

# 911 CALL CENTER PERFORMANCE REVIEW

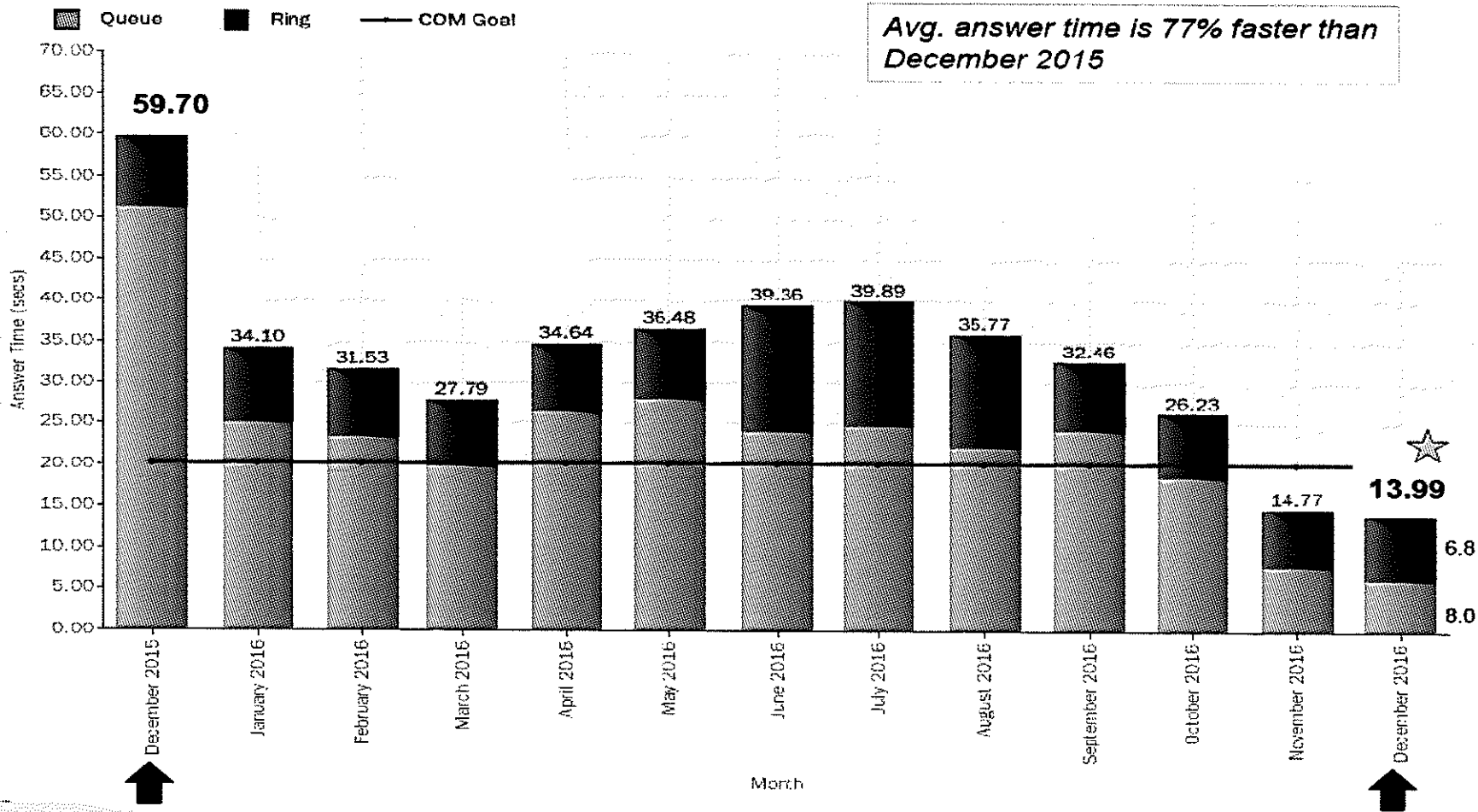
MEASURE, IMPROVE, MANAGE

Council Update 2/7/2017

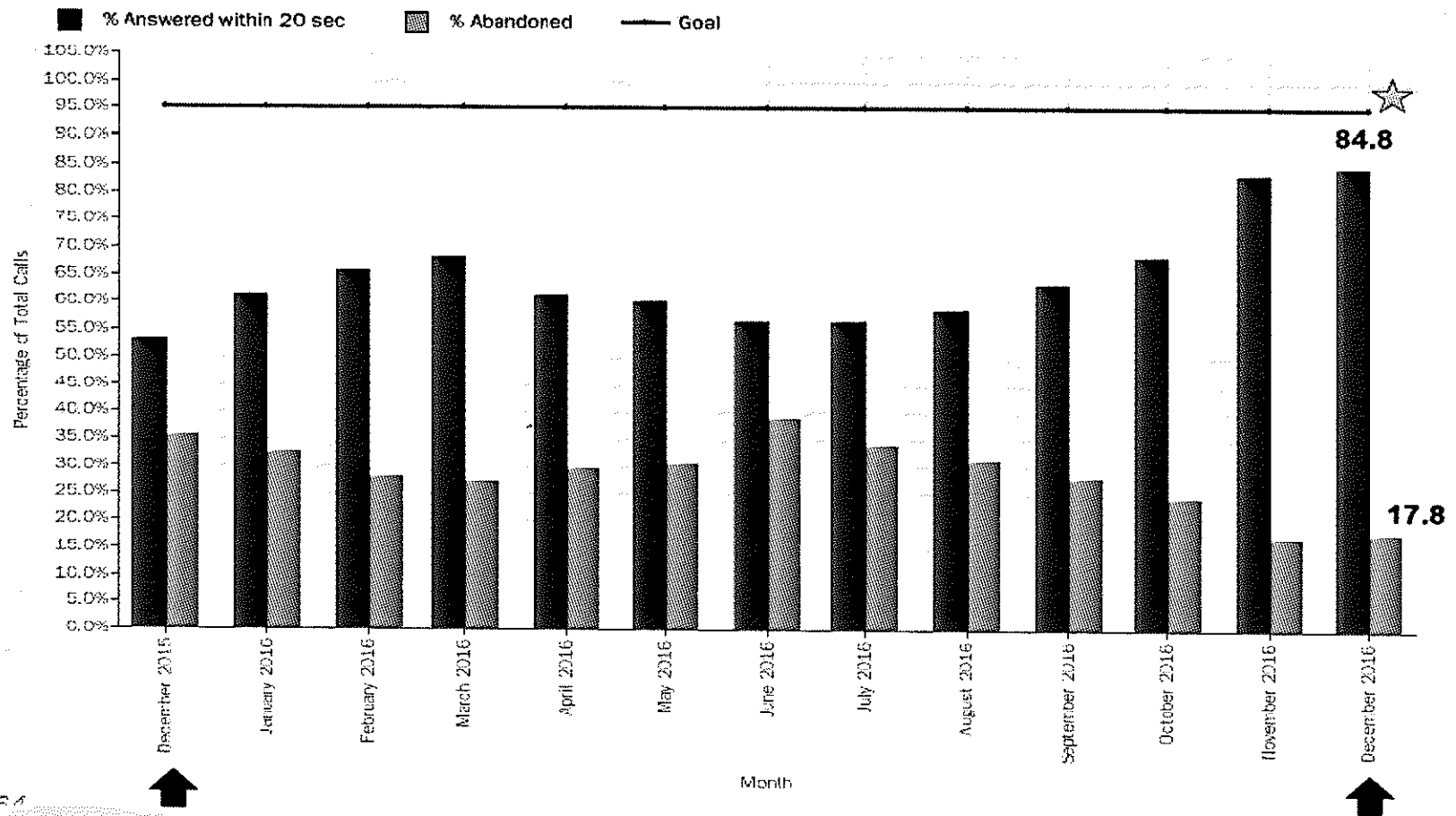
# AGENDA

- Average Answer Time Progress
- Success/Abandonment Rates
- Current Statistics
- Improvement opportunities executed
  - Filled Significant Vacancies
  - Retain Seasoned Staff Members

# AVERAGE ANSWER TIME

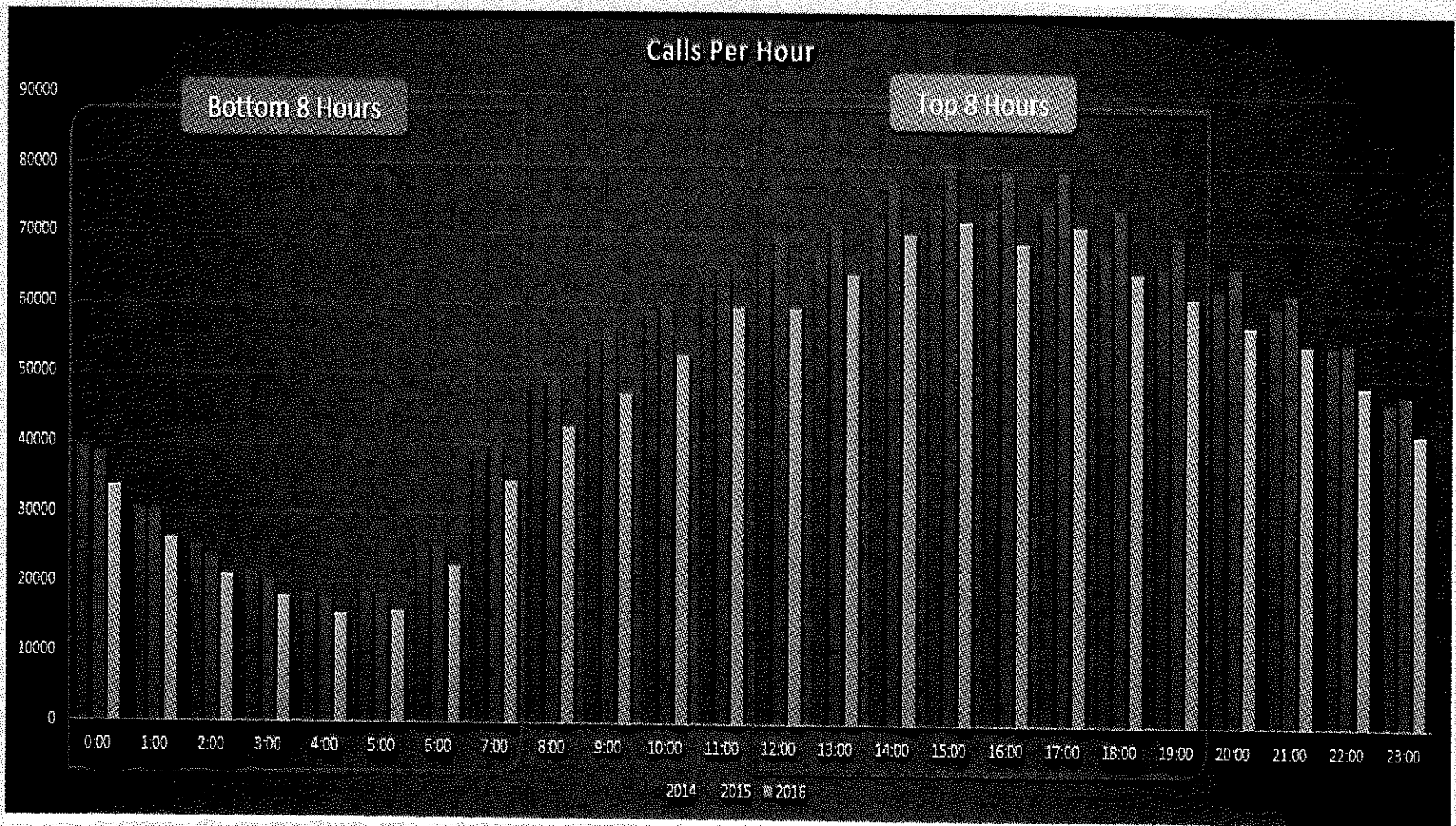


# SUCCESS/ABANDONMENT RATES





# CALL VOLUME BY HOUR



# STAFFING LEVELS - 2/1/17

## Full-time Positions

Approved = 145

Filled = 135 (125 currently working on the floor & 20 currently in our training academy)

Vacant = 10

## Part time Positions

Approved = 30

Filled = 14

Vacant = 16 (deployed temporary support team)

Shelby County Dispatchers = 4

Fire Dispatchers = 6

Contract Employees = 4

# CROSS-FUNCTIONAL TEAM

- Objective
  - Ensure timely execution of action plans to improve the performance of the 911 call center.
- Departments
  - Chief Operating Office
  - Memphis Police Department
  - Human Resources
  - Office of Performance Management (OPM)
  - Memphis Fire Department (upon request)
  - Shelby County 911 District Director (upon request)
- Meet Weekly
  - Friday Mornings 8:30am



# IMPROVEMENT OPPORTUNITIES EXECUTED

Streamlined application process for all 911 call center applicants.

Streamlined background process for all 911 call center applicants.

Streamlined Testing Process

Streamlined Training Process

Pay Fire Dispatchers Overtime to Assist part-time.

Hire former dispatchers interested in re-employment.

Hire Shelby County Dispatchers as Part-timers

Restructuring to add additional management/leadership and dedicated technical support for all shifts.