



311 Contact Center

Weekly Update

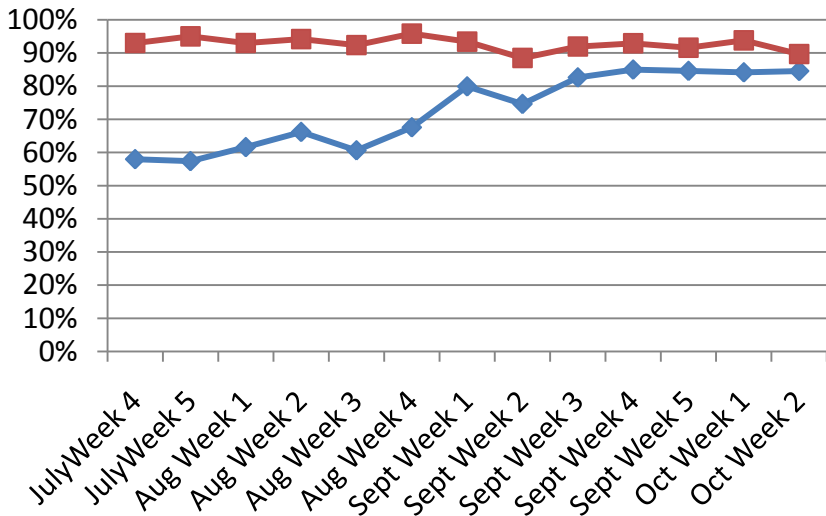
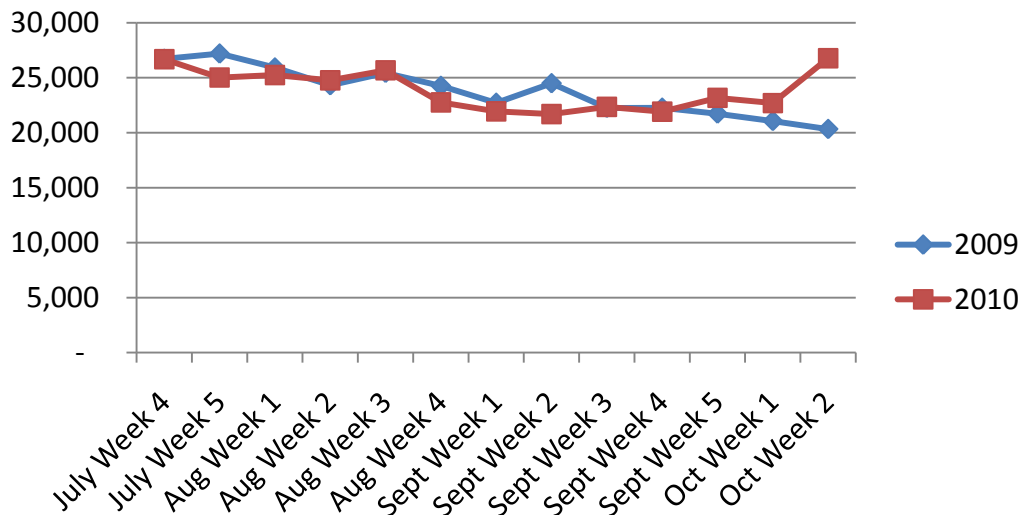
**OCTOBER 10TH - 16TH
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

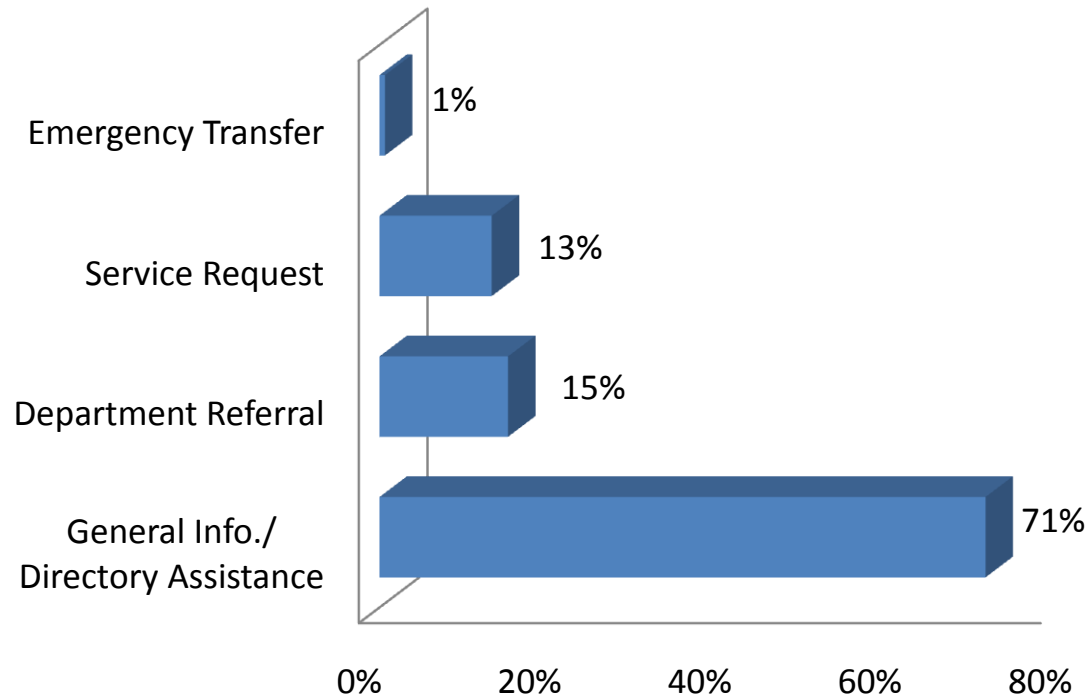
2010 Data

Performance Measure	October 10-16	October 3-9	October Average 2009	2010 YTD
Calls Offered	27,129	22,402	17,298	1,125,796
Average Weekday Call Volume	4,546	4,100	3,376	4,977
Percent of Calls Answered	93%	96%	85%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

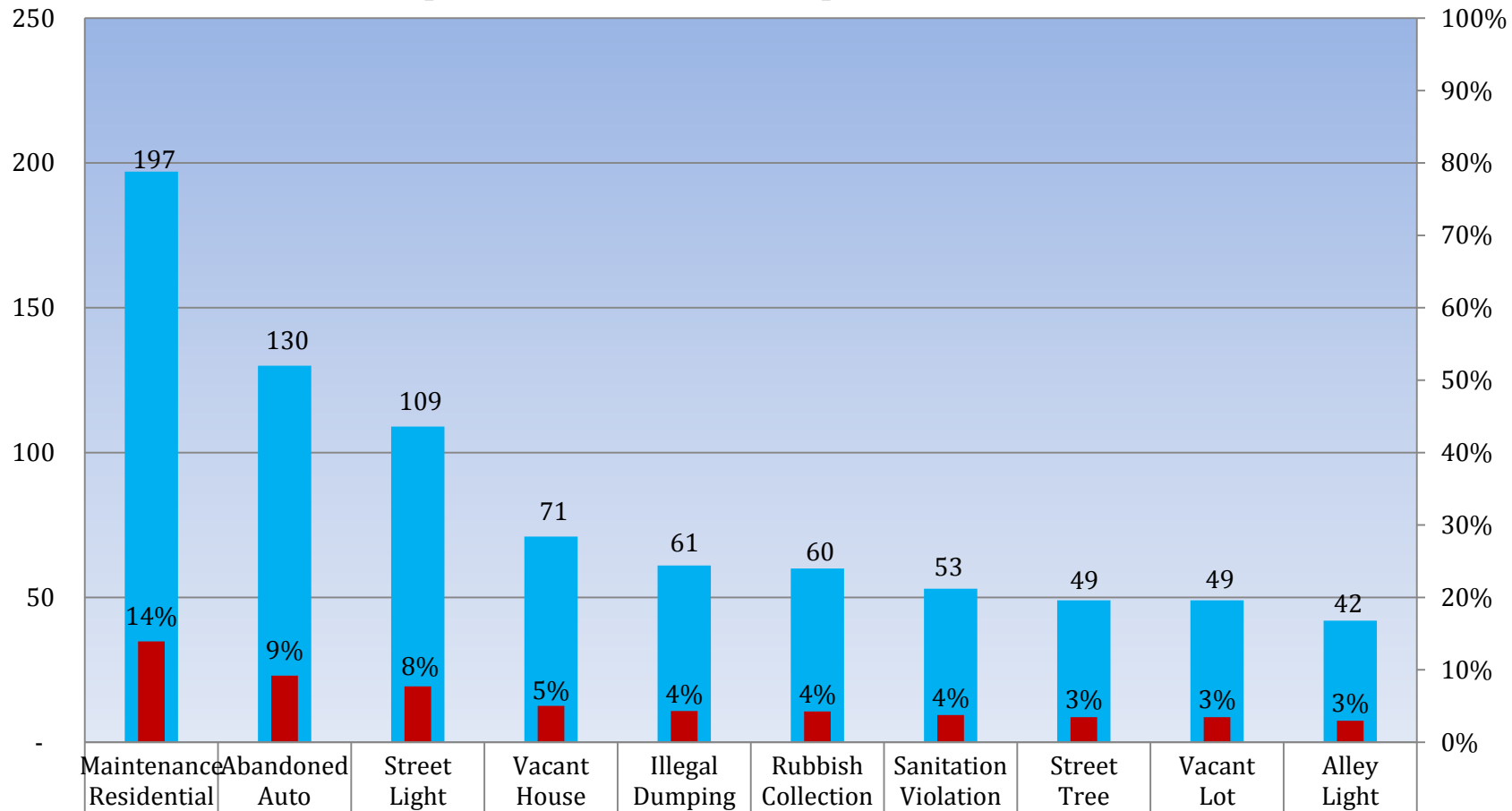
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

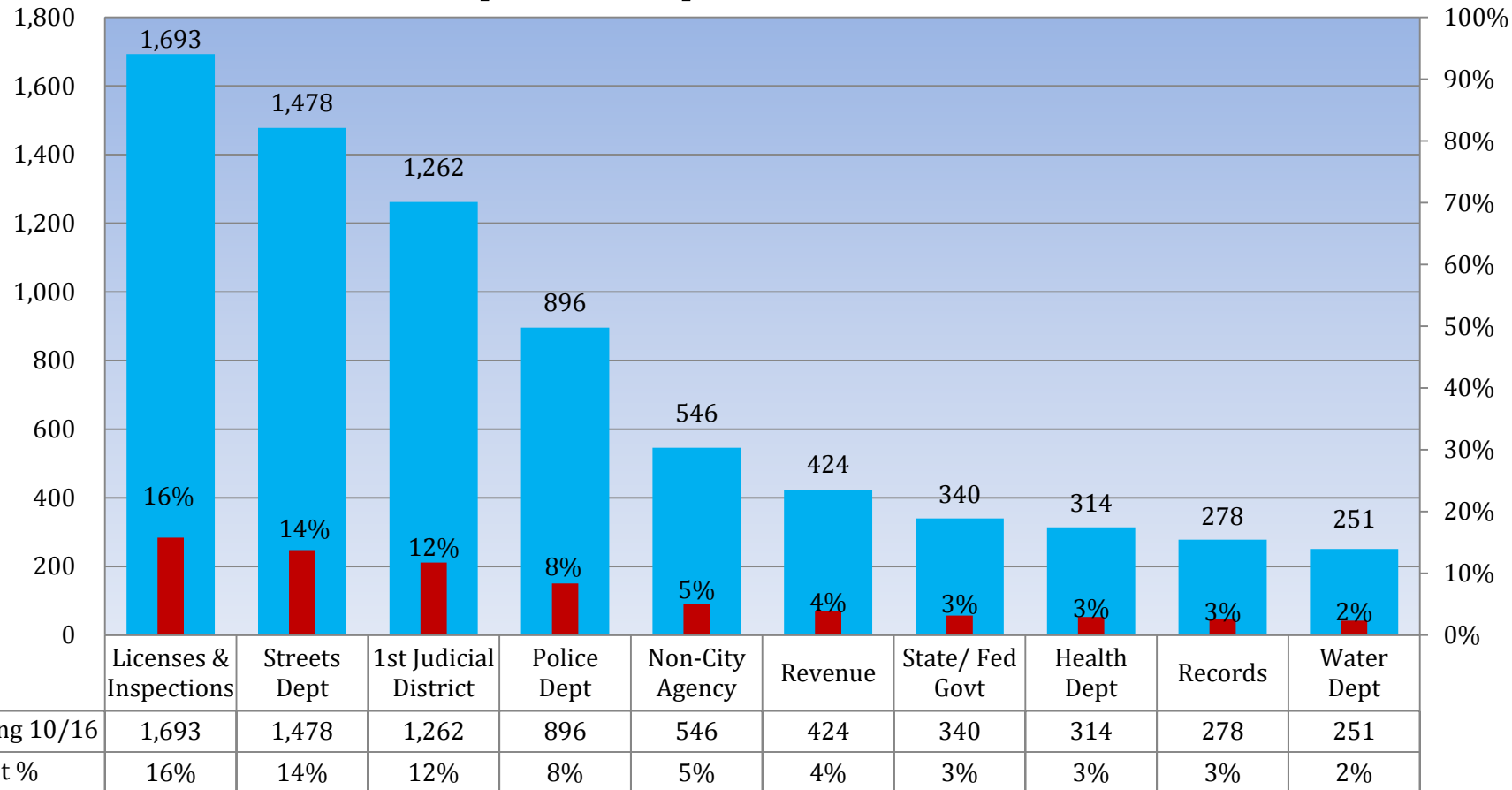


■ Week Ending 10/16	197	130	109	71	61	60	53	49	49	42
■ Service Request %	14%	9%	8%	5%	4%	4%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 275
Other Revenue - 149



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.