

RichmondWorks

Department of General Services

311 Call Center

October 2, 2008



Department of General Services 311 Call Center Presentation Agenda

1. Challenges and Impediments to Success of Department
2. Potential Solutions to Challenges and Impediments
3. Measures Directly Related to Mayor's Priorities
4. Measures Critical to Departmental Success
5. Status of Special Initiatives and Projects

Department of General Services 311 Call Center Challenges & Impediments

- ◆ Varying performance among call groups
- ◆ 1st call resolution data
- ◆ IPCC Data & Reporting Anomalies

Department of General Services

311 Call Center

Challenges & Impediments – Potential Solutions

- ◆ Leveling Out Performance
 - Staffing and Resource Sharing
 - VA DSS Application Access

- ◆ SQL application Development
 - Capture customer information
 - Capture department and call type data

- ◆ Configuration Study

Department of General Services 311 Call Center September 2008 Performance Data

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)	12,500	12,282	98.3%	1.7%	92.2%	1,864	88.1%	00:00:11	00:00:44	00:01:39	2,246
Finance	3,739	3,688	98.6%	1.4%	98.7%	97	90.4%	00:00:06	00:00:36	00:00:48	275
Social Services	7,517	7,203	95.8%	4.2%	89.5%	1,482	92.4%	00:00:13	00:00:46	00:01:02	1,548
TOTALS & AVGS	23,756	23,173	97.5%	2.5%	92.3%	3,443	90.0%	00:00:11	00:00:45	00:01:15	4,069

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	16,976	16,693	98.3%	1.7%	88.6%	2,899	74.9%	00:00:14	00:01:28	00:03:00	1,882
TOTALS & AVGS	16,976	16,693	98.3%	1.7%	88.6%	2,899	74.9%	00:00:14	00:01:28	00:03:00	1,882

TOTALS & AVGS All Departments	40,732	39,866	97.9%	2.1%	90.8%	6,342	79.6%	00:00:12	00:01:04	00:02:12	5,951
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Data through September 22, 2008



Status of Special Ongoing Initiatives and Projects

- ◆ Action Items
- ◆ 311 Expansion
- ◆ GIS Mapping

Department of General Services 311 Call Center Financial Impact Summary

- ◆ IPCC Configuration Study: Configuration analysis is estimated around \$30K

Total: \$30,000.00