



# **311 Contact Center Weekly Update**

**NOVEMBER 22<sup>ND</sup> – 28<sup>TH</sup>  
2010**

## Observations & Analysis

Similar to last year, 311 sees a significant reduction in call volume during Thanksgiving week. Many residents are out of town, businesses are closed, and individuals are occupied with holiday traditions.

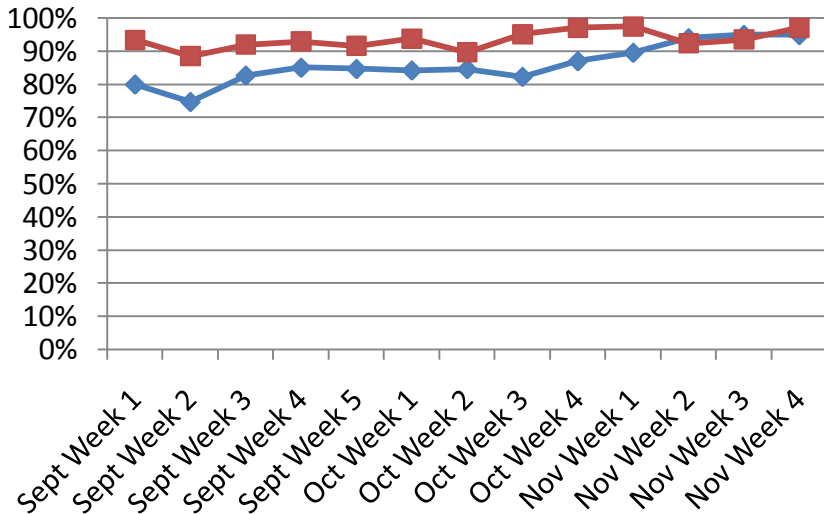
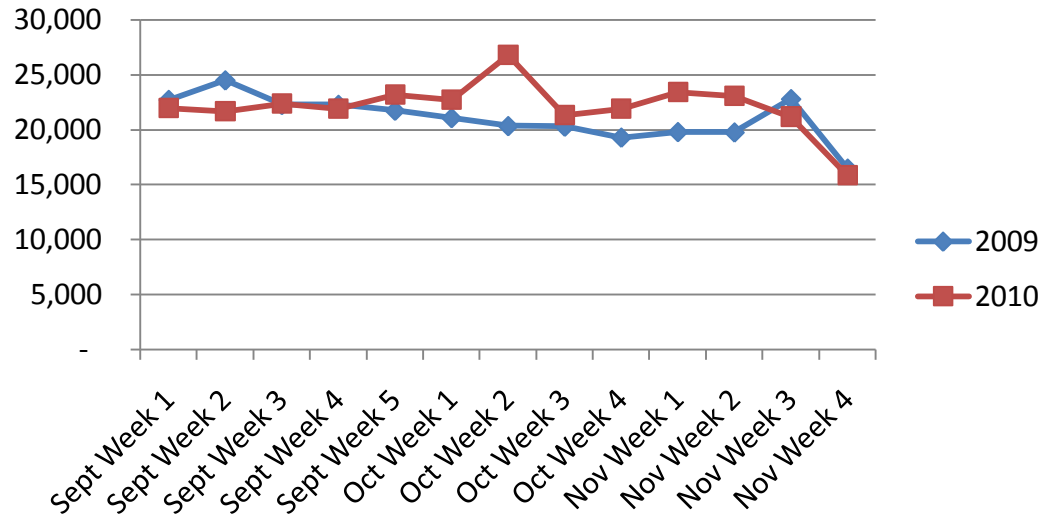
Another item of note is the increase in requests for Vacant House maintenance. This increase is primarily the result of requests coming in from Police officers in the 16<sup>th</sup> district.



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

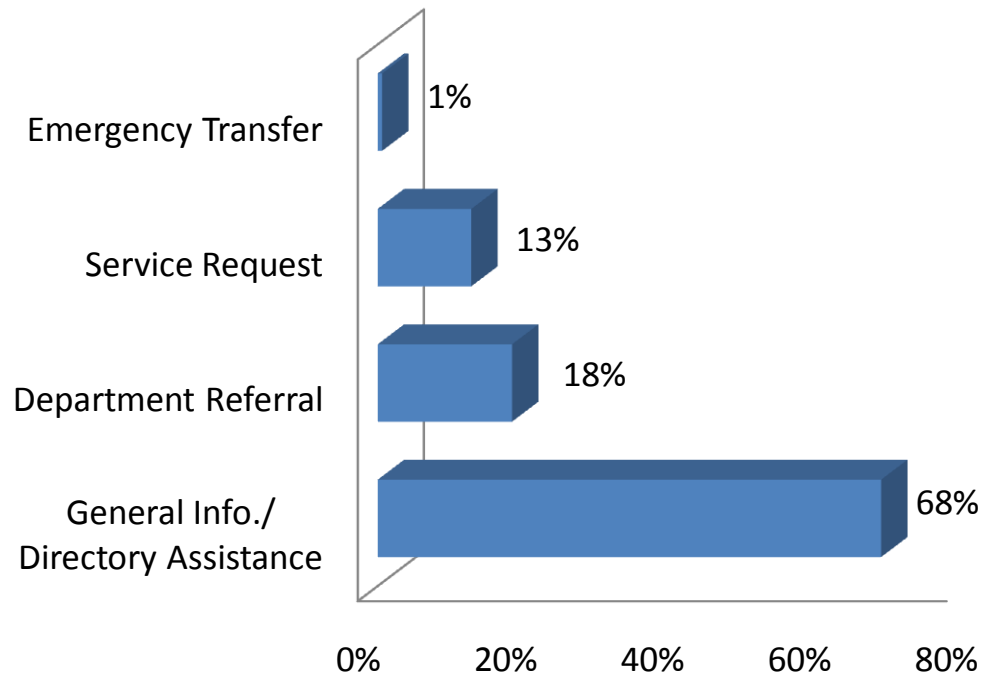
## 2010 Data

Performance Measure	November 22-28	November 15-21	November Average 2009	2010 YTD
Calls Offered	15,866	21,179	19,813	1,249,981
Average Weekday Call Volume	3,305	3,907	3,065	4,834
Percent of Calls Answered	97%	94%	93%	91%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

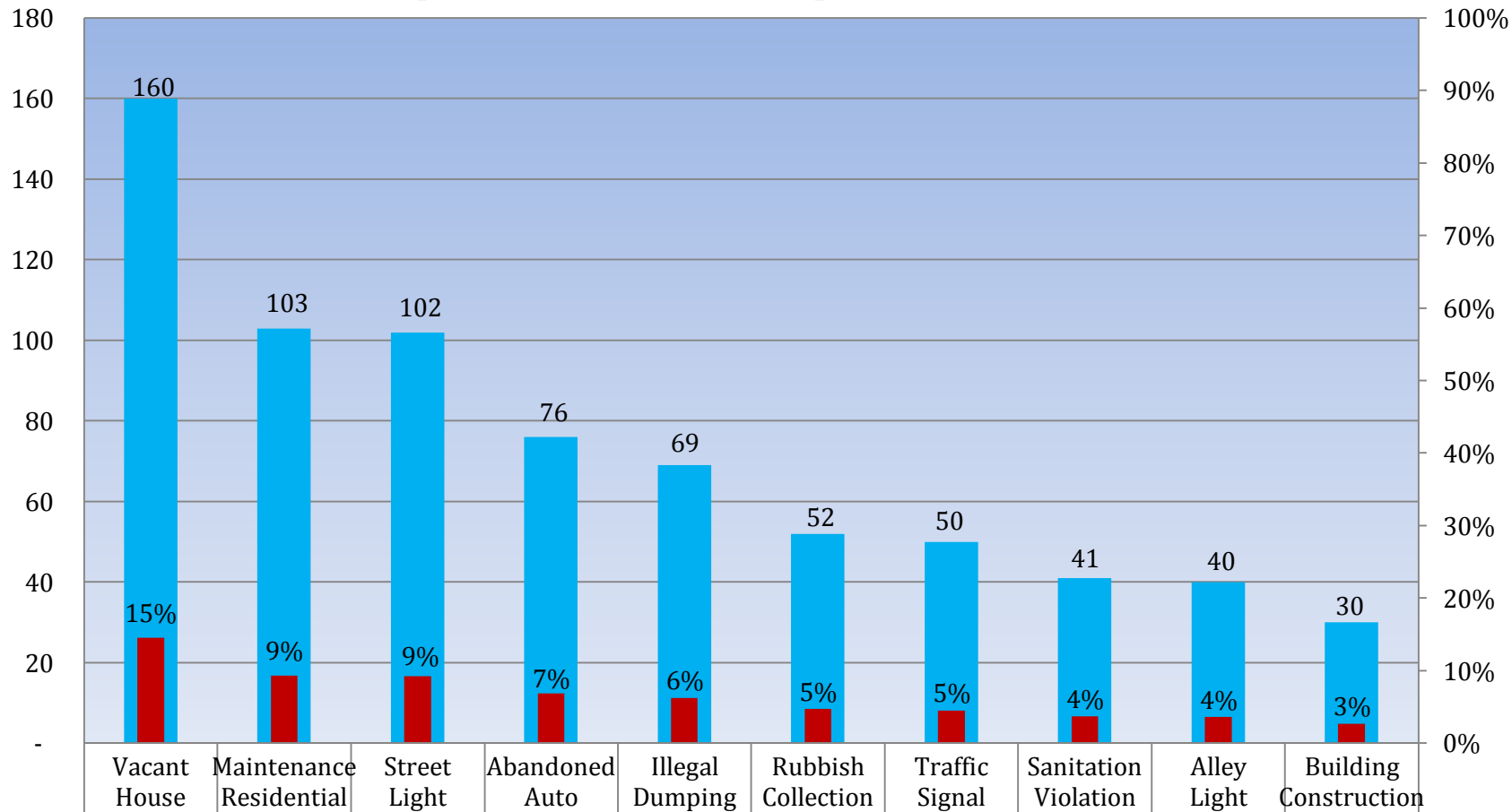
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

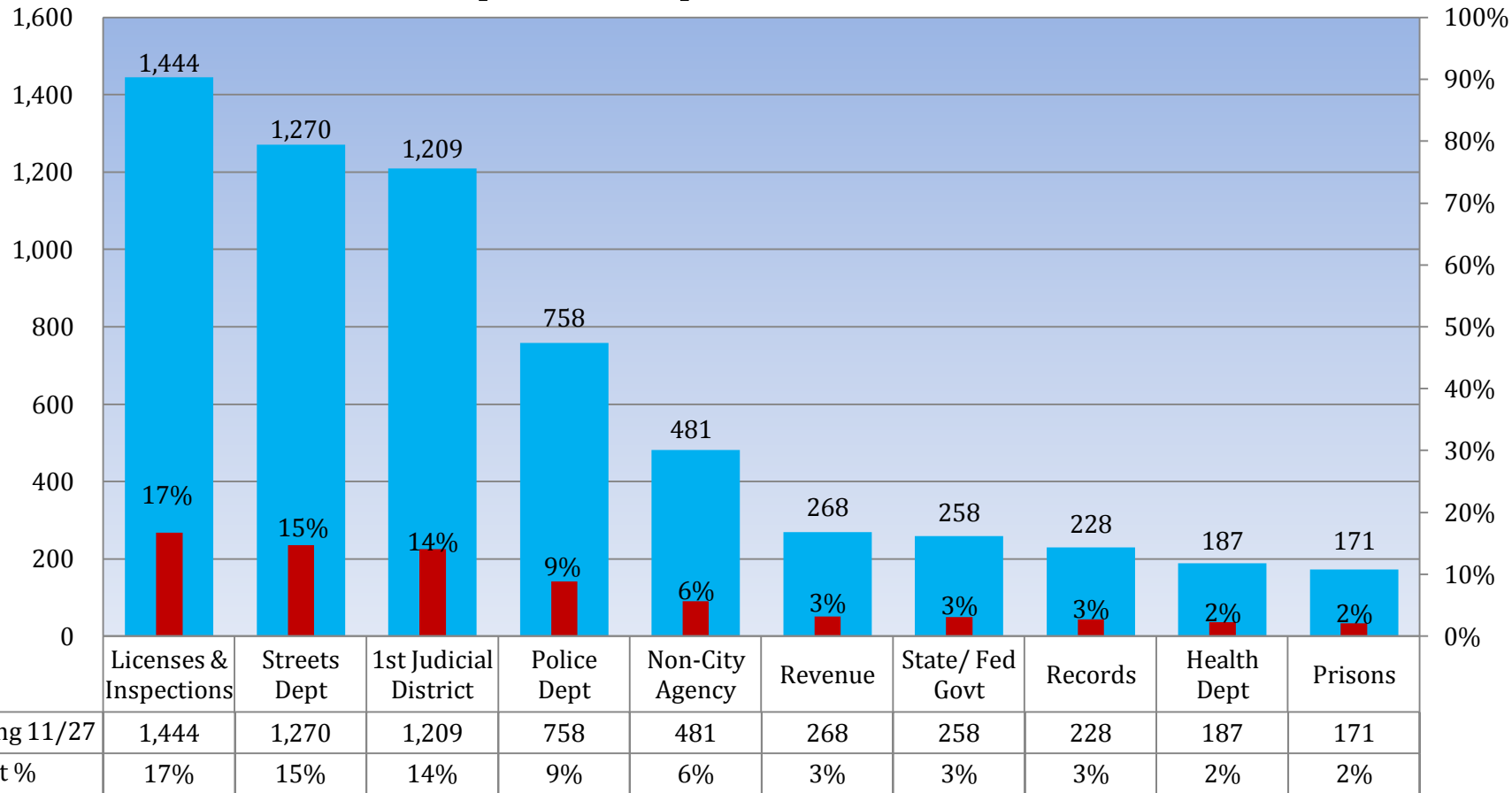


■ Week Ending 11/27	160	103	102	76	69	52	50	41	40	30
■ Service Request %	15%	9%	9%	7%	6%	5%	5%	4%	4%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 123  
Other Revenue - 145



## 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.