

TITLE: Prediction of Field Office Telephone Staffing Levels

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PROJECT OBJECTIVE:

To develop a regression model for staffing telephone operations in DMV field offices.

SUMMARY:

This report was prepared in response to a request from Division of Field Operations. The question was, "Given several variables, is there a way to estimate the value of one variable from the other variables?" Data were collected from 46 DMV field offices on the number of phone calls received, staff time used, wait-time before answering the phone, percentage of time all lines were busy, percentage of phone calls that were unanswered, and number of calls per staff member. A four-variable model to predict staffing levels was developed.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

The Field Operations Division decided not to utilize the prediction model and associated computer algorithms. The department has developed and implemented a call-distribution management information system based on automated cal-distribution technology.

SUPPLEMENTARY INFORMATION:

An interactive computer program for implementing the multiple regression prediction models on IBM PCs is available in the Research and Development Section.