

MEMORANDUM

5/13/2014

TO: Patrick Lacefield, Director, Office of Public Information
Rick Nelson, Director, Department of Housing and Community Affairs
FROM: CountyStat
SUBJECT: MC311 Bi-Annual Review

The following items were identified for follow-up during the 5/12/2014 CountyStat Meeting:

1. Continue to track the Cost per Call, per Capita, and per Contact using MC311's past performance as the benchmark
Responsible parties: CountyStat
Other parties: PIO
Deadline: 12/31/2014
2. Improve the DHCA KBA regarding "No Utilities" in order to convey the appropriate information
Responsible parties: PIO
Other parties: DHCA
Deadline: 7/31/2014
3. Pilot or launch intake of Service Requests via Twitter (in a manner that can be tracked to understand utilization)
Responsible parties: PIO
Other parties: none
Deadline: 12/31/2014
4. Add new Headline Performance Measures for PIO that are related to call center performance (first call resolution, SR/ACD call ratio, answered/abandoned call rate, average handle time, others?)
Responsible parties: CountyStat
Other parties: PIO
Deadline: 7/31/2014
5. Report the call data on an hourly basis for the hours that call center is closed to see if there is a block of time when most missed calls are coming in or if they are evenly distributed
Responsible parties: CountyStat, PIO
Other parties: none
Deadline: 6/30/2014
6. Lower the "Avg After Call Work" Goal for CSRs to 1 minute
Responsible parties: PIO
Other parties: none
Deadline: 6/30/2014

cc: Timothy Firestine, Chief Administrative
Fariba Kassiri, Assistant Chief Administrative Officer