



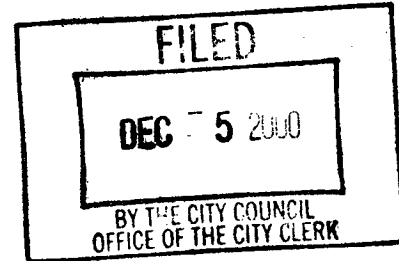
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Department of Utilities
Business Services Division

CITY OF SACRAMENTO
CALIFORNIA

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November 20, 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: Michael Stamper, Business Services Manager, 264-1468
Karen Waring, Utilities Customer Service Supervisor, 264-7036
Linda Douglas, City Operator Program, 264-5901

FOR COUNCIL MEETING OF: December 5, 2000

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

COMMITTEE/COMMISSION ACTION: None.

BACKGROUND INFORMATION:

The City Operator Program was developed to enhance customer service, provide City residents continued access to local government services, and relieve Police Dispatch and the 9-1-1 system of all non-emergency calls for City services. Since March 1996, the Department of Utilities has provided the leadership, management, and majority of funding for the City Operator Program. Since that time, more than 169,000 calls have been received. These calls are summarized and are attached as Exhibit A and Exhibit B.



CITY OF SACRAMENTO
DEPARTMENT
OF UTILITIES

Making a Difference in Your Neighborhood

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The objectives of the City Operator program 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 a real 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.

During 1999, 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 were a contact point for inquiries relative to the issue of adding fluoride to the City's drinking water supply. Approximately 484 calls directly related to the fluoride issue were received by the City Operators.

The City Operator number (264-5011) is the officially advertised number for residents to call for assistance during storm events. By centralizing all storm assistance requests through the City Operators, response time is streamlined because the calls are 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 takes 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 4,206 calls directly related to flood events.

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FINANCIAL CONSIDERATIONS:

The annual cost of the program is approximately \$300,000 including 9 FTE to provide 24-hour/7 day-a-week coverage. Funding of the program is currently shared by those program areas that benefit from the service, including Public Works, Neighborhood Services and Utilities.

ENVIRONMENTAL DETERMINATION:

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

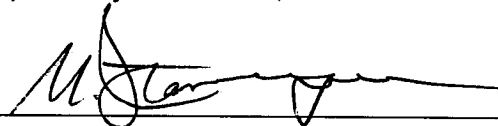
POLICY CONSIDERATIONS:

Consistent with City-wide efforts to improve customer service and responsiveness to the community, the City Operator Program provides its customer service through streamlined information availability, enhanced communication, and coordination and standardization of processes. City Operator customer service satisfaction surveys, to measure the quality of service provided, are mailed out weekly. Responses to questionnaires have been very positive, consistently indicating an overall high satisfaction rate of greater than 98% for the services provided and a strong desire for the City Operator service to continue.

ESBD CONSIDERATIONS:

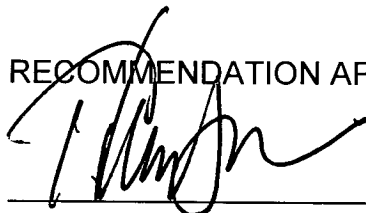
There are no ESBD considerations. This report is for information only.

Respectfully submitted,



Michael H. Stamper
Business Services Manager

RECOMMENDATION APPROVED:



Robert P. Thomas
City Manager

APPROVED:



James G. Sequeira
Director of Utilities

Attachments