



**PUBLIC SERVICE BOARD MEETING
AGENDA ITEM**

**REGULAR MEETING
Wednesday, September 13, 2017**

SUBJECT

Award a Call Overflow Support Services Contract to ReadyOne Industries

BACKGROUND

In March of this year, the Utility went live with a new Interactive Voice Response (IVR) system to better assist customers by automating payment, account information and other service options, with the goal of reducing call wait time and abandoned calls. Through the first six months of this fiscal year, our new IVR system has received over 500,000 customer calls, of which 192,000 were transferred to our Customer Care Center, but with limited staff, only 80% of the calls were answered. The new IVR system has been successful in reducing the number of calls received by the Customer Care Center by 15%. Last year the Utility experienced high turnover of customer relations clerks (CSR's) in the call center. We averaged only 17 CSR positions filled of the 30 budgeted positions. Currently, with the addition of 10 new employees and including four temporary employees, we are fully staffed.

EVALUATION PROCESS

In order to reduce the abandoned call rate staff assessed outsourcing our call overflow and two proposals were requested. ReadyOne's proposal provided the staffing required and competitive pricing. ReadyOne Industries is a local non-profit organization that provides call overflow support services. Their mission is to employ persons with significant disabilities and deliver high quality services with a diverse workforce. ReadyOne Industries services are exempt from competitive bidding requirements in accordance with Texas Local Government Code Section 252.022.

FINANCIAL IMPLICATIONS

Sufficient funds are available in account 720-7020, and the funding source is the Water and Sewer Fund.

PROPOSED ACTION REQUESTED

Award a call overflow support services contract to ReadyOne Industries in the estimated annual amount of \$300,000 with the option for two one-year extensions.

SUPPORTING DOCUMENTATION PROVIDED

) None