



CITY OF CAMBRIDGE
Traffic, Parking and Transportation
57 Inman Street,
Cambridge, Massachusetts 02139

Susan E. Clippinger
Director

Administration	349-4700
Parking Violations	349-4705
Resident Parking	349-4701

February 4, 1997

TO: Robert Healy, City Manager

FROM: Susan E. Clippinger, Director *SEC*

SUBJECT: Council Order #038 dated 10/28/96

RE: Strategies to improve response time to telephone injuries

The Department is reviewing the phone system at Traffic Parking & Transportation. During the period of October through January, the office is very busy due to the annual reissuance of resident permits. During this time, we supplemented our current staff with interns who also help to cover the phone lines. The office space reconstruction and the consolidation of the parking ticket staff with the resident permit staff has allowed us to consolidate the phone lines and the staff answering them into a single location. Now that the peak season is over, we are analyzing the volume of calls and the steps we should be taking to make sure the phones are adequately handled. Our first step was to have staff log the calls handled by type. This was done for 4 days from Jan. 15 to 21. During that time, the daily call volume fluctuated between 210 to 500 calls per day. On average 89% of those calls were for information about parking tickets or resident permits. We are now working with the Electrical Department to have NYNEX do a 7 day call count which will show calls handled as well as those that hung up or got a busy signal. They will then help us to determine staff needs and equipment options.



EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

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Deputy City Manager

CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300
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February 10, 1997

To The Honorable, The City Council:

In response to Awaiting Report Item Number 8, regarding strategies to improve response time to telephone inquiries at the Traffic Department, please find attached a report from Susan Clippinger, Director of Traffic, Parking and Transportation.

Very truly yours,

Robert w. Healy
City Manager

RWH/dls
attachment

Consent Agenda #6

S-70

Relative to Awaiting Report Item Number
Eight, regarding strategies to improve
response time to telephone inquiries
at the Traffic Department.

In City Council February 10, 1997

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