



**311 Contact Center  
Weekly Update**

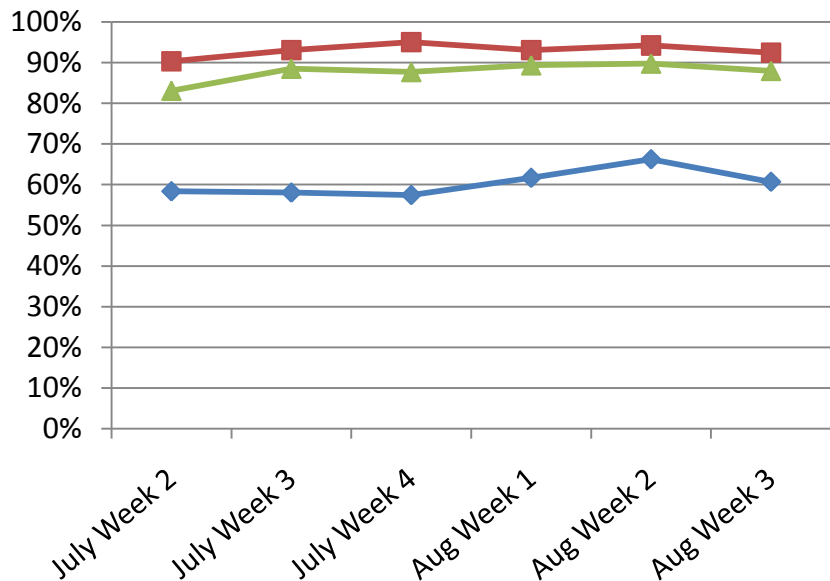
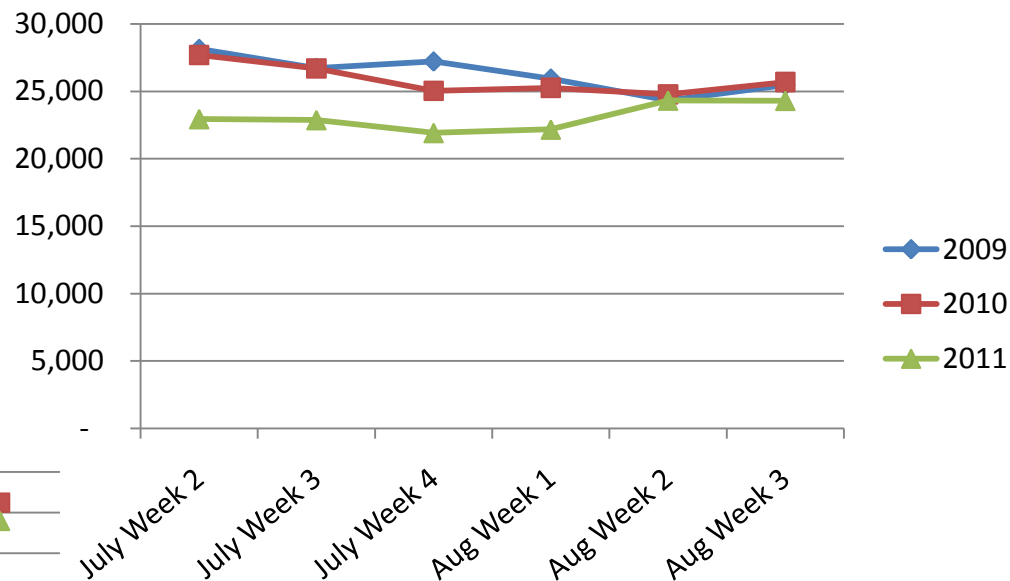
**AUGUST 15<sup>TH</sup>-21<sup>ST</sup>  
2011**



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

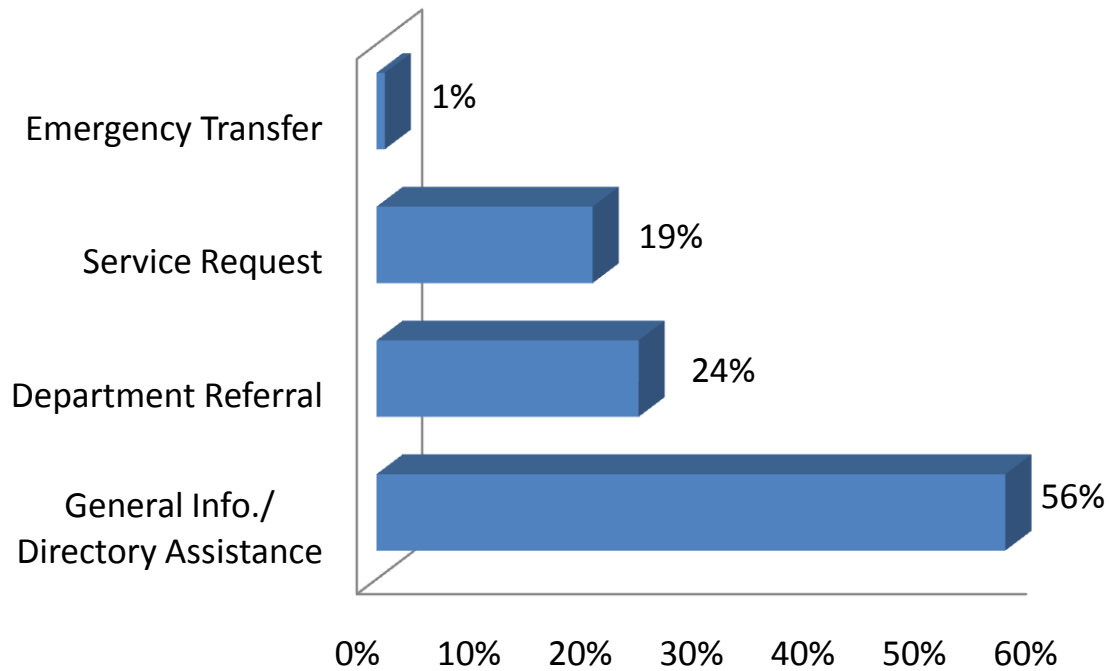
## 2011 Data

<b>Performance Measure</b>	<b>August 15-21</b>	<b>August 8-14</b>	<b>August Average 2010</b>	<b>2011 YTD</b>
<b>Calls Offered</b>	24,294	24,313	24,436	819,579
<b>Average Weekday Call Volume</b>	4,395	4,393	4,374	4,267
<b>Percent of Calls Answered</b>	90%	91%	94%	89%
<b>Emergency Transfers</b>	1%	1%	1%	1%



# Customer Contacts Logged

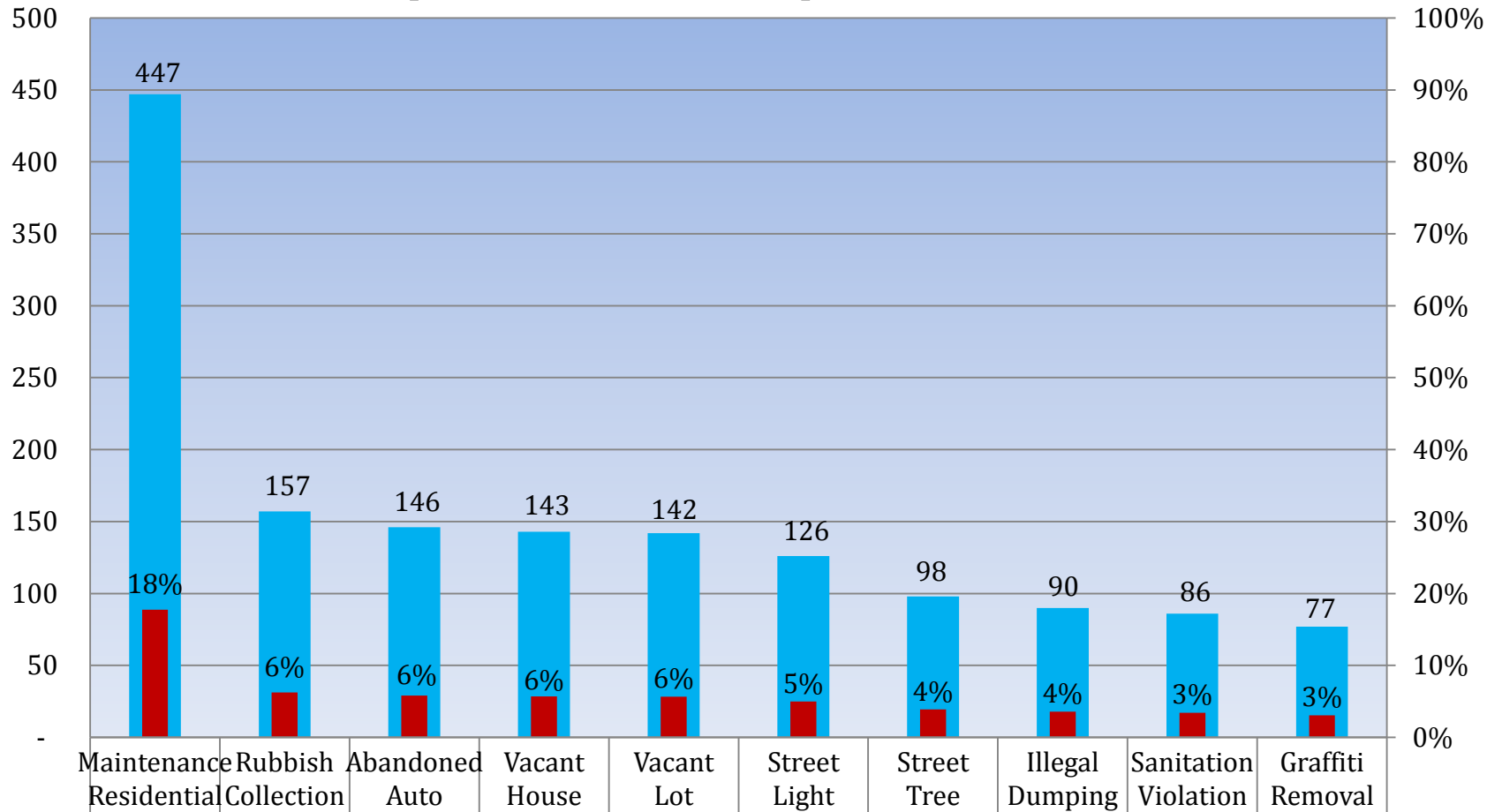
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

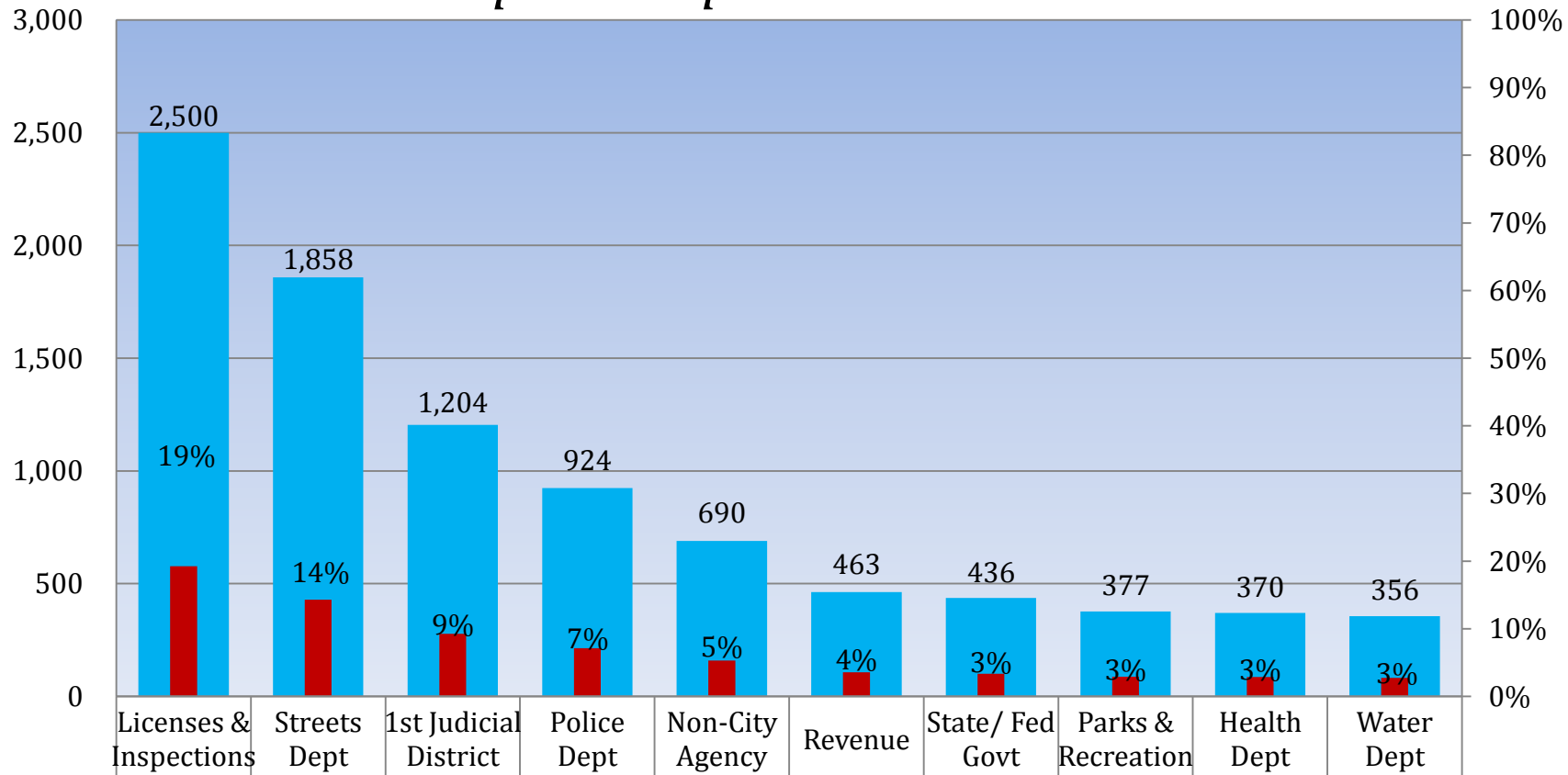


■ Week Ending 8/21	447	157	146	143	142	126	98	90	86	77
■ Service Request %	18%	6%	6%	6%	6%	5%	4%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



■ Week Ending 8/21	2,500	1,858	1,204	924	690	463	436	377	370	356
■ Department %	19%	14%	9%	7%	5%	4%	3%	3%	3%	3%

Revenue Split: Water Revenue - 210  
Other Revenue - 253



## Appendix A: Definitions

- **Calls Offered**: Number of calls that came in to 311.
- **General Information**: A customer inquiry that can be resolved using the 311 knowledge database.
- **Department Referral**: A customer inquiry that cannot be resolved using the 311 knowledge database and is escalated to a City Department.
- **Service Request**: One of a specific list of requests for City service that the 311 Contact Center accepts and distributes to the appropriate department by automation. These requests are given a reference number and can be tracked on our website.