



Ten Years of Superior Service



July 1, 2013 - June 30, 2014

Our Vision

We aspire to be the central point of contact for Durham by providing world class service through information, technology and communication

“ I love Durham One Call. Call (919) 560-1200 to get any local government question answered.”

“I hope my appreciation for the great services provided by Durham One Call can be conveyed to the appropriate people. The people who answered the phone (how great to have actual people answer the phone!) were highly professional and helpful. I got two issues taken care of at once and have nothing but praise for the service.” Thank you!

Durham One Call - 10 Years of Service



Enhancing customer service and increasing outreach was the focus of Durham One Call this year. Durham One Call diligently focused on the consistent delivery of superior customer service to the residents, stakeholders and employees of the “Bull City.”

Durham One Call started the year hosting Phil Sanchez of NBC 17 in July 2013. He visited the center to feature Durham One Call in “A Day in the Life of a Durham One Call Representative.” He sat with contact center representatives to listen to calls and even took a few calls himself! He was amazed at the talent and commitment of the representatives as they assisted callers.

In September 2013, Durham One Call celebrated National Hispanic Heritage month by hosting a table at the annual Latino Festival. Durham One Call used this opportunity to increase outreach to the Latino community and provide education about the Durham One Call Spanish line and City services.



Durham One Call also hosted National Customer Service Week in October 2013 by promoting outstanding customer service across the City. Information was shared via Facebook and Twitter.

My interaction with the representative was very professional and helpful. I was seeking help with getting my beloved mother some assistance with getting her trash to the curb. I felt as though my concern/request mattered to her. She took my information and repeated everything back to me to ensure its accuracy. I am very pleased and overjoyed to know that "my city" offers such needed services for senior and/ or disabled residents. But mostly to have received more than excellent customer service. And to top it off, my needs were met with just ONE phone call.

Whenever I have called Durham One Call, and it has been a number of times over the years, I have always been impressed by how helpful, friendly and courteous the staff have been. Keep up the good work!

Keep up the good work. You provide a valuable service for our community.

Information included:

- How to submit a service request
- 'Fun Facts' about Durham One Call
- 'Customer Service Trivia', and
- A poster contest depicting customer service. "What Does Customer Service Look Like?"



Transportation Department 2013 National Customer Service Week Poster of the Year

The City of Durham and Durham One Call also received the

"Citizen-Engaged Community" Award from the Public Technology Institute (PTI) for the service programs provided to residents to engage the City including telephone, social media, internet, City website ~ 24/7 online submission of requests for service.



Durham One Call Receiving "Citizen-Engaged Community" Award October 2013

Durham One Call's commitment to customer service was acknowledged in a column by Barry Saunders featured in Raleigh's *News and Observer*. Read the article here.

<http://www.newsobserver.com/2013/10/28/3321236/saunders-durham-one-call-aces.html>

In December 2013, Durham One Call hosted City Council

Great service! The lady and the gentleman with whom I spoke were lovely. They sought more information, and properly triaged my requested. When my request got to the right place it was handled promptly, courteously and perfectly! Couldn't have asked for better customer service or more flawless execution! Well done! Thank you!

Impressed with speedy fix of bridge planking! The "trail closed" signs can be removed.

Appreciate the quick action. Stop sign and street sign were back up within several hours of my call.

members during which they spent time with contact center representatives listening and answering calls. Their interaction with the representatives and residents proved to be enlightening for the Councilmembers and inspiring for the representatives.

Durham One Call completed the fiscal year by celebrating ten



City Council Members with Durham One Call Representatives, December 2013

years of service to the City of Durham residents and stakeholders. Celebration activities included a City-wide promotion of service through anniversary activities such as an Open House in the Contact Center, trivia contests throughout the week of June 16 through June 20 via social media (Facebook & Twitter), Fun Facts in the City Manager's newsletter, an informational video on Durham Television Network (DTN) and the City's website, and acknowledgment of 10 years of service and anniversary achievement at the June 16 City Council meeting.

Durham One Call Recognition at City Council Meeting
http://durham.granicus.com/MediaPlayer.php?view_id=2&clip_id=155



Durham One Call Tenth Anniversary trivia winner, left, and anniversary banner signed by residents and employees.

Durham One Call is proud to be the central point of contact and will continue the journey to provide world class service through information, technology, and communication.

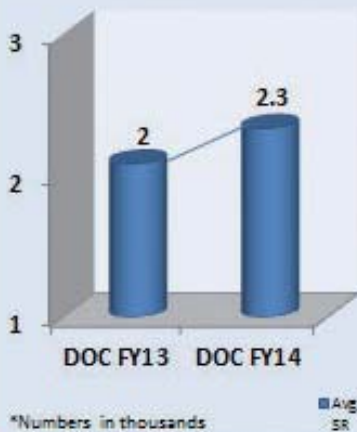
Durham One Call Tenth Anniversary Video
<https://www.youtube.com/watch?v=3xRjZjKpkrY>

Durham One Call - *By The Numbers*

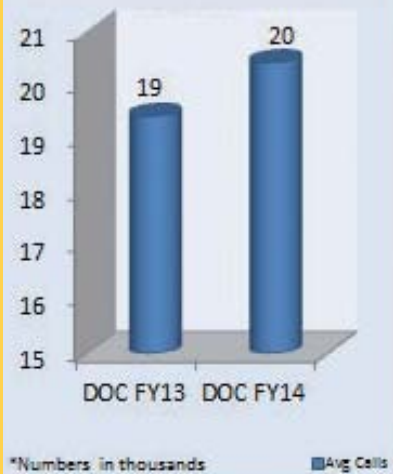
Through outreach and continued promotion of services offered by the City, the calls received from July 1, 2013 to June 30, 2014 increased by 5 percent. The increase indicates that Durham One Call is a vital part of the service the City offers to residents, businesses, and stakeholders. The data also indicates that residents are placing more requests for City services through Durham One Call. In closing the fiscal year, Durham One Call has received more than 2.6 million calls during its 10 years of service, including 5,483 calls to the Spanish line.

The year-to-year increase in service requests is 10 percent. Another indication that residents continue to use Durham One Call for service needs, in addition to 24/7 online access.

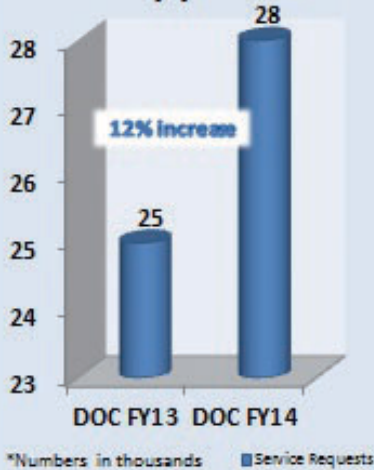
DOC Average Service Requests Per Month



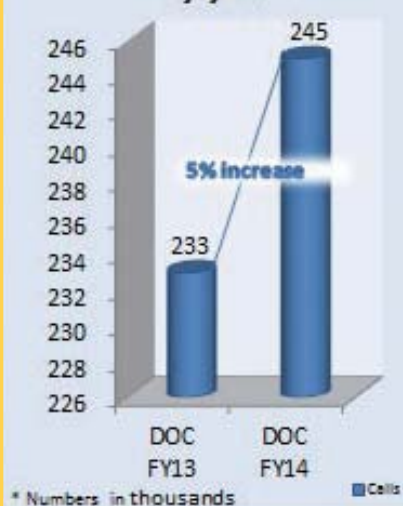
DOC Average Calls Per Month



DOC Service Request Comparison by year



DOC Call Comparison by year



Durham One Call - *Service Partners*



General Services



Water Management



Solid Waste Management



Neighborhood Improvement Services



Transportation



Public Works