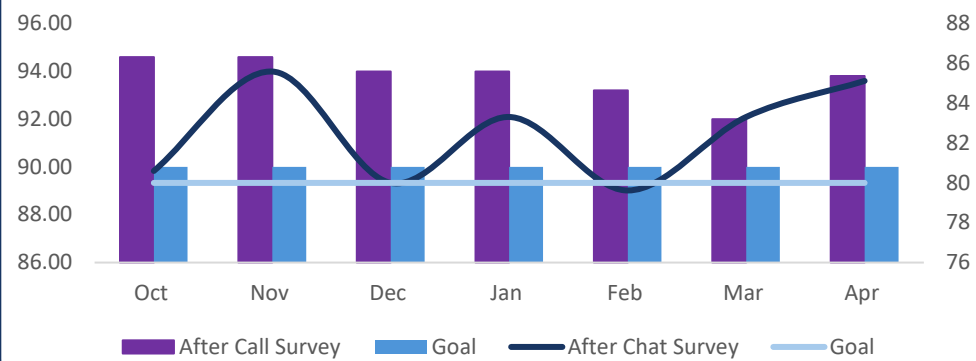


Customer Care Performance

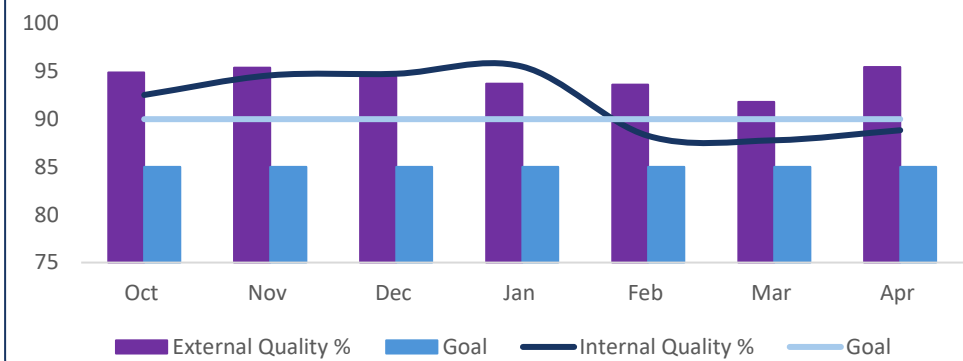
FY2025

311 Fort Worth Highlights

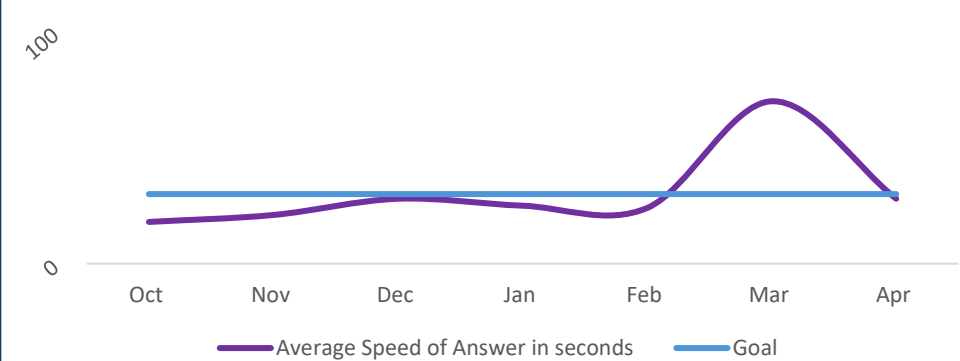
After Call / Chat Surveys



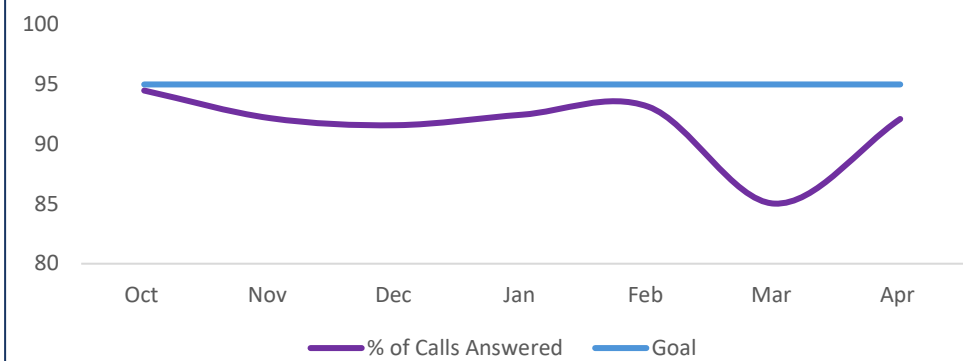
External / Internal Quality



Average Answer Speed in seconds



% of Calls Answered



Average
Days
Open

83

Average
Days
To Close

50

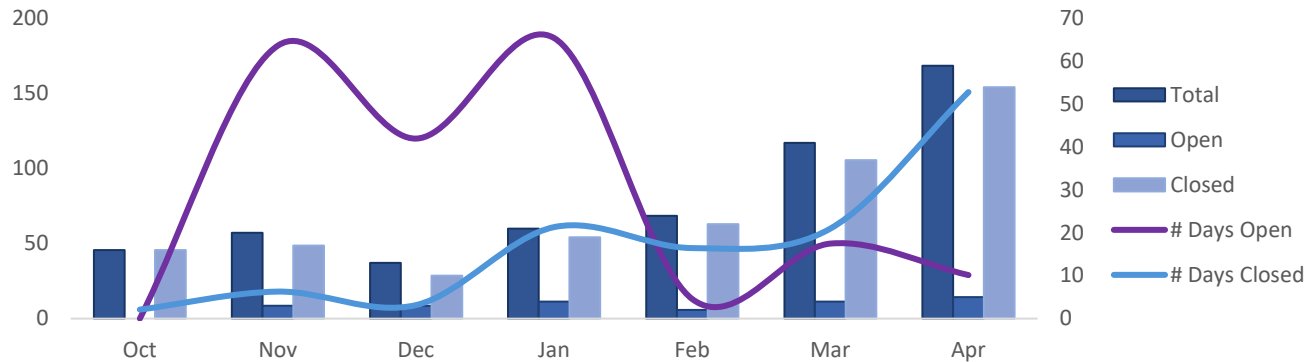
Total
Requests

194

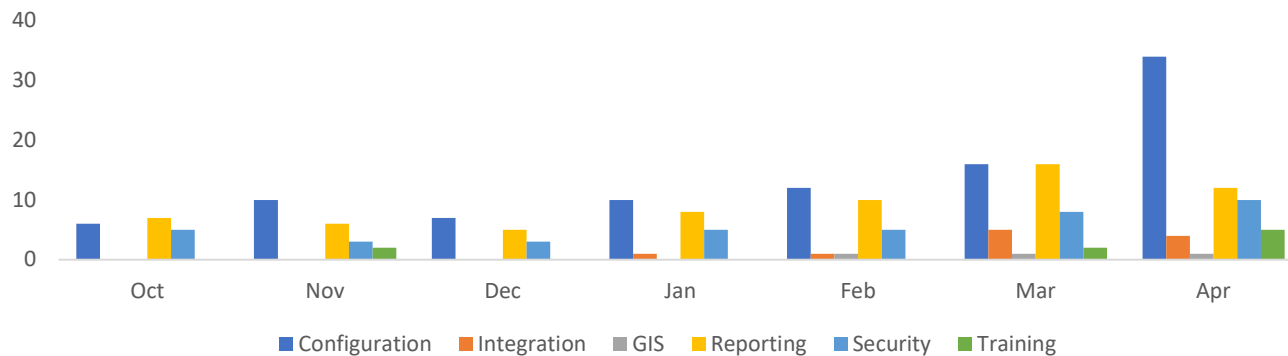
Customer Care Performance

FY2025

MyFW Services Support Service Level



MyFW Services



MyFW Services Internal Customers



MyFW Services Highlights

- Implemented additional internal services
- Upgraded mobile worker app
- Enhanced various integrations

Services
Provided
Across the
City