



311 Contact Center

Weekly Update

**JANUARY 11TH - JANUARY 16TH
2010**

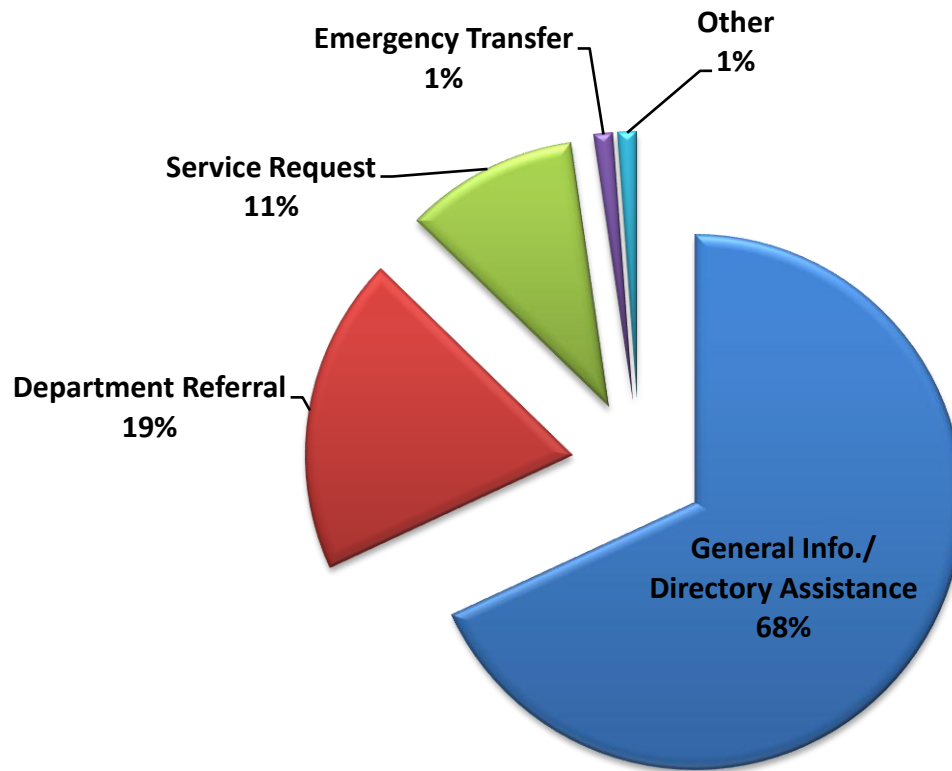


Call Volumes and Performance Levels

Performance Measure	January 10-16 2010	January 3-9 2010	January Average 2009	2010 YTD
Calls Accepted	23,077	25,385	22,670	50,809
Average Weekday Call Volume	4,161	4,637	4,030	4,399
Percent of Calls Answered	95%	92%	71%	94%
Emergency Transfers	< 1%	< 1%	1%	< 1%

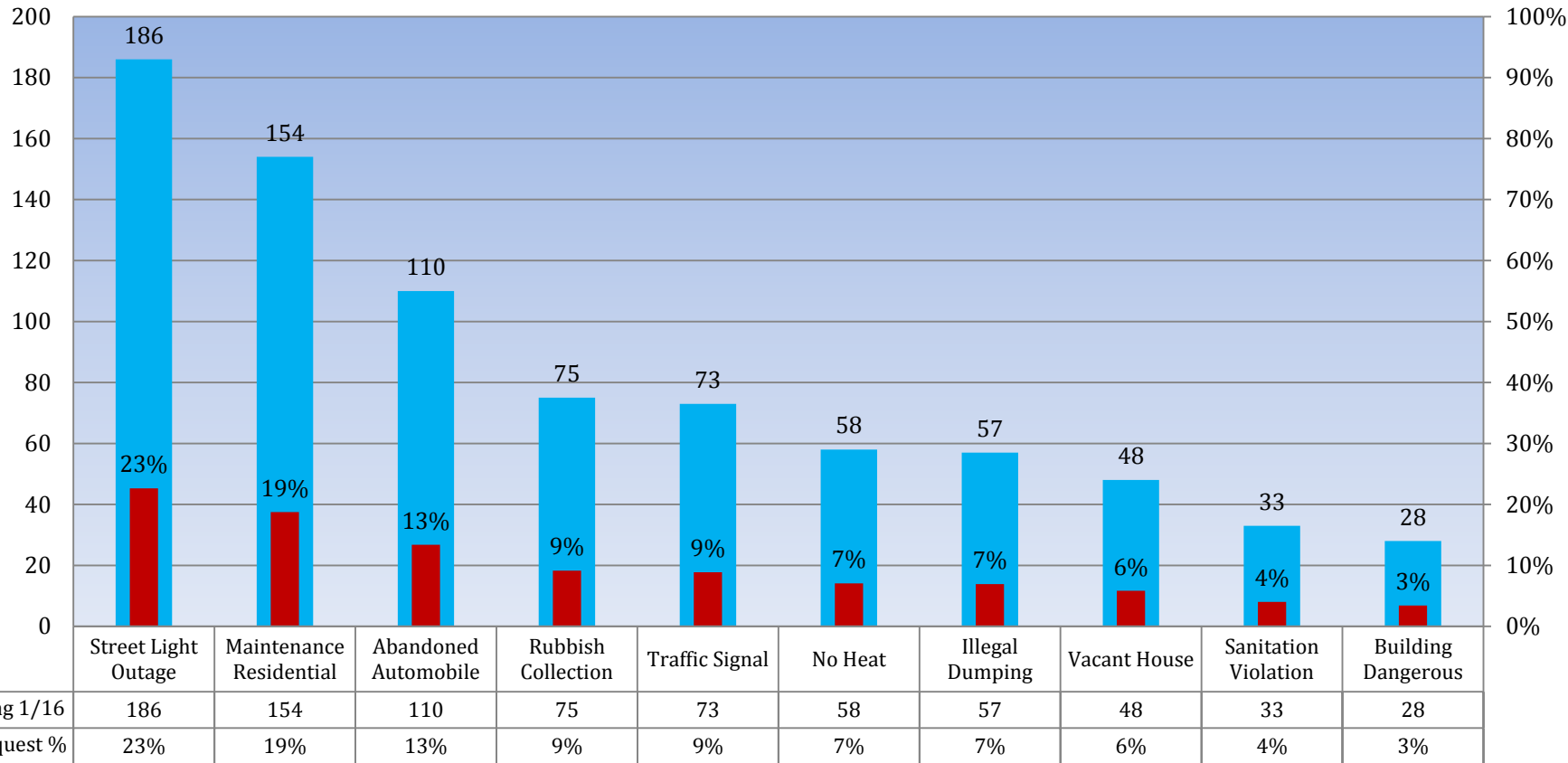


Customer Inquiries





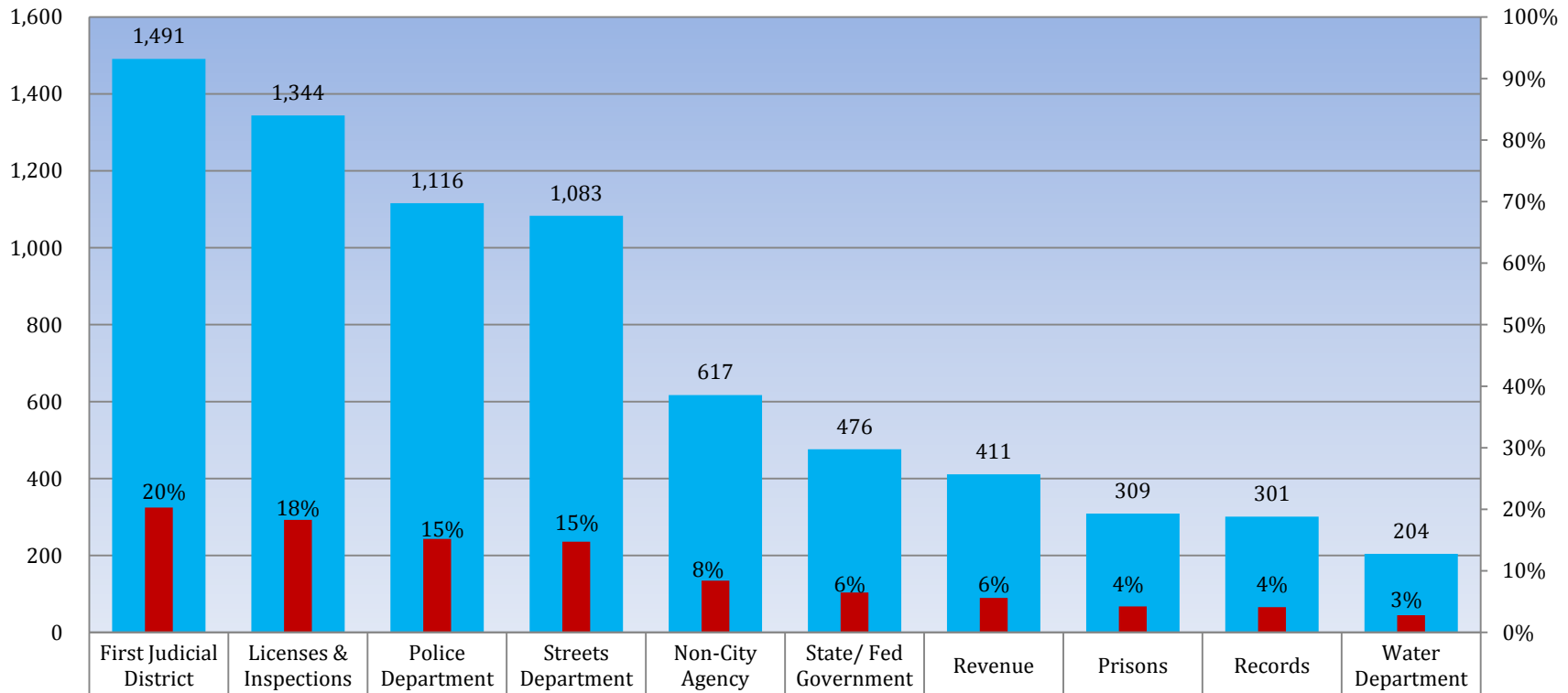
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments



■ Week Ending 1/16	1,491	1,344	1,116	1,083	617	476	411	309	301	204
■ Department %	20%	18%	15%	15%	8%	6%	6%	4%	4%	3%



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 tracking number and can be tracked on our website.
- **Year to Date Service Request Percentage**: The percentage of the total service request volume (calendar year -to-date) that each service request represents.
- **Top Service Request**: One of a specific list of service request categories for which 311 receives a high number of requests.



Appendix B

For every service request that is entered at 311, there is a Service Level Agreement (SLA), or timeframe during which the responsible department must resolve the request. The table below displays the SLA for each of the top 10 service requests received at 311:

Service Request	Department	Service Level Agreement (in business days)
Residential Maintenance	L&I	45 (for 1st inspection)
Street Light Outage	Streets	10
Abandoned Auto	Police	30
Traffic Signal Repair	Streets	4
Rubbish Collection	Streets	2
Vacant House	L&I	45 (for 1st inspection)
Dangerous Building	L&I	45 (for 1st inspection)
Illegal Dumping	Streets	5
No Heat	L&I	7 (for 1st inspection)
Street Tree	Parks & Rec	10