SPU Contact Center 2020 Performance Accomplishments

Target: Answer ≥ 95% calls received

YTD Result: **98%** (received 471,836/answered 462,973)

Target: Average call wait time ≤ 3 minutes

YTD Result: **34 seconds**

Target: Average call abandon rate ≤ 5%

YTD Result: **2%**

Target: Answer emails within 3-5 Business Days

YTD Result: **3.5 Business Days**

YTD Emails processed (includes emails, correspondence, and online requests) = 101,311

Target: ≥ 85% Customer Satisfaction Survey Score

YTD Result: **94%**

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Customer Self Service Portal

- The SPU & SCL Customer Self Service Portal launched on Memorial Day 2020. The portal allows customers to conduct transactions and make automated service requests online

- In addition to other available features on the Portal, all Solid Waste requests/transactions made on the portal are now automated

- More features coming in 2021 including start and stop service capabilities

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