

Overall Satisfaction

90%

Call Quality

94%

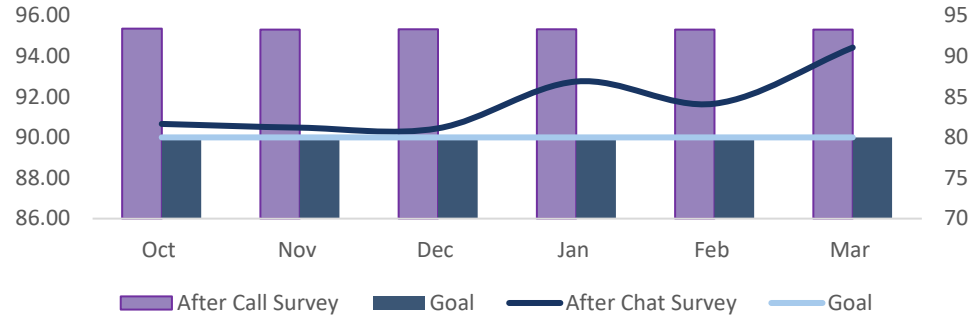
Average Speed Answered

16s

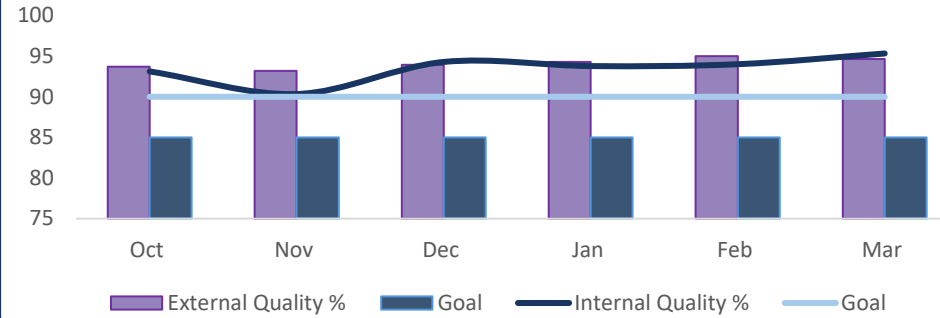
Customer Care Performance

FY2026

After Call / Chat Surveys

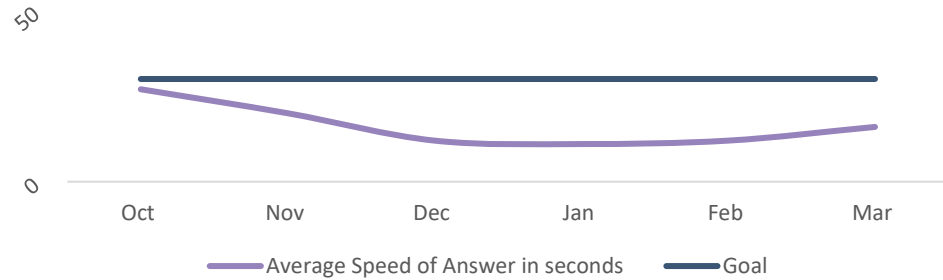


External / Internal Quality

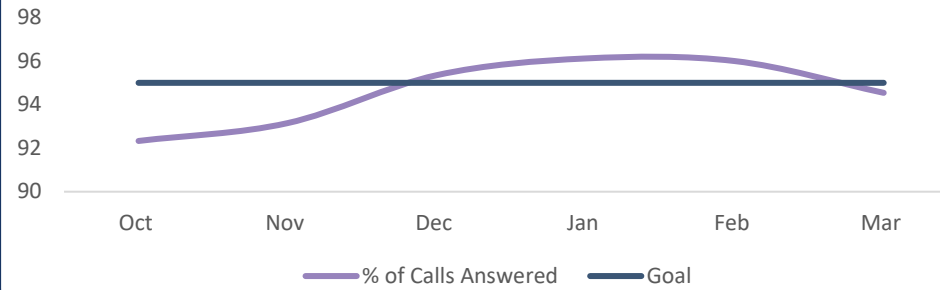


311 Fort Worth Highlights

Average Answer Speed in seconds



% of Calls Answered



311 Fort Worth

Average Days Open

19

Average Days To Close

19

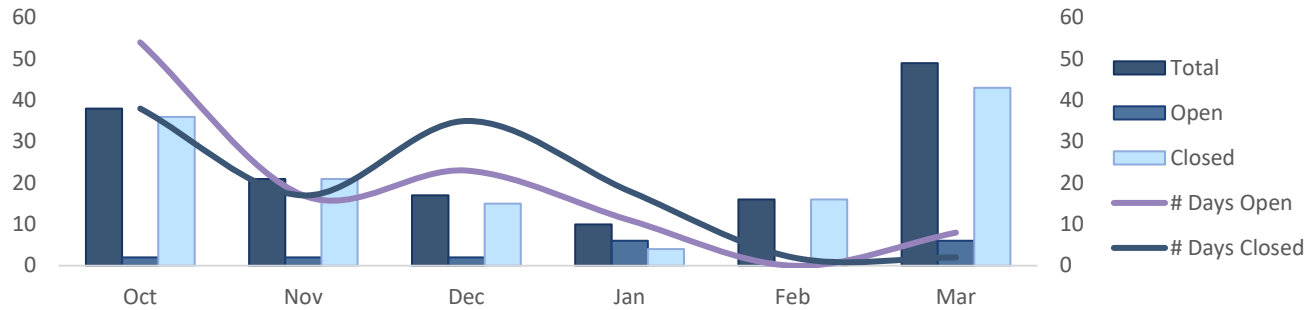
Total Requests

151

Customer Care Performance

FY2026

MyFW Services Support Service Level

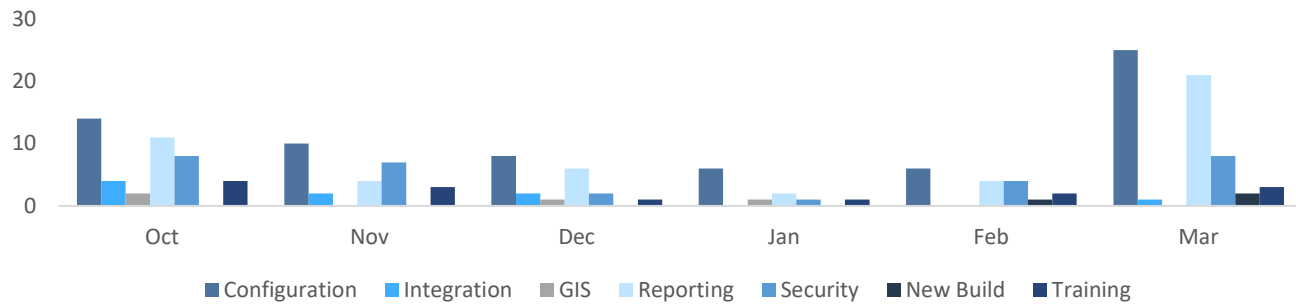


MyFW Services Internal Customers



MyFW Services Highlights

MyFW Services



MyFW Services