

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*

FOR THE MONTH/YEAR: December, 2007
211 HELPLINE

(ABREIVIATED REPORT DUE TO DECEMBER ICE STORM)

CALL CENTER: 2-1-1 Tulsa Helpline

COUNTIES COVERED: Adair, Cherokee, Creek, McIntosh, Muskogee, Okfuskee, Okmulgee, Osage, Rogers, Sequoyah, Tulsa and Wagoner.

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):

December Calls By County		
County	# Calls	% Calls
ADAIR	11	0.07%
CHEROKEE	18	0.12%
CREEK	400	2.65%
MC INTOSH	9	0.06%
MUSKOGEE	49	0.33%
OKFUSKEE	7	0.05%
OKMULGEE	39	0.26%
OSAGE	135	0.90%
ROGERS	220	1.46%
SEQUOYAH	3	0.02%
TULSA	11533	76.51%
WAGONER	57	0.38%
211 Helpline	12481	
Other OK	126	0.84%
Not OK	51	0.34%
Unknown	2415	16.02%
Total December	15073	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN*

	# of Calls	% of Total
December 01 –Dec 09 * (Calls answered prior to December 10 th ice storm)	2234	14.82%
December 10 (3pm) –December 12 (5pm) at Emergency Operations Center	1500	9.95%
December 12 (5pm) –December 31 st	11339	75.23%
Total Calls for December 2007	15,073	

15,073 calls is more than double the expected call volume of approximately 7,100 calls for the month of December. The previous highest single month call volume was 9,205 in August of 2007.

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

FOR THE MONTH/YEAR: December, 2007
211 HELPLINE

CALL CENTER MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):

Hour of Calls	Number of Calls	% of Total Calls
12:00 – 12:59AM	37	0.27%
1:00 -1:59AM	34	0.25%
2:00 – 2:59AM	29	0.21%
3:00 – 3:59AM	28	0.21%
4:00 – 4:59AM	25	0.18%
5:00 – 5:59AM	59	0.43%
6:00 – 6:59AM	149	1.10%
7:00 – 7:59AM	458	3.37%
8:00 – 8:59AM	1010	7.44%
9:00 – 9:59AM	1445	10.65%
10:00 – 10:59AM	1435	10.57%
11:00 – 11:59AM	1367	10.07%
12:00 – 12:59PM	1288	9.49%
1:00 – 1:59PM	1306	9.62%
2:00 – 2:59PM	1214	8.94%
3:00 – 3:59PM	1078	7.94%
4:00 – 4:59PM	816	6.01%
5:00 – 5:59PM	476	3.51%
6:00 – 6:59PM	403	2.97%
7:00 – 7:59PM	264	1.95%
8:00 – 8:59PM	209	1.54%
9:00 – 9:59PM	204	1.50%
10:00 – 10:59PM	152	1.12%
11:00 – 11:59PM	87	0.64%
	13573*	100.00%

*** Does Not Include Calls Taken at Emergency Operations Center**

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

FOR THE MONTH/YEAR: December, 2007
211 HELPLINE

CALL MANAGEMENT METRICS*

Metric		GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 min 3 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	14.4%	≤ 10%
Average Time a Caller is in Queue before Abandoning Call: Average time callers responding to auto attendant are in message queue prior to abandoning	2 min 12 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 minutes	

*Does not include the calls received at the Emergency Operations Center (EOC). 2-1-1 Helpline was limited to 4 call stations at the EOC. The abandoned call rate while at the Emergency Operations was estimated to be 50% or greater.

FOLLOW-UP CALLS REPORT (Follows Up were suspended during the month of December)

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Metric and Percentage of Call Contacts*	#	% of Total Calls
211 Spanish Group Incoming Calls	275	
211 Spanish Group Connected Calls	153	1.13%
% of Answered Spanish Speaking Calls	55%	
Deaf Translation Calls Using 7-1-1 Relay Service	1	>1%

*Does not include calls taken at Emergency Operations Centers.

TOP CALLER NEEDS PRIOR TO ICE STORM: A Caller May Have Multiple Needs or Requests

Caller Need/Request December 1-9	# of
	Request
Request for Agency Contact Information	672
Financial Assistance (eg. rent and utilities)	556
Health Care and Medical Treatment	265
Holiday Assistance	232
Food Requests	157

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*

**FOR THE MONTH/YEAR: December, 2007
211 HELPLINE**

TOP CALLER NEEDS AFTER DECEMBER 10th ICE STORM BY WEEK: A caller may have multiple needs or requests.

Ice Storm December 2007 Disaster Related Caller Needs by Week December 10-31st Includes calls received at Emergency Operations Center				
Most Frequent Caller Requests				
	12/9-12/15	12/16-12/22	12/23-12/31	Total
	Week1	Week 2	Week 3	
Shelter	1424	890	248	2562
Food (Emergency & Replacement)	642	1367	311	2320
Power outage reporting	961	521	97	1579
Damage reporting (FEMA, OEM, Lost Wages)	248	677	138	1063
Debris Removal	311	586	194	1091
Weatherhead Repair	97	516	90	703
Downed Lines/Limbs Blocking Road	138	79	19	236
Special Needs (Transportation, Medical, Oxygen)	194	95	38	327

Notes and Seasonal Programs

2-1-1 Helpline played a key role in the community's response and recovery during the December 2007 ice storm. 2-1-1 served as the "front line" in providing needed information and resource referrals to individuals affected by the storm. In addition, the first response agencies working in Tulsa County's Emergency Operations Center (EOC) looked to 2-1-1 as a valued information source in planning their response activities. 2-1-1 assisted in making vital connections for individuals with special needs and in turn, advocated for needed resources with local emergency response and social service officials. Due to power and utility outages at 2-1-1's primary and back-up sites during the initial days of the storm, 2-1-1 operated a phone bank from the EOC for three days.

To accommodate the massive influx of calls, 2-1-1 hired temporary service specialists and arranged for two service specialists from Houston 2-1-1 to assist the Tulsa call center for four days. Personnel from Community Service Council, Babyline, the Child Care Resource Center and LIFE Senior Services contributed as both service and resource specialists. YWCA Intercultural Center's Tele-Ayuda program also offered assistance. 2-1-1 was widely recognized within the community for the vital service the organization provided, including recognition from Mayor Taylor and her staff. 2-1-1 Helpline has been invited to participate in the Mayor's after-action review meeting on January 30th. 2-1-1 Helpline staff is developing a detailed after action report of 2-1-1's role in the aftermath of the ice storm.