

Attachment 2

Snow and Ice 311 Calls by Season - Volume, Referral Rates, and Response times

- When comparing the two snow and ice seasons, the contact volume has decreased from 47,779 to 22,186 which translates to a 53% decrease so far.
- Script improvements to provide more information to Citizens by 311 agents prior to referral to Roadway were implemented for the current snow season. Based on these script improvements, we have seen a lower percentage of calls being referred and requiring investigation and follow up by Roadways. The ratio of tickets referred has dropped from 63% to 49%.
- SAP Notifications sent by 311 are assessed by Roadways within 5 business days. The performance indicators show that for the current season Roadways has been able to close notifications within 5 business days 82.7% of the time. This is an improvement from last season with 53.8% closed within 5 business days.

	2013 - 2014 Season (October – April)						2014 - 2015 Season (October – YTD February)					
	On Time	1 Day Late	2-3 Day Late	4-7 Day Late	7+ Day Late	Tickets	On Time	1 Day Late	2-3 Day Late	4-7 Day Late	7+ Day Late	Tickets
Total	53.76%	5.71%	8.22%	9.33%	22.97%	47,779	82.7%	4.8%	5.3%	3.3%	3.8%	22,186
Full Service						17,867						11,241
Referral	53.76%	5.71%	8.22%	9.33%	22.97%	29,912	82.71%	4.82%	5.30%	3.33%	3.83%	10,945