



311 Contact Center

Monthly Report

SEPTEMBER 2010

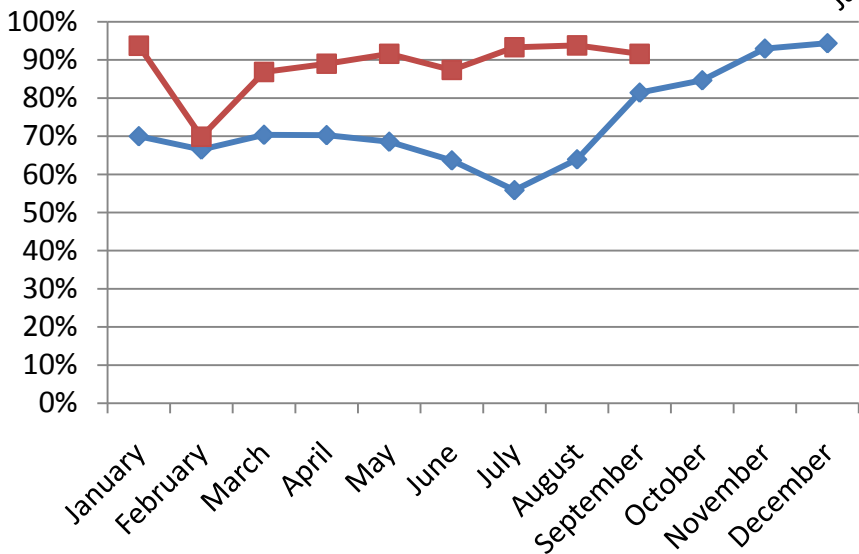
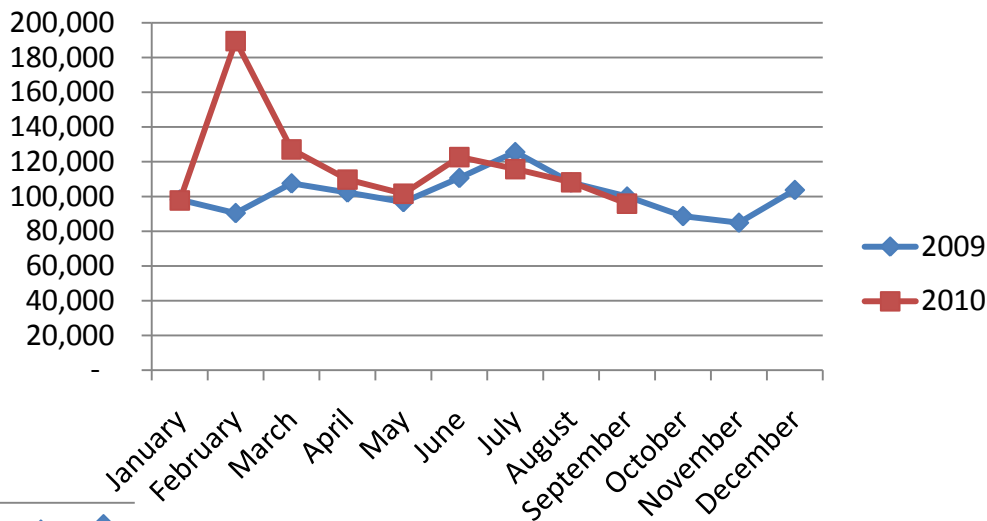


Call Volumes and Performance Levels

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



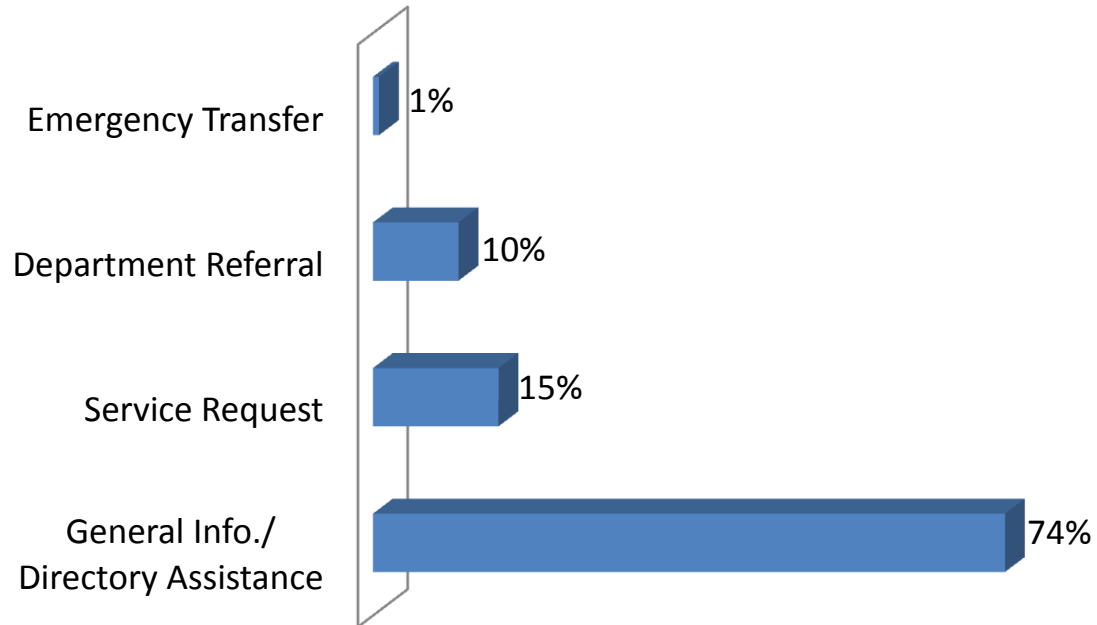
Call Volumes and Performance Levels

Performance Measure	September 2010	September 2009	3rd Quarter Monthly Avg	2nd Quarter Monthly Avg	1st Quarter Monthly Avg	2010 YTD
Calls Offered	95,877	99,998	106,648	113,410	138,111	1,068,462
Average Weekday Call Volume	4,159	3,756	4,427	4,767	5,804	4,996
Percent of Calls Answered	92%	80%	93%	91%	86%	89%
Emergency Transfers	1%	1%	1%	1%	1%	1%



Customer Contacts Logged

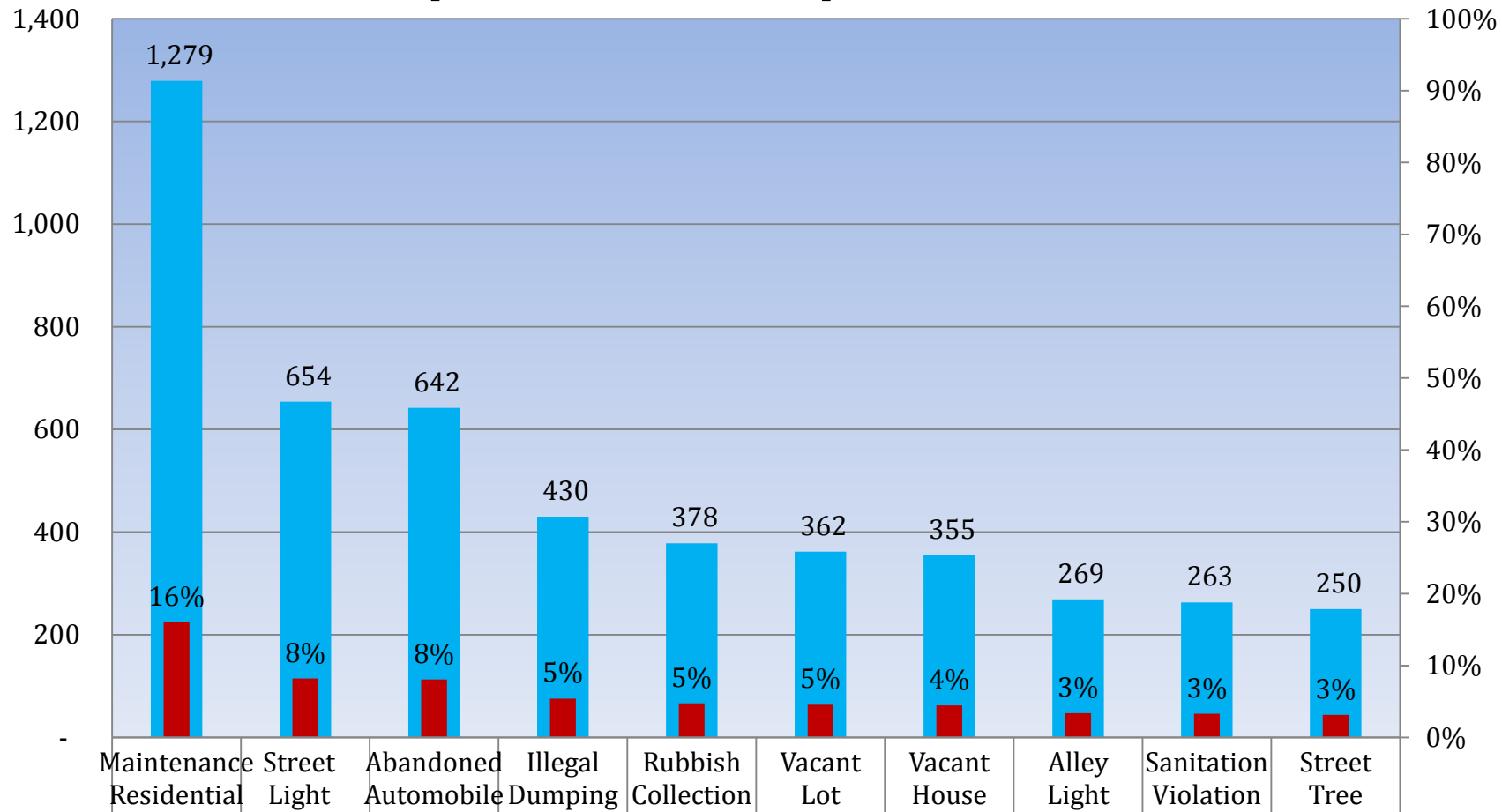
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

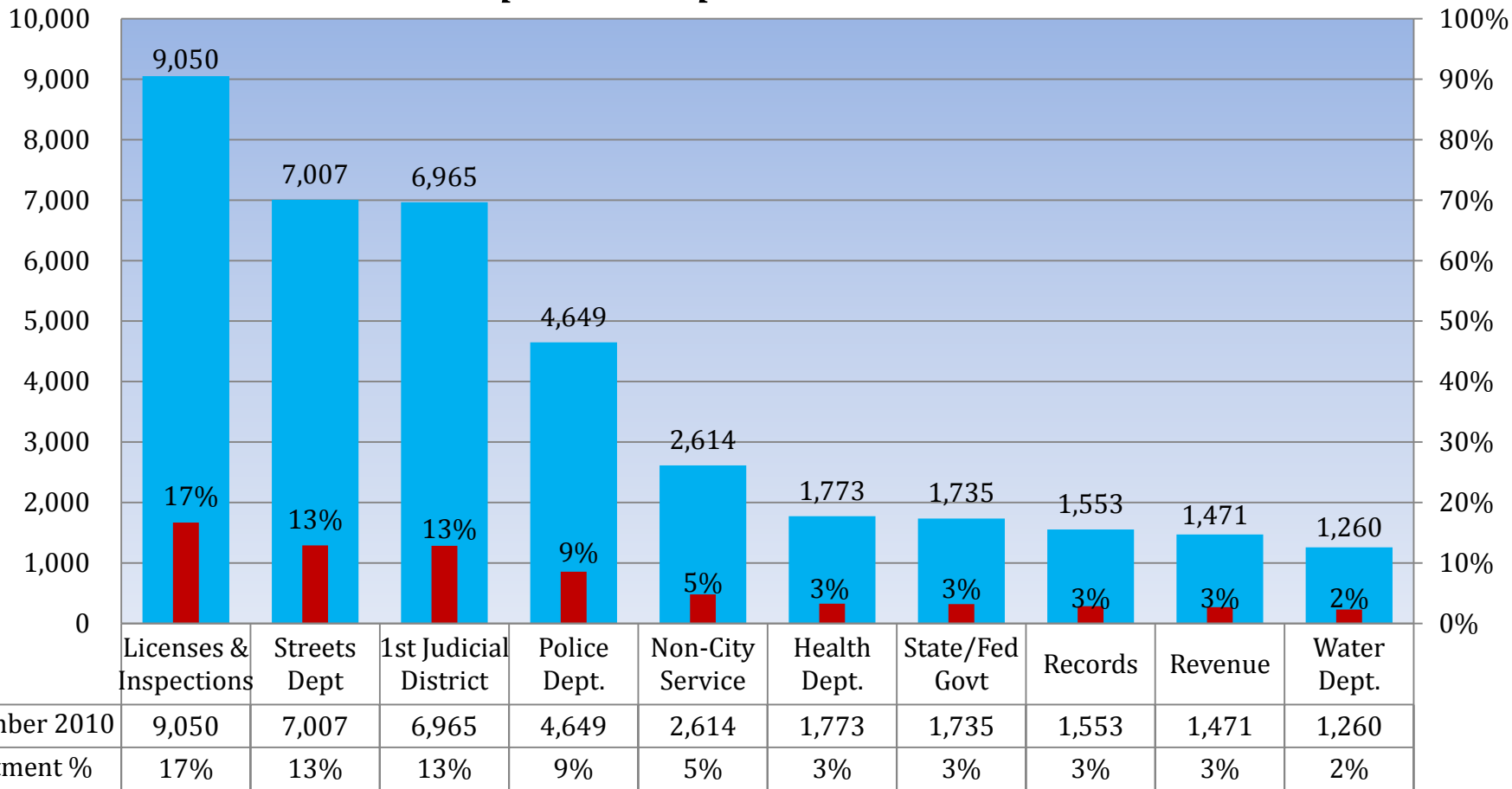


■ September 2010	1,279	654	642	430	378	362	355	269	263	250
■ Service Request %	16%	8%	8%	5%	5%	5%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue – 911
Other Revenue - 560



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.