



**311 Contact Center  
Weekly Update**

**DECEMBER 6<sup>TH</sup> - 12<sup>TH</sup>  
2010**

## Observations & Analysis

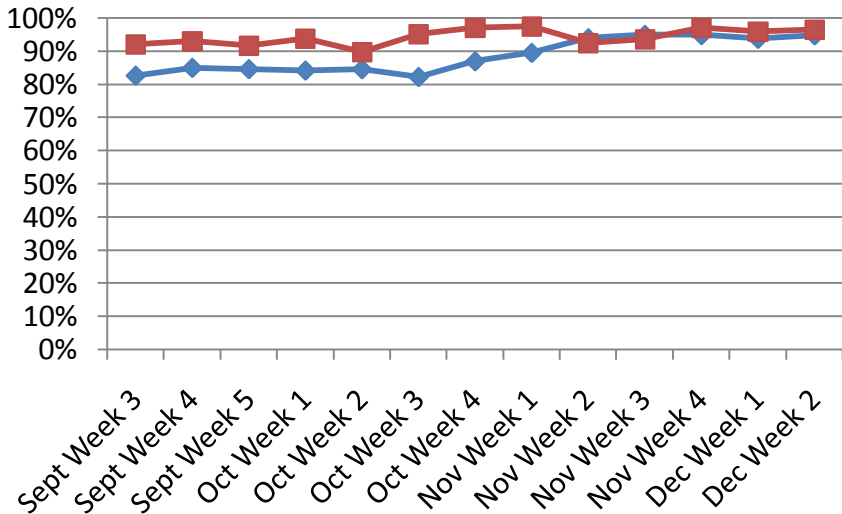
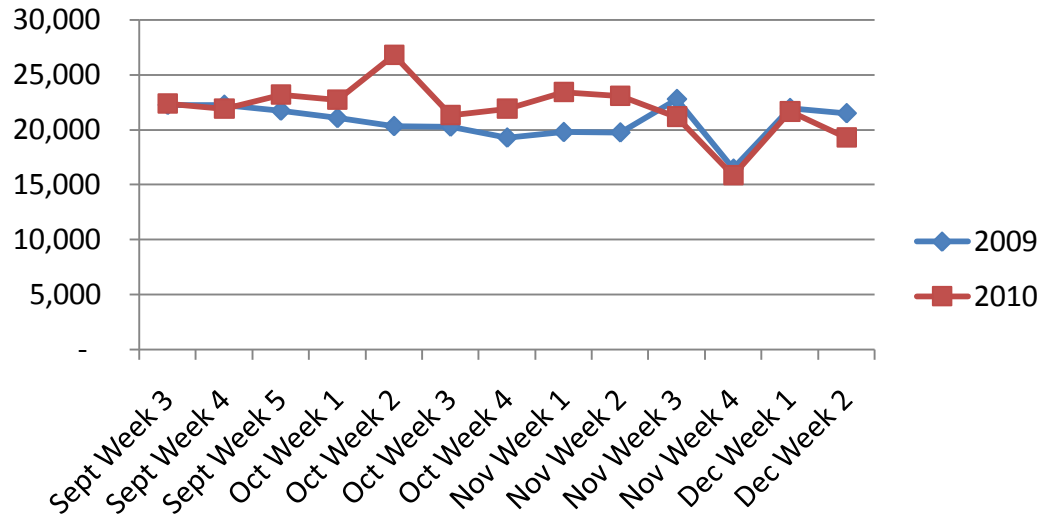
Call volume is lower than this time last year and lower than the previous week. The number of service requests submitted is also lower than during the past couple weeks. The types of requests received are standard with the exception of a high number of requests related to No Heat. This is expected due to the lower than average temperatures.



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

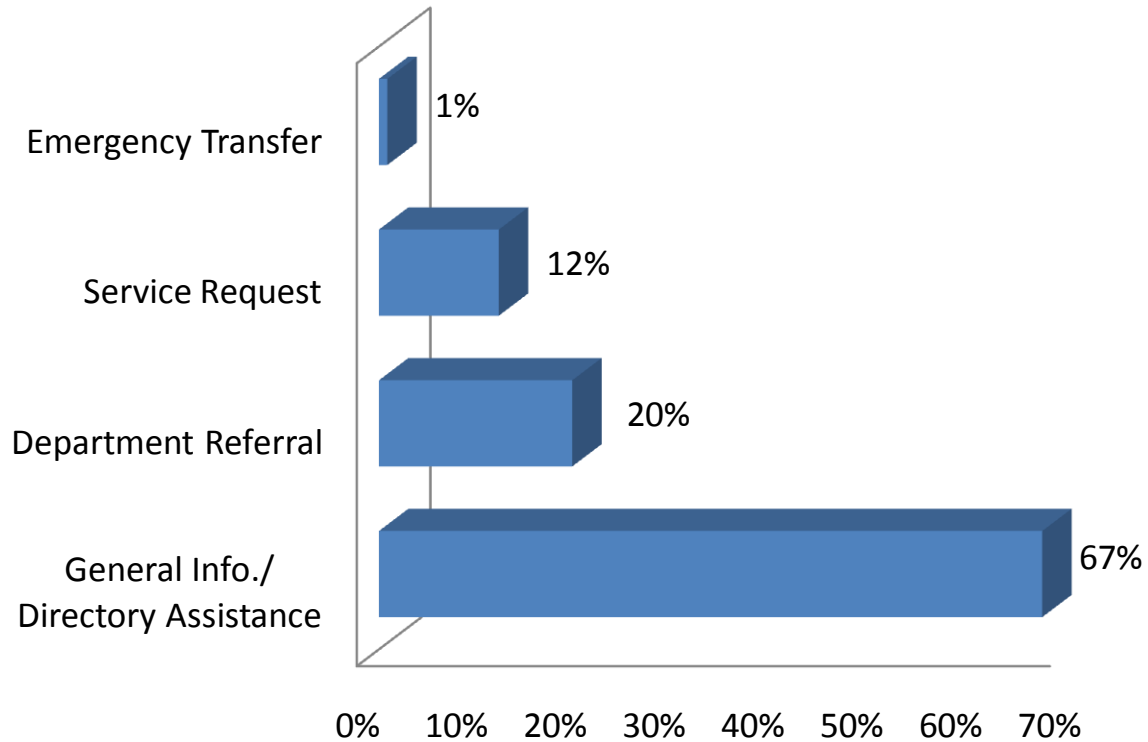
## 2010 Data

Performance Measure	Dec 6-12	Nov 29- Dec 5	December Average 2009	2010 YTD
Calls Offered	19,269	21,650	22,426	1,294,303
Average Weekday Call Volume	3,489	4,025	4,105	4,804
Percent of Calls Answered	97%	96%	94%	91%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

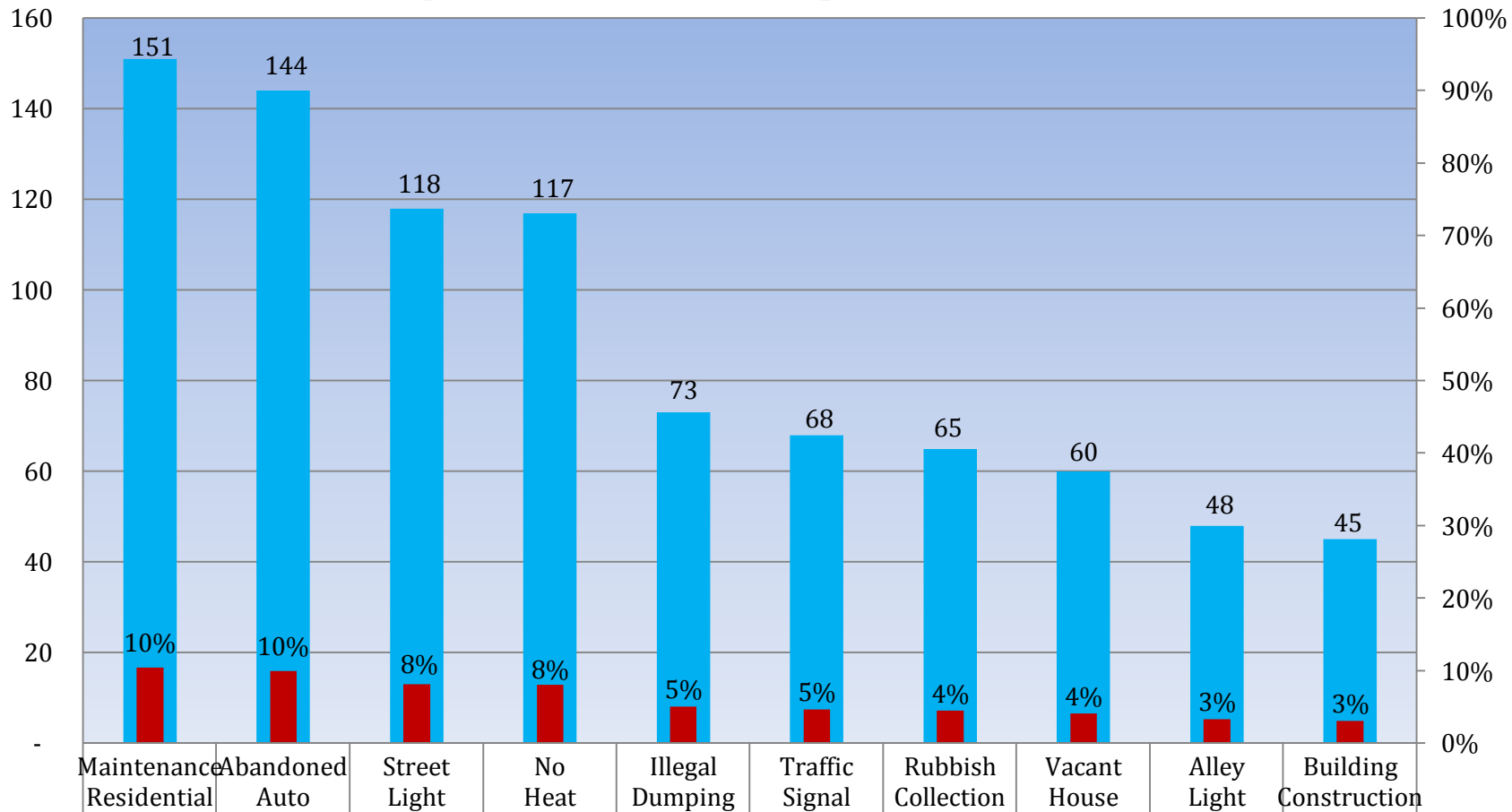
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

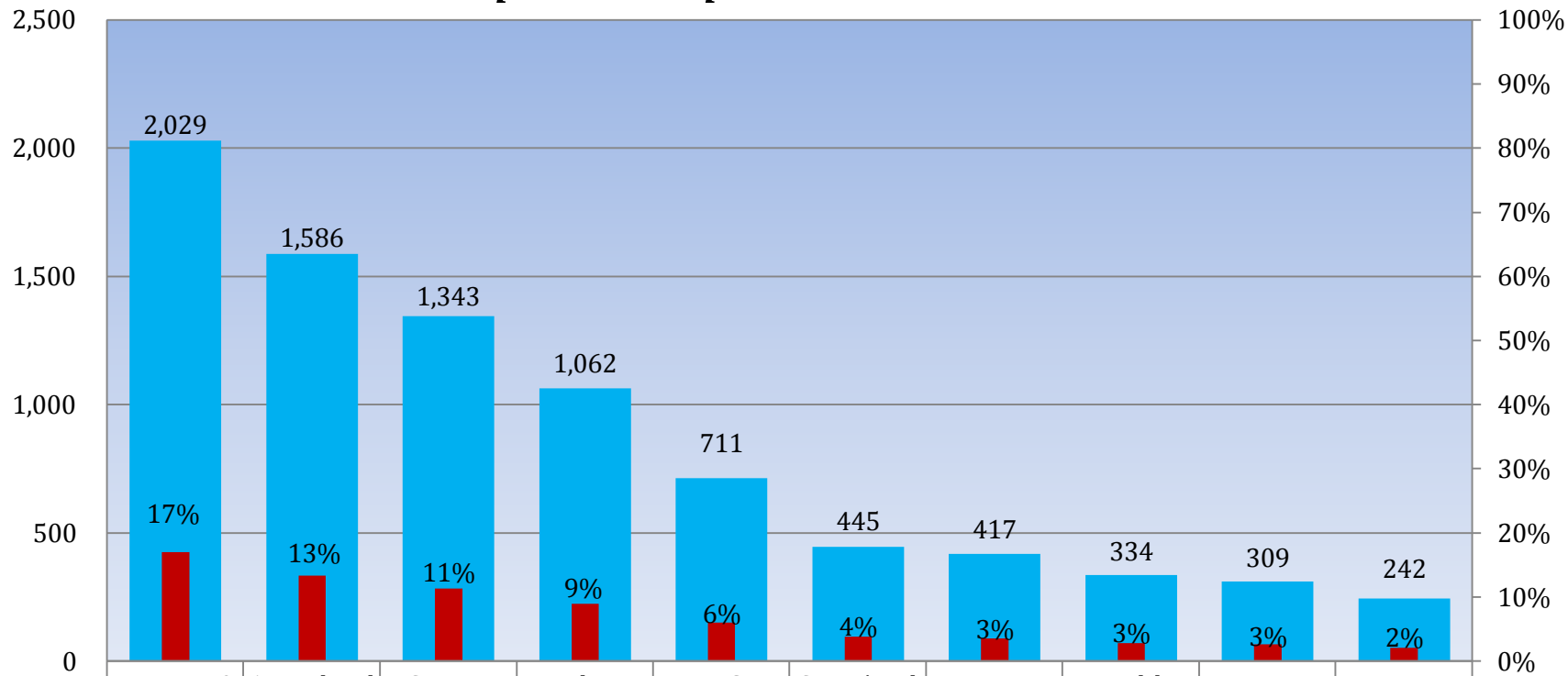


■ Week Ending 12/11	151	144	118	117	73	68	65	60	48	45
■ Service Request %	10%	10%	8%	8%	5%	5%	4%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



■ Week Ending 12/11	2,029	1,586	1,343	1,062	711	445	417	334	309	242
■ Department %	17%	13%	11%	9%	6%	4%	3%	3%	3%	2%

Revenue Split: Water Revenue - 124  
Other Revenue - 293



## 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.