



**311 Contact Center
Weekly Update**

**JANUARY 10TH-16TH
2011**

Observations & Analysis

Call volume is higher than average this week due to the snow. Top requests this week were for Salting and Shoveling.

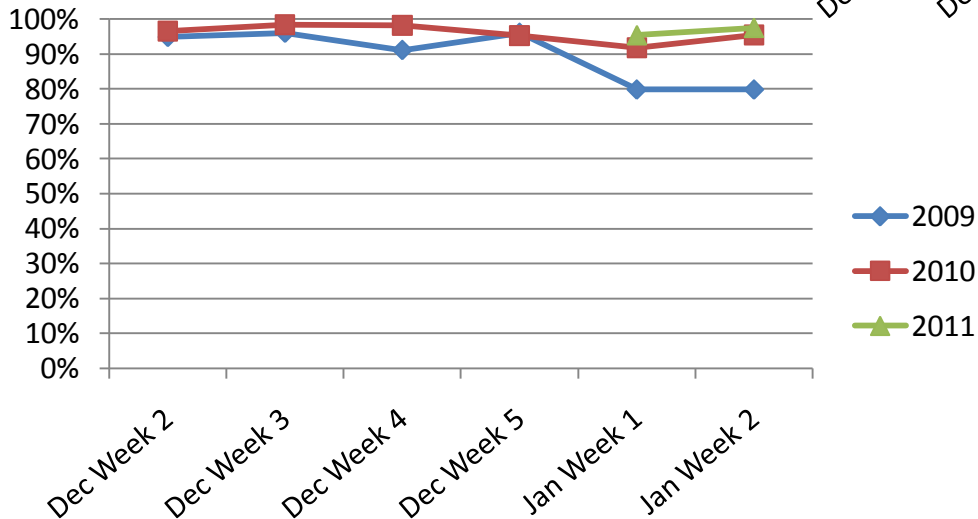
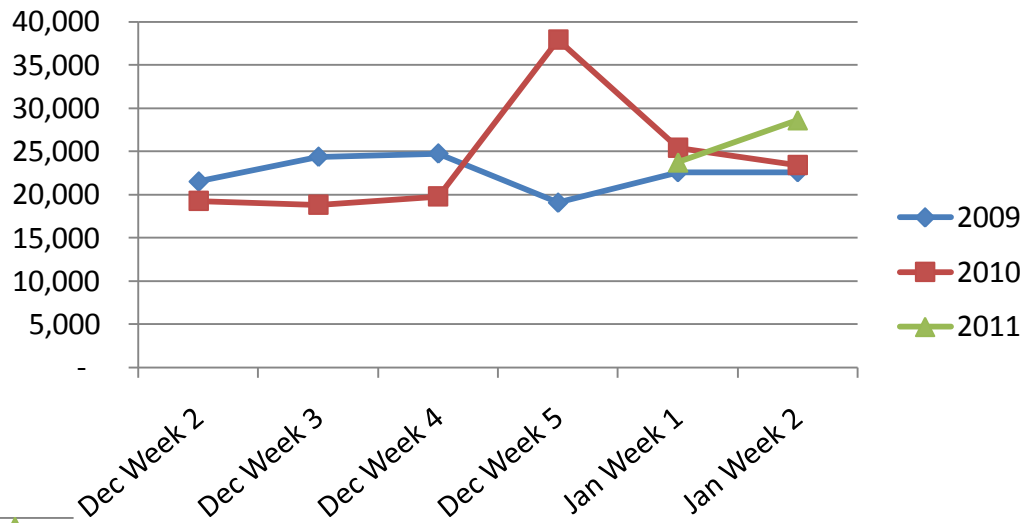
Most calls related to trash collection and City Hall hours of operations were answered via our Interactive Voice Response recording and did not require Agent assistance.



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

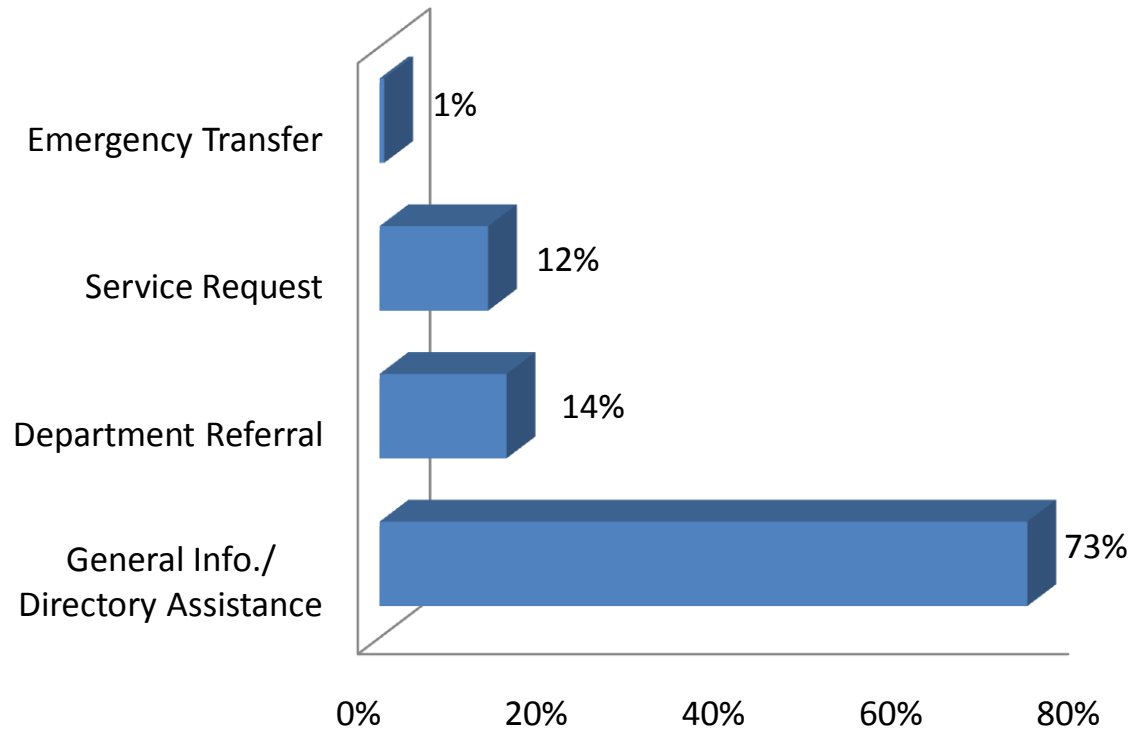
2010 Data

Performance Measure	Jan 10-16	Jan 3-9	January Average 2010	2011 YTD
Calls Offered	28,641	23,743	22,073	54,135
Average Weekday Call Volume	5,321	4,403	4,378	4,862
Percent of Calls Answered	97%	96%	93%	97%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

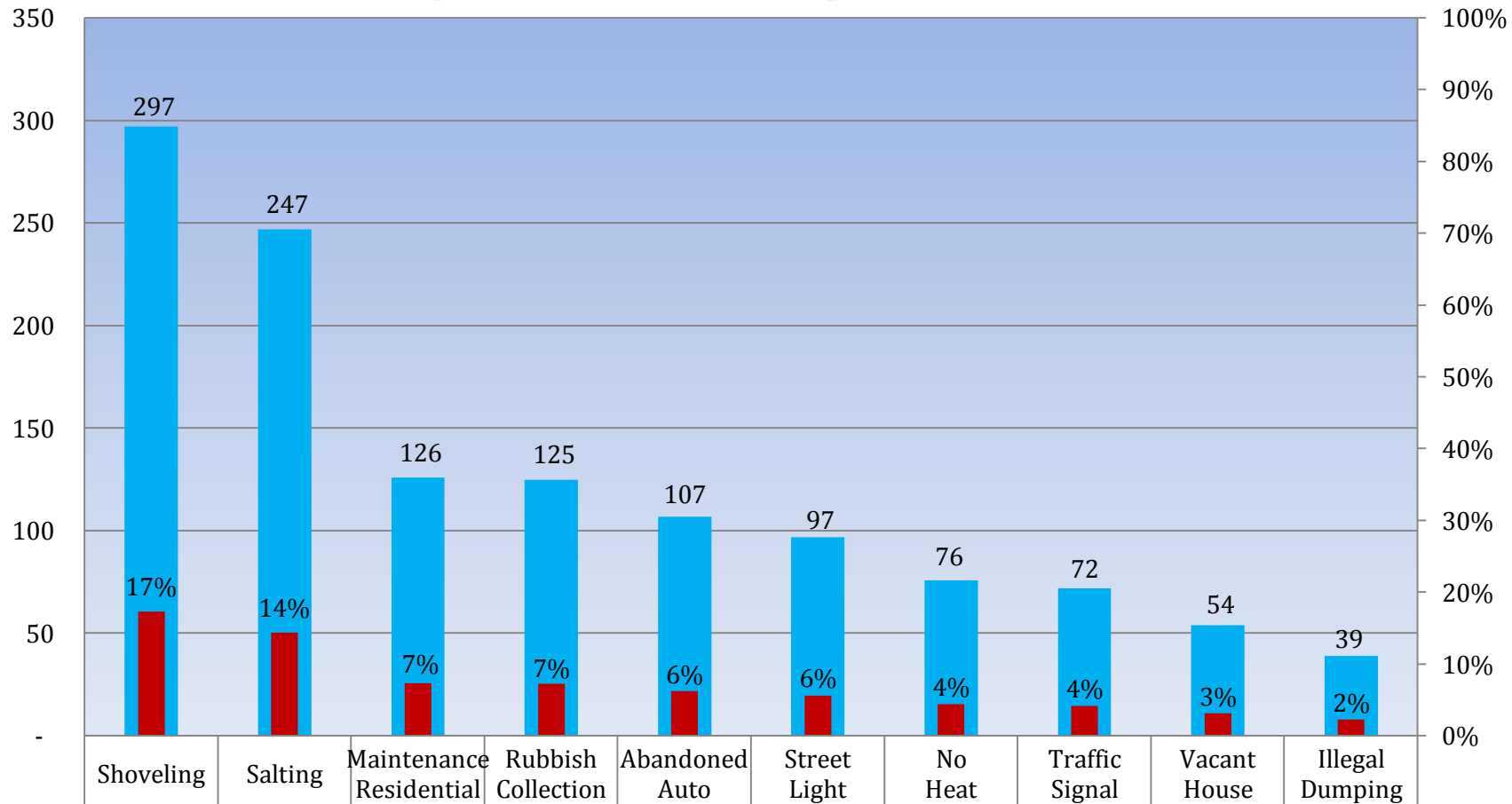
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

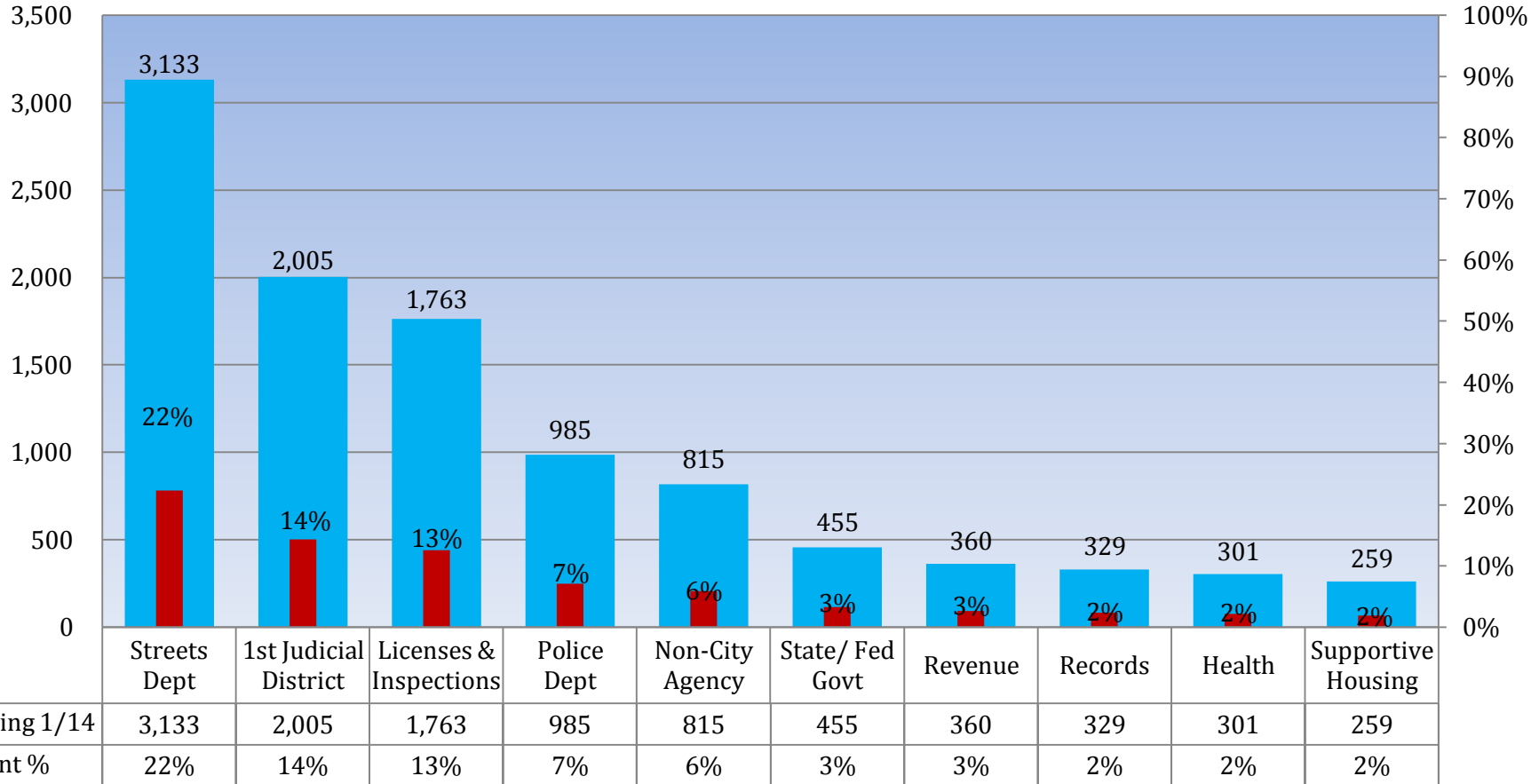


■ Week Ending 1/14	297	247	126	125	107	97	76	72	54	39
■ Service Request %	17%	14%	7%	7%	6%	6%	4%	4%	3%	2%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 108
Other Revenue - 252



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.