

# RichmondWorks

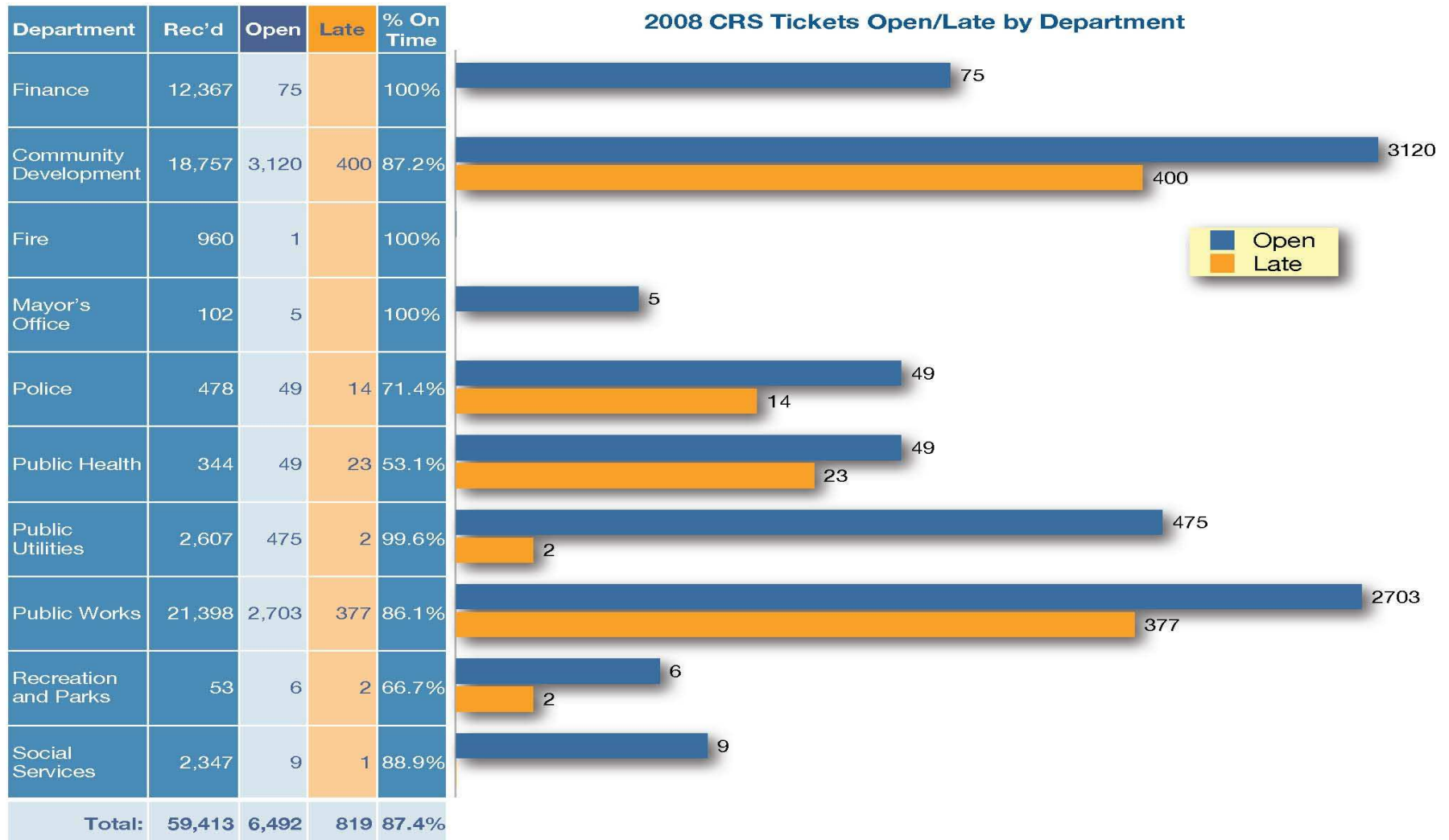
General Services – 311 Call Center

Appendix

October 2, 2008



# Department Response to CRS



Data reflects activity through 11:59pm Wednesday, September 17, 2008

# Call Center Metrics

## August 2008

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
311(Assessor, DPW, DCD, General Information)	20062	19816	98.8%	1.2%	94.8%	2282	89.8%	00:00:09	00:00:36	00:01:40	3807
Finance	7625	7465	97.9%	2.1%	97.3%	377	90.5%	00:00:08	00:00:33	00:01:10	595
Social Services	10443	10180	97.5%	2.5%	95.5%	1110	94.4%	00:00:08	00:00:32	00:00:44	2048
<b>TOTALS &amp; AVGS</b>	<b>38130</b>	<b>37461</b>	<b>98.2%</b>	<b>1.8%</b>	<b>95.5%</b>	<b>3769</b>	<b>91.0%</b>	<b>00:00:08</b>	<b>00:00:35</b>	<b>00:01:10</b>	<b>6450</b>
Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	*Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
Public Utilities	27750	26972	97.2%	2.8%	84.6%	6278	73.2%	00:00:24	00:02:02	00:03:52	3170
<b>TOTALS &amp; AVGS</b>	<b>27750</b>	<b>26972</b>	<b>97.2%</b>	<b>2.8%</b>	<b>84.6%</b>	<b>6278</b>	<b>73.2%</b>	<b>00:00:24</b>	<b>00:02:02</b>	<b>00:03:52</b>	<b>3170</b>
<b>TOTALS &amp; AVGS All Departments</b>	<b>65880</b>	<b>64433</b>	<b>97.8%</b>	<b>2.2%</b>	<b>90.9%</b>	<b>10047</b>	<b>78.7%</b>	<b>00:00:15</b>	<b>00:01:29</b>	<b>00:03:01</b>	<b>9620</b>

# Call Center Metrics

## November 07 – September 08

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>311(Assessor, DPW, DCD, General Information)</b>	224739	216752	96.4%	3.6%	88.0%	52090	84.3%	00:00:16	00:00:57	00:01:47	62061
<b>Finance</b>	113212	104939	92.7%	7.3%	87.8%	20902	71.5%	00:00:16	00:01:09	00:01:56	17983
<b>Social Services</b>	96202	89785	93.3%	6.7%	83.9%	30682	81.0%	00:00:19	00:00:54	00:01:30	18289
<b>TOTALS &amp; AVGS</b>	<b>434153</b>	<b>411476</b>	<b>94.8%</b>	<b>5.2%</b>	<b>87.1%</b>	<b>103674</b>	<b>77.4%</b>	<b>00:00:16</b>	<b>00:00:58</b>	<b>00:01:45</b>	<b>98333</b>

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	*Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>Public Utilities</b>	297128	271493	91.4%	8.6%	71.4%	120738	72.1%	00:01:22	00:04:04	00:05:06	28670
<b>TOTALS &amp; AVGS</b>	<b>297128</b>	<b>271493</b>	<b>91.4%</b>	<b>8.6%</b>	<b>71.4%</b>	<b>120738</b>	<b>72.1%</b>	<b>00:01:22</b>	<b>00:04:04</b>	<b>00:05:06</b>	<b>28670</b>

<b>TOTALS &amp; AVGS All Departments</b>	<b>731281</b>	<b>682969</b>	<b>93.4%</b>	<b>6.6%</b>	<b>80.8%</b>	<b>224412</b>	<b>73.6%</b>	<b>00:00:43</b>	<b>00:02:42</b>	<b>00:03:44</b>	<b>127003</b>
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# Call Center Metrics

## FY 08 (July 07 – June 08)

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>311(Assessor, DPW, DCD, General Information)</b>	242,683	228,659	94.2%	5.8%	81.2%	67,953	74.5%	0:00:30	N/A	N/A	68,105
<b>Finance</b>	154,279	146,902	95.2%	4.8%	88.7%	20,726	70.5%	0:00:12	N/A	N/A	30,446
<b>Social Services</b>	114,650	93,145	81.2%	18.8%	55.2%	64,894	63.9%	0:01:37	N/A	N/A	14,955
<b>TOTALS &amp; AVGS</b>	<b>511,612</b>	<b>468,706</b>	<b>91.6%</b>	<b>8.4%</b>	<b>79.0%</b>	<b>153,573</b>	<b>68.9%</b>	<b>0:00:36</b>	<b>N/A</b>	<b>N/A</b>	<b>113,506</b>
Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>Public Utilities</b>	348,375	301,337	86.5%	13.5%	61.3%	179,334	71.7%	0:01:43	0:04:24	0:05:17	27,336
<b>TOTALS &amp; AVGS</b>	<b>348,375</b>	<b>301,337</b>	<b>86.5%</b>	<b>13.5%</b>	<b>61.3%</b>	<b>179,334</b>	<b>71.7%</b>	<b>0:01:43</b>	<b>0:04:24</b>	<b>0:05:17</b>	<b>27,336</b>
<b>TOTALS &amp; AVGS All Departments</b>	<b>859,987</b>	<b>770,043</b>	<b>89.5%</b>	<b>10.5%</b>	<b>70.1%</b>	<b>332,907</b>	<b>70.3%</b>	<b>0:01:06</b>	<b>N/A</b>	<b>N/A</b>	<b>140,842</b>

# Call Center Metrics

## FY 07 (July 06 – June 07)

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
311(Assessor, DPW, DCD, General Information)	210,987	192,279	91.1%	8.9%	70.3%	83,582	48.1%	0:00:30	N/A	N/A	3,315
Finance	145,567	99,554	68.4%	31.6%	36.0%	111,213	57.5%	0:06:01	N/A	N/A	542
Social Services	133,808	106,010	79.2%	20.8%	47.0%	89,447	61.0%	0:01:30	N/A	N/A	6,882
<b>TOTALS &amp; AVGS</b>	<b>490,362</b>	<b>397,843</b>	<b>81.1%</b>	<b>18.9%</b>	<b>51.1%</b>	<b>284,242</b>	<b>55.5%</b>	<b>0:02:40</b>	<b>N/A</b>	<b>N/A</b>	<b>10,739</b>
Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
Public Utilities	342,943	235,681	68.7%	31.3%	32.9%	329,287	70.2%	0:05:04	N/A	N/A	3,748
<b>TOTALS &amp; AVGS</b>	<b>342,943</b>	<b>235,681</b>	<b>68.7%</b>	<b>31.3%</b>	<b>32.9%</b>	<b>329,287</b>	<b>70.2%</b>	<b>0:05:04</b>	<b>N/A</b>	<b>N/A</b>	<b>3,748</b>
<b>TOTALS &amp; AVGS All Departments</b>	<b>833,305</b>	<b>633,524</b>	<b>76.0%</b>	<b>24.0%</b>	<b>42.0%</b>	<b>613,529</b>	<b>62.9%</b>	<b>0:03:52</b>	<b>N/A</b>	<b>N/A</b>	<b>14,487</b>

# Call Center Metrics September 2007

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>311(Assessor, DPW, DCD, General Information)</b>	15,858	14,001	88.3%	11.7%	74.0%	83,582	48.1%	0:00:47	N/A	N/A	3,523
<b>Finance</b>	11,252	11,196	99.5%	0.5%	91.6%	111,213	57.5%	0:00:06	N/A	N/A	3,158
<b>Social Services</b>	11,299	7,447	65.9%	34.1%	32.8%	89,447	61.0%	0:02:48	N/A	N/A	858
<b>TOTALS &amp; AVGS</b>	<b>38,409</b>	<b>32,644</b>	<b>85.0%</b>	<b>15.0%</b>	<b>66.1%</b>	<b>284,242</b>	<b>55.5%</b>	<b>0:01:14</b>	<b>N/A</b>	<b>N/A</b>	<b>7,539</b>

Department Name	Total Calls Offered	Total Calls Answered	% Total Calls Answered	% Calls Abandoned	% Calls Ans. within 30 secs	Calls Queued	Agent Productivity	Average Speed of Answer (hh:mm:ss)	AVG Wait in Queue (hh:mm:ss)	AVG Delay to Abandon (hh:mm:ss)	# Calls Transferred
			>96%	<4%	>96%		>70%	<30			
			90 - 95.9%	4.1 - 9%	80 - 95.9%		60 - 69.9%	31 - 50			
			<89.9%	>9.1%	<79.9%		<59.9%	>51			
<b>Public Utilities</b>	23,817	22,645	95.1%	4.9%	75.2%	329,287	70.2%	0:00:40	N/A	N/A	1,385
<b>TOTALS &amp; AVGS</b>	<b>23,817</b>	<b>22,645</b>	<b>95.1%</b>	<b>4.9%</b>	<b>75.2%</b>	<b>329,287</b>	<b>70.2%</b>	<b>0:00:40</b>	<b>N/A</b>	<b>N/A</b>	<b>1,385</b>

<b>TOTALS &amp; AVGS All Departments</b>	<b>62,226</b>	<b>55,289</b>	<b>88.9%</b>	<b>11.1%</b>	<b>70.7%</b>	<b>613,529</b>	<b>62.9%</b>	<b>0:00:57</b>	<b>N/A</b>	<b>N/A</b>	<b>8,924</b>
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