



311 Contact Center

Monthly Report

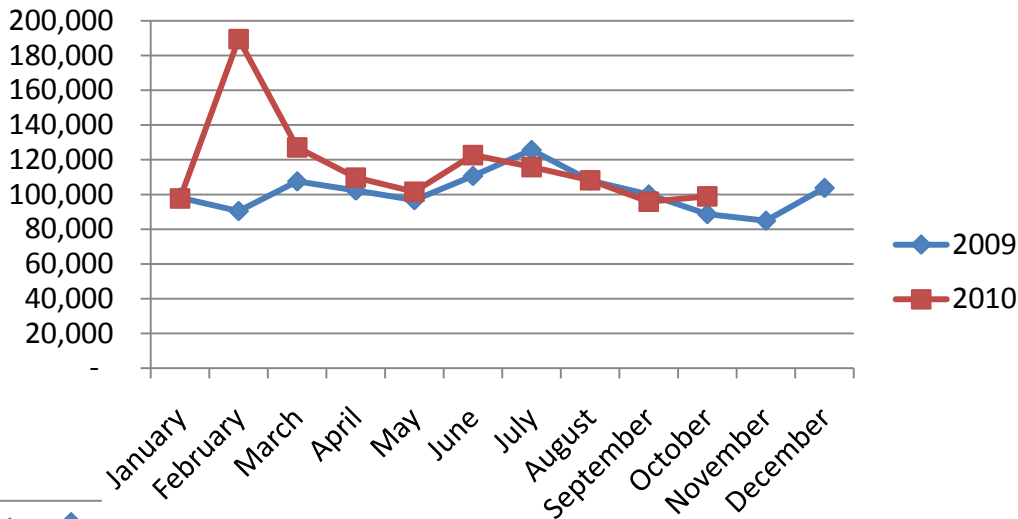
OCTOBER 2010



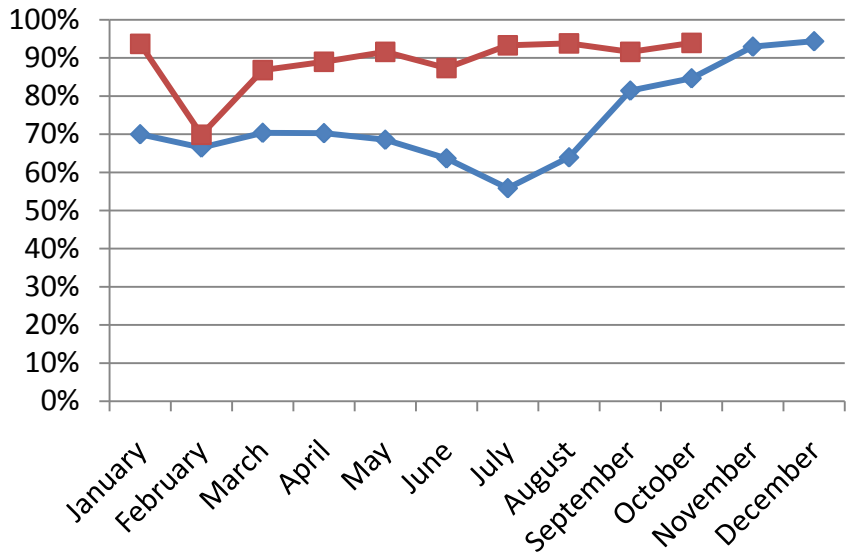
Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



Note: High call volume in July 2009 is due to merging L&I Call Center into 311 at that time.



% Calls Answered



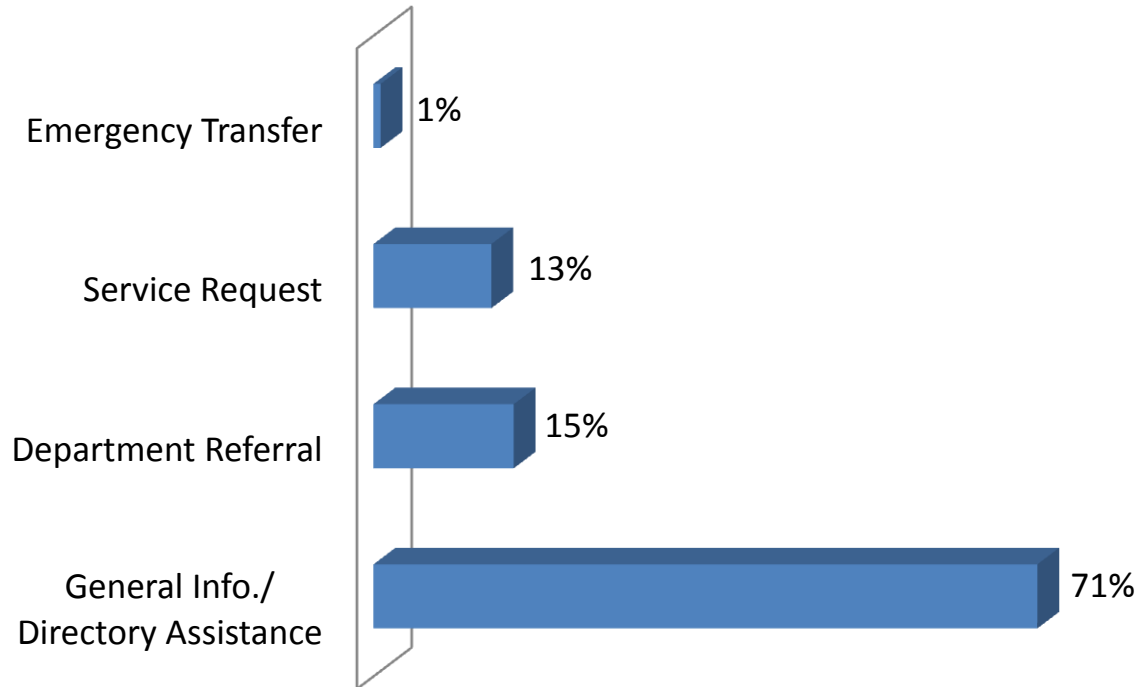
Call Volumes and Performance Levels

Performance Measure	October 2010	October 2009	3rd Quarter Monthly Avg	2nd Quarter Monthly Avg	1st Quarter Monthly Avg	2010 YTD
Calls Offered	98,977	76,605	106,658	111,394	138,111	1,167,469
Average Weekday Call Volume	4,068	3,376	4,427	4,756	5,804	4,903
Percent of Calls Answered	95%	66%	93%	89%	86%	90%
Emergency Transfers	1%	2%	1%	1%	1%	1%



Customer Contacts Logged

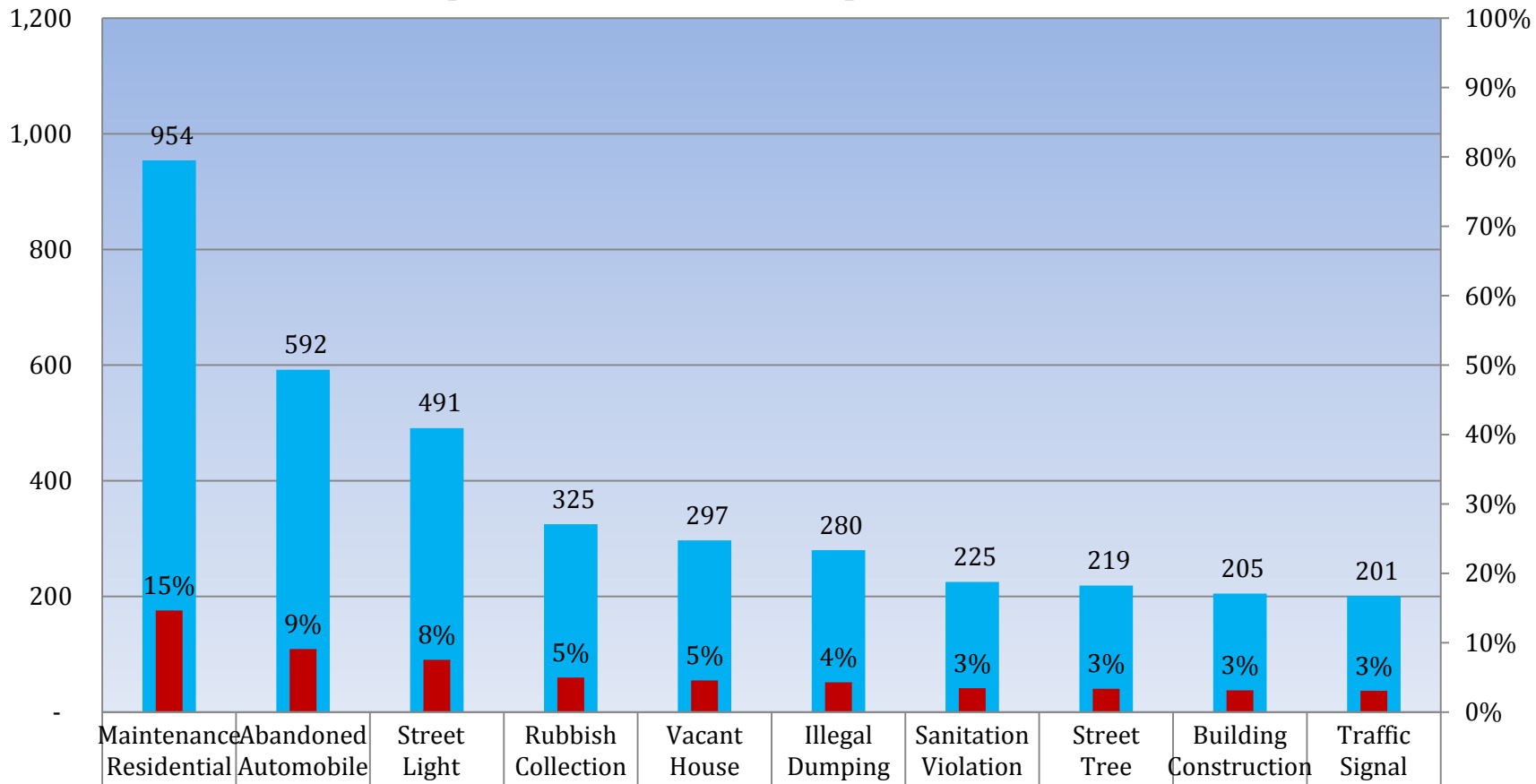
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

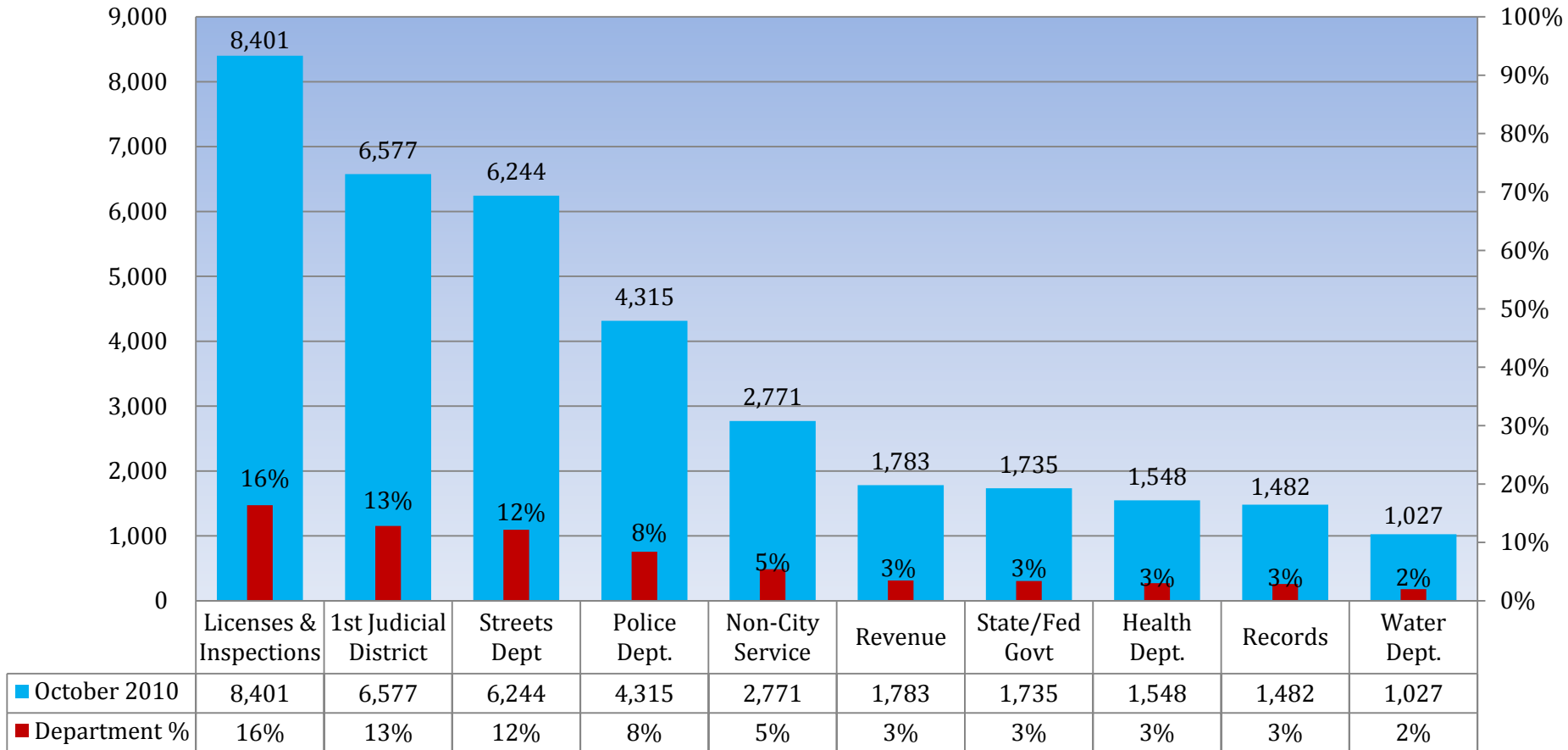


■ October 2010	954	592	491	325	297	280	225	219	205	201
■ Service Request %	15%	9%	8%	5%	5%	4%	3%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue – 1,060
Other Revenue - 723



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.