



Date: May 22, 2012

To: Thomas Bonfield, City Manager

From: Germaine Brewington, Director of Audit Services

Subject: Transmittal of Durham One Call Performance Audit (May 2012)

Executive Summary

The Audit Services Department completed the report for the Durham One Call Performance Audit dated May 2012. The purpose of the audit was to determine the effectiveness and efficiency of the Durham One Call Center by examining its operations, management control functions, data reporting analysis and customer support effectiveness.

Background

The Durham One Call center is a customer service-driven contact center for use by any resident, business or visitor in Durham. The focus is to provide a one-call-shop approach for callers, visitors to the website or those individuals who come into City Hall. Durham One Call is a point of contact center where residents can request City services, find out information about local municipal government, obtain answers to community-related questions, and establish connections to city department operations. These customer focused services are accomplished through the use of a wide range of technology-related programs and equipment, extensive training for Durham One Call staff and continuous communications with other City departments or divisions. Durham One Call has service level agreements with six partner departments that stipulate what services Durham One Call staff will provide the partner departments. The partner departments include: Solid Waste Management, Water Management, Public Works, Transportation, General Services and Neighborhood Improvement Services.

Issues and Analysis

The attached report details the objectives, observations, and results of the Durham One Call Performance Audit dated May 2012.

Recommendation

The Department of Audit Services recommends the City Council receive and accept the Durham One Call Performance Audit dated May 2012 as presented and approved at the May 21, 2012 Audit Services Oversight Committee meeting.

Attachment