

ASSESSMENT

- A total of 349,926 inquiries were processed from June 1984 to January 1986. Of those 284,982 were telephone inquiries, 63,140 were mail inquiries, and 1,804 were walk-ins.

- From January 1985 to December 1985 inquiries per month increased from 6,974 to 27,900.

- Under the unique 'Comments' quality control program, 1,900 items from the public were logged and acted upon. (See item #4 Sample comments.)

- Ticket sales became a pivotal issue in our corporate success. EXPO INFO staff sold 282,401 site visits by December 31, 1985. The corporation as a whole had achieved firm sales for a total of 9,023,000 million site visits - 66% of our projected visits.

- A specific evaluation of the services has not been formally conducted with the public. Internal monitoring of our level of service to the public (through ACD telephone reports) shows that our goal of 80 per cent of all incoming telephone calls being handled within 30 seconds of being received has been consistently surpassed.

The efficiency of the EXPO INFO operation is perhaps best indicated by our productivity measure. With a data base of over 100,000 words and inquiries on every conceivable Expo-related subject, productivity for December 1985 was rated at 2.9 minutes per inquiry.

In the exposition year, Expo anticipates handling 1.5 million inquiries. Additional staff has already been hired, with 12 new information officers to start in February.

Our objectives for the pre-Exposition year have been achieved and we begin 1986 with a sense of confidence in being able to handle an incredible volume of inquiries for what promises to be a highly successfully exposition.