



**311 Contact Center
Monthly Report**

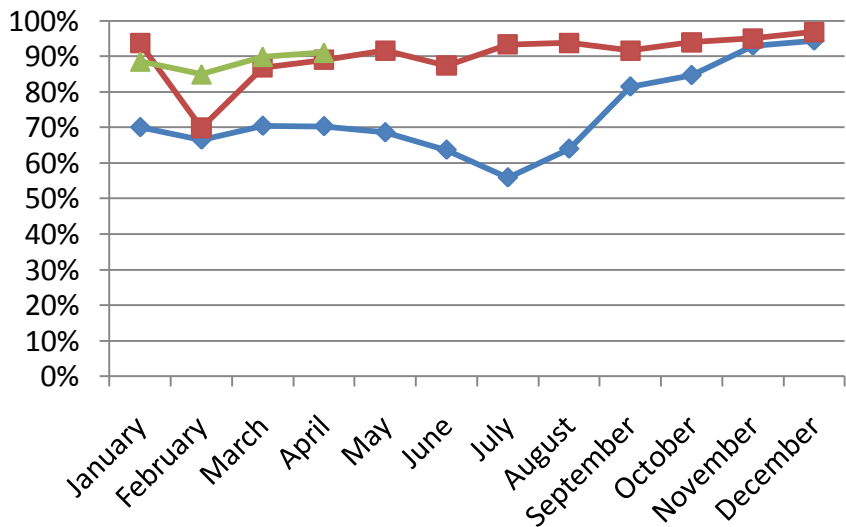
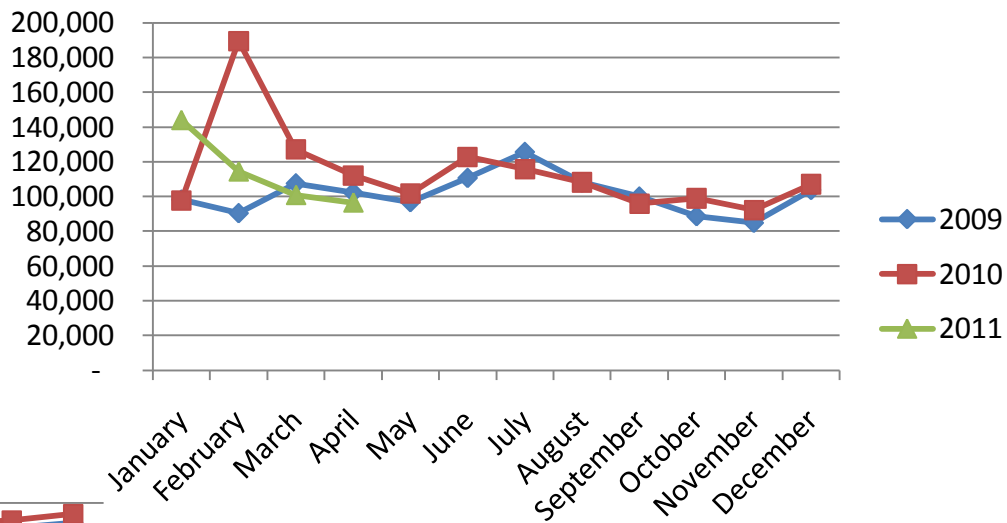
APRIL 2011



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



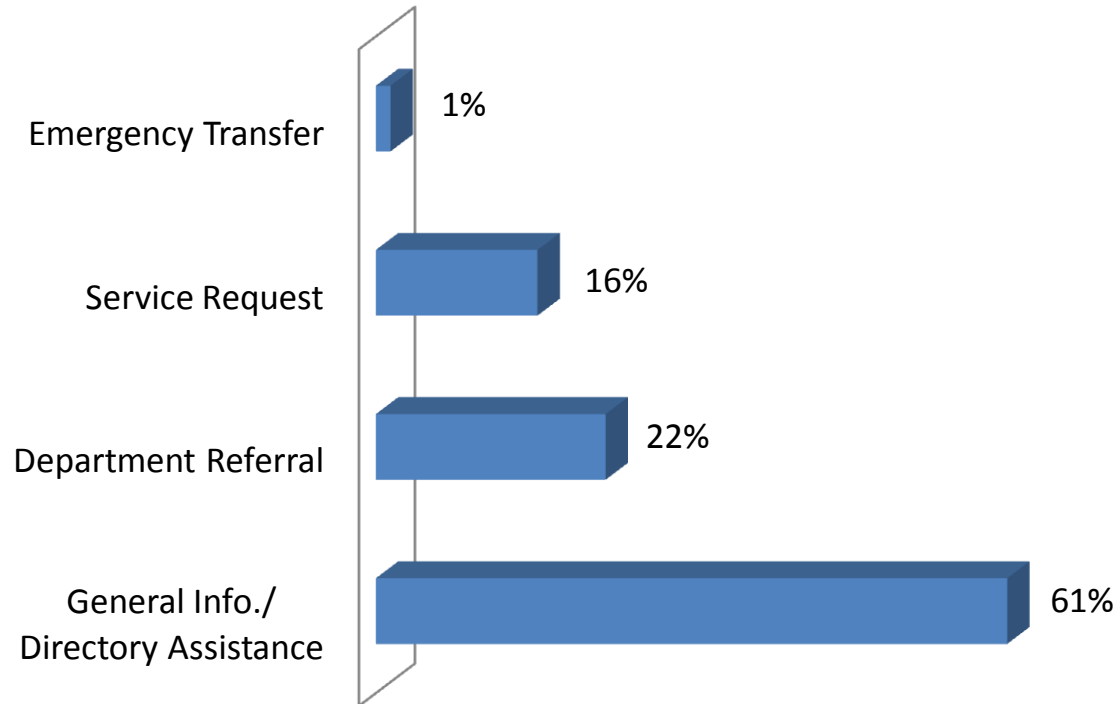
Call Volumes and Performance Levels

Performance Measure	April 2011	April 2010	1st Quarter Average	2011 Total
Calls Offered	96,502	109,799	119,729	455,690
Average Weekday Call Volume	4,167	4,716	5,264	4,990
Percent of Calls Answered	92%	89%	88%	89%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

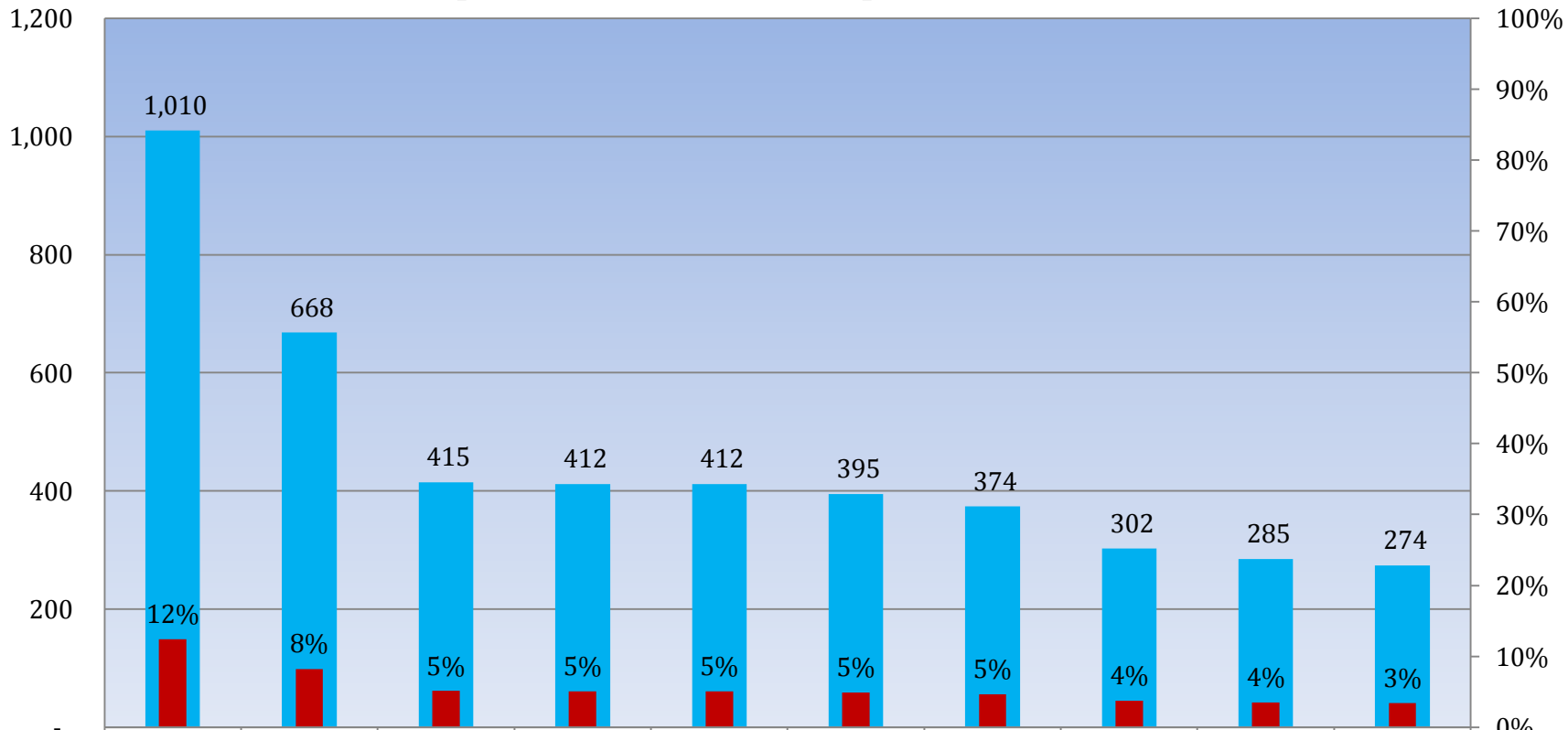
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

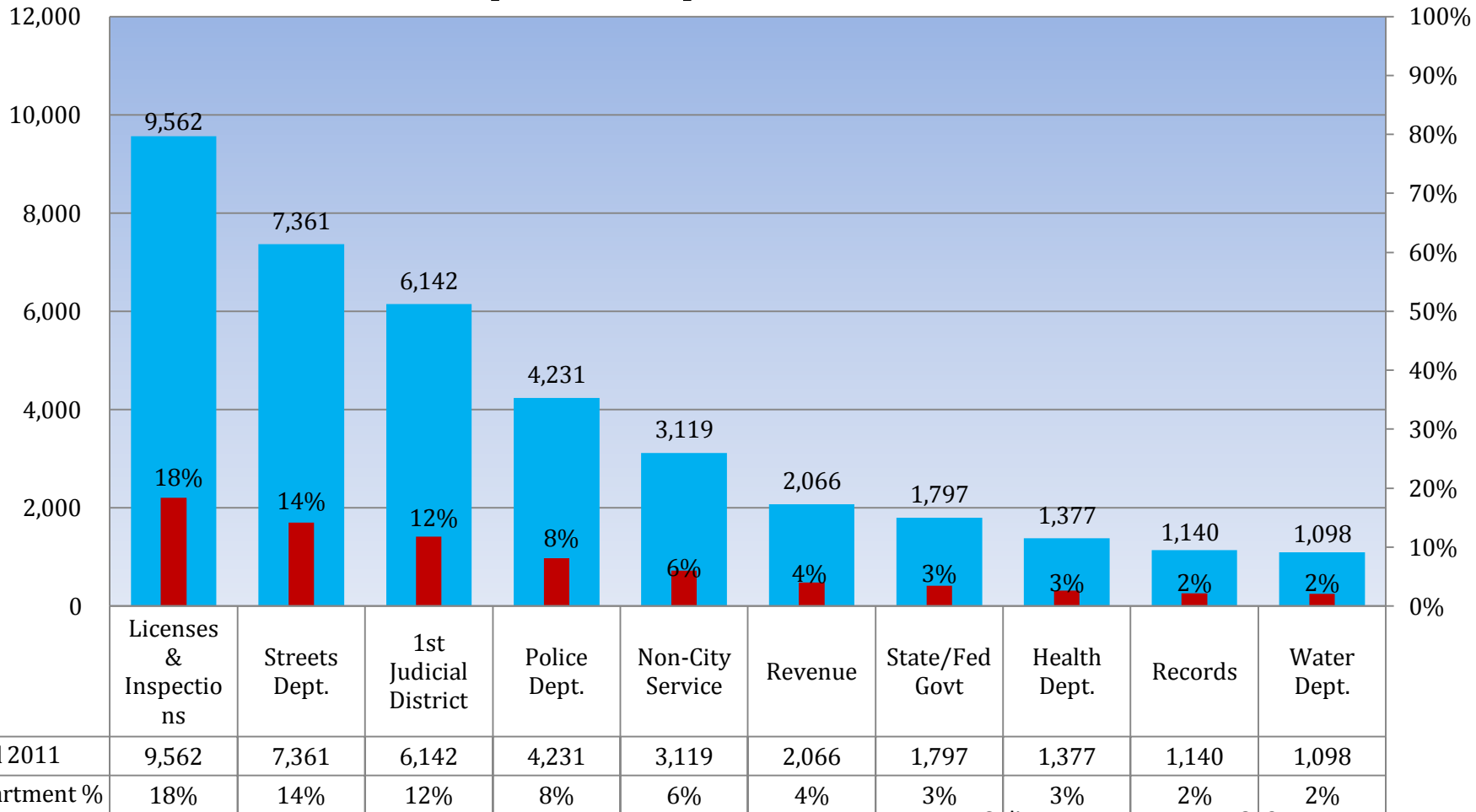


■ April 2011	1,010	668	415	412	412	395	374	302	285	274
■ Service Request %	12%	8%	5%	5%	5%	5%	5%	4%	4%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 853
Other Revenue - 1,213



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.