
RichmondWorks

311 Ad hoc Meeting
February 21, 2008





Presentation Agenda

1. Challenges and Impediments to Success
2. Potential Solutions to Challenges and Impediments
3. Status of Special Initiatives and Projects

Challenges & Impediments

- ◆ Varying performance among call groups
 - Public Utilities
 - Social Services
 - 311/Finance
- ◆ Inability to capture every call received
- ◆ Reporting System Configuration
- ◆ 311 Phased Implementation

Potential Solutions

Varying Performance Among Call Groups

- ◆ Data analysis and customer feedback reveal opportunity for improvement in Public Utilities and Social Services
 - Social Services integrated in 311 – Direct reporting relationship
 - Public Utilities has implemented several modifications
 - Staffing Changes
 - Reassignment of Resources
 - DPU and 311 leadership Call Center Roundtable

Potential Solutions

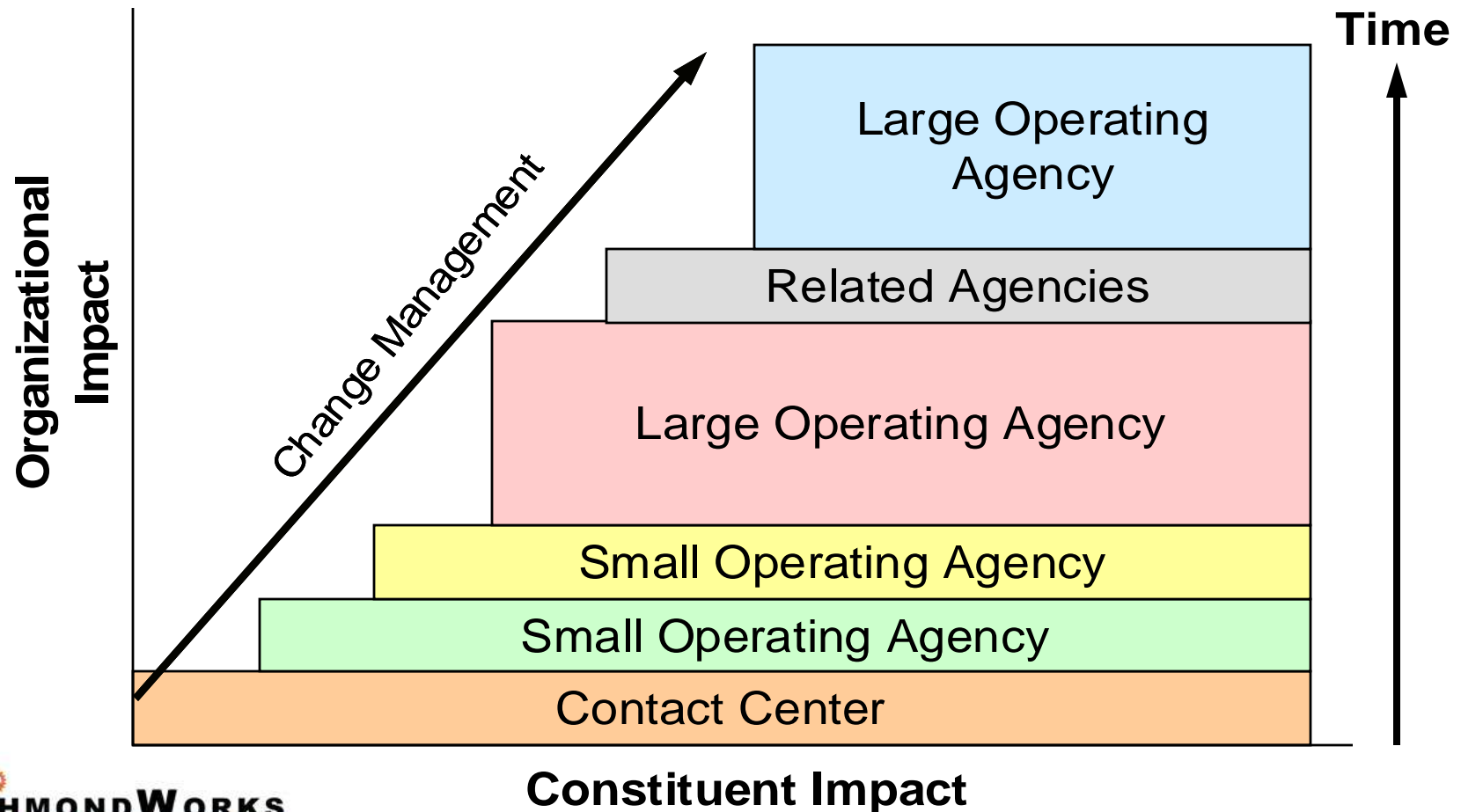
Inability to Capture Every Call Received

- ◆ We capture information/data for calls referred to department work units for resolution. We need the ability to capture information/data on all calls.
 - Metastorm may provide a solution to capture call data for all calls.
 - Application Modification
 - License Cost
 - Business case for enterprise solution in development

Potential Solutions Reporting Configuration

- ◆ Data analysis revealed a possible error in the configuration of the Call Management Reporting System.
 - DIT confirmed that the service level threshold was set at 30 seconds rather than 120 seconds.
 - The 30 threshold was configured when the IPCC phone system was installed in 2006 (Vendor Error).
 - DIT can correct the service level threshold.
 - We will be unable to provide historical data for the % of calls answered within 120 seconds.
 - We will closely monitor performance reports for anomalies.
 - A configuration study would reveal any additional discrepancies.

Potential Solutions 311 Phased Implementation



Status of Special Ongoing Initiatives and Projects

1st Call Resolution Rate

Month	Calls Received	Calls Transferred		SME Referral		1st Call Resolution	
		#	%	#	%	#	%
Nov-08	57,332	13,649	24%	2,936	5%	40,747	71%
Dec-08	53,416	14,982	28%	3,255	6%	35,179	66%
Jan-08	57,556	12,573	22%	4,346	8%	40,637	71%
Feb-08	38,038	8,002	21%	4,231	11%	25,805	68%
Total	206,342	49,206	24%	14,768	7%	142,368	69%

Status of Special Ongoing Initiatives and Projects

Department Response to 311 CRS Tickets

Month	Total SME Referrals	Total Open	Total Closed	Total Late
November-08	2,936	252	2,684	35
December-08	3,255	331	2,924	45
January-08	4,346	764	3,545	190
February-08	4,231	1,872	2,359	159
TOTALS	14,768	3,219	11,512	429