



AIS™

Case Study—Weld County Sheriff's Office, CO

AIS™ Helps Weld County's Commitment to Citizen Service Ring True

Booking Department undergoes dramatic change as AIS™ handles almost 90% of all corrections calls.

SITUATION

Weld County, Colorado's extraordinary commitment to citizen service was being put to the test. Sheriff John Cooke had mandated that all incoming calls to the Weld County Correctional Facility be answered by the third ring. But with an average of 472 incoming calls each day and explosive population growth of 44 percent over the past decade, the sheer volume of calls made this a tall order, especially considering that staff members had a multitude of responsibilities beyond answering phone calls. The massive volume and repetitive nature of calls overwhelmed the civilian based staff and led to a stressful atmosphere with citizens frequently on hold, calls rolling over to costlier officers, and a high job turnover rate. Inner-agency partners were also frustrated by lengthy holds, and the constant barrage of calls impacted staff's ability to handle other important tasks such as booking with consistent accuracy. Meetings and training sessions could rarely, if ever, be handled without interruption. Something had to be done if Weld County was to continue offering the highest level of citizen service that Sheriff Cooke felt the community deserved.

SOLUTION

Like many Counties, budgetary limitations prevented Weld County from adding new staff, so they examined AIS™, the nation's most widely deployed voice response solution for correctional facilities. Initially, Nicole Morrill, the Weld County Booking Manager, was leery of making such a big operational change. **"But switching to AIS™ proved to be the easiest software implementation I've ever been a part of."** Telerus, the developer of AIS™ and a leading voice application hosting company, worked closely with Weld County to identify the most common types of citizen inquiries, and in a matter of weeks, the system was operational. Overnight, the atmosphere in the Weld County booking department changed dramatically.

2010 Statistics	
Total Calls Handled	172,158
Total Calls Automated	154,426
Automation Rate	89.7%

BENEFITS

According to Morrill, **"Our staff couldn't believe it. It was so quiet, they thought the phone system must surely be broken. The difference has been like night and day."** With AIS™, 89.7% of all calls are automated. Every citizen caller receives an answer within three rings and is given a quick and easy self-service option to obtain information, 24 hours a day, in English or Spanish. The civilian staff, previously dedicated to answering the non-stop inquiries, is now tapped to handle other administrative tasks, which improves overall operating efficiency and individual job satisfaction. Morrill noted, **"Believe it or not, we have found that callers actually trust the automated system more than people! After hearing information straight from the system, they aren't as likely to question us about an inmate's charges or argue about a bond amount."** As a result of these direct and indirect efficiencies, there hasn't been a need to request additional staff members, a costly and uncertain request that would have almost certainly have taken place without AIS™. Sheriff Cooke sums it up: **"Citizen service is a priority at Weld County and AIS™ helps us handle information requests effectively while saving our taxpayers time and money."**

