



Press Release

Contact: Woody McMillin
Public Information Director
woody.mcmillin@mnps.org

Customer Service Center completes successful first year

NASHVILLE, Tenn. (Aug. 2, 2006) – The Customer Service Center serving Metro public schools has completed its first year of operation, fielding more than 175,000 phone calls since Aug. 1, 2005.

The Center, among the first of its kind in the nation, met dual goals of the school district in providing more prompt and accurate information to the public and establishing a central point for all inquiries so trend information could be provided to members of the Metropolitan Nashville Board of Education.

“We’ve become a central source for people to bring their questions,” said Mark Chamberlain, Customer Service Manager. “A year ago, the staff was really excited when we explained to them how we would be interacting with the public. There was a huge sense of being part of something big. It’s groundbreaking, really.”

In its first year of operation, the Center has generated a bank of amazing statistics, including:

- Total calls: More than 175,000.
- Average wait time: 35 seconds, although it can be longer in peak periods such as the week before and week after the start of school.
- Average time on phone: Under two minutes.
- Busiest times: 7-9:30 a.m. and 2:30-4:30 p.m.
- Primary reason for calls: Zoning, magnet schools, bus transportation, preschool, human resources and payroll.
- Paperwork processed in addition to phone calls: 4,100 magnet and optional school applications, 1,100 summer school applications and all Records Center requests, special transfers and summer camp registration, among others.

The Center is staffed by 10 full-time representatives, with up to six additional temporary staff at the start of school. Some of those representatives work at the Customer Service Desk where paperwork can be delivered and processed. Calls are taken from 6 a.m.-6 p.m., while the Customer Desk is open 8 a.m.-5:30 p.m. Requests for information can be processed in English or Spanish.

Metro Nashville Public Schools provide a range of educational opportunities to more than 74,000 students in Nashville and Davidson County. The governing body for MNPS is the Metropolitan Nashville and Davidson County Board of Public Education, a nine-member group elected by residents of Metropolitan Nashville. For more information, please visit www.mnps.org.

###