



**THE CITY OF WINNIPEG**

# **REQUEST FOR PROPOSAL**

**RFP NO. 192-2008**

**APPENDIX C – SAMPLE CALL INFORMATION**

**F= Call is fully taken by 311**

**P= Call is partially taken by 311**

**TT (Take & Transfer) = Call is not taken by 311 but if received will be transferred to department and number provided to citizen for future use**

Department		Fire and Paramedic Services		
Business Unit		Support Services		
Call Centre		Fire Prevention Services		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Fire Code	F	2,100	<ul style="list-style-type: none"> <li>▪ No strong risks identified</li> </ul>
02	Fire Complaints	F	4,600	
03	Information Inquiries	F	1,000	
04	Open Air Burning Inquiries	F	1,000	
05	Fire Permits	F	500	
06	Public Education Request	P	2,500	
07	Inspector Inquiries	TT	1,500	
08	Billing Inquiries	TT	500	
09	Inspection Request	P	250	
10	Locked Key Box Install	P	210	
11	Locked Key Box Change	P	110	

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## Full Call Equivalent and FTE Determination<sup>1</sup>:

CoW Call Centre	Total Calls Answered	Average Handle Time (mts) (includes time to complete call after hanging up)	Total Minutes On Phone (includes after call work)	Existing FTEs	Total Minutes By FTE	Total "F" Calls Moving To 311	Total "P" Calls Remaining In Department	Total "TT" Calls Remaining In Department	Total Mts Remaining In Department (P & TT Calls)	Total Mts Moving To 311	FTE Required In Dept	FTE Moving To 311
Fire Prevention Services	14,270	3.04	43,428	1.6	27,143	9,200	3,070	2,000	9,237	34,192	0.3	1.26

<sup>1</sup> Based on actual number of calls, AHT and FTEs. For "F", no AHT will remain in the Department; for "P", half of the AHT will remain in the Department; for "TT", 75% of AHT remains in the Department.

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Department		Planning, Property & Development		
Business Unit		Golf Services SOA		
Call Centre		Golf Courses (City Operated)		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Tee Time Booking	F (may become P when revenue opportunity is identified)	75,000	<ul style="list-style-type: none"> <li>Success dependant on proper enabling supports (technology, integration with current backend system specialized training, knowledge, communication with individual golf courses)</li> <li>Strong concern/risk that a reduction in current revenue (sales) might occur if individual golf courses do not take calls</li> <li>Real time information is required in on some calls due to specialized nature of information request</li> </ul>
02	Merchandise/Golf Pass	F	3,900	
03	Tournament Booking	P	600	
04	Course Conditions, Weather	TT	6,000	
05	Calls for Nearby City Facilities	F	3,900	
06	General Information	F	3,900	
07	Cross Country Skiing	F	200	

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Golf	93,500	0.66	61,289	3.6	17,025	86,900	600	6,000	3,146	58,143	0.2	3.42

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Department		Winnipeg Transit		
Business Unit		Handi-Transit		
Call Centre		Handi-Transit		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Trip Request	TT	213,000	<ul style="list-style-type: none"> <li>▪ If inaccurate/incomplete data is entered and provided this will result in significant wasted resources and higher direct costs</li> <li>▪ Department is accountable for booking effectiveness and cost control</li> <li>▪ This area is in a growth mode and is not stabilized in terms of number of calls and customers</li> <li>▪ High political risk area</li> </ul>
02	Trip Request Same Day Change	TT	22,000	
03	Lost or Request New ID Card	P	1,095	
04	Trip Cancellation	F	69,240	
05	Trip Confirmation	F	80,400	
06	Lost Property	P	1,186	
07	Application Information	F	5,650	
08	Missing Person	TT	130	
09	Unassigned Trip Request	TT	66,800	
10	Complaints	P	7,000	New map to be added
11	Appeals – No Show Charges	F	6,500	New map to be added

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Transit - Handi-Transit	473,001	1.19	564,606	10.4	54,289	161,790	9,281	301,930	275,842	288,763	5.1	5.32

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Department		Community Service		
Business Unit		Community Resource Protection and Safety Services		
Call Centre		Insect Control		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Standing Water Inquiry	TT	1,200	<ul style="list-style-type: none"> <li>▪ High political risk area. Citizens are very aware and involved with insect control</li> <li>▪ Science degree required to respond to some calls</li> <li>▪ Standing water inquiry very political and media sensitive</li> </ul>
02	Fogging Exclusion Inquiry	F	800	
03	Fogging Schedule	F	800	
04	Insect Complaints	F	500	
05	Other Insect Problems	F	265	
06	Inspection Request	P	0 (requires tracking once 311 is live)	

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Insect Control	3,565	4.45	15,850	1.3	12,192	2,365	0	1,200	4,001	11,849	0.3	0.97

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Department		Community Services		
Business Unit		Library Services		
Call Centre		Libraries (Millennium)		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Library Shelf Check	P	8,100	<ul style="list-style-type: none"> <li>▪ Success dependant on proper enabling supports (technology, integration with current backend system specialized training, knowledge, communication with Library)</li> <li>▪ Much of Library activity is now conducted by “walk around” searching for books and/or people. This will not be done by 311</li> <li>▪ Database seems to not be reliable and therefore the manual search is required</li> <li>▪ On-line enquiry/search for books now available to citizens (311 can use same tool), but a higher level of service is currently being provided</li> <li>▪ Concern that confusion will be created if citizens still call library directly</li> <li>▪ Relationships and access to library staff will be required if 311 cannot complete the request</li> <li>▪ Many libraries in the City, consistent process/treatment of calls are required</li> <li>▪ Public confusion about where to call</li> </ul>
02	Library Gen Reference Inquiry	P	9,990	
03	Library General Inquiry	P	8,100	
04	Library Tour	F	270	
05	Locate a Person in the Library	TT	540	

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Call Centre		Libraries (Millennium)		
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				<p>could lead to complaints or loss of customers</p> <ul style="list-style-type: none"> <li>▪ If 311 is not able to fully answer calls and has to transfer, could be seen by the public to be ineffective, less efficient and could result in loss of customers</li> <li>▪ Public satisfaction with current Library Services is high. If 311 is unable to meet or exceed current library telephone delivery, the public will not see this as an improvement and may question why it was necessary.</li> <li>▪ Potential for staff complaints / issues and decline in morale due to loss of career path. Information /reference positions in the Library are seen as high value positions that require additional skill sets. There is a salary differential between the Library Service Assistant and clerical classifications. Could lead to negative customer service attitudes</li> </ul>

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Libraries	27,000	2.00	54,000	1.7	32,727	270	26,190	540	27,000	27,000	0.8	0.83

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Department		Community Services		
Business Unit		License Branch		
Call Centre		Licensing Branch		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	License Application - Property-Based	F	5,000	<ul style="list-style-type: none"> <li>▪ Success dependant on proper enabling supports (technology, integration with current backend system specialized training, knowledge, communication with Department)</li> <li>▪ Ongoing knowledge management is required to keep current</li> <li>▪ Branch will have to assist with knowledge build</li> <li>▪ Concern that CSRs will have access to confidential and privileged information beyond what might be required to complete SRM</li> </ul>
02	License Application - People-Based	F	2,000	
03	License Renewal	F	5,500	
04	Raffles	F	2,000	
05	Civic Charity Fundraising	F	1,000	
06	Home-Based Business (License in Lieu)	F	1,000	
07	Calls for Other Entities	F	3,500	

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Licensing Branch	20,000	5.40	108,000	2.5	43,200	20,000	0	0	0	108,000	0.0	2.50

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Department		Planning, Property and Development		
Business Unit		Parking Services SOA		
Call Centre		Winnipeg Parking Authority		
SRM Number	SRM Title	311 (F/P/TT)	# of Calls (annual)	Highlighted Overall Risks
01	Parking Ticket Query	F	7,000	<ul style="list-style-type: none"> <li>▪ Broken meters has just been outsourced, 311 could take this business back internally</li> <li>▪ It will have to be determined if 311 take payments, otherwise calls will have to be transferred for payment</li> </ul>
02	Parking Ticket Challenge	P	4,500	
03	Parking Ticket Payment	F	5,500	
04	Broken Meter Report	F	300	
05	Request for Meter Permit	P	620	
06	Request for Monthly Permit	P	2,000	
07	Request to Cancel Monthly Permit	F	500	
08	Monthly Permit Payment	F	1,000	
09	Surface Lot Parkade Complaint	F	1,000	
10	Request to Hood a Meter	P	400	
11	General Parking Inquiries	P	1,000	

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Winnipeg Parking Authority	23,820	4.39	104,578	4.0	26,144	15,300	8,520	0	18,703	85,875	0.7	3.28

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