



Executive Briefing Memo

Date: May 1, 2008

Department/Project: General Services/311 Call Center

Project Overview: The City Administration desires to move towards a 311 system whereby all citizen calls are routed through a single number. The project status as of April 29 is “green”.

Current Operations: Call centers are currently operated by the following agencies. The Department of Public Utilities call center has 40 authorized positions of which 10 are vacant. Staffing for each agency in the Call Center is indicated in parentheses.

	Full-time	Part-Time	Vacant	Total
311 Call Center	(23)	(0)	(2)	(25)*
Finance	(7)	(0)	(1)	(8)
Social Services	(3)	(0)	(1)	(4)
Total:	(33)	(0)	(4)	(37)

*Includes Operations Manager, Business Analysis Manager, Supervisor, Dispatcher and 2 Leads.

Call center functions from the Assessor’s Office, Community Development and Public Works were incorporated into the 311 Call Center in early October 2007.

Issues for Discussion:

311 Call Center staff will provide updates on several issues:

- Staffing issues relevant to call volume
- Calls Answered calculated against Call Volume
 - Staffing changes to improve measure by DPU
- Call Volume increase in April
 - Cause and effect on measures
- Average Speed of Answer
- Agent Productivity

Staffing Issues versus Call Volume

Call Volume has increased around 30% for the month of April. Staffing has currently remained the same for 311 Call Center, while DPU has had an addition of 5 employees.

Questions: How will the Call Center address the impact upon metrics due to increased call volume and static staffing levels?

Agent Productivity

The Cisco system for calculating the agent productivity has been found to be calculating the time that each agent is either on the phone, waiting for a call, preparing for a phone call or logged off. The system calculates these figures for all of the skill groups that a representative is logged into. One representative may be logged into two or more skill groups. Thus, an accurate complete breakdown of agent activities is impossible.

Currently, agent productivity is represented as logged in time minus the time assigned as 'Not Ready'. Agent Productivity is time that a representative is on a call or ready to receive a phone call.

Average Speed of Answer

The previous issue of verifying the calculation used for this measure has been addressed. All calls are based on the established goal of answering all calls within 30 seconds.

Reporting Environment of 311 Call Center

There will be an additional presentation explaining the current data collection of the call center and identified improvements and solutions.