



**311 Contact Center
Weekly Update**

**JANUARY 17TH-23RD
2011**

Observations & Analysis

Call volume this week was similar to the prior week and noticeably higher than 2010 and 2009.

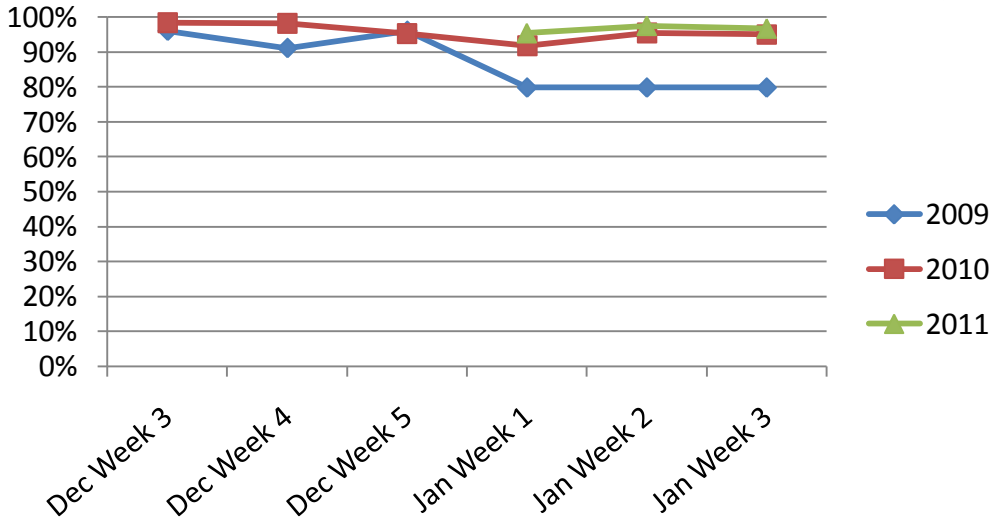
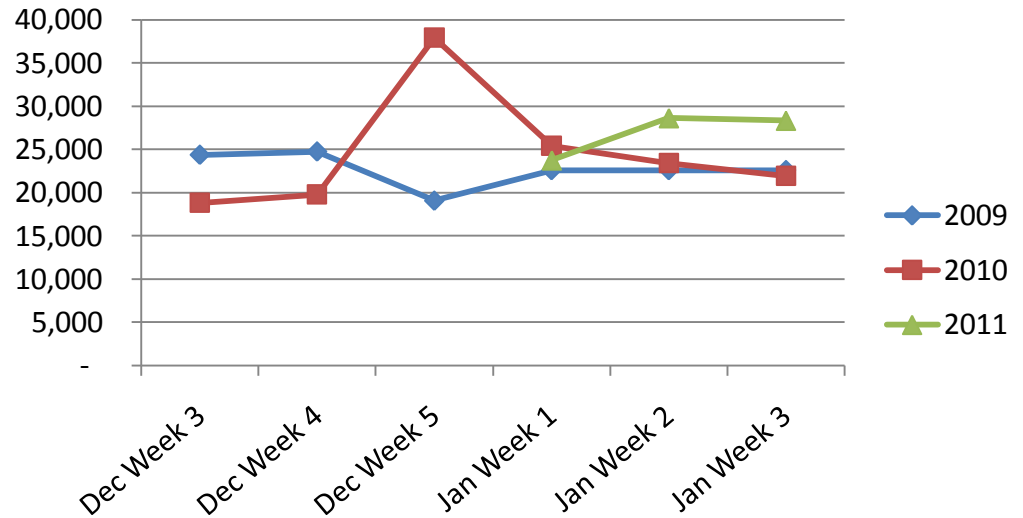
The number one question was about trash collection; as shown in the top ten contacts logged chart. In addition to the 169 calls logged, there were a few hundred more that were not recorded since the Customer was serviced directly through our recorded message.



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

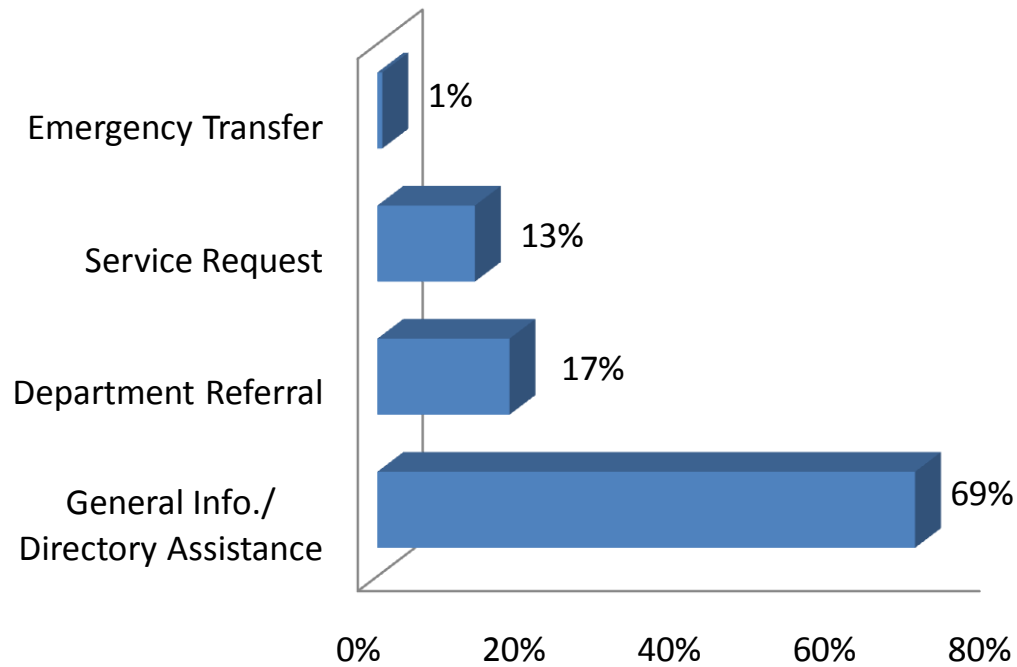
2010 Data

Performance Measure	Jan 17-23	Jan 10-16	January Average 2010	2011 YTD
Calls Offered	28,346	28,641	22,073	82,481
Average Weekday Call Volume	5,636	5,321	4,378	5,120
Percent of Calls Answered	97%	97%	93%	97%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

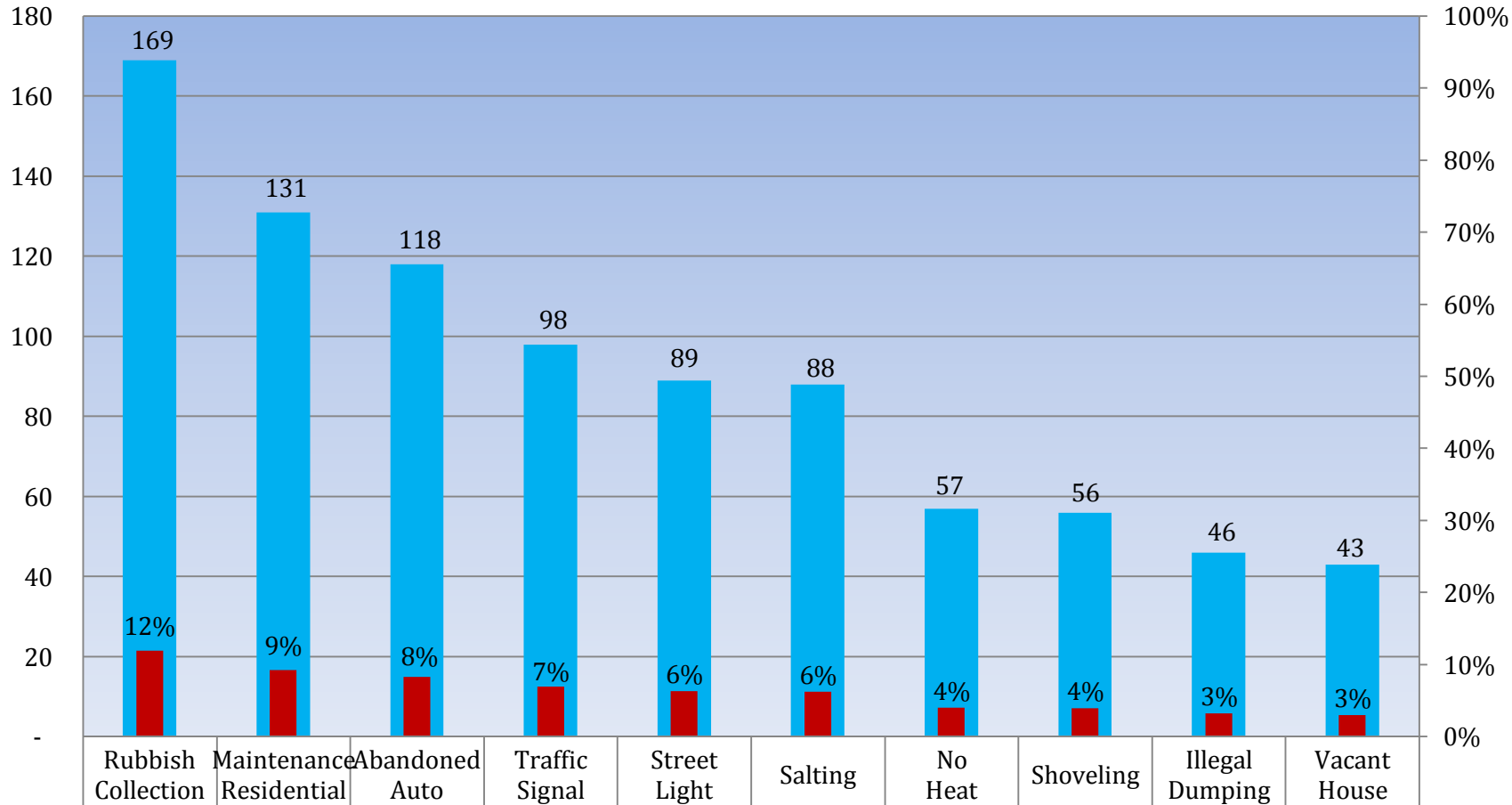
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

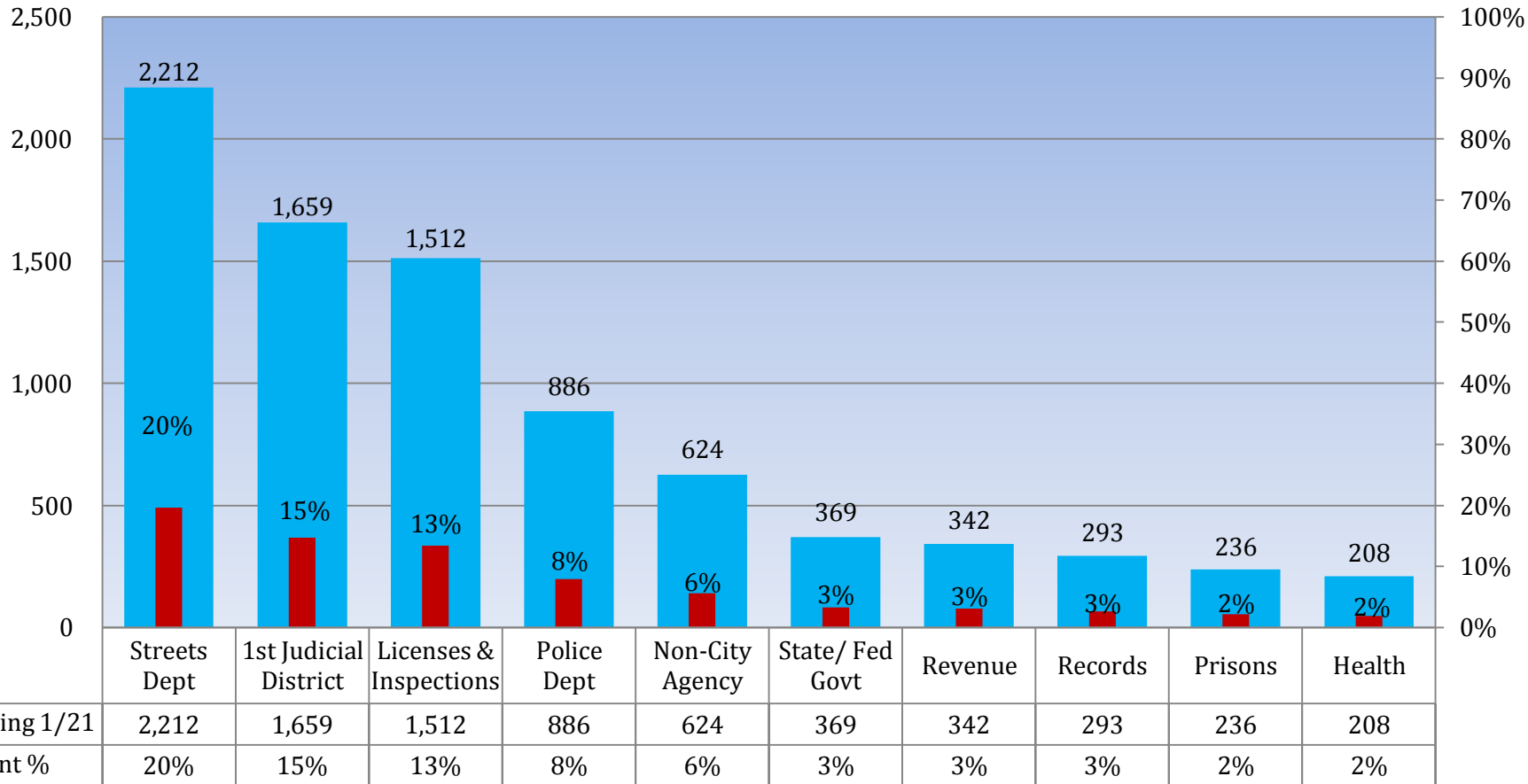


■ Week Ending 1/21	169	131	118	98	89	88	57	56	46	43
■ Service Request %	12%	9%	8%	7%	6%	6%	4%	4%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 88
Other Revenue - 254



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.