



Maricopa County

STAR Call Center/ 311 - MAG 311 Business Committee

Presented by David L. Stevens

September 27, 2011

Agenda

- } County's 311 Status
 - } Profile County Switchboard Calls
 - } Next Steps
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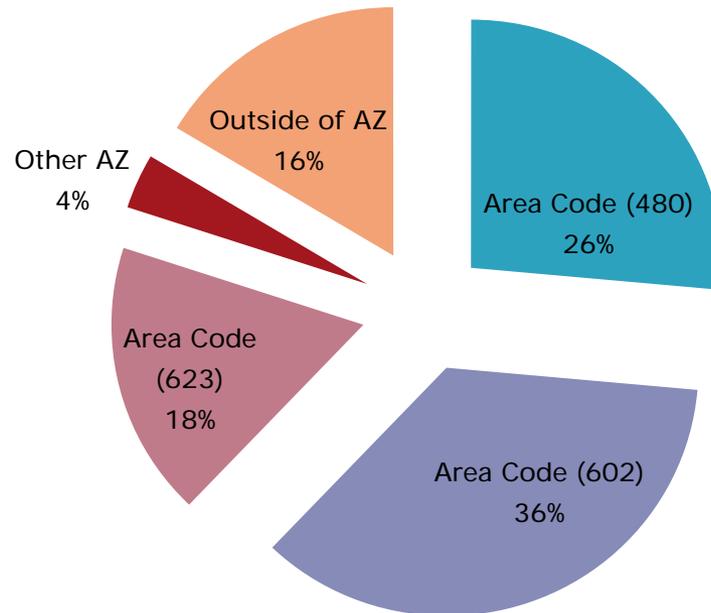
Maricopa County 311 Status

} Profile County Switchboard Calls

- Call Origination
 - Maricopa County Calls vs. Other Jurisdiction
 - Maricopa County Department Call Breakdown
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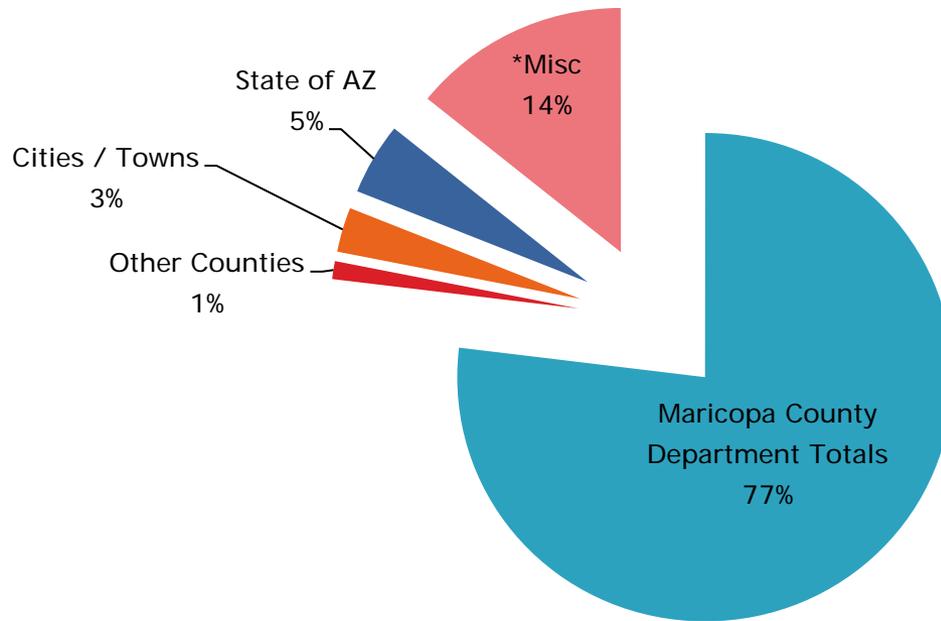
Maricopa County Switchboard Call Origination

Area Code Origination



Maricopa County's Switchboard Call Jurisdiction

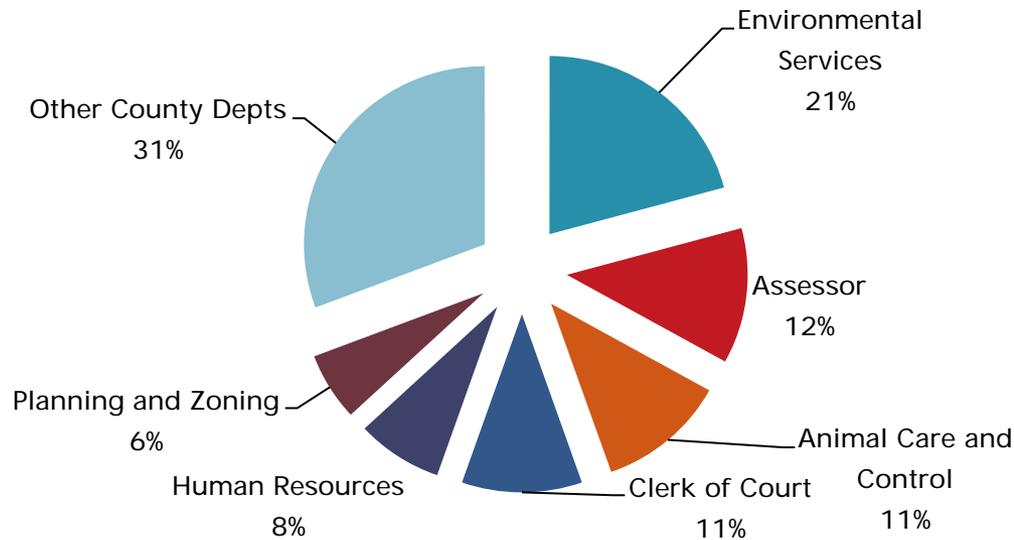
Switchboard Area Code Call Statistics



*Misc - handled by announcement or uncategorized calls

Maricopa County Switchboard Department Calls

Switchboard Calls for County Departments



Next Steps

- } The County supports the 311 initiative and will continue to work with MAG and the various subcommittees
 - } Continue to review the County's IVR options and look to enhance automation of calls
 - } Identifying possible CRM software requirements needed to support 311 and other activities
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