



**311 Contact Center
Monthly Report**

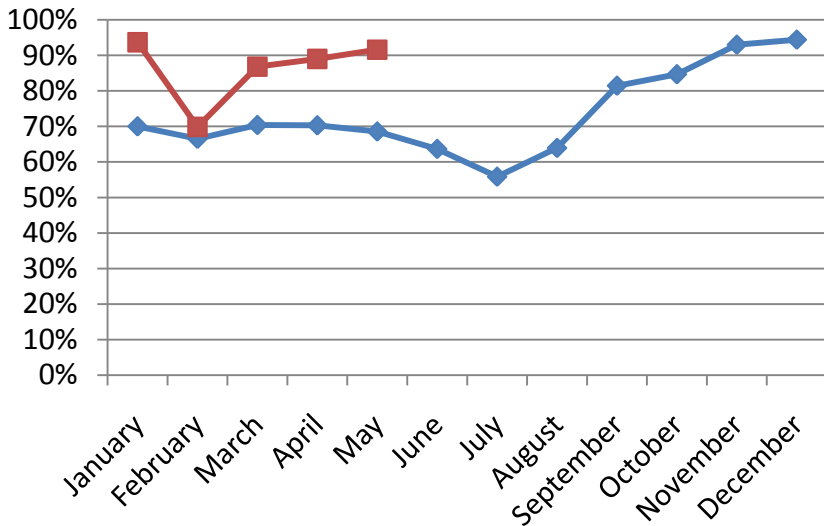
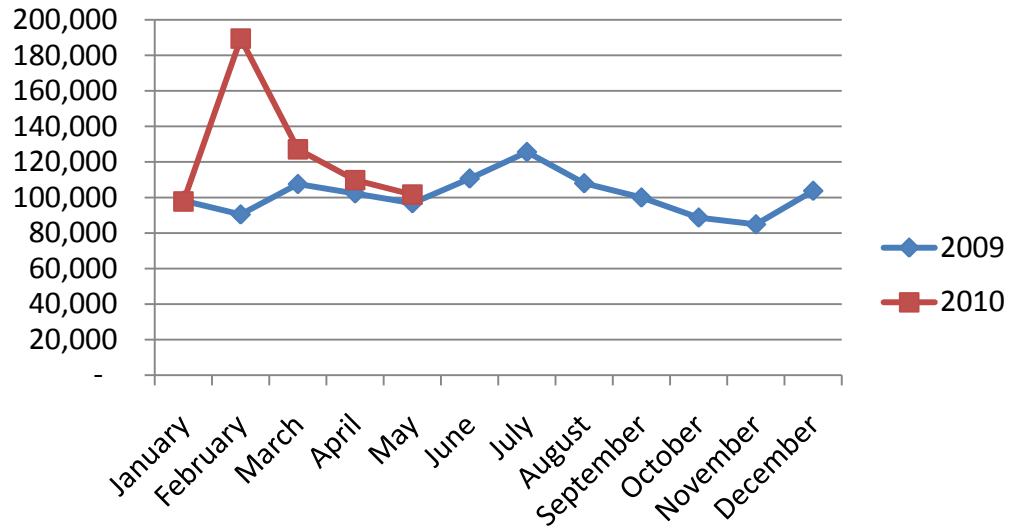
MAY 2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



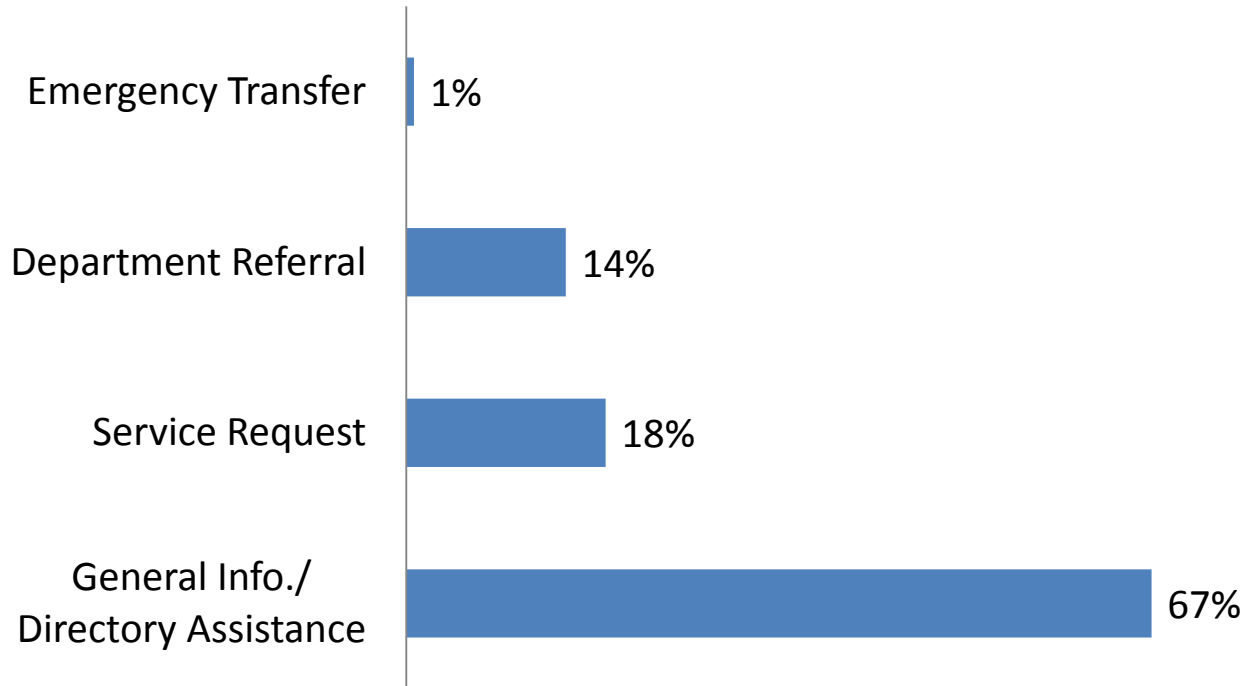
Call Volumes and Performance Levels

Performance Measure	May 2010	May 2009	Apr 2010	1st Quarter Monthly Avg	2010 YTD
Calls Offered	101,625	93,849	109,799	138,111	625,762
Average Weekday Call Volume	4,466	3,952	4,716	5,804	5,319
Percent of Calls Answered	92%	69%	89%	86%	88%
Emergency Transfers	1%	2%	1%	1%	1%



Customer Contacts Logged

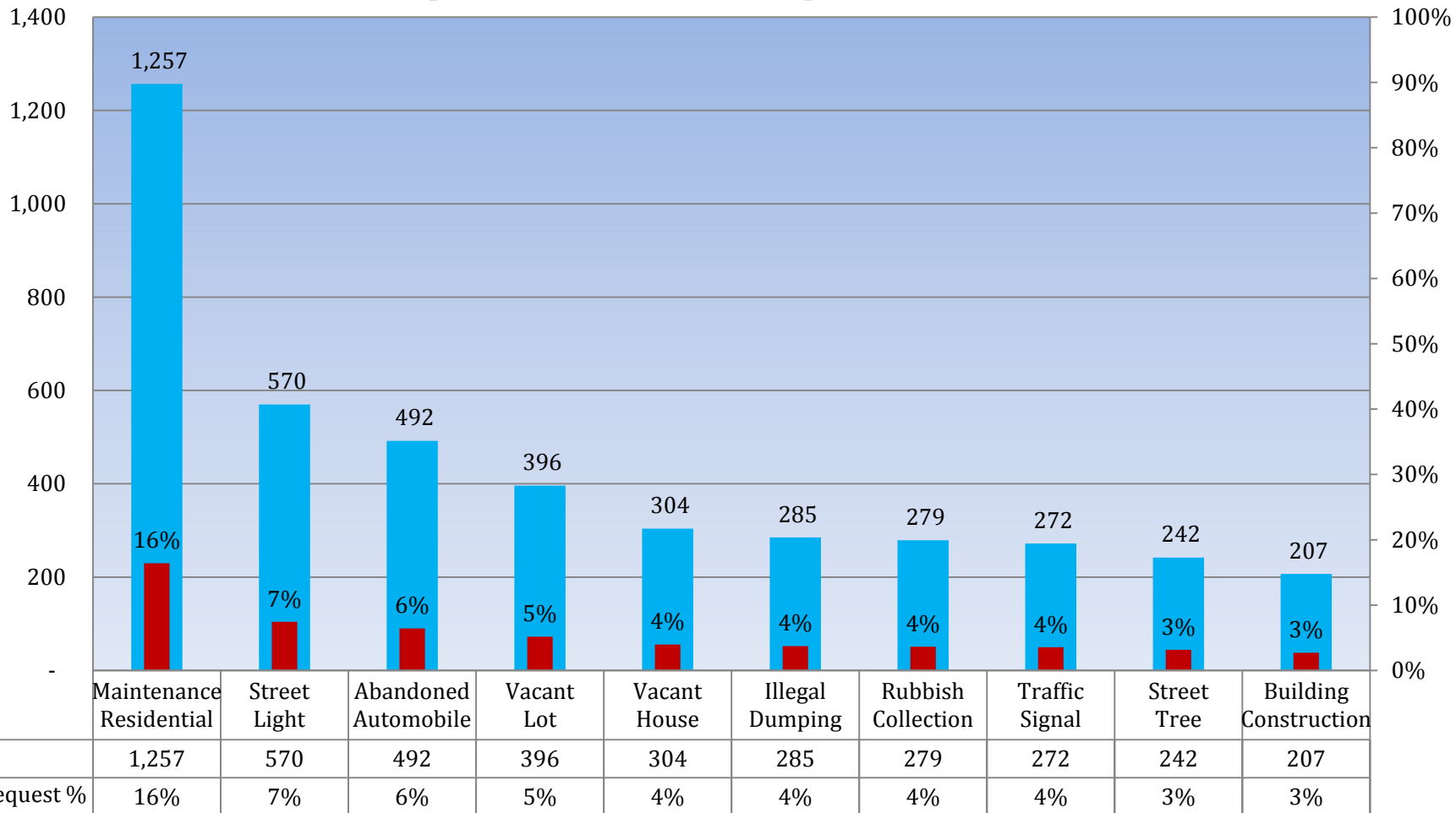
Request Type Distribution





Customer Contacts Logged

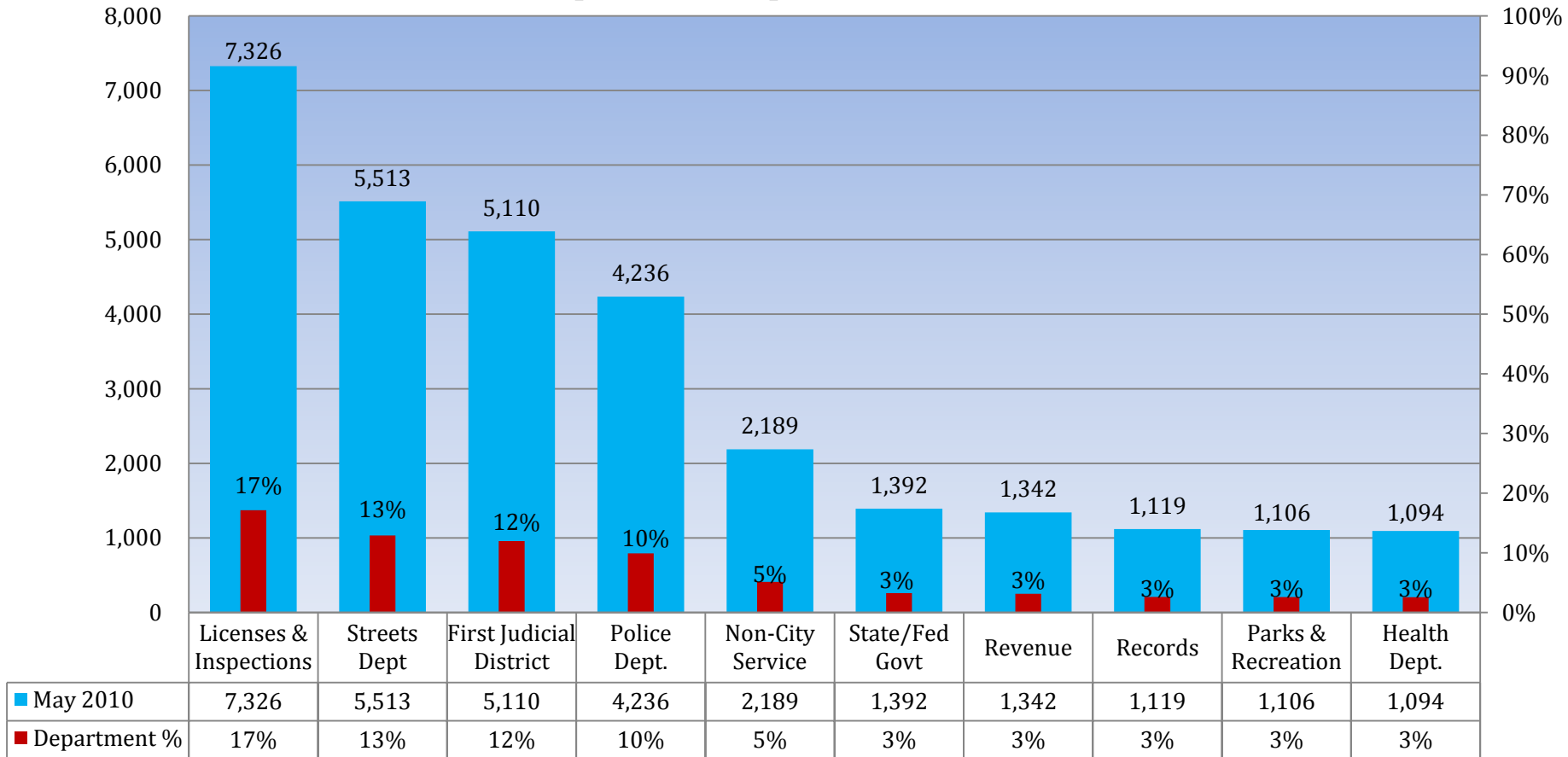
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments





Appendix A: Definitions

- **Calls 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.