



**311 Contact Center
Weekly Update**

**NOVEMBER 29TH – DECEMBER 5TH
2010**

Observations & Analysis

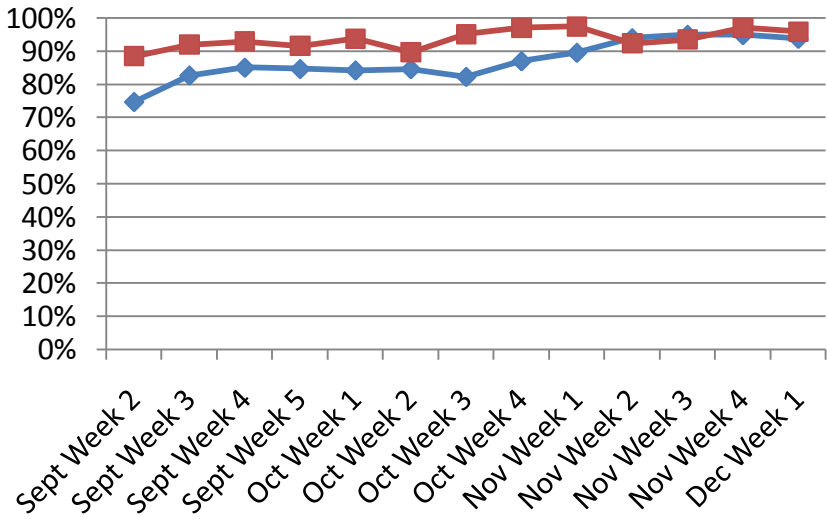
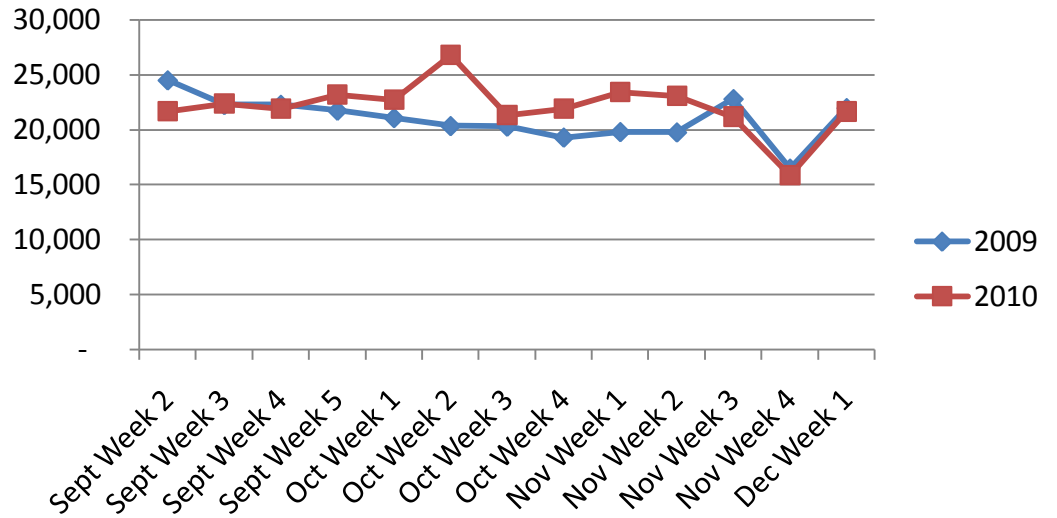
Call volume was back to normal this week after a decrease during Thanksgiving. This week also saw an increase in Street Light Outage and No Heat requests.



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

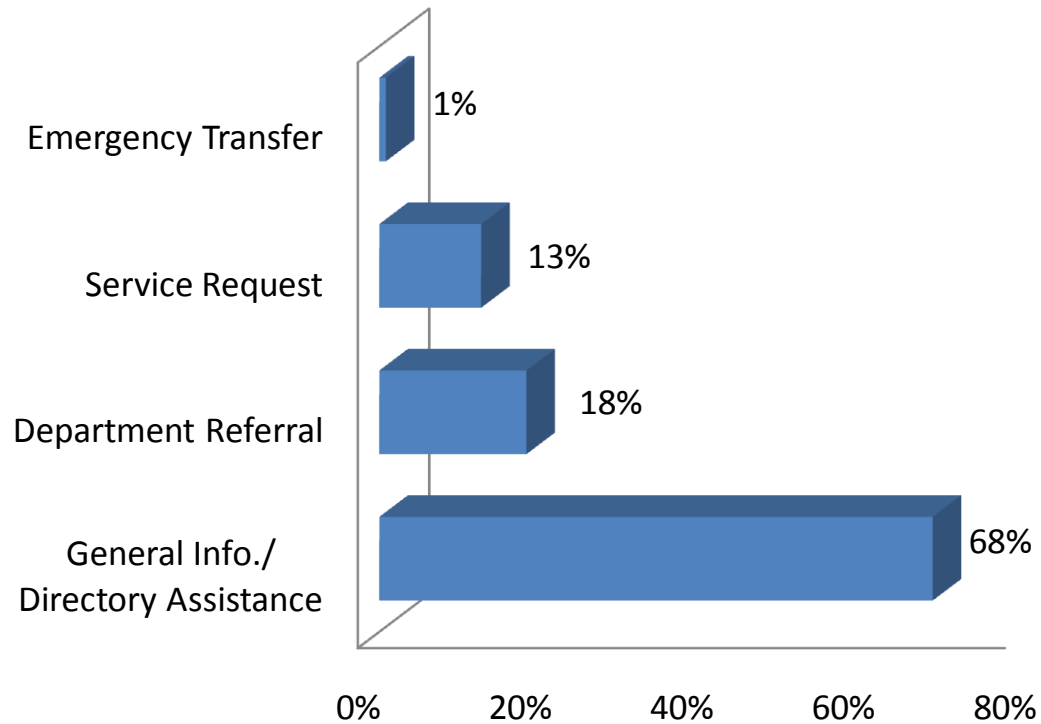
2010 Data

Performance Measure	Nov 29- Dec 5	November 22-28	December Average 2009	2010 YTD
Calls Offered	21,650	15,866	22,426	1,271,631
Average Weekday Call Volume	4,025	3,305	4,105	4,817
Percent of Calls Answered	96%	97%	94%	91%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

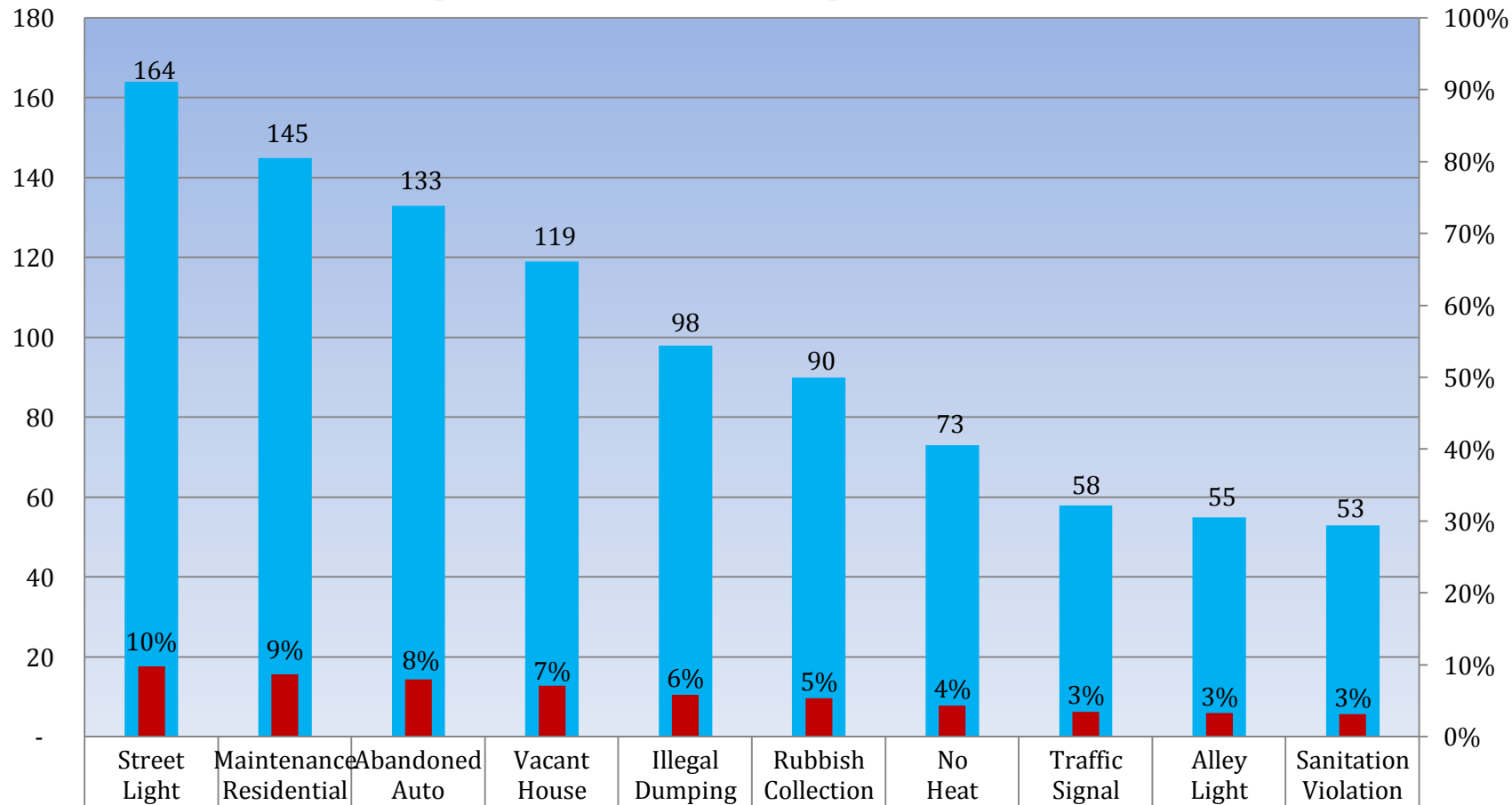
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

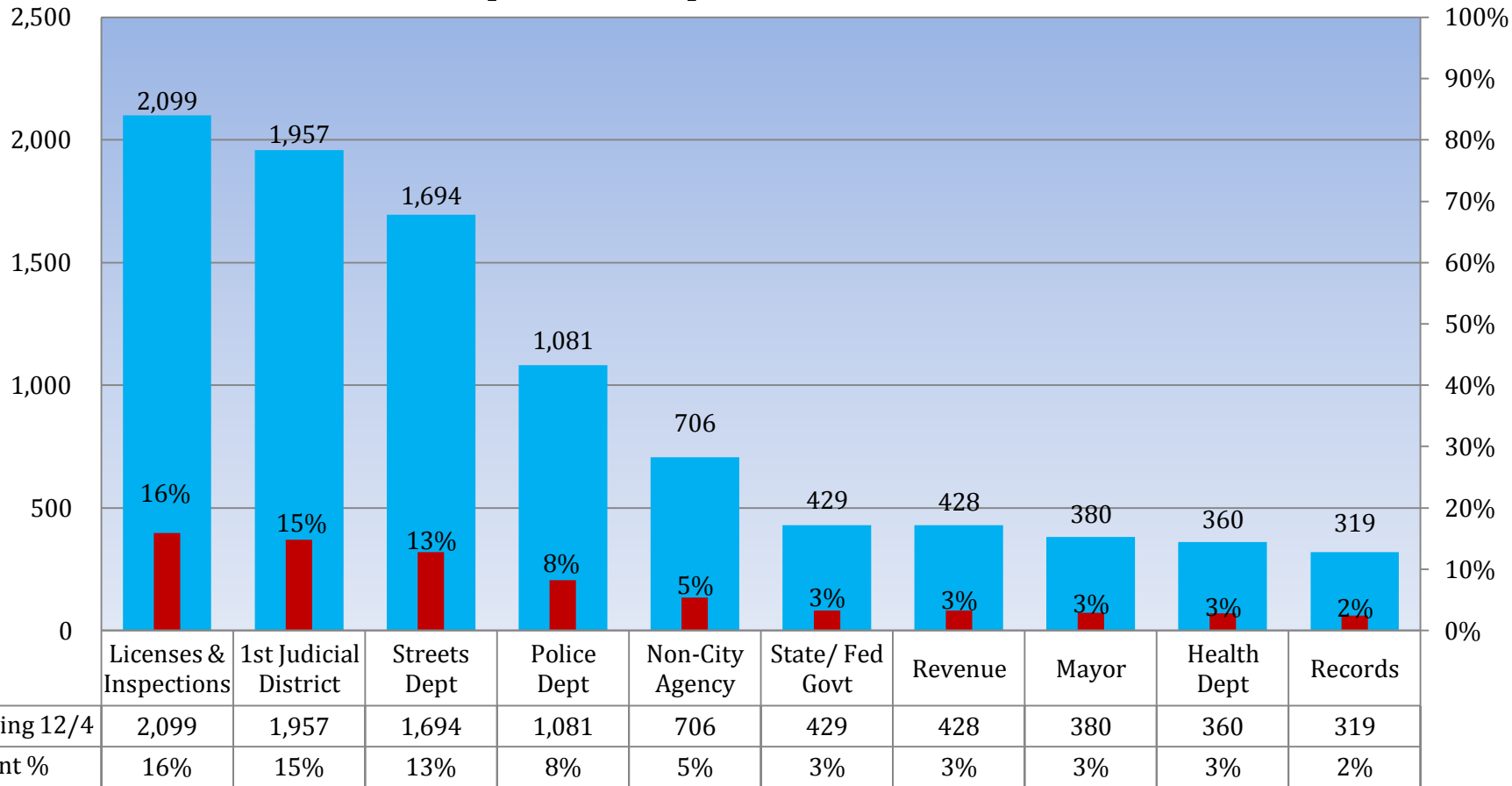


■ Week Ending 12/4	164	145	133	119	98	90	73	58	55	53
■ Service Request %	10%	9%	8%	7%	6%	5%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 165
Other Revenue - 263



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.