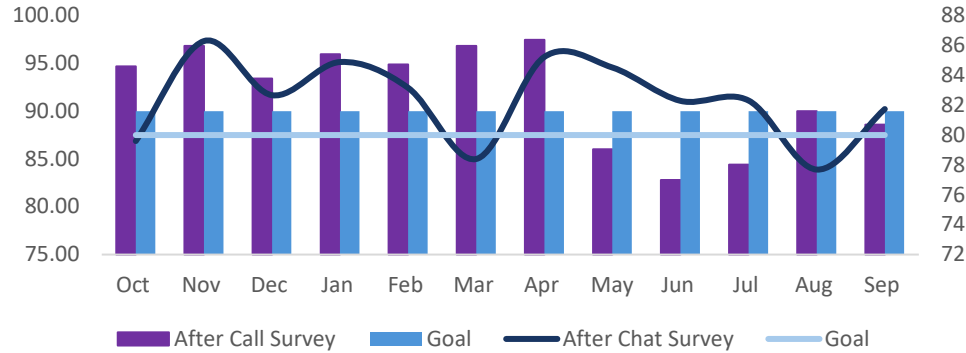
Average Speed Answered

28s

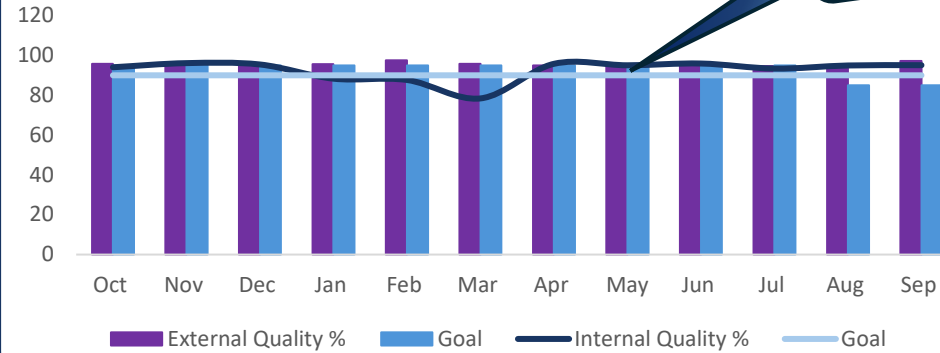
# Customer Care Performance

## FY2024

### After Call / Chat Surveys



### External / Internal Quality



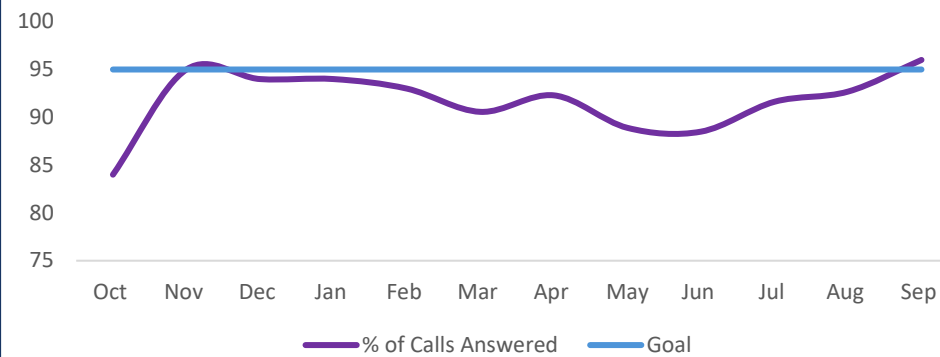
### 311 Fort Worth Highlights

- 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

96

Average Days To Close

48

Total Requests

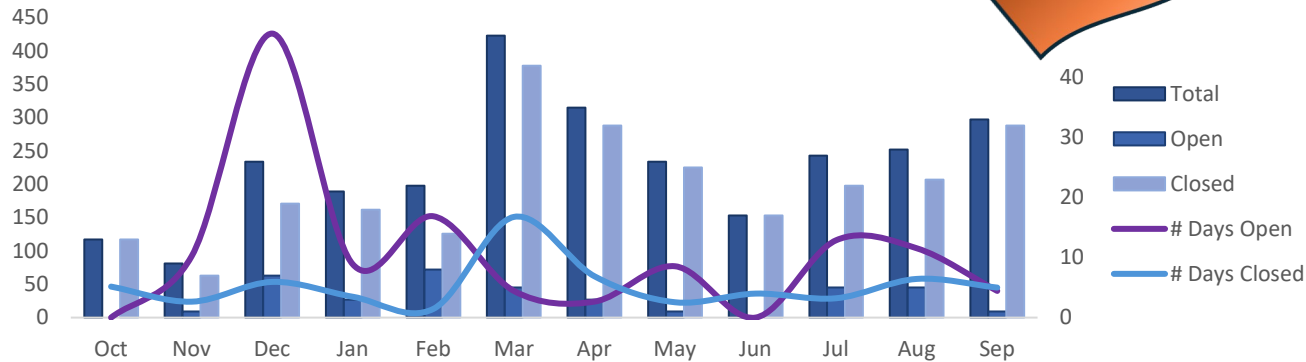
304

# Customer Care Performance

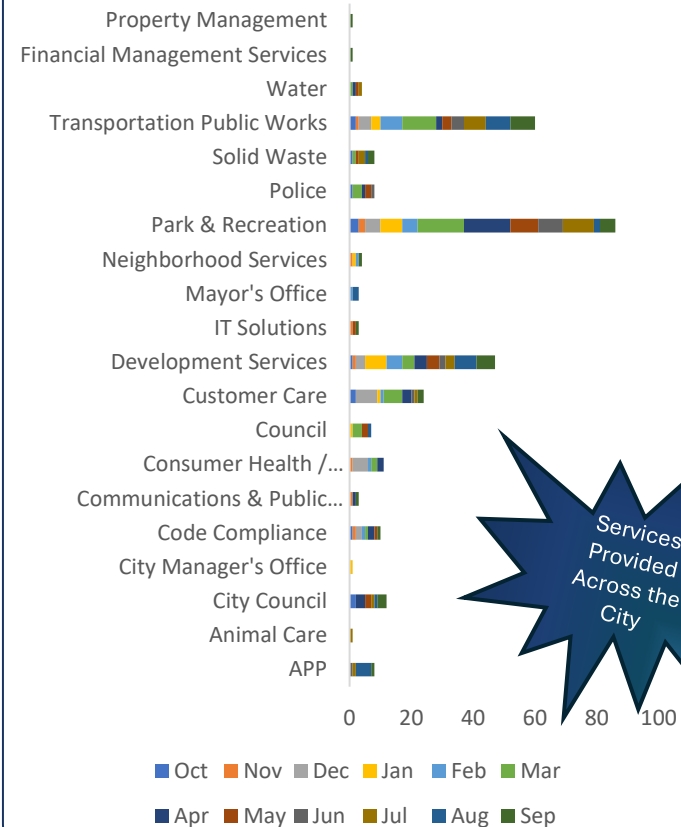
## FY2024

Requests Continue to Increase

### MyFW Services Support Service Level



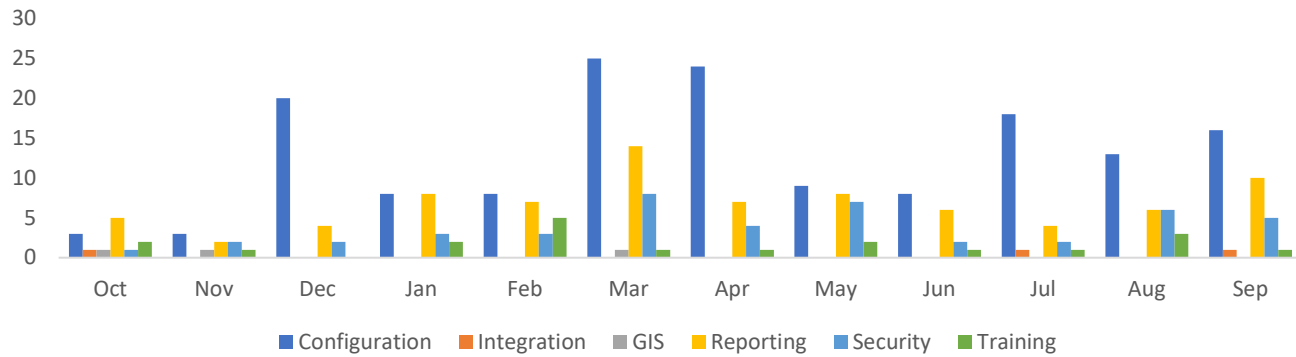
### MyFW Services Internal Customers



### MyFW Services Highlights

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

### MyFW Services



Services Provided Across the City