

Overall Satisfaction

86%

Call Quality

94%

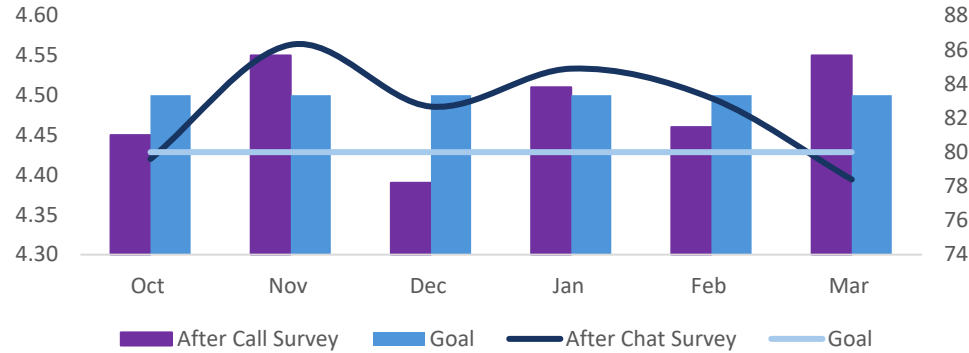
Average Speed Answered

26s

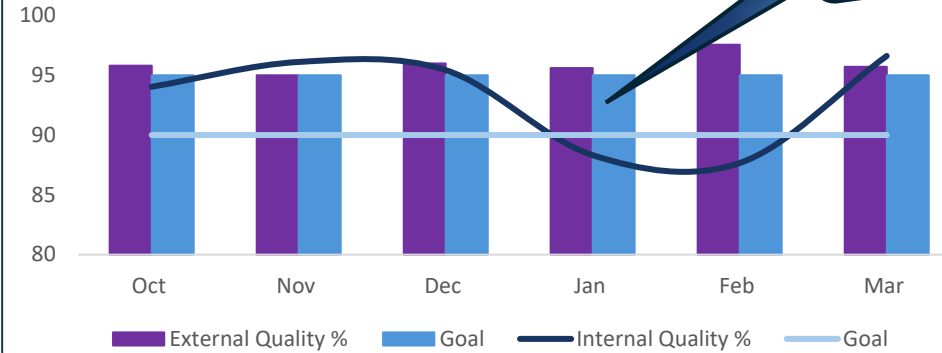
Customer Care Performance

FY2024

After Call / Chat Surveys



External / Internal Quality

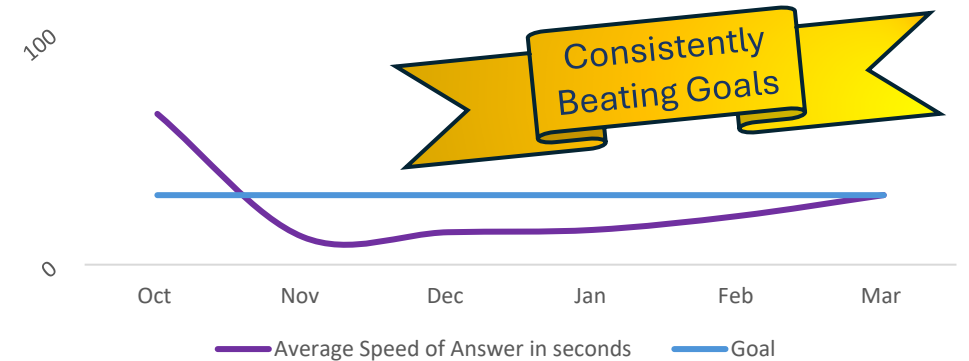


Enhanced Internal Quality

311 Fort Worth Highlights

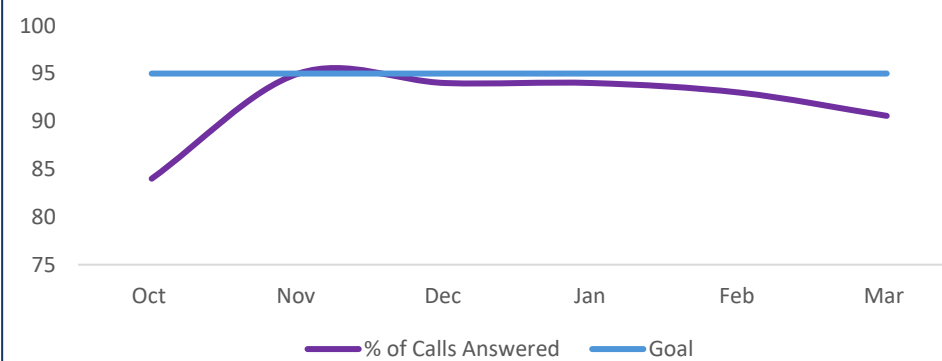
- City Call Center transitioned to 311 Fort Worth Contact Center in 2024
- Internal Quality recalibration in December 2023

Average Answer Speed in seconds



Consistently Beating Goals

% of Calls Answered



Average Days Open

132

Average Days To Close

53

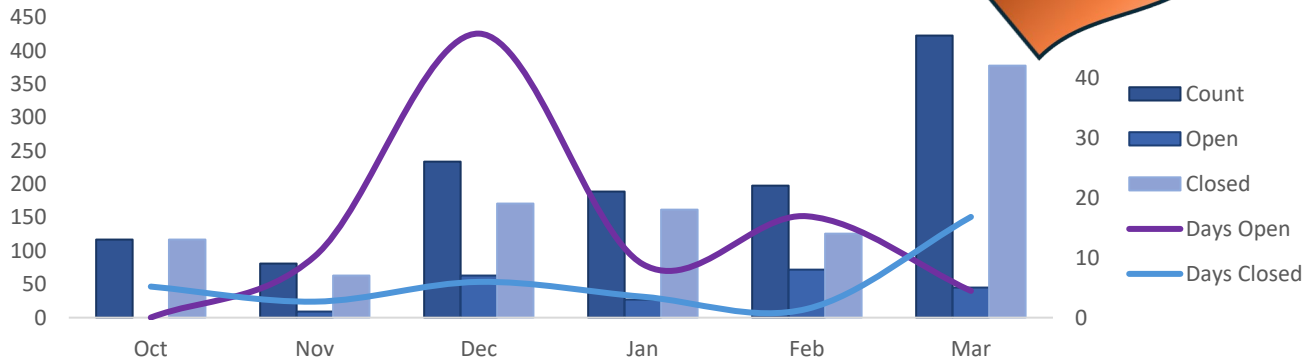
Total Requests

138

Customer Care Performance

FY2024

MyFW Services Support Service Level



Requests Continue to Increase

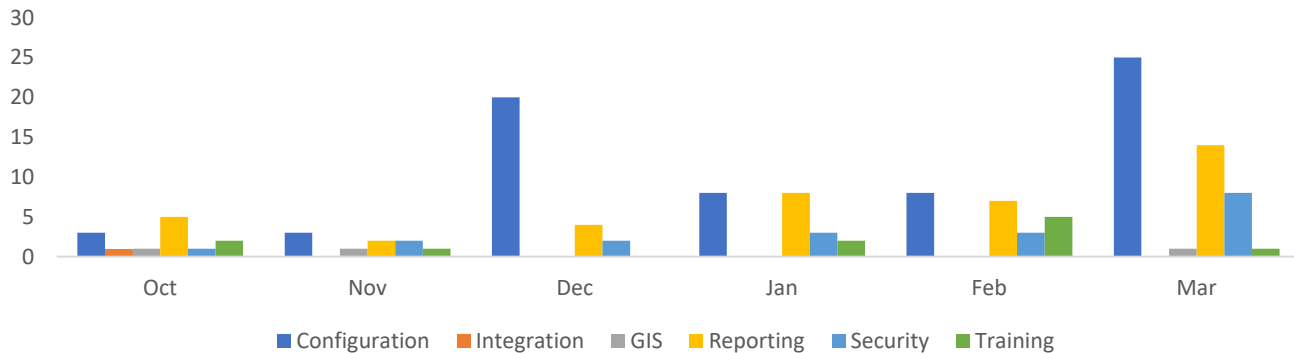
MyFW Services Internal Customers



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