To:	Musa Eubanks, Director, Office of Community Relations
Through:	Nicholas A. Majett, Chief Administrative Officer
From:	Benjamin J. Birge, Manager CountyStat
Date:	September 10, 2014
Subject:	3-1-1/CountyClick Follow-Up Memo

Thank you for your participation in the CountyStat session on July 22, 2014. Please respond to the questions below by October 10, 2014 in electronic format (no PDFs) and copy the individuals copied on this document. Responses should be reviewed and approved by the Chief of Staff prior to submission. If there are any concerns about meeting the target date for submitting the response, please contact me in advance.

Performance levels:

1. Provide a monthly report showing the number of available call takers on a daily basis. This information should be integrated into the call volume data to generate a real-time analysis of performance and staffing needs.

2. Provide a review of call volume data over the last three months and compare against any other periods of comparable volume and change in volume (e.g., June – July 2013) to identify the factors that may have contributed to the recent drop in the call center's performance measures.

Spanish speaking call lines:

3. Study all Spanish speaking call center data on a weekly basis to identify any potential problems and submit a plan to address any discrepancies in service that may exist.

Data collection:

4. Work with the Office of Information Technology and CountyStat to include call center data in the County's data warehouse.

Customer service training and monitoring:

5. Work with the County Executive's Office to refine and submit for review a new customer satisfaction survey model for the purpose of developing appropriate training.
6. Provide a plan to increase input by customers to identify their needs for the purpose of increasing customer satisfaction.
7. Update customer satisfaction information on a monthly basis.
8. Provide a report on customer service requests through non-telephone options/interactions such as walk-ins, e-mail, and letters. The report should include:

   a. The type of positions responsible for the different types of service request submissions?
   b. How are staff allocated?

c. What metrics are collected related to handle time and customer satisfaction?
d. What training is provided for employees assigned to the non-telephone interactions?

cc:
Glenda R. Wilson, Chief of Staff
Thomas Himler, Deputy Chief Administrative Officer
Terri Bacote-Charles, Director, Office of Management and Budget
Jacqueline B. Woody, Special Assistant to the Chief of Staff
Alexander Krughoff, Deputy CountyStat Manager
Jennifer Hawkins, 3-1-1 Call Center Senior Manager, Office of Community Relations
Barry Hudson, Communications Manager, Office of the County Executive