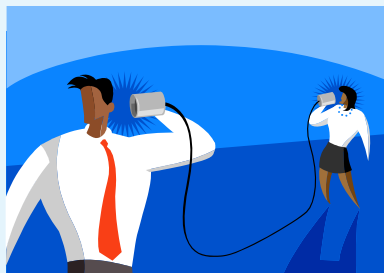




Call Tracker System





Call Tracker System

- System used since November 2010.
- Developed to track calls for information, complaints, concerns, assistance, etc. – from beginning to end.
- Tracker calls to the BCC or Administration are received via phone, emails, letters, and in-person from citizens.



Call Tracker Process

- Call Intake
- Assign
- Action Plan
- Resolution
- Response, follow up



Call Tracker Stats

- As of 7/9/14: 2,050 calls logged
- Completion Rate of 95%
- Quarterly snapshot – 4/1 thru 6/30:
106 calls logged
90 calls completed = 85% CR



Call Tracker Stats

By Department:

Community Development	39.3%	Budget & Admin Svcs	3.8%
Public Works	28.9%	Public Safety	2.8%
Utilities	10.4%	Facilities	2.4%
Community Services	7.8%	County Attorney	2.2%
Top 4 86.3%		Human Services	2.0%
		Human Resources	0.5%
		Tourism	0.2%



Call Tracker System

- Questions?
- Comments?
- Suggestions?