

Operations Dashboard

Health Service Board Meeting • September 11, 2025

Reporting: August 2025

Operations Dashboard for the Month of August 2025

Call Center Support

Call Volume



3452
calls handled
August 2024

2759
calls handled
August 2025

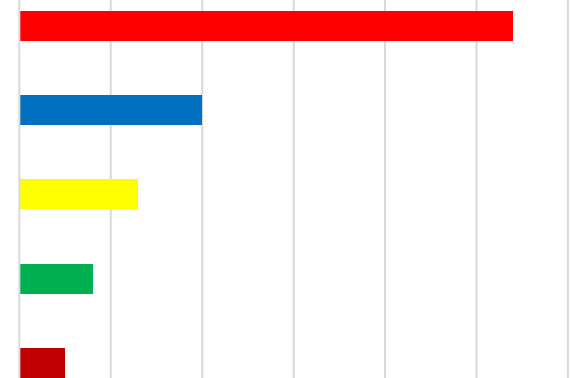
Call Drivers Metrics



Eligibility or Enrollment
Benefits
Payments-Refunds-Deduction
Retiree
Demographic Change

Call Drivers

0% 10% 20% 30% 40% 50% 60%



Average Speed to Answer

Goal: <3 minutes



2 min 36 secs
August 2024

3 min 51 secs
August 2025

Abandonment Rate

Goal: <10%



5.48%
August 2024

10.67%
August 2025

Average Handle Time

Goal: <10 min



14 min 51 secs
August 2024

7 min 00 secs
August 2025

First Contact Resolution

Goal: >75%



68%
August 2024

70%
August 2025

Operations Dashboard for the Month of August 2025

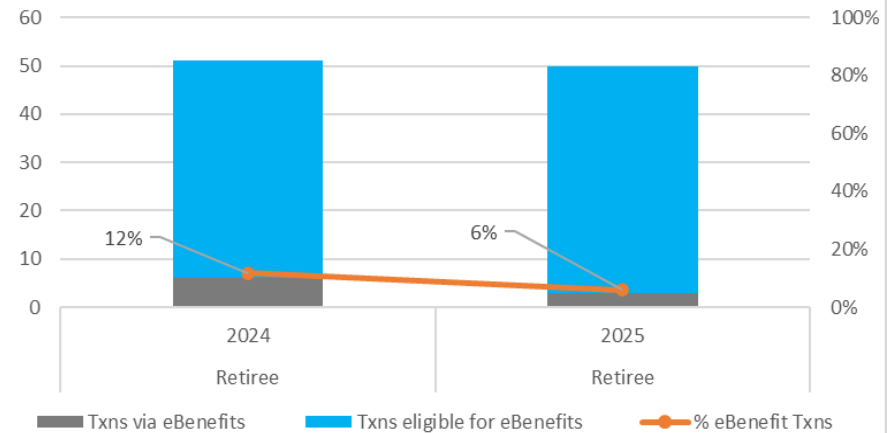
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

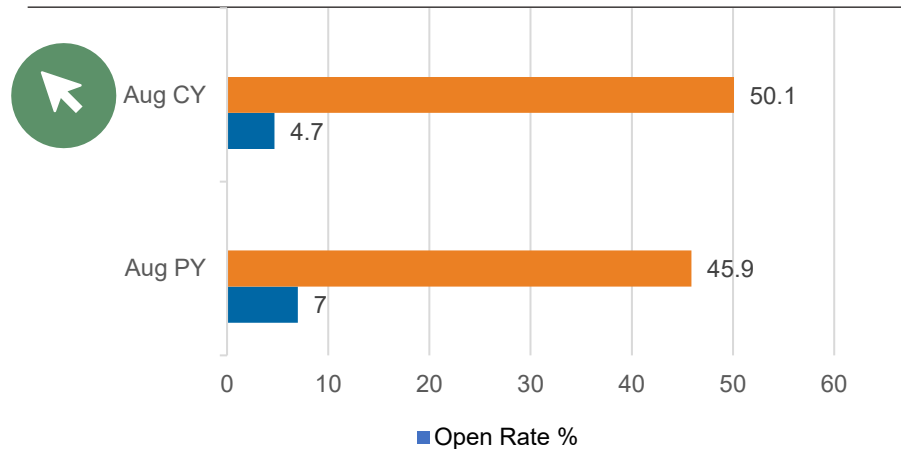


Communications Dashboard for the Month of August 2025

Member Engagement

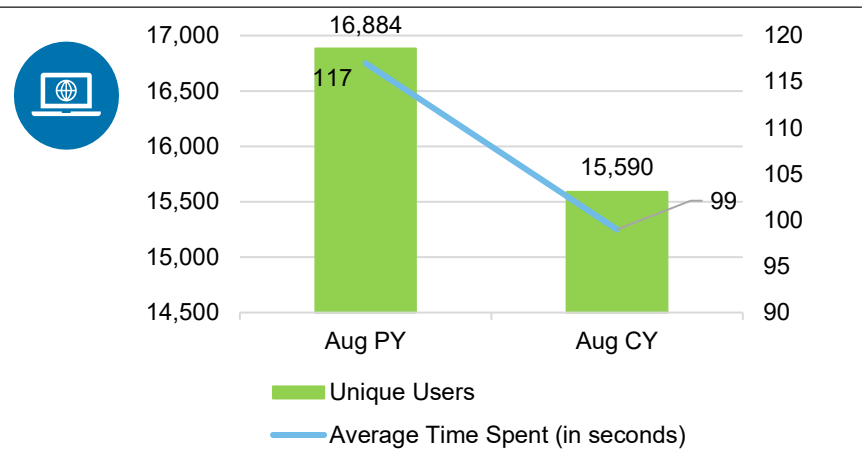
Newsletter Engagement

Goal: >50% Subscribers and 50% Open Rate



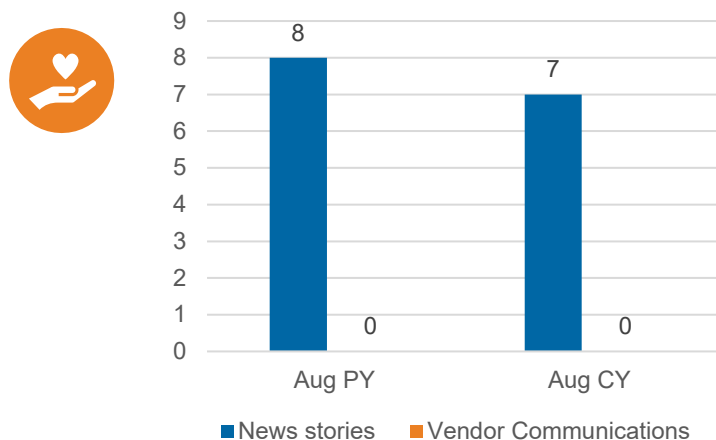
SFHSS Website Engagement

Goal: >100 seconds



Preventive Care Communications

Goal: > 3



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