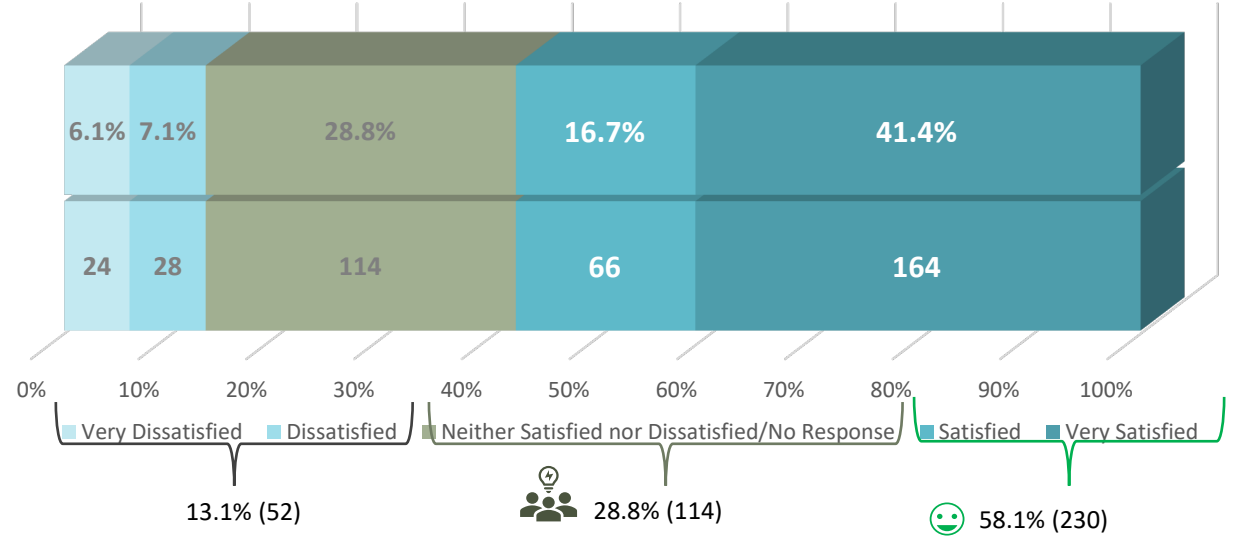


# 2024 Satisfaction Survey | Overall Satisfaction

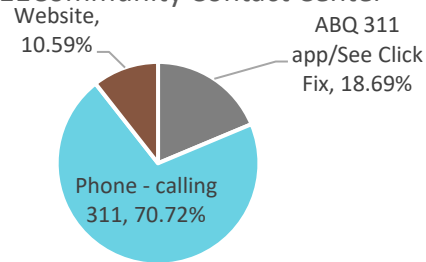
- 94.9% of respondents have an awareness of the 311 Community Contact Center; additionally 90.62% indicated previously utilizing the service.
- There is a strong indication that “Phone – calling 311” is the preferred method of interacting with the 311 Community Contact Center with 70.72% preference percentage.
  - ABQ311 app/See Click Fix preference was 18.69%.
  - Website interaction preference was 10.59%.
- 58.1% of all responders indicated a **GENERAL** level of **Satisfied or Very Satisfied** with the 311 Community Contact Center performance.
  - 73.9% indicated being satisfied with the **Quality of Information** provided and 73.5% indicated satisfaction that their **Question was Answered**.
- 64.34% of all responders were satisfied with the overall resolution and 65.85% were satisfied with the timeliness of the interaction.

Level of general satisfaction with the 311 Community Contact Center



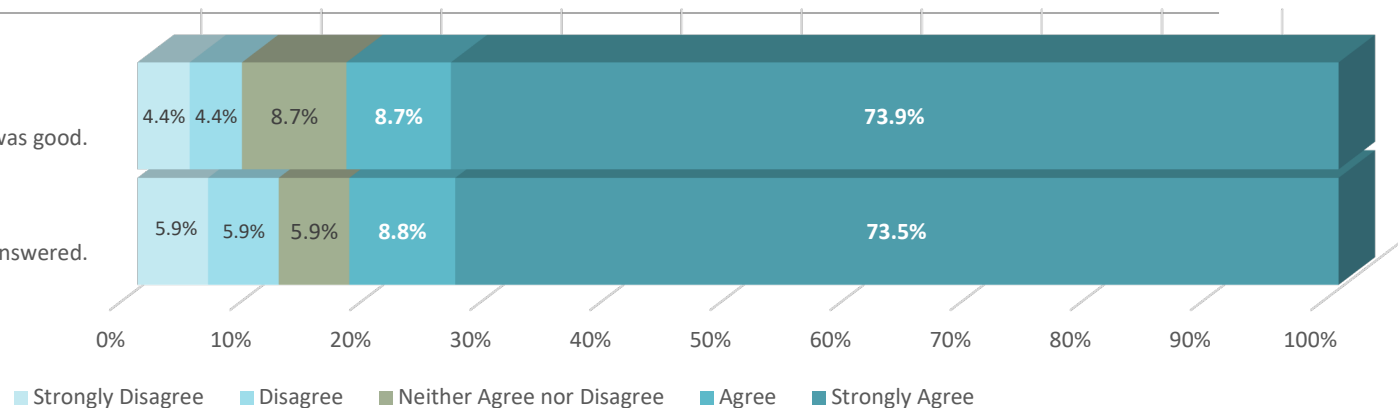
Overall Satisfaction Percentage: “Quality of the Information Provided” and “Was my Question Answered”

Platform Preference for Contacting the 311Community Contact Center



The quality of the information provided to me was good.

I was able to get my question answered.

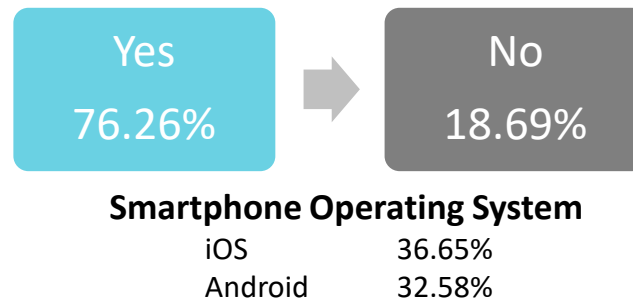


# 2024 Satisfaction Survey | Usage & Awareness

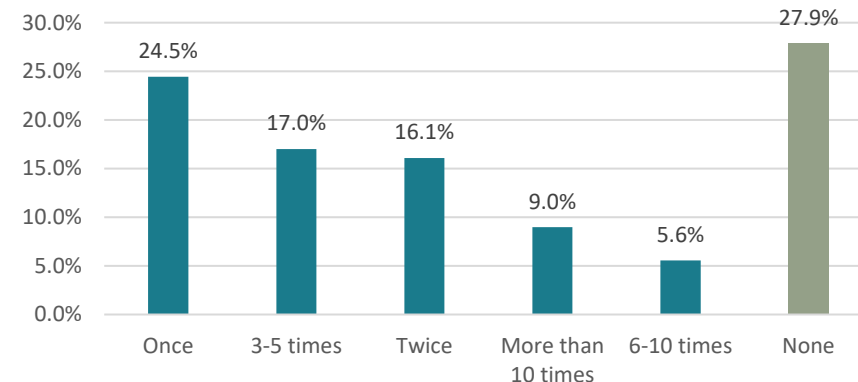
**90.62%** of respondents reported interacting with the 311 Community Contact Center in the following manner:

- Request for Service 78.3%
- Request for Information 21.70%
- Of the participants, **7%** indicated they do not utilize the service.

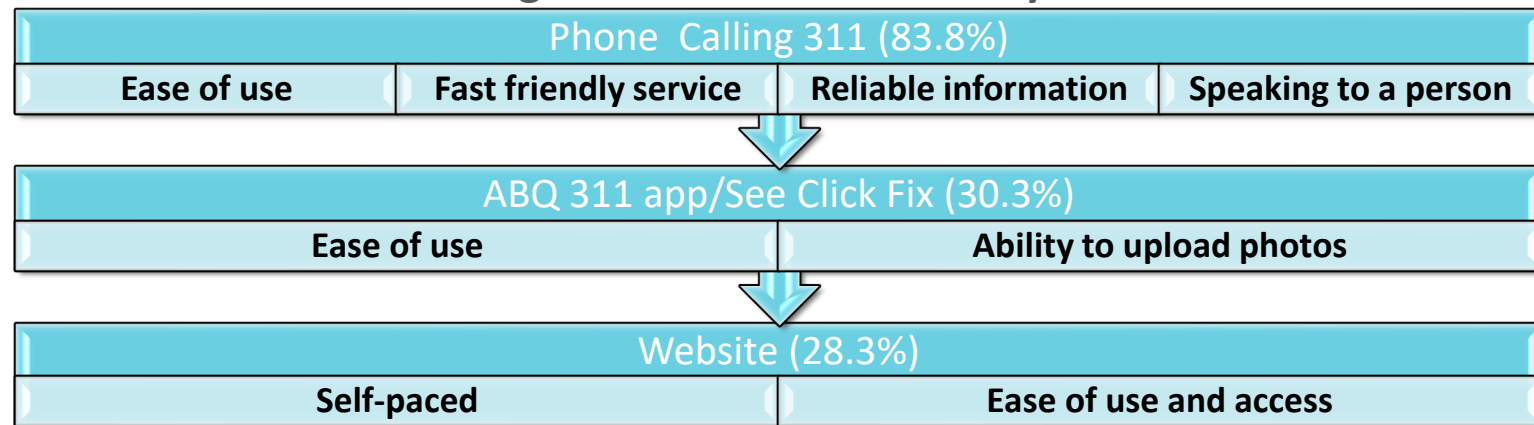
## Respondents with Smart Phones



In the last month, approximately how many times have you interacted with the 311 Community Contact Center?



## Top Three Platforms Preferred when interacting with the 311 Community Contact Center



# 2024 Satisfaction Survey | Satisfaction

## Opportunities

- Review and improve case follow-up procedure.
  - Auto-closures
  - Premature completion communication
- Review the language line expectation and usage.
- Consider integrating additional communication options:
  - Live chat
  - Text messaging
- Improve engagement to the age groups 18-34; which only represented 12% of respondents.

The 311 Community Contact Center survey participation experienced a positive increase to the overall participation of 16% year-over-year.

The overall results indicated that 94.9% of participants are aware of the 311 Community Contact Center and the services offered.

There was a strong indication that participants prefer to interact with the 311 Community Contact Center via “Phone – calling 311”.

- Exceptional customer service experience.
- Stand consistently met for “World Class Customer Service”

58.1% of participants indicated being satisfied with the 311 Community Contact Center.

- Satisfied with the quality and efficiency of the operation.
- Satisfied with the overall resolutions provided.