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Department of Utilities
Business Services Division

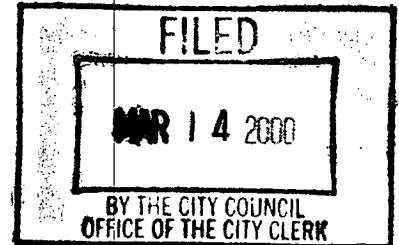
CITY OF SACRAMENTO
CALIFORNIA

1395 35th Avenue
Sacramento, CA 95822-2911
phone (916) 264-1400
fax (916) 264-1497/1498

March 1, 2000

City Council
Sacramento, California

Honorable Members in Session:



SUBJECT: CITY OPERATOR PROGRAM STATUS REPORT

LOCATION AND DISTRICT: City-wide

RECOMMENDATION:

This report is for information only. There is no action requested of the City Council.

CONTACT PERSON: Mike Stamper, Business Services Manager, 264-1468
Linda Douglas, Clerk III, 264-5901

FOR COUNCIL MEETING OF: March 14, 2000

SUMMARY: This report provides an update of the City Operator Program.

COMMITTEE/COMMISSION ACTION: None.

BACKGROUND INFORMATION:

Recognizing the need to increase customer service and provide City residents access to local government services, the City Operator Program was developed to relieve the 9-1-1 system of all non-emergency calls. Since March 1996 the Department of Utilities has assumed funding, leadership, and management of the City Operator Program from the Police Department Communications Center, and is located at 1395 35th Avenue.

Approximately 32% of the incoming calls the City Operators receive are for the Department of Public Works; 21% are for Utilities related functions (water, sewer, drainage, and street flooding); the remaining 47% represent inquiries on County, Fire and Police, Neighborhood Services Planning and Development, City Council, Community Centers, and general information calls. Statistics for calendar year 1999 are attached.



CITY OF SACRAMENTO
DEPARTMENT
OF UTILITIES

Making a Difference in Your Neighborhood

City Council
CITY OPERATOR PROGRAM STATUS REPORT
March 14, 2000

PROGRAM OBJECTIVES INCLUDE:

- Provide one central general information and referral number (264-5011) as an alternative resource to the public and City staff.
- Offer a customer/citizen-friendly program to provide prompt service from City government.
- Provide an actual person to answer the phone 24-hours a day, 365 days a year, and to provide a well informed and knowledgeable information service to the community.
- Improve the responsiveness to "after hours" requests for assistance for operational, non-emergency calls for both citizens and employees.
- Relieve the Police/Fire Communications Center as the receiver of "after hours" calls for non-emergency assistance.

The City Operator Program continues to improve the effectiveness of service delivery with its focus on customer service and to improve customer service through streamlined information availability, enhanced communication, and coordination and standardization of processes. The City Operator number (264-5011) was the official advertised number for residents to call for assistance during storm events. By centralizing all storm assistance requests through the City Operators, response time was streamlined because the calls were taken, computer-sorted by area, matched to the appropriate field crews, and dispatched in a single process. Response to flooded streets and plugged storm drains took place on a 24 hour/7 day a week basis during rain events. Since inception of the 'Rain Patrol' computer program in 1997, the City Operators have taken approximately 3,500 calls directly related to near disaster flood events in 1997 and 1998.

City Operators were in place to monitor the 24-Hour Hotline for the Y2K inquiries for the City of Sacramento service area. This Hotline number (444-2Y2K) provided a public communication process for responding to and coordinating verbal/telephonic year 2000 inquiries from the City of Sacramento's citizens, customers, and businesses. Consistent with efforts to bring improved customer service and responsiveness to the community, the City Operators will be a contact point for inquiries relative to the upcoming issue of adding fluoride to the City's drinking water supply.

Customer responses to City Operator Customer Service questionnaires have been very positive, indicating an overall high satisfaction rate for the services provided and a strong desire for the City Operator service to continue.

ENVIRONMENTAL DETERMINATION:

This report is for informational purposes; therefore, no environmental determination is required.

FINANCIAL CONSIDERATIONS:

This report is for informational purposes and has no financial impact.

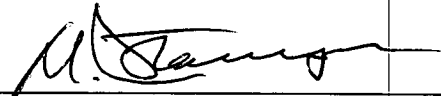
POLICY CONSIDERATIONS:

There are no policy considerations being presented in this report.

ESBD CONSIDERATIONS:

There are no ESBD considerations. This report is for information only.

Respectfully submitted,



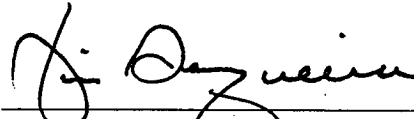
Michael H. Stamper
Business Services Manager

RECOMMENDATION APPROVED:



Robert P. Thomas
City Manager

APPROVED:

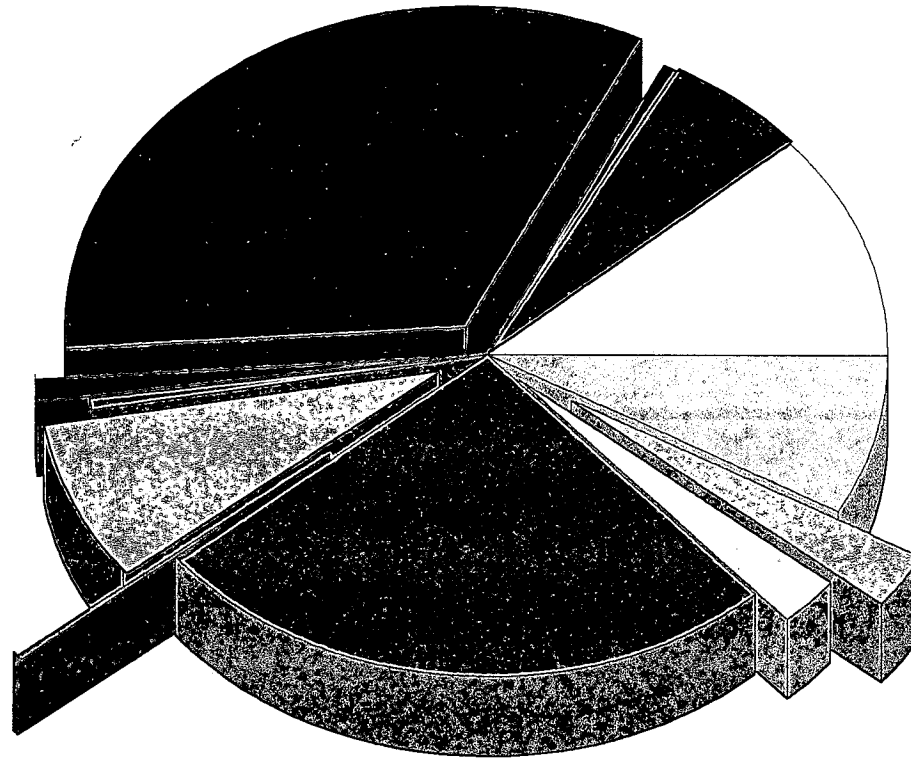














James G. Sequeira
Director of Utilities

Department of Utilities								
City Operator Customer Service Calls								
Year 1999	Jan/Feb	Mar/Apr	May/June	Jul/Aug	Sep/Oct	Nov/Dec	TOTAL	%
Type of Call								
Water	368	402	426	550	486	415	2647	6.33
Water Waste	14	19	77	126	42	27	305	0.73
Sewer	284	216	172	203	284	465	1624	3.88
Drains	113	26	42	45	60	63	349	0.83
Traffic Signals	110	128	117	110	93	100	658	1.57
Street Lights	83	61	63	55	56	109	427	1.02
Signs & Markings	59	78	91	79	65	71	443	1.06
Street Maint.	70	67	87	106	92	68	490	1.17
Facility Maint.	32	31	45	49	48	46	251	0.60
Parks	41	85	183	167	106	75	657	1.57
Trees	37	72	143	187	89	52	580	1.39
Comm. Centers	18	16	27	23	18	24	126	0.30
Elec./Bldg. Insp.	42	47	39	32	28	35	223	0.53
Solid Waste	297	360	459	408	299	627	2450	5.86
Animal Control	1196	1395	1655	1742	1675	1225	8888	21.25
Fleet Maint.	30	48	42	52	59	48	279	0.67
Y2K Brochures				2191	584	529	3304	7.90
County Calls	460	471	594	715	638	575	3453	8.25
Misc./Info. Calls	1191	1380	1989	2199	2154	1849	10762	25.73
Neighborhoods	121	200	244	206	156	96	1023	2.45
Fire/Police	153	152	223	208	174	131	1041	2.49
Comm. Tech.	10	11	12	22	16	9	80	0.19
City Council Calls	81	84	107	83	64	96	515	1.23
Sumps & Pumps	9	1	12	2	9	1	34	0.08
Magnets	612	588	21				1221	2.92
Day Subtotal	2198	1958	3182	3270	2873	2439	15920	38.06
Night Subtotal	3231	3981	3688	6290	4422	4297	25909	61.94
TOTALS	5431	5938	6870	9560	7295	6736	41830	100.00

City Operator Stats

Year 1999



	Utilities (4959)		Neighbrhd Svcs (2260)		Planning & Dev. (223)
	Public Wrks (13886)		City Council (515)		Community Cntr. (126)
	County Calls (3453)		Comm. Tech. (80)		Misc. Calls (10762)
	Fire/Police (1041)		Magnets (1221)		Y2K Brochures (3304)

City Op News

A Newsletter for City Operators

January 2000

Y2K Duty

Another Night As Usual



City Operators were all ready! They had completed the Y2K training and geared themselves up for 12 hour work days. All shifts were staffed up in preparedness for any Y2K problems. And what happened? Nothing! But were City Operators sorry? No way!

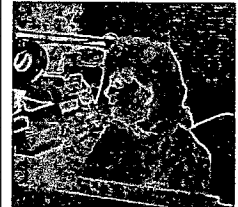
It was a typical evening shift. There were no more calls that we would get on a normal Friday night. The call breakdown was:

Animal Control	22
County Calls	19
Misc Calls	32
Sewer Calls	23
Solid Waste	69
Water Calls	7
All Others	20
Total Calls	192



New Years day was not much different. Call volume was normal:

Animal Control	33
County Calls	12
Misc Calls	2
Sewer Calls	12
Solid Waste	0
Water Calls	2
All Others	8
Total Calls	69



City Operators, as always, handled all calls with their stunning customer service. Thanks to all for your willingness to assist the Citizens of Sacramento!

Shirley Bibica, KitMan Chung, Tom Dick, Kathy Garcia, Sue Hisey, Ann Hudson-Dickson, Irene Porras, Denny Russell, Danescha Stevenson.

You're all Awesome!

Customer Service at the Corp Yard

We also had Customer Service support at the Corp yard, to assist the Utilities & Public Works staff with any City Operator issues that might arise. Mary Chase and Sherrie Gentry both worked a 12 hour shift at the yard, and Judy Elias and Patty Ramirez were on stand-by, just in case. Thanks very much for your support!

