



311 Contact Center

Monthly Report

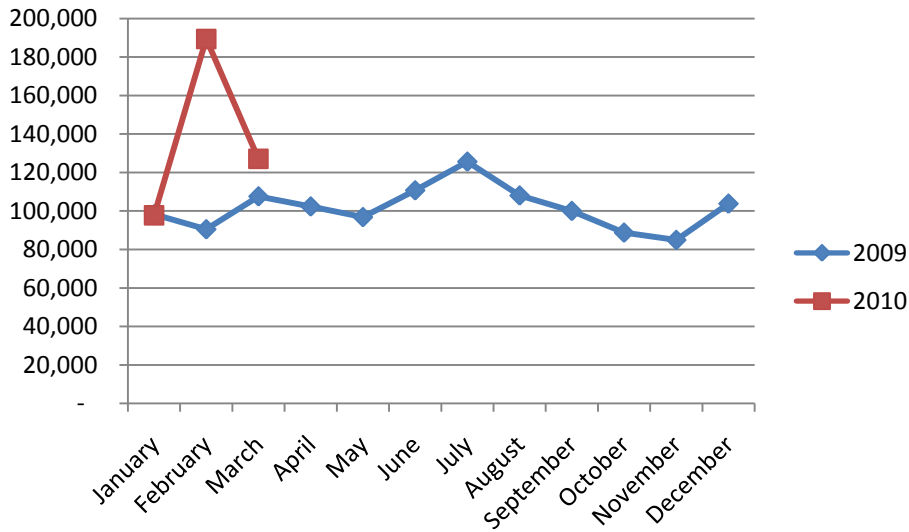
MARCH 2010



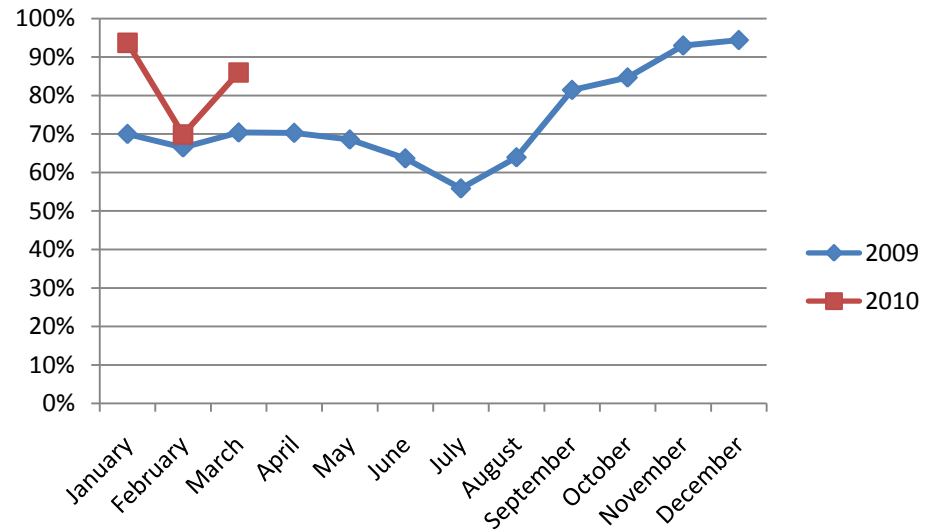
Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% of Calls Answered





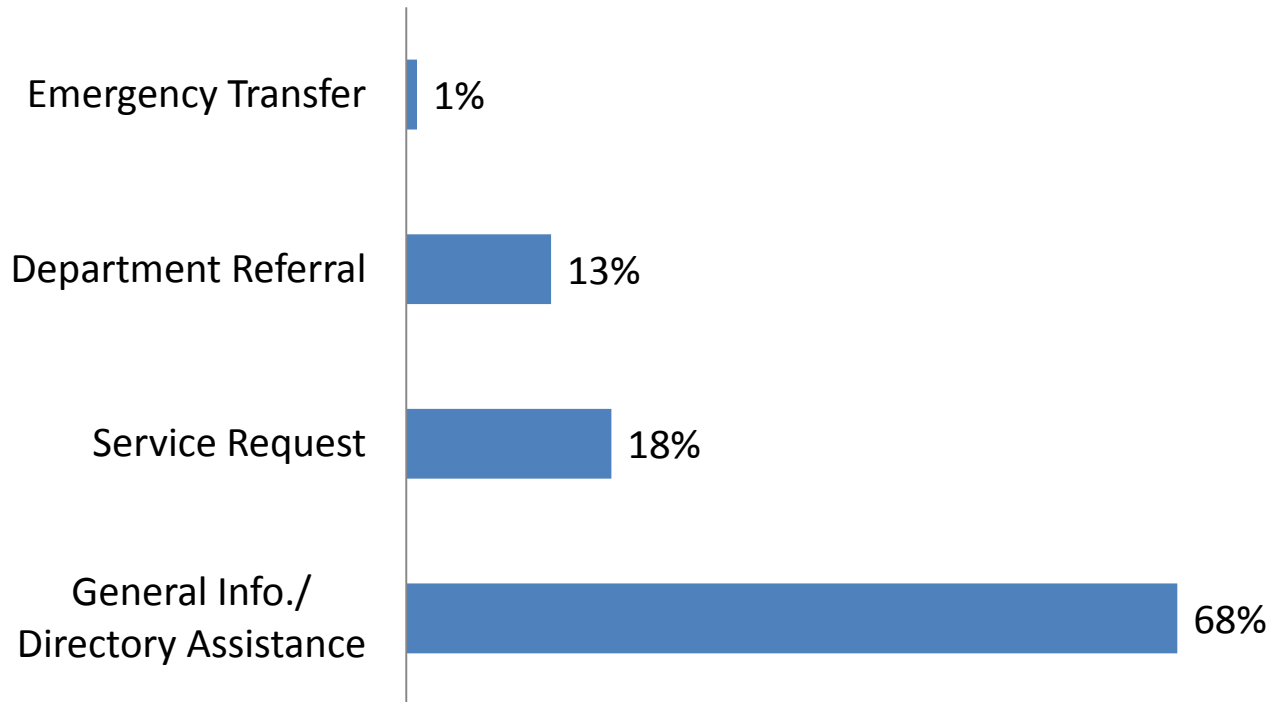
Call Volumes and Performance Levels

Performance Measure	Mar 2010	Mar 2009	Feb 2010	Jan 2010	2010 YTD
Calls Offered	127,138	107,569	189,449	97,751	425,630
Average Weekday Call Volume	5,005	4,383	8,030	4,378	5,752
Percent of Calls Answered	86%	70%	78%	93%	86%
Emergency Transfers	1%	1%	1%	< 1%	1%



Customer Contacts Logged

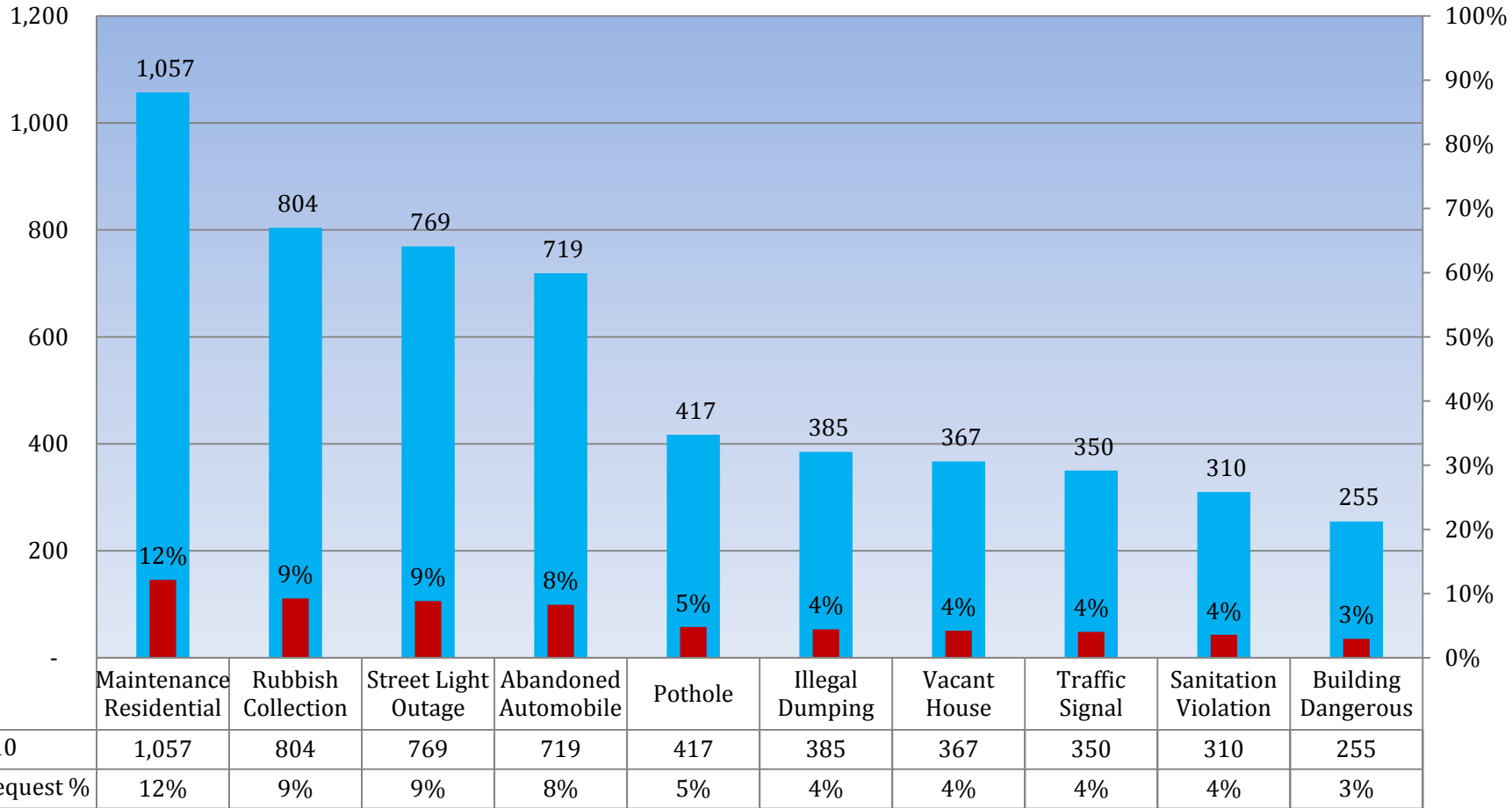
Request Type Distribution





Customer Contacts Logged

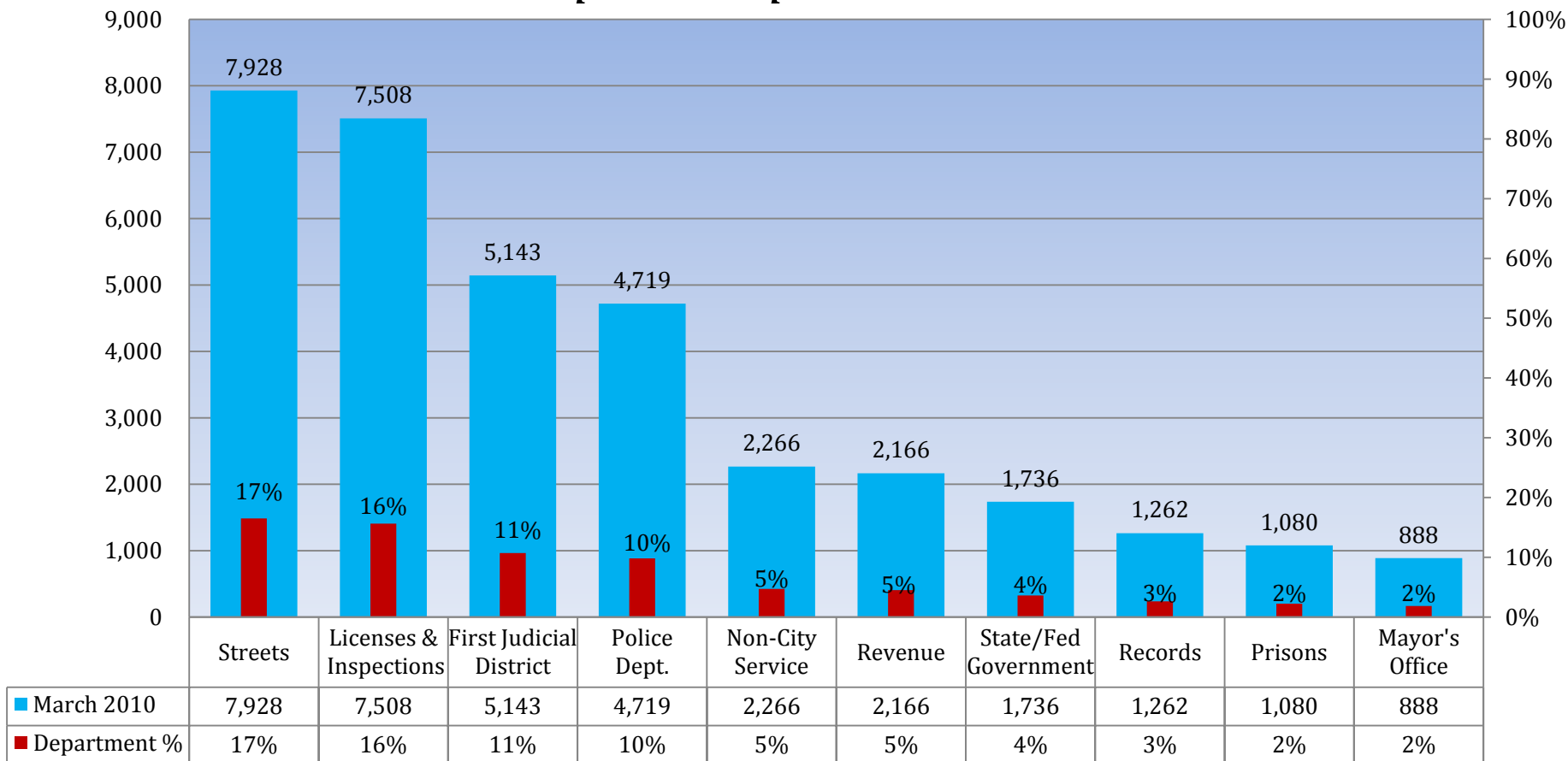
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments





Appendix A: Definitions

- **Calls Accepted**: 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.