



**311 Contact Center
Weekly Update**

**NOVEMBER 8TH - 14TH
2010**

Observations & Analysis

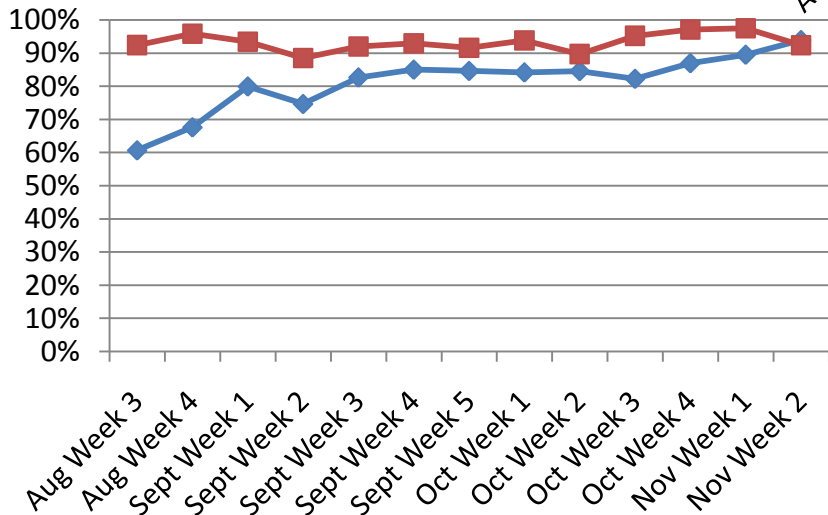
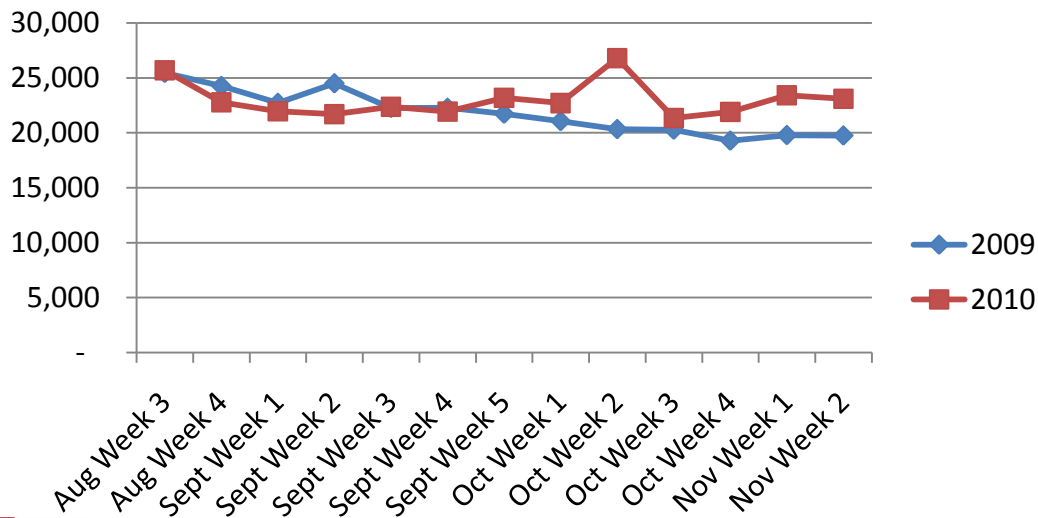
Our call volume was higher than average this week, likely due to the Veterans' Day Holiday. We receive many calls regarding trash collection schedules and City Office hours during the holiday. With the exception of "No Heat" requests, the number of service requests continues to decline in the cooler weather.



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

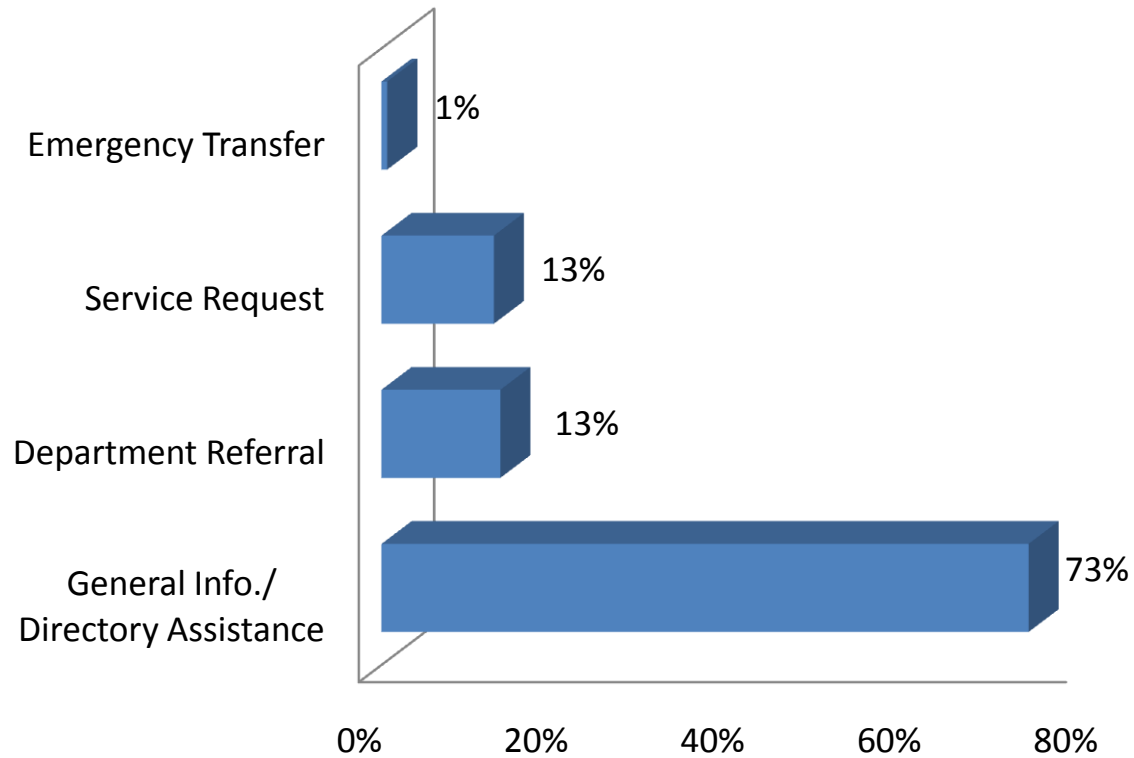
2010 Data

Performance Measure	November 8-14	November 1 - 7	November Average 2009	2010 YTD
Calls Offered	23,085	21,621	19,813	1,212,936
Average Weekday Call Volume	4,285	3,997	3,065	4,889
Percent of Calls Answered	93%	97%	93%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

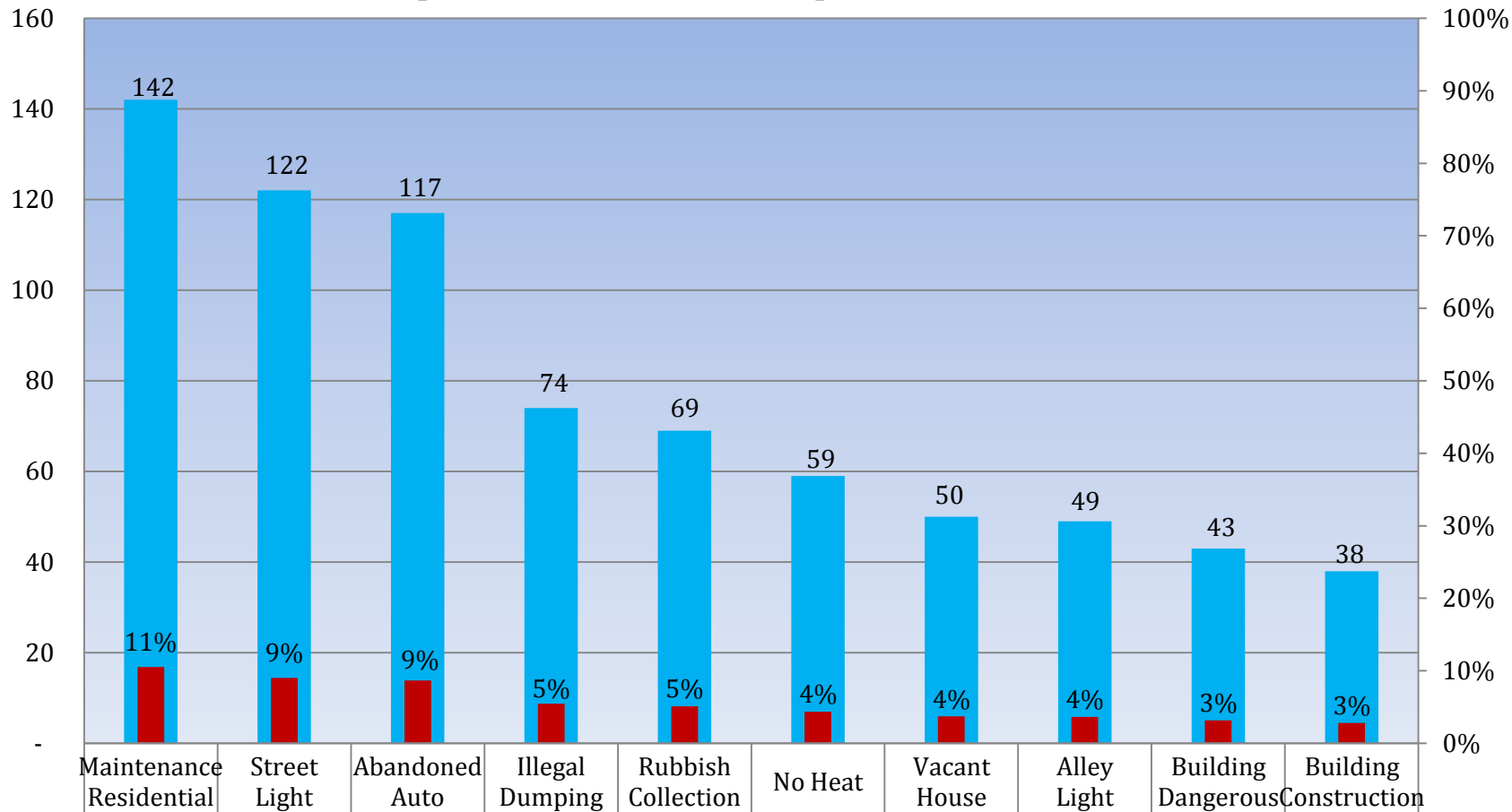
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

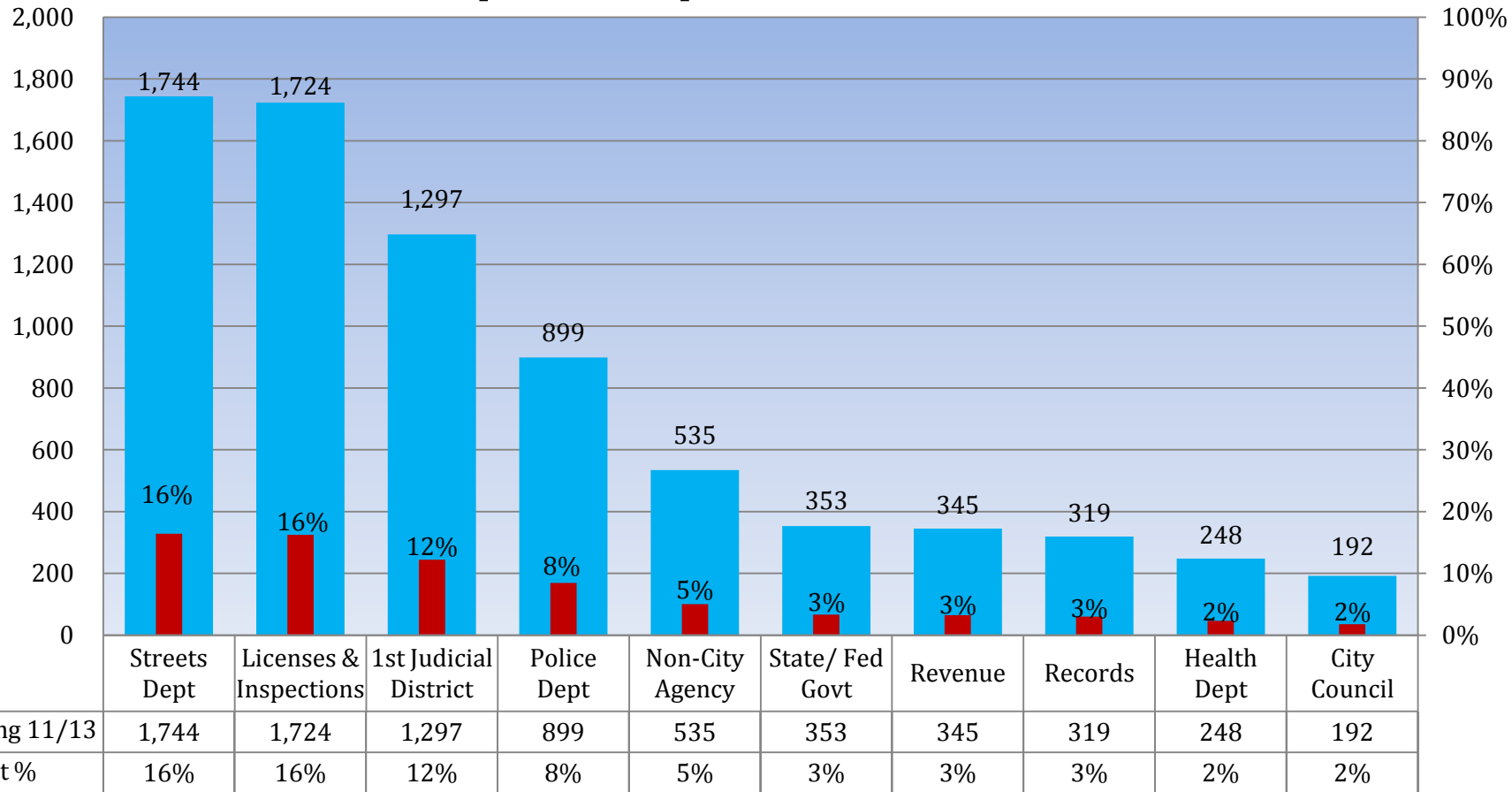


■ Week Ending 11/13	142	122	117	74	69	59	50	49	43	38
■ Service Request %	11%	9%	9%	5%	5%	4%	4%	4%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 185
Other Revenue - 236



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.