



Call Center Operations Overview – (480) 312-3111



Judy Melton, Call Center Supervisor
(480) 312-2821 |
JMelton@ScottsdaleAZ.gov
www.ScottsdaleAZ.gov



Call Center / Police Communications Comparative Statistics (2010)

Call Center
General City
PD non-emergency
Mon-Fri 8 a.m. – 5 p.m.

Police Communications
Dispatch / Radio
Non emergency nights/weekends
9-1-1 24/7

FTE per shift	2
Annual calls	133,000
Per person per day	255
Average queue time	:10
Average talk time / call handling time	:23

FTE per shift	8
Annual calls	305,000
Per person per day	104
Average queue time	:02
Average talk time	1:23
Average call handling	3:00



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§ Created in 2003 by combining two existing positions. Utilized existing knowledge base (IntelliDesk) and automated call distribution system

§ Immediate efficiency results

§ 40% decrease in queue times

§ 40% decrease in abandon rate

§ 107% increase in first call resolution

§ Most-common calls

§ City: building permits, utilities

§ PD: dispatch, officers by name, station officers

§ Answer Mayor & City Manager's Offices, and back-up others

§ Email a Question/Complaint question@ScottsdaleAZ.gov

§ Escalation process utilizes other Neighborhood Services staff

- § No plans to change current model
- § If expanded or added service orders, would need improved knowledge base, CRM system and increased budget and staffing
- § City has explored CRM and 3-1-1 call center in past, but there were cost and support concerns that prohibited citywide implementation