



**311 Contact Center
Monthly Report**

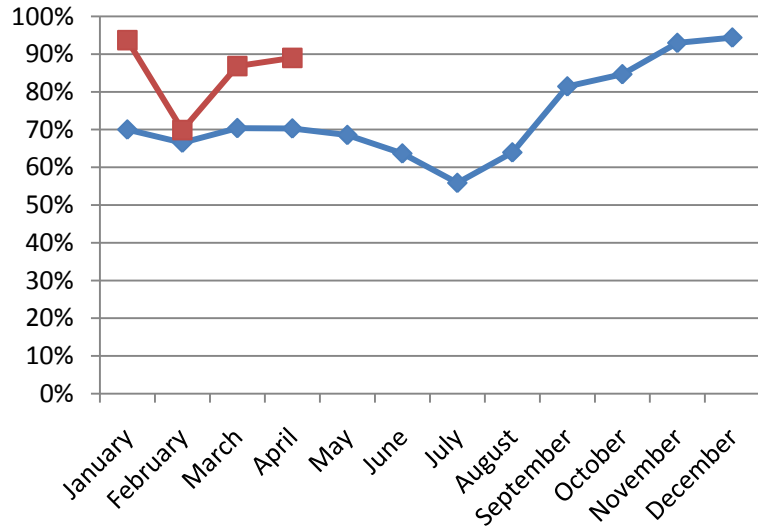
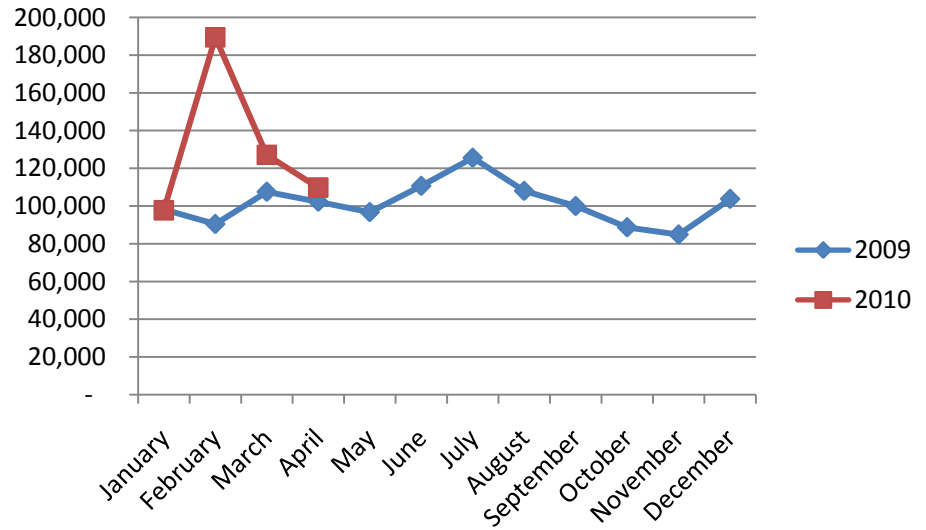
APRIL 2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



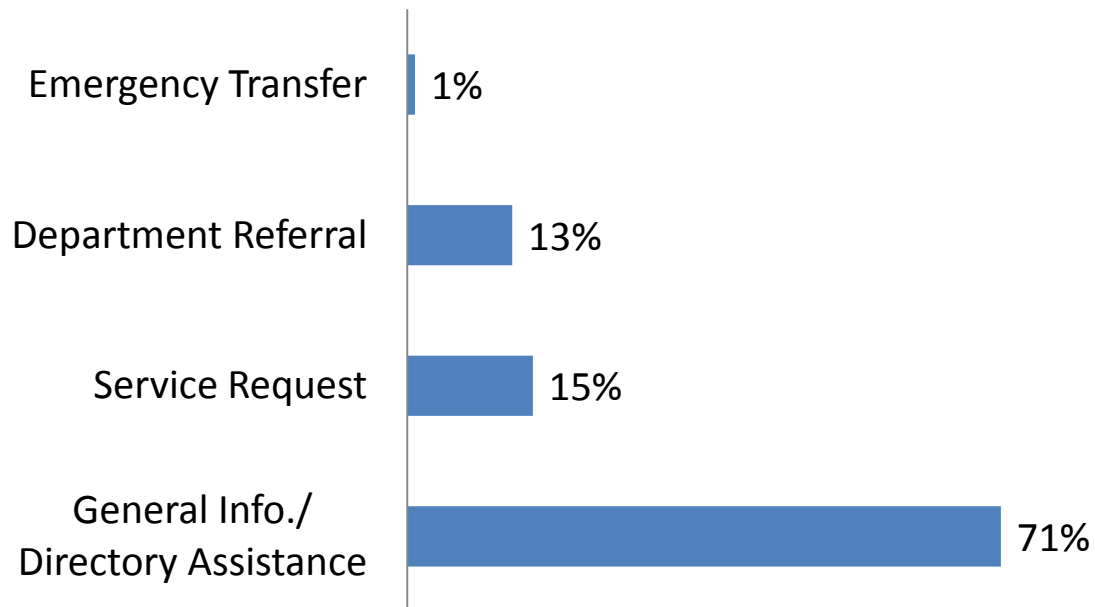
Call Volumes and Performance Levels

Performance Measure	Apr 2010	Apr 2009	Mar 2010	Feb 2010	Jan 2010	2010 YTD
Calls Offered	109,799	102,108	127,138	189,449	97,751	527,791
Average Weekday Call Volume	4,716	4,231	5,005	8,030	4,378	5,486
Percent of Calls Answered	89%	72%	86%	78%	93%	87%
Emergency Transfers	1%	2%	1%	1%	< 1%	1%



Customer Contacts Logged

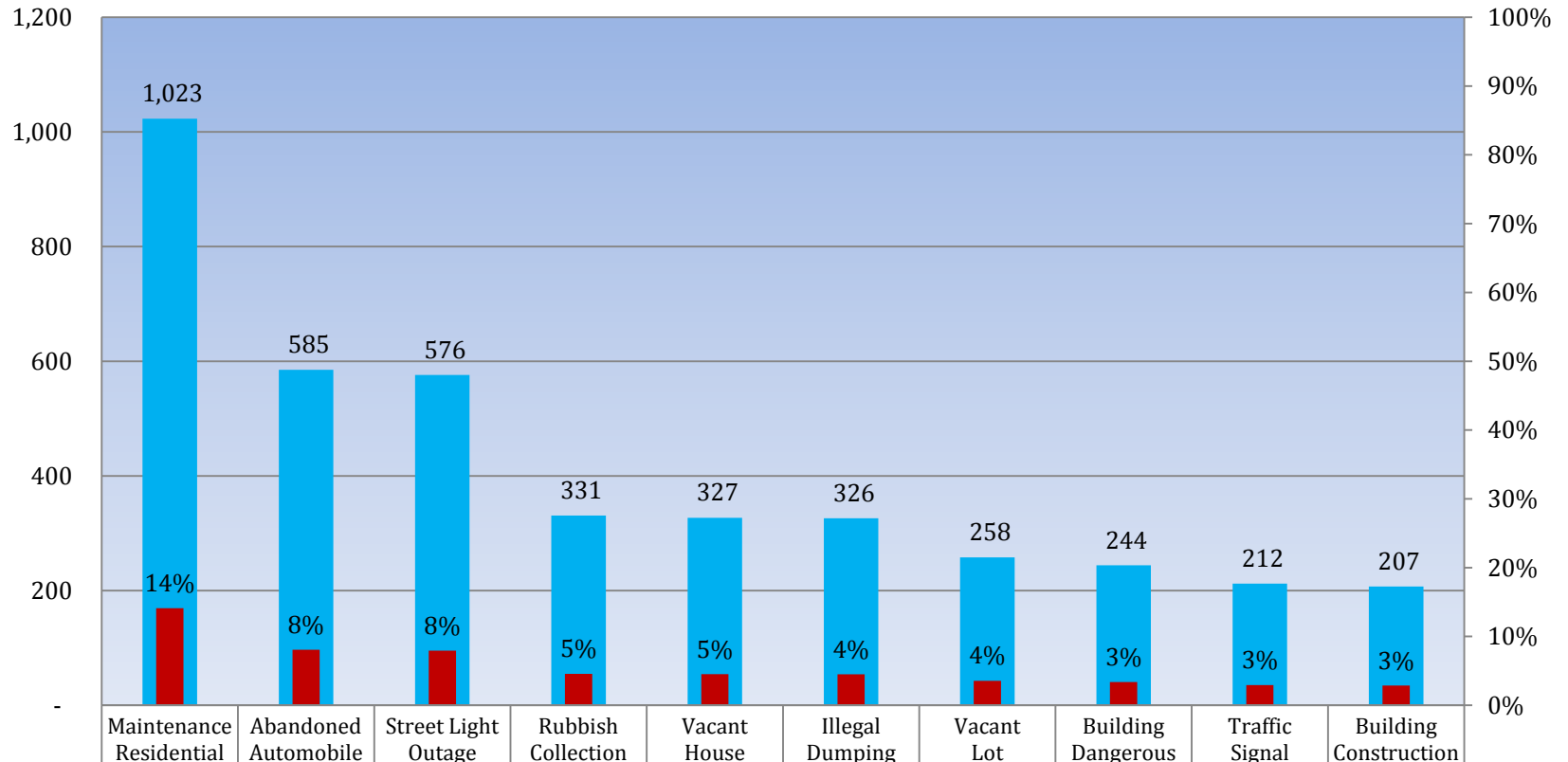
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

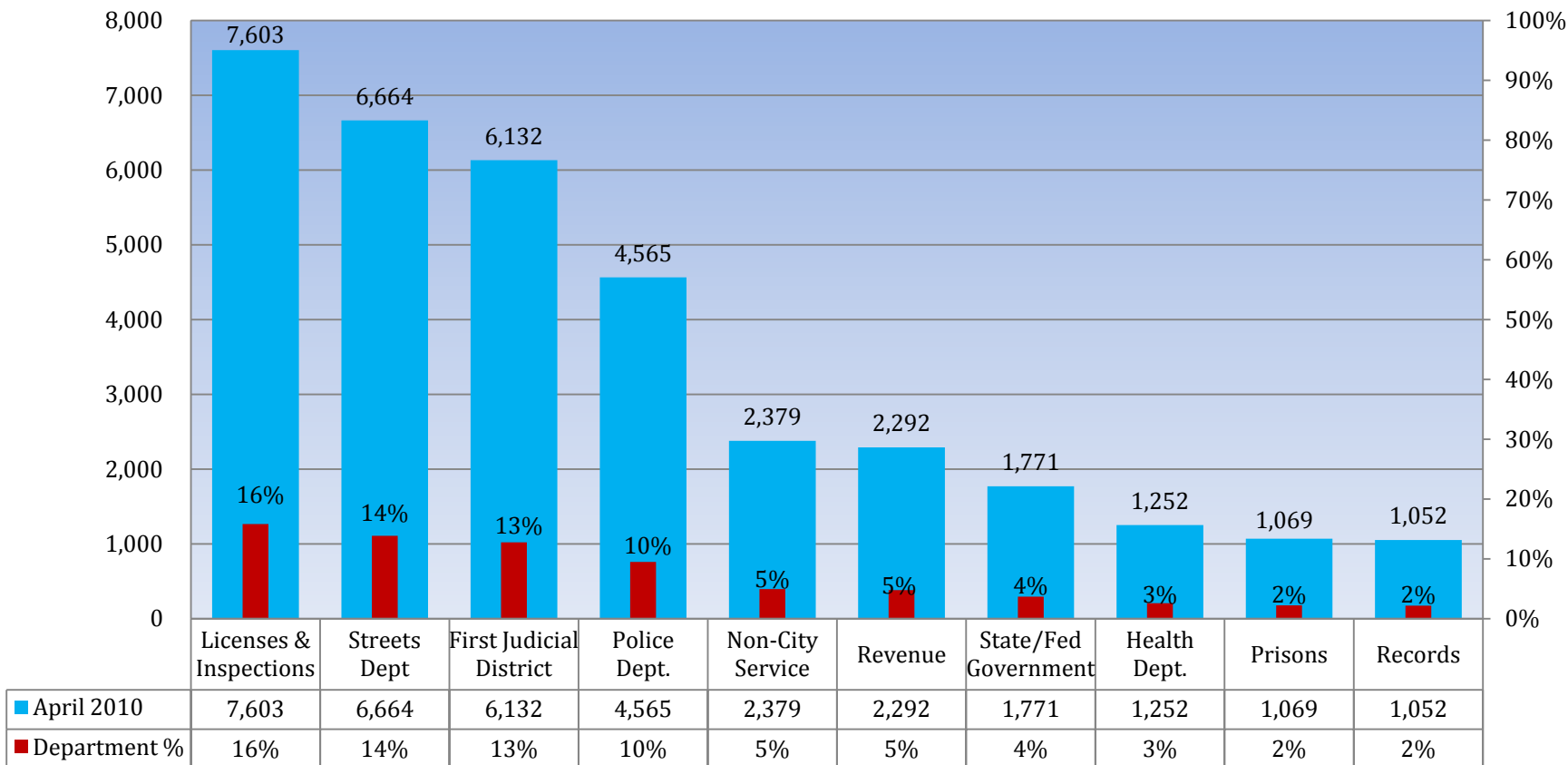


■ April 2010	1,023	585	576	331	327	326	258	244	212	207
■ Service Request %	14%	8%	8%	5%	5%	4%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments





Appendix A: Definitions

- **Calls Received**: 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.