

FAST Initiative

Enhance Customer Service



CAB Presentation
Thursday, January 14, 2010

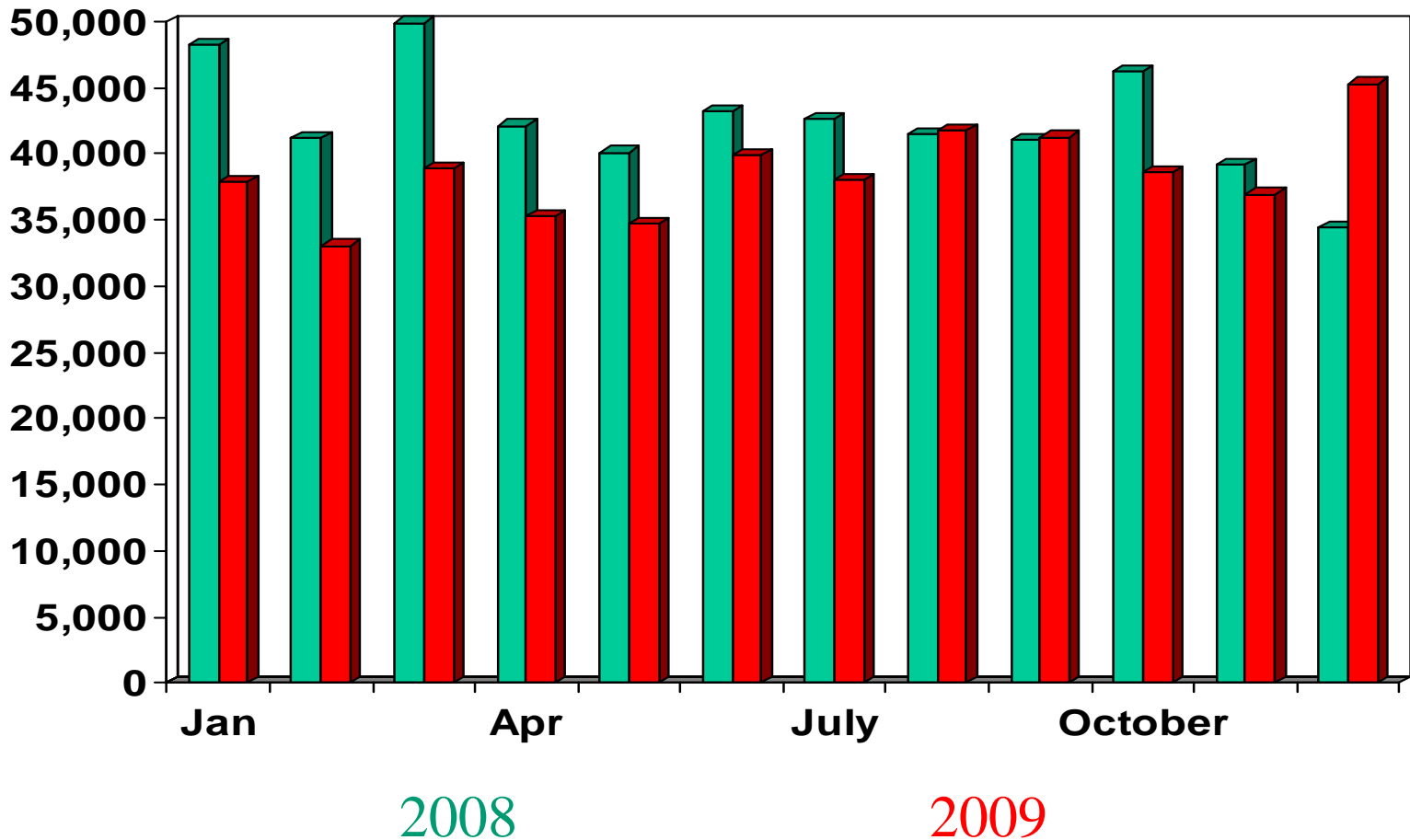
TIC Operations

Introduction - 2008 Recap

- In 2008, TIC closed the year with...
 - Total Calls Received: 509,600
 - Average Talk Time: 1:59
 - Average Speed of Answer: 3:19
 - Abandoned Call Rate: 26.8%
- In 2009, TIC targeted specific areas for improvement

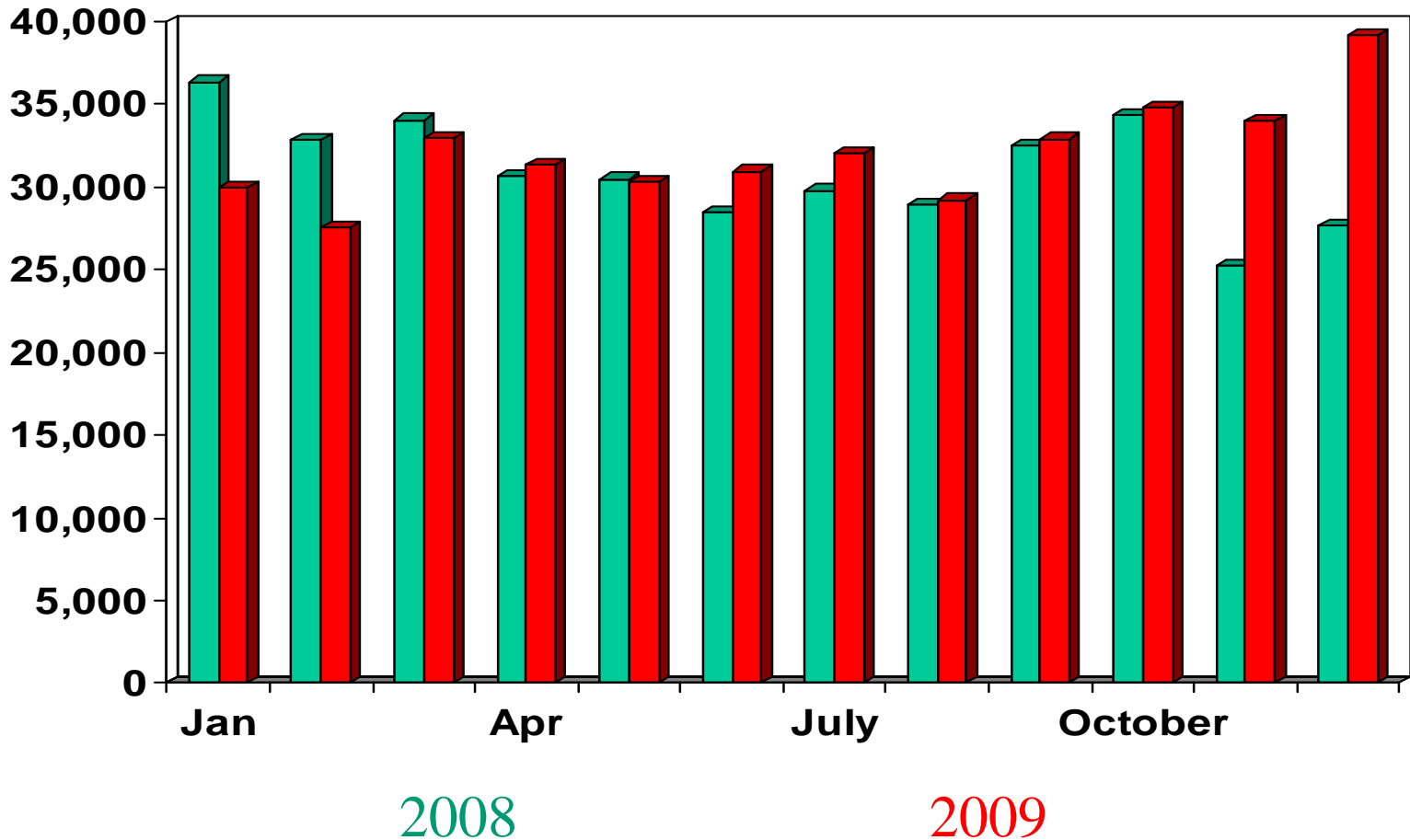
TIC Operations

Calls Received – 2008 vs. 2009 Performance



TIC Operations

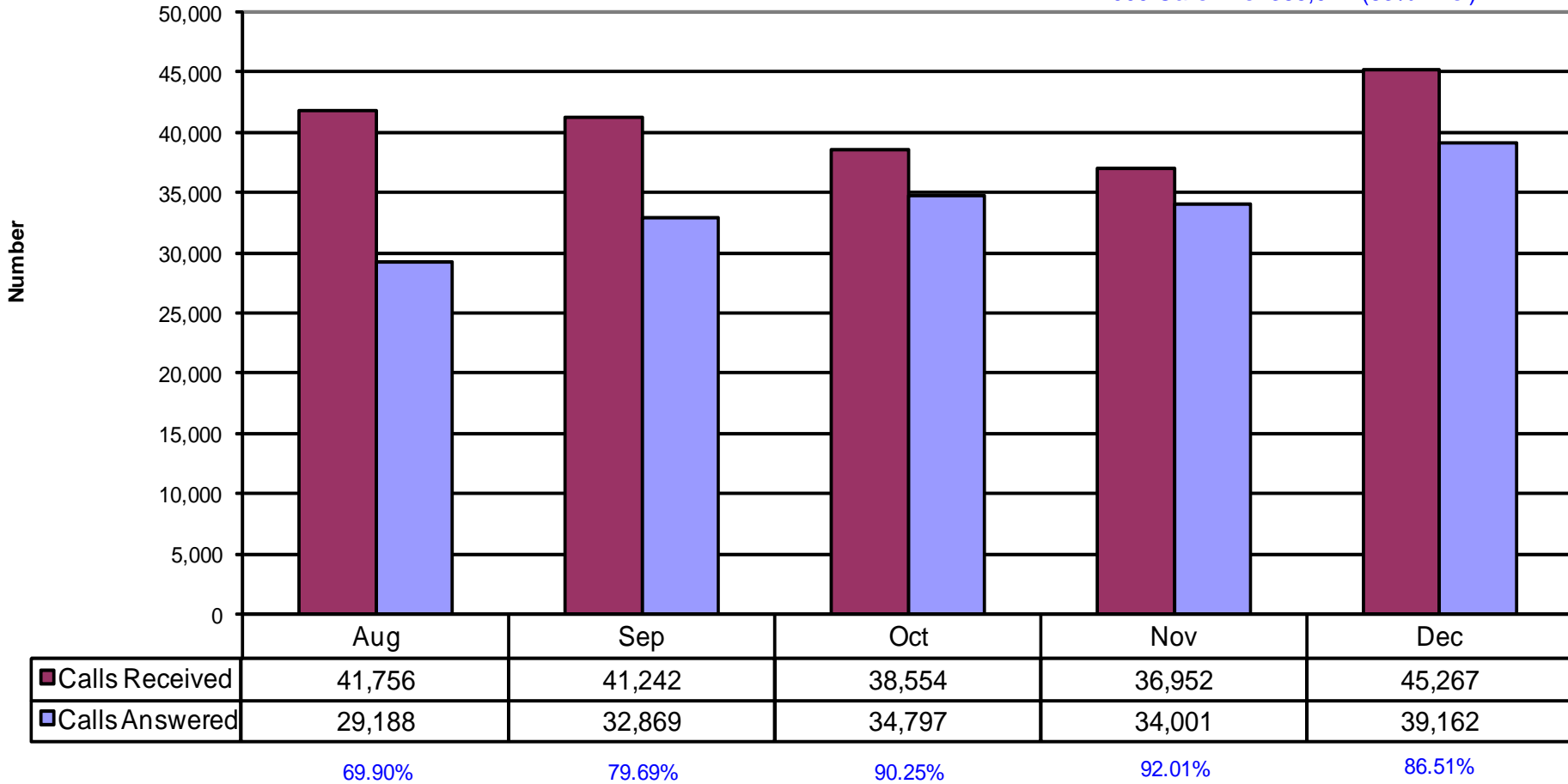
Calls Answered – 2008 vs. 2009 Performance



2009 Calls Received and Answered

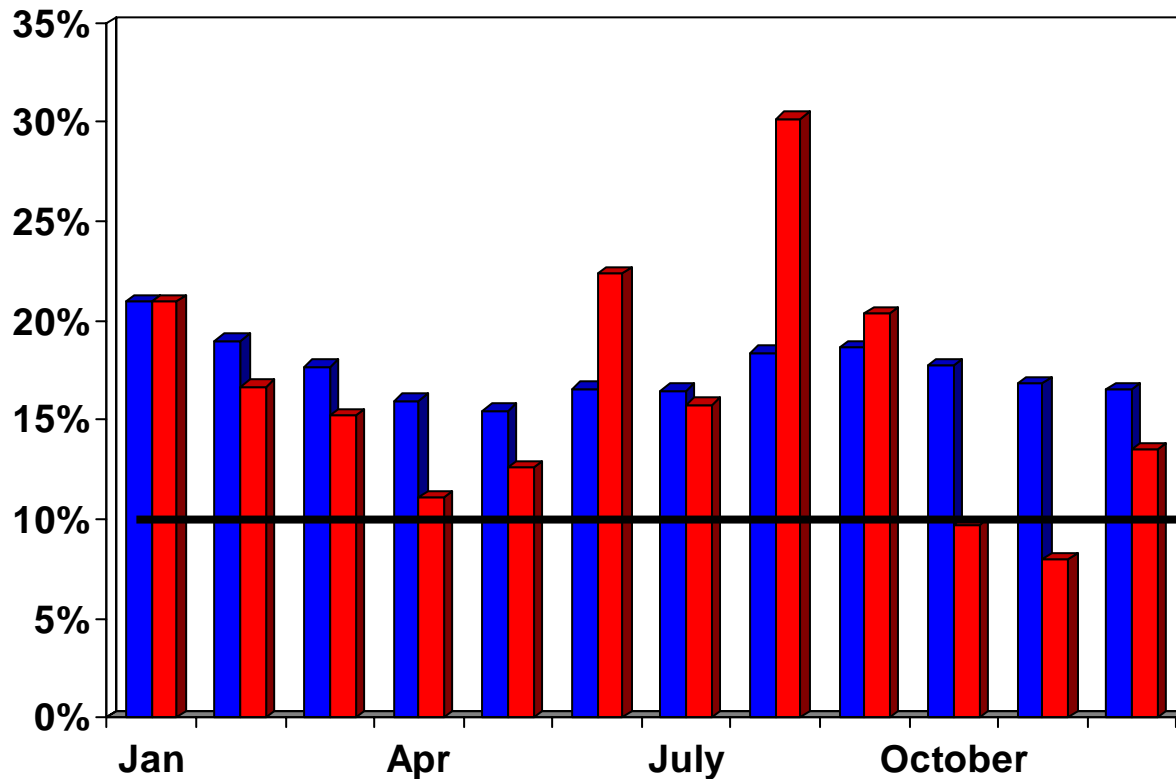


2008 Calls Rec: 509,600
 2008 Calls Ans: 371,041 (73% Ans.)
 2009 Calls Rec: 461,376
 2009 Calls Ans: 385,042 (83% Ans.)



TIC Operations

Abandoned Calls – 2009 Performance



Goal: 10%

Result:

**2009
abandoned
call rate at
16.5%.**

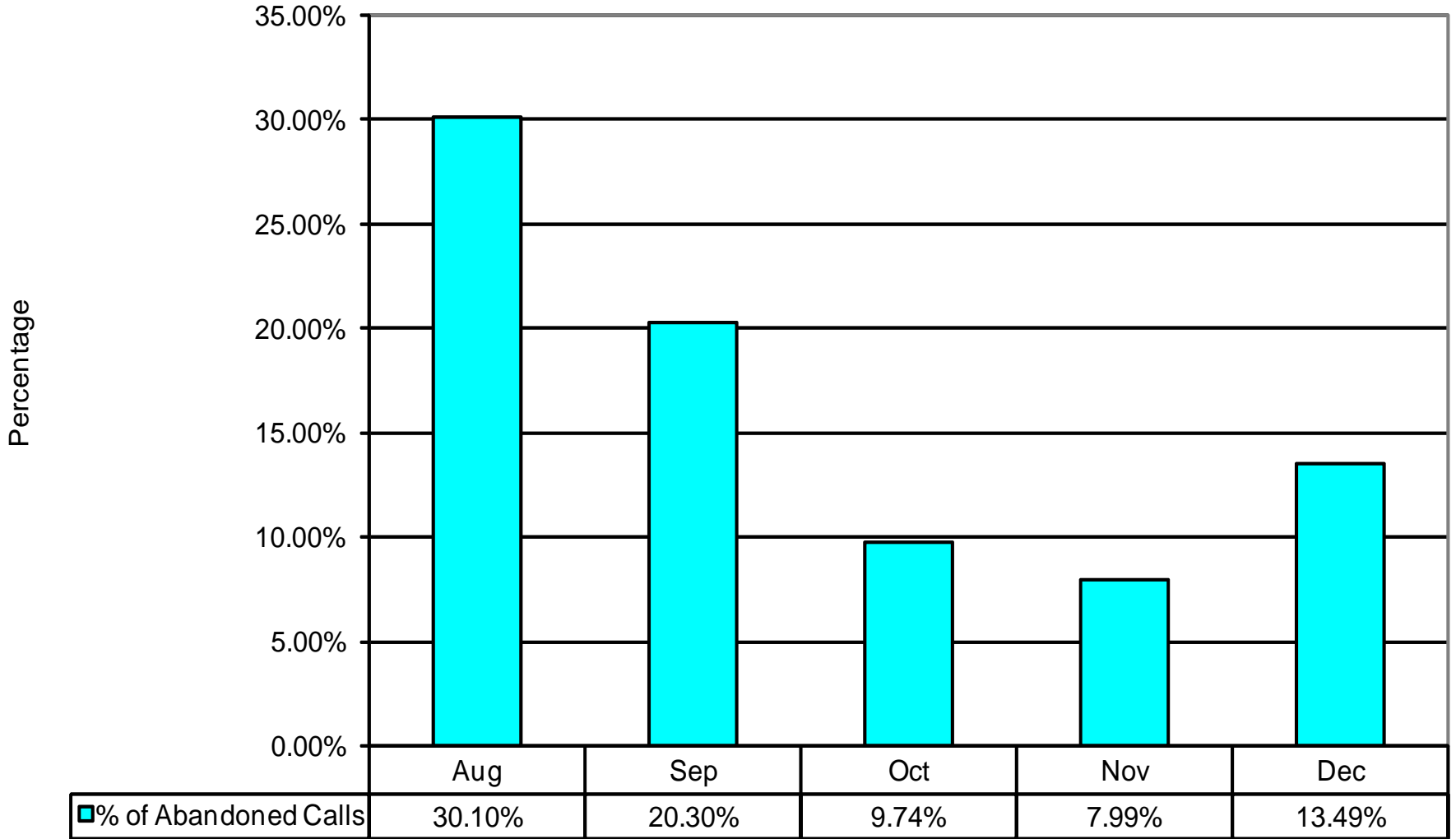
**2008
abandoned
call rate was
26.8%**

Year to Date

Month

2009 Abandoned Calls (Percentage)

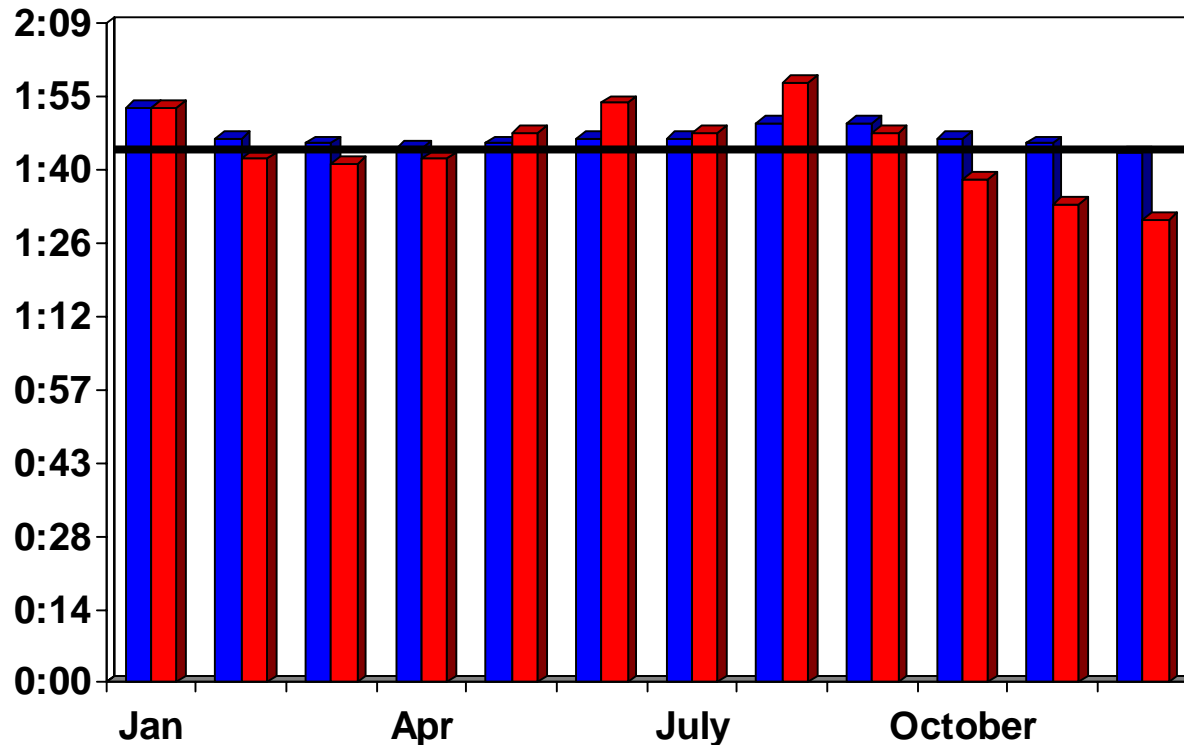
2009 Goal: 10%
 2008 YTD: 27%
 2009 YTD: 17%



Number of Calls Abandoned	Aug	Sep	Oct	Nov	Dec
	12,568	8,373	3,757	2,951	6,105

TIC Operations

Average Talk Time –2009 Performance



Goal: 1:45

Result:

**2009 average
talk time
finished at
1:44.**

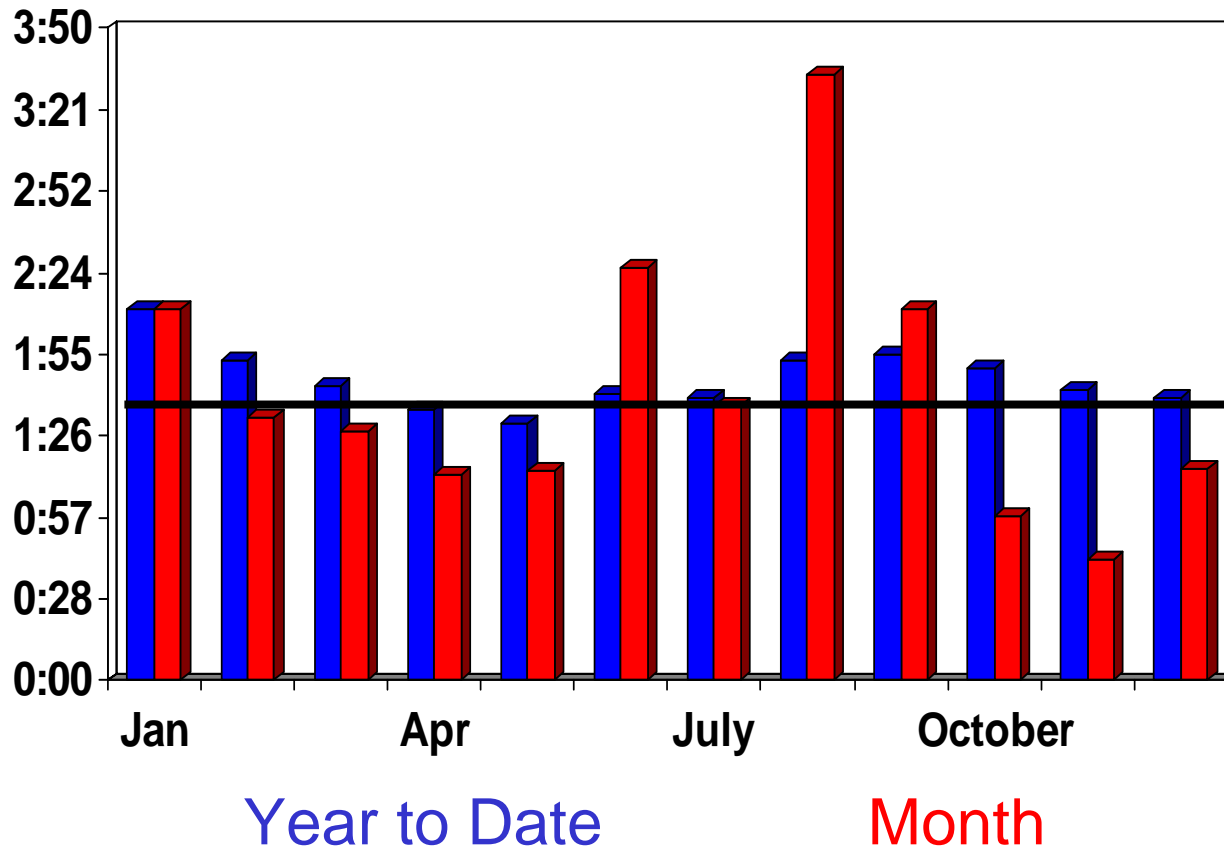
**2008 average
talk time was
1:59**

Year to Date

Month

TIC Operations

Average Speed of Answer - 2009 Performance



Goal: 1:30

Result:

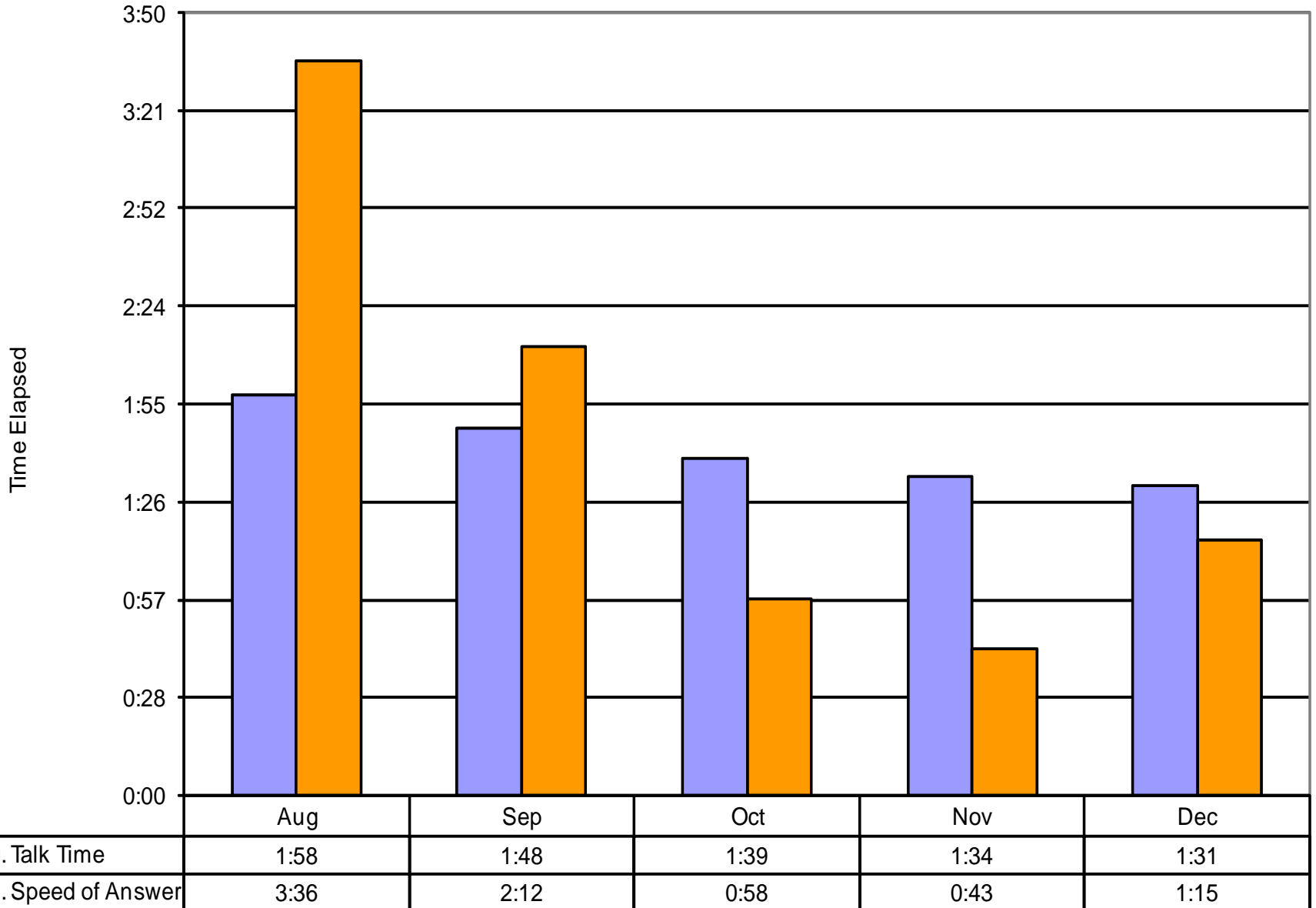
**2009 ASA
time
finished at
1:40.**

**2008 ASA
time was
3:19**

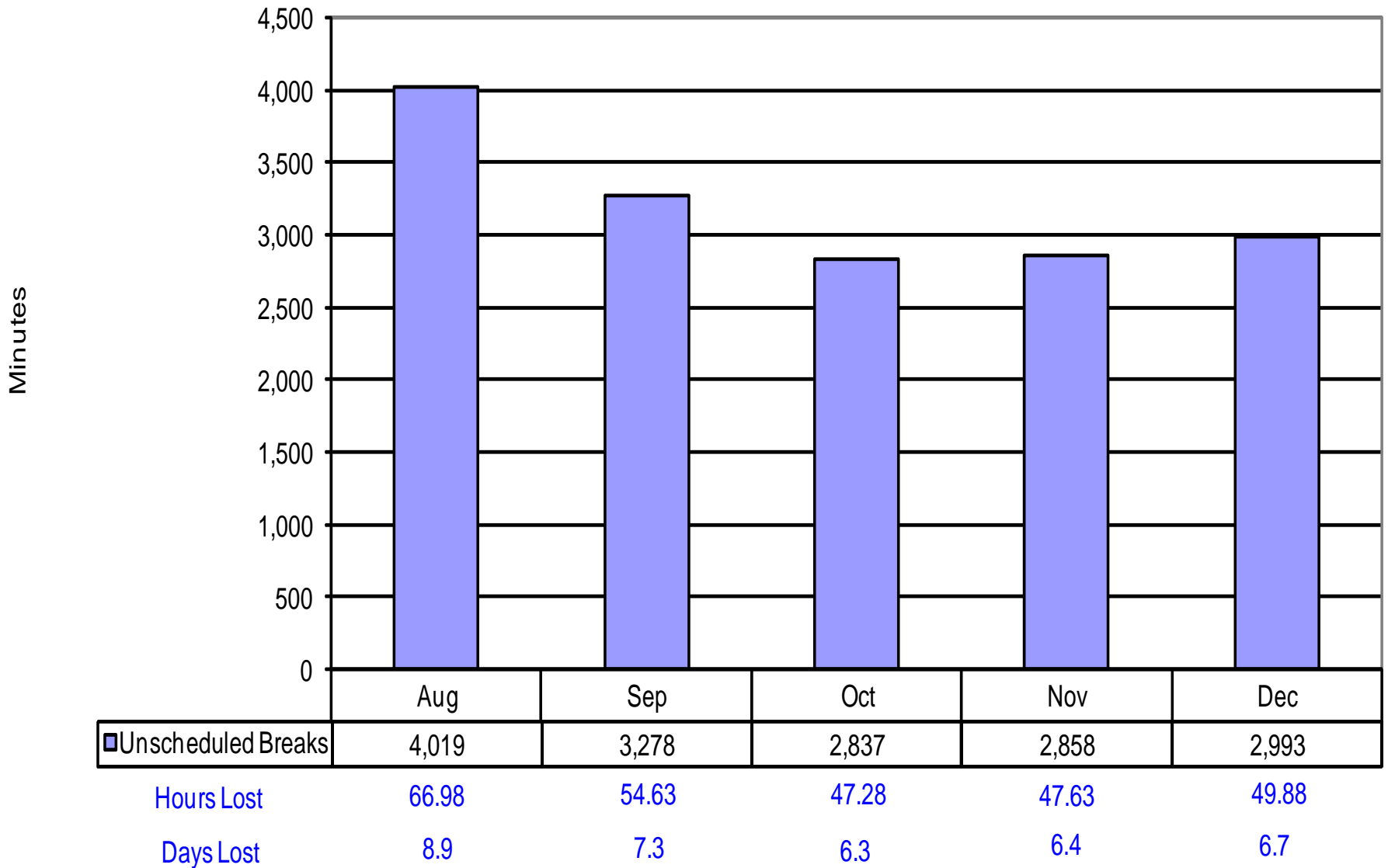
Average Talk Times and Speeds of Answer

Avg. TT Goal: 1:45
 2008 TT: 1:59
 2009 TT: 1:44

ASA Goal: 1:30
 2008 ASA: 3:15
 2009 ASA: 1:40



2009 Unscheduled Time Taken (in minutes)



TIC Weekly Reports

TIC Weekly Individual Report

Name:	
Date Span:	1/4-1/9
Total Mins:	1,045

Avg. Talk Time:	01:43
Days Worked:	2

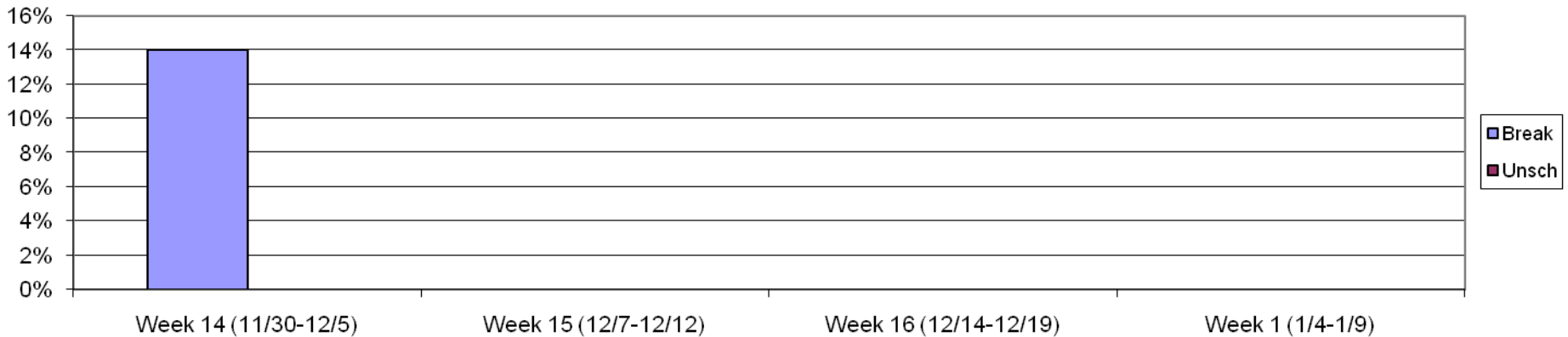
	Time	Difference
Goal Avg TT:	01:45	:02
Group Avg TT:	01:40	:03
YTD Avg TT:	01:46	(:03)

* in minutes

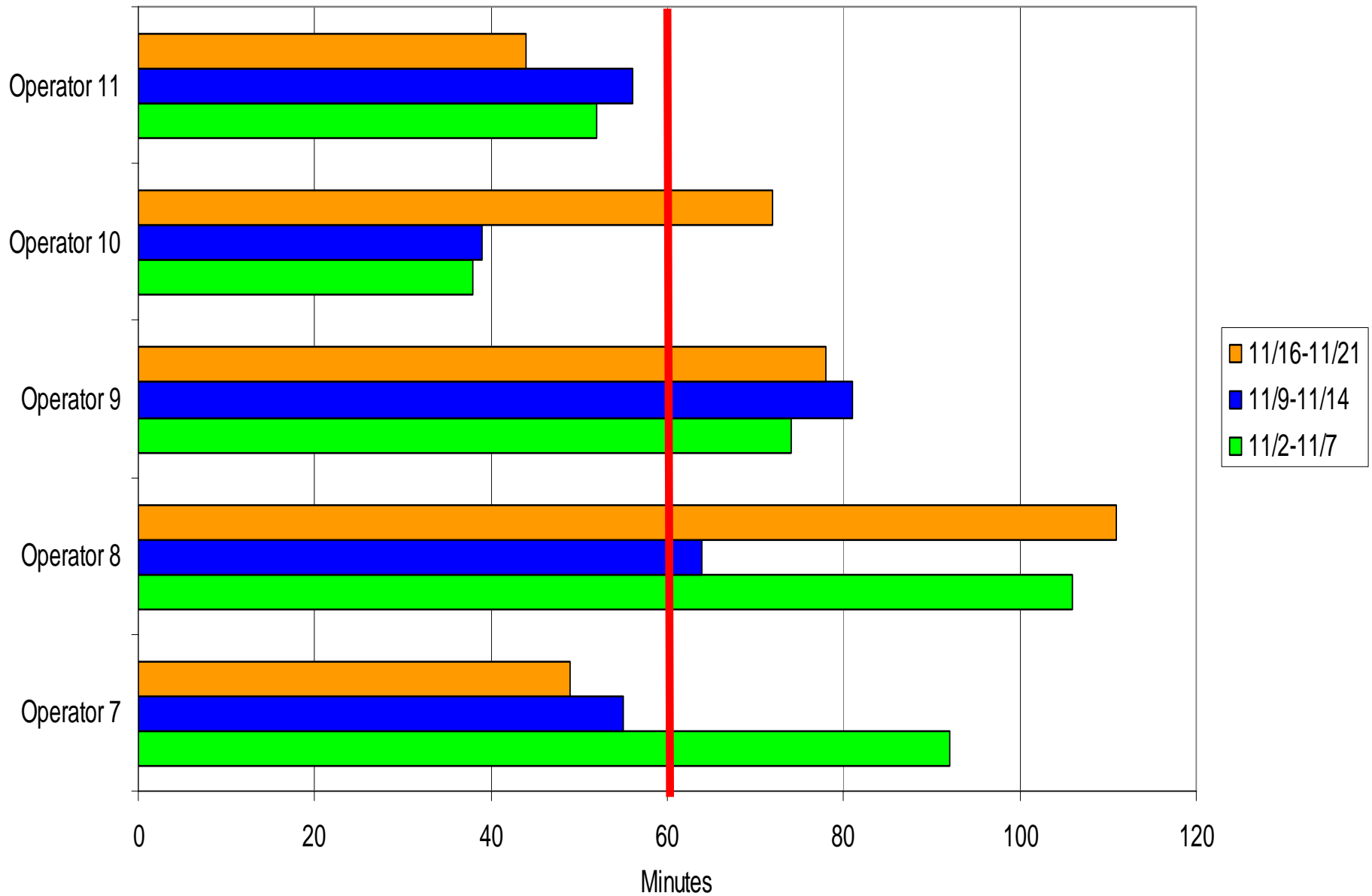
Weekly Totals

		<u>Overage</u>	<u>Hi</u>	<u>Low</u>	<u>Overage Dates</u>		
Total Calls Answered:	362		184 (1/8)	178 (1/6)			
Break Time Taken*:	118	0	59 (1/6)	58 (1/8)		% of TIC Total:	0%
Unscheduled Time Taken*:	24	0	12 (1/6)	11 (1/8)		% of TIC Total:	0%
Total Time Taken*:	142		71 (1/6)	69 (1/8)	1/6		
Percentage	14%						

% of TIC Total by Week



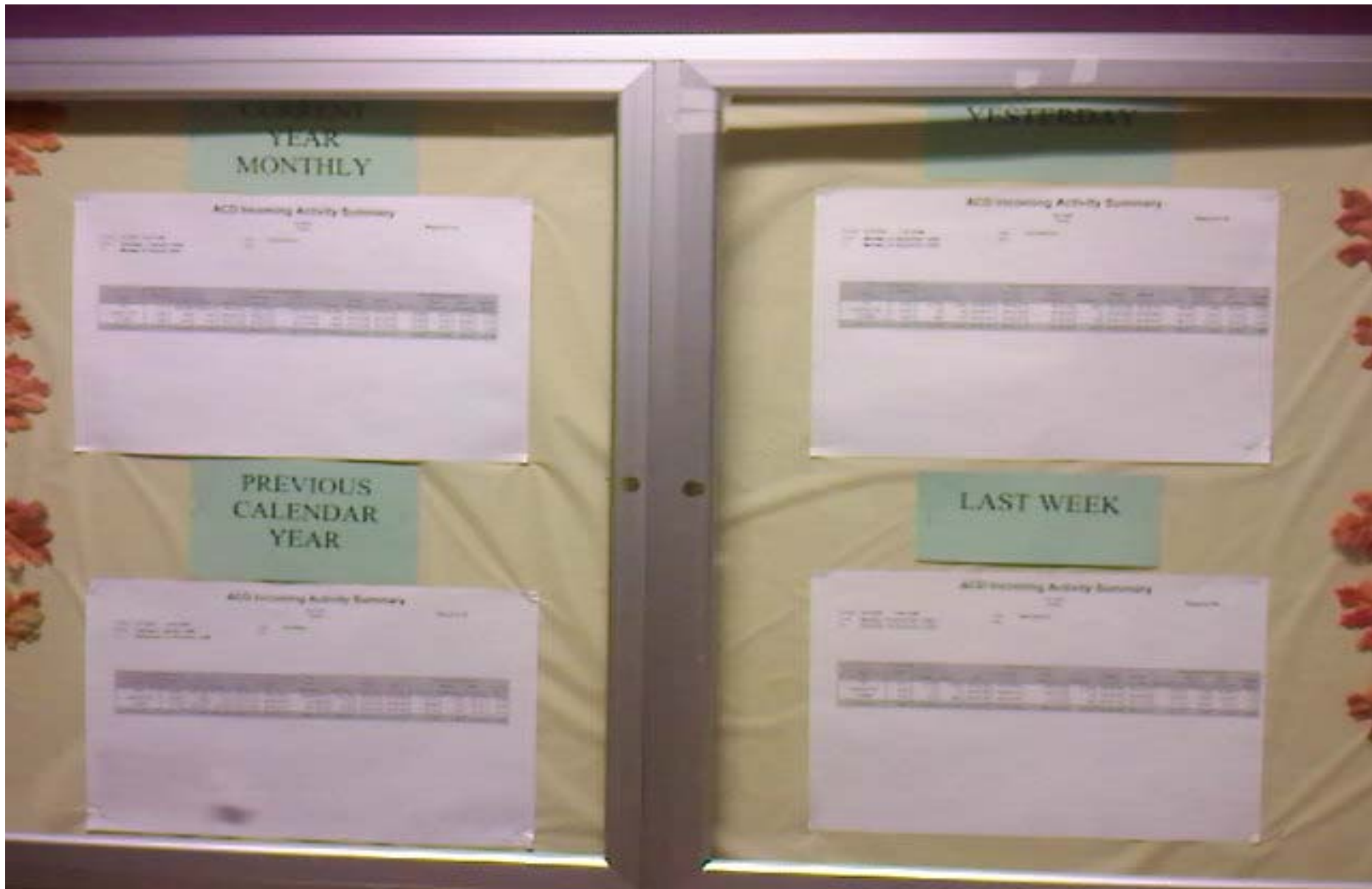
Amount of Unscheduled Time taken by TIC Operators from 11/1-11/14 (in Minutes) cont.



Enhance Customer Service Objectives

- Enhance and cultivate a team-based culture with focus on team and individual performances
 - Develop a performance monitoring system (ASA, Talk Time, Abandoned Rate)
 - Reduce amount of time operator is in work mode or other non calling taking modes
 - Customer Service Week: October 5-9, 2009
 - TIC 25,000+ Call Answer Club
 - **Ohio Lottery Commission Call Center Tour 16-Nov-2009: 2 staff members (Brown/Lozada)**
 - **Attendance of NECCA (North East OH Call Center Association meeting (Davis/Henderson)**

TIC Community Status Board



Enhance Customer Service Objectives

- TIC 25,000+ Calls Answered Club
 - Jorge Lozada 8/1/2009
 - Jean Brown 8/22/2009
 - Benita Burt 9/5/2009
 - Judy Fortier 9/12/2009
 - Marcia Erjavec 9/19/2009
 - Rita Lasko 9/26/2009
 - Ethel Williams 10/17/2009
 - Angela Buford 10/17/2009
 - Yalanda King 11/13/2009

Enhance Customer Service Objectives

- Enhance TIC Internal and External Communications
 - Rotating TIC Operators participation at Special Events Committee Meetings
 - Scheduling Section sending e-mail “head’s up” of headway patches and changes
 - Automated service delays/changes/detours notifications throughout the day from Service Quality bus/rail
 - Weekly Staff Updates on events downtown, service interruptions, and service changes
 - Submitted 2nd monitor request for staff w/e 10/17/09
 - **December Service Changes (as of 5-Nov) communications completed on 14-Nov-2009**
 - **Updated Oracle Client from 9I to 10G in preparation of Trapeze 8 upgrade conversion w/e 14-Nov-2009**

Enhance Customer Service Objectives

- Elimination of manned “566-5100” scheduled switchboard operations
 - Met with IT staff to discuss options for automating switchboard
 - TIC tracked call volume and type of call
 - Identified primary destinations and added Claims, HR, Employment Verification, Payroll, ADA, Senior and Discount Farecard Information and Registration
 - Provided IS with new menu, voice recording, and call transfer destinations
 - Go Live Date: 10/20/09
 - Provide staff with update on 566-5100 number options
 - **Staff received approx. 6 calls/day**

FAST Initiative

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Comments or Questions?