



**311 Contact Center  
Weekly Update**

**DECEMBER 20<sup>TH</sup> – 26<sup>TH</sup>  
2010**

## Observations & Analysis

Call volume for this week is less than that of this time last year. This difference is due to the snow storm in 2009.

The number of service requests received continues to drop. The decrease was significant this week.

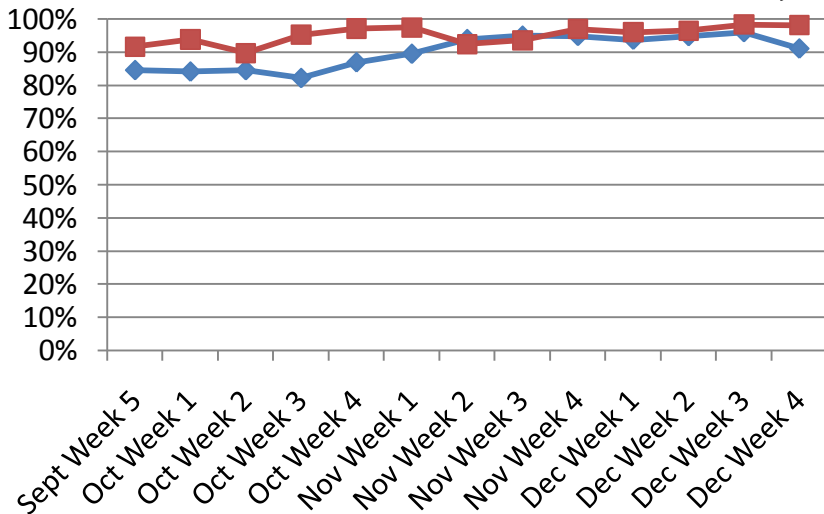
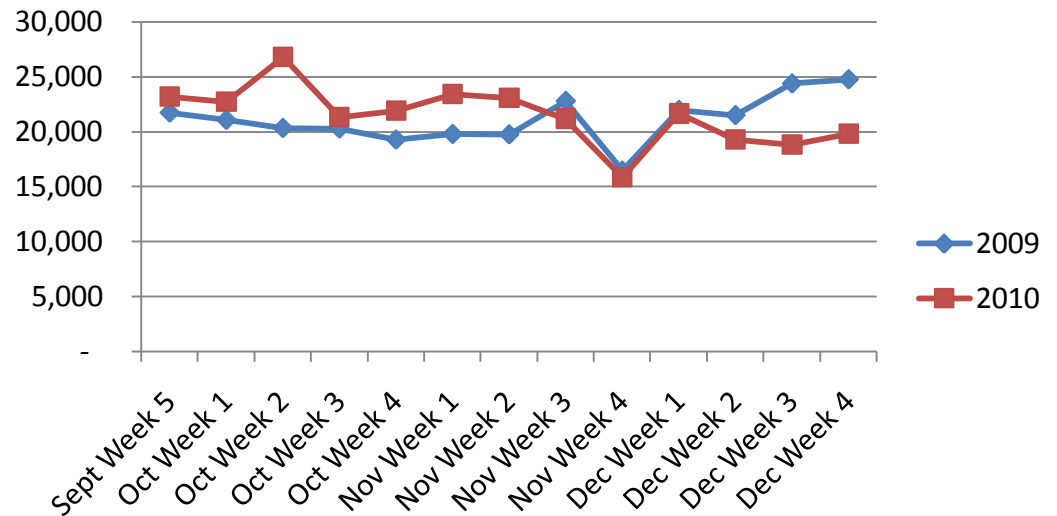
The greatest increase in calls this week was for questions on 12/26/10 related to the snow emergency and trash collection.



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

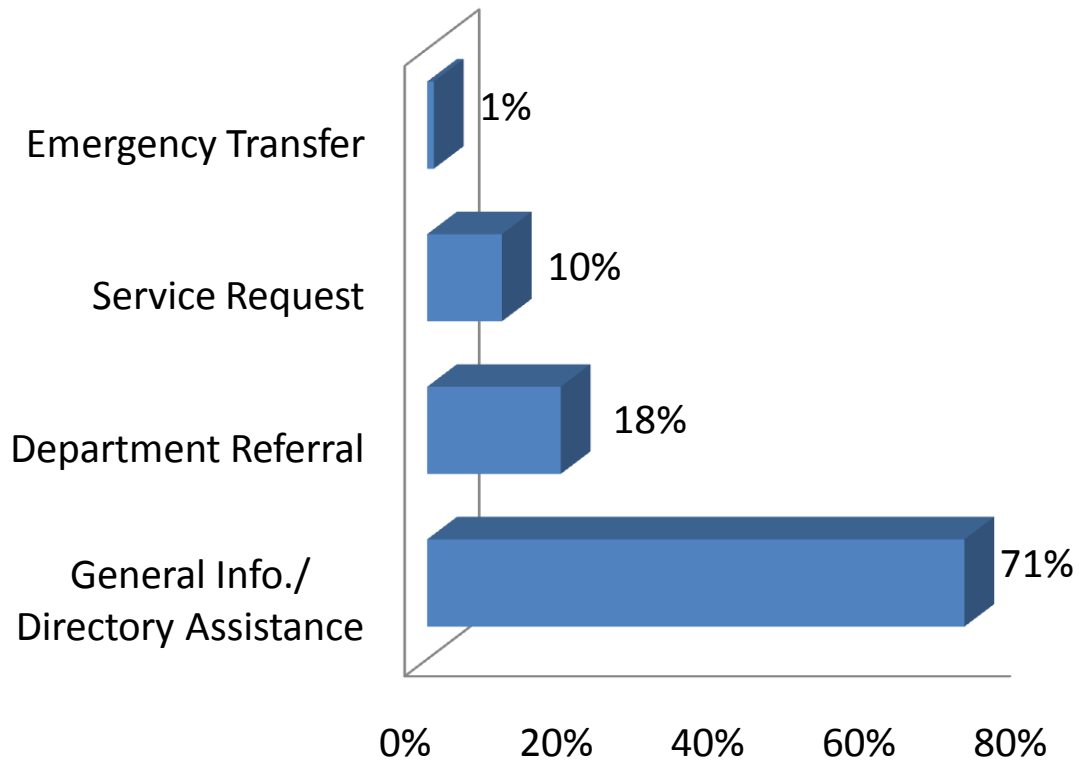
## 2010 Data

Performance Measure	Dec 20-26	Dec 13-19	December Average 2009	2010 YTD
Calls Offered	19,793	18,828	22,426	1,332,924
Average Weekday Call Volume	3,362	3,464	4,105	4,749
Percent of Calls Answered	98%	98%	94%	91%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

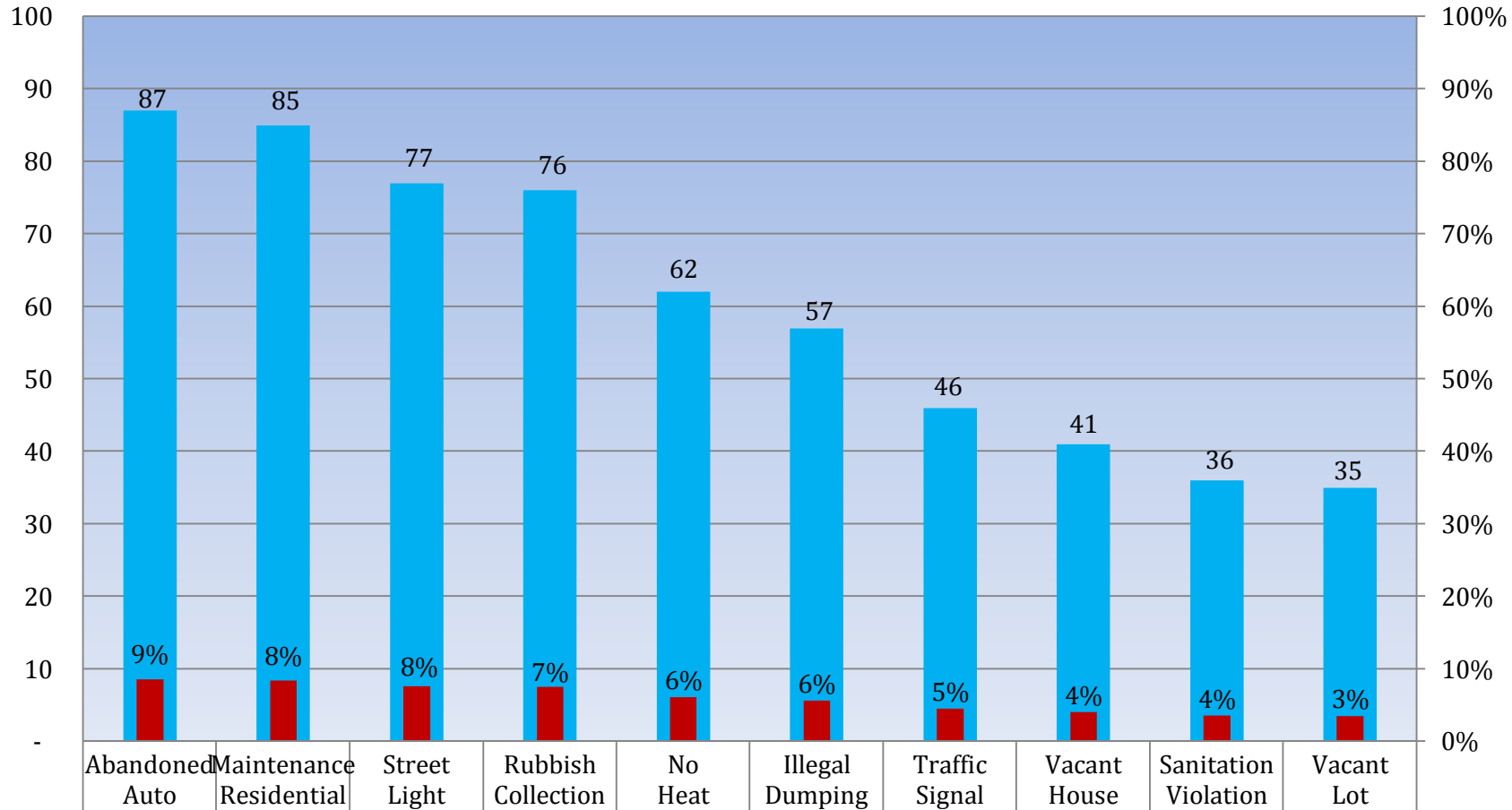
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

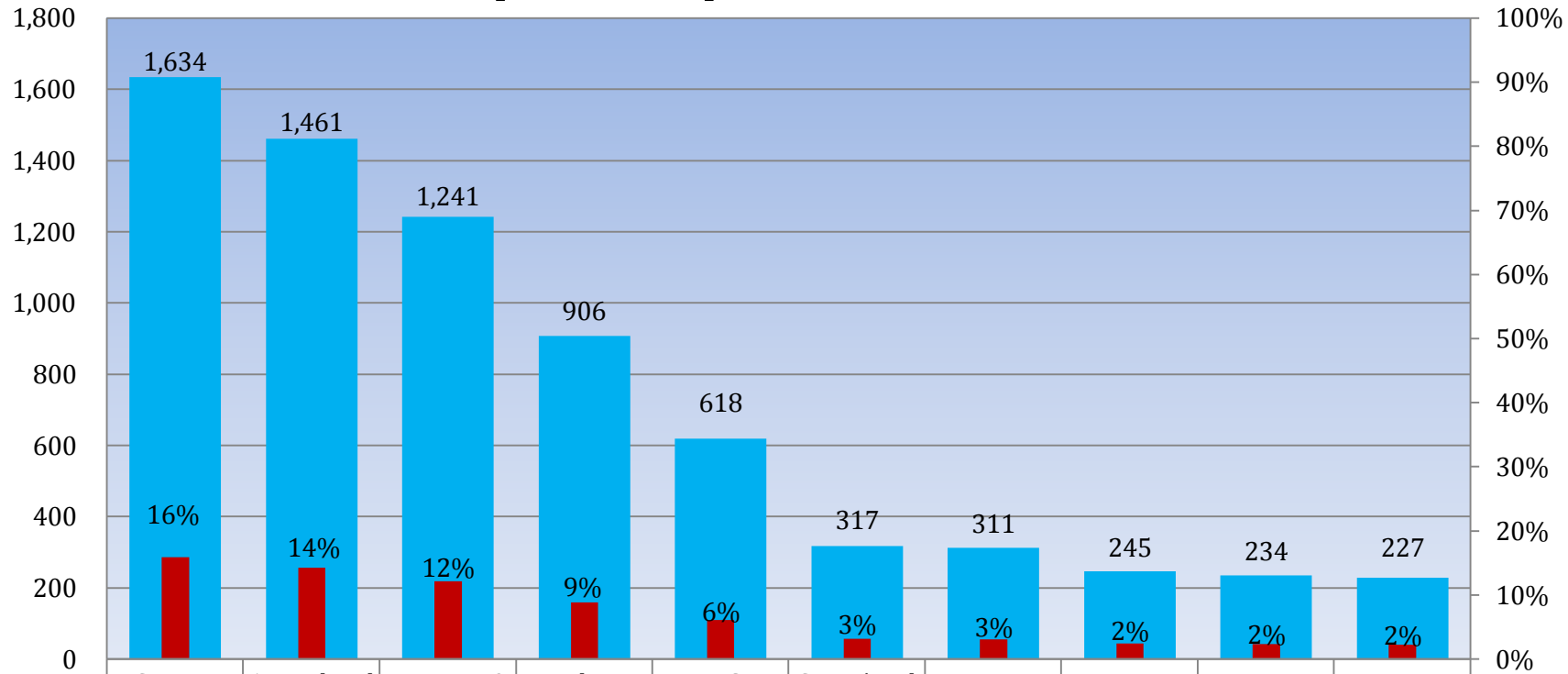


■ Week Ending 12/26	87	85	77	76	62	57	46	41	36	35
■ Service Request %	9%	8%	8%	7%	6%	6%	5%	4%	4%	3%



# Customer Contacts Logged

## *Top Ten Departments*



■ Week Ending 12/26	1,634	1,461	1,241	906	618	317	311	245	234	227
■ Department %	16%	14%	12%	9%	6%	3%	3%	2%	2%	2%

Revenue Split: Water Revenue - 77  
Other Revenue - 234



## 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.