



# Call Center Operations Overview – (480) 312-3111



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## Scottsdale's Call Center – (480) 312-3111

§ **Created in 2003:** Combined two existing positions and utilized existing knowledge base, call routing system, automated call distribution system

### § **Efficiency results**

§ Queue time ↓ 40%

§ Abandon rate ↓ 40%

§ First call resolution ↑ 107%

### § **Percent of calls received / most-common calls**

§ (65%) PD: Dispatch, officers by name, station officers, towing

§ (27%) City: Development Services/Planning, Utility Billing, Court

§ Mayor & City Manager's lines

§ Other department lines as arranged

§ **Escalation process:** Utilizes other Neighborhood Services staff

§ **Email a Question/Complaint:** [question@ScottsdaleAZ.gov](mailto:question@ScottsdaleAZ.gov)

Monday - Friday 8am - 5pm



Incoming call (prioritized)



Call Center

?

Calls for Service  
Service Orders  
Other Requests

?

FAQ's



Department



Police/Fire  
Divisions



Police/Fire  
Radio/  
Dispatch



Other  
Agencies

# Nights / Weekends



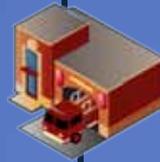
Dialed:  
GEN CITY



Recording  
Self Serve  
Voicemail  
Web



Dialed:  
POLICE  
NON-  
EMERG



Police  
Radio/  
Dispatch



Dialed:  
DEPT



Department  
Phone Lines



Department



Police/Fire  
Divisions



Other  
Agencies

# Call Center / Police Communications Comparative Statistics (2010)

## Call Center

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



FTE per shift	2
Annual calls	133,000
Per person per day	255
Average queue time	:10
Average talk time	:23
Average call wrap-up	:00

## Police Communications

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



FTE per shift	8
Annual calls	305,000
Per person per day	104
Average queue time	:02
Average talk time	1:23
Average call wrap-up	1:37

§ No immediate drive to change current model

§ Expansion / service order functions added:

- CRM system
- Improved knowledge base
- Added call routing software licensing
- Dedicated space
- Staffing

§ City has explored CRM and 3-1-1 call center in past, but there were cost and support concerns that prohibited implementation