Legislative Oversight Committee

Questions

Dispatch Staffing

- Can you please provide the following information for each dispatch unit:
    - Turnover in the past two years;
    - Number of current openings; and
    - Total compensatory time accrued.
- What type of performance data are tracked for dispatch? Does the agency collect and track any data on the amount of time it takes someone to reach dispatch?

With regard to the tracking of performance data and the amount of time taken to reach dispatch, there are currently no measures in place to collect this information. However, steps are presently being taken to implement the necessary systems for tracking this data. These steps involve the upgrading of the SCHP Telecommunication Centers from mini-contact centers to full contact centers and include:

- Ring on no answer (RONA)
- Real time monitoring and statistics
- Ability to have looping announcements and music on hold
- Ability to have estimated call wait-times delivered to callers while in queue
- Skill based/priority based routing
- Call recording on phone included
- Unavailable codes for agents
- Ability to provide "wrap up" time to agents
- Service observe for supervisors