



**311 Contact Center  
Weekly Update**

**JANUARY 31<sup>ST</sup> – FEBRUARY 6<sup>TH</sup>  
2011**

## Observations & Analysis

Call volume this week is considerably higher than the weekly average due to snow-related requests. At the beginning of the week, call volume was 9,500 per day, decreasing to 5,100 at the end of the week (still 50% higher than average).

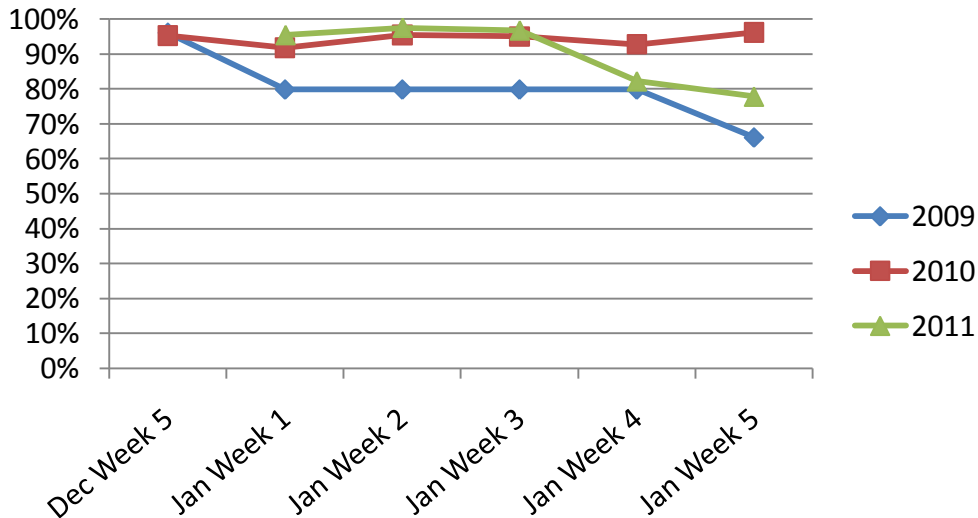
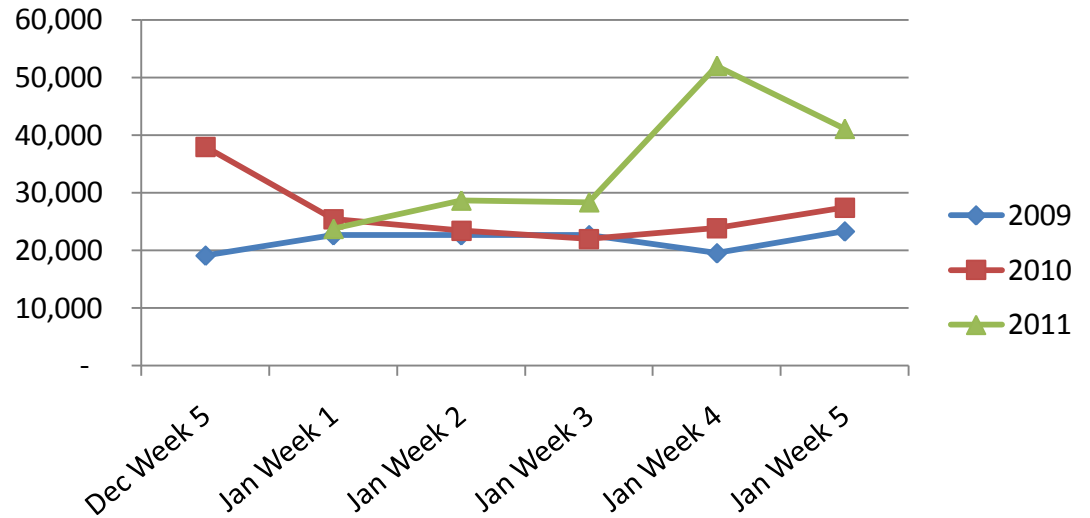
As shown on slide #6, snow-related requests represented 55% of all service requests.



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

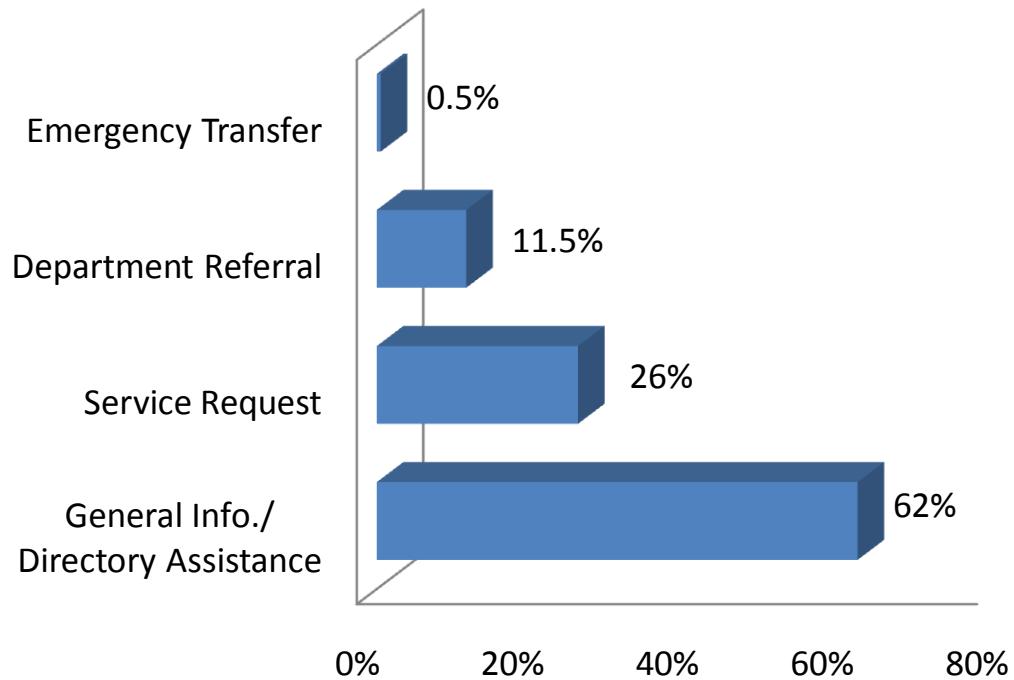
## 2010 Data

Performance Measure	Jan 31-Feb 6	Jan 24-30	February Average 2010	2011 YTD
Calls Offered	41,068	51,980	47,387	175,529
Average Weekday Call Volume	7,744	9,279	8,036	6,477
Percent of Calls Answered	80%	87%	78%	91%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

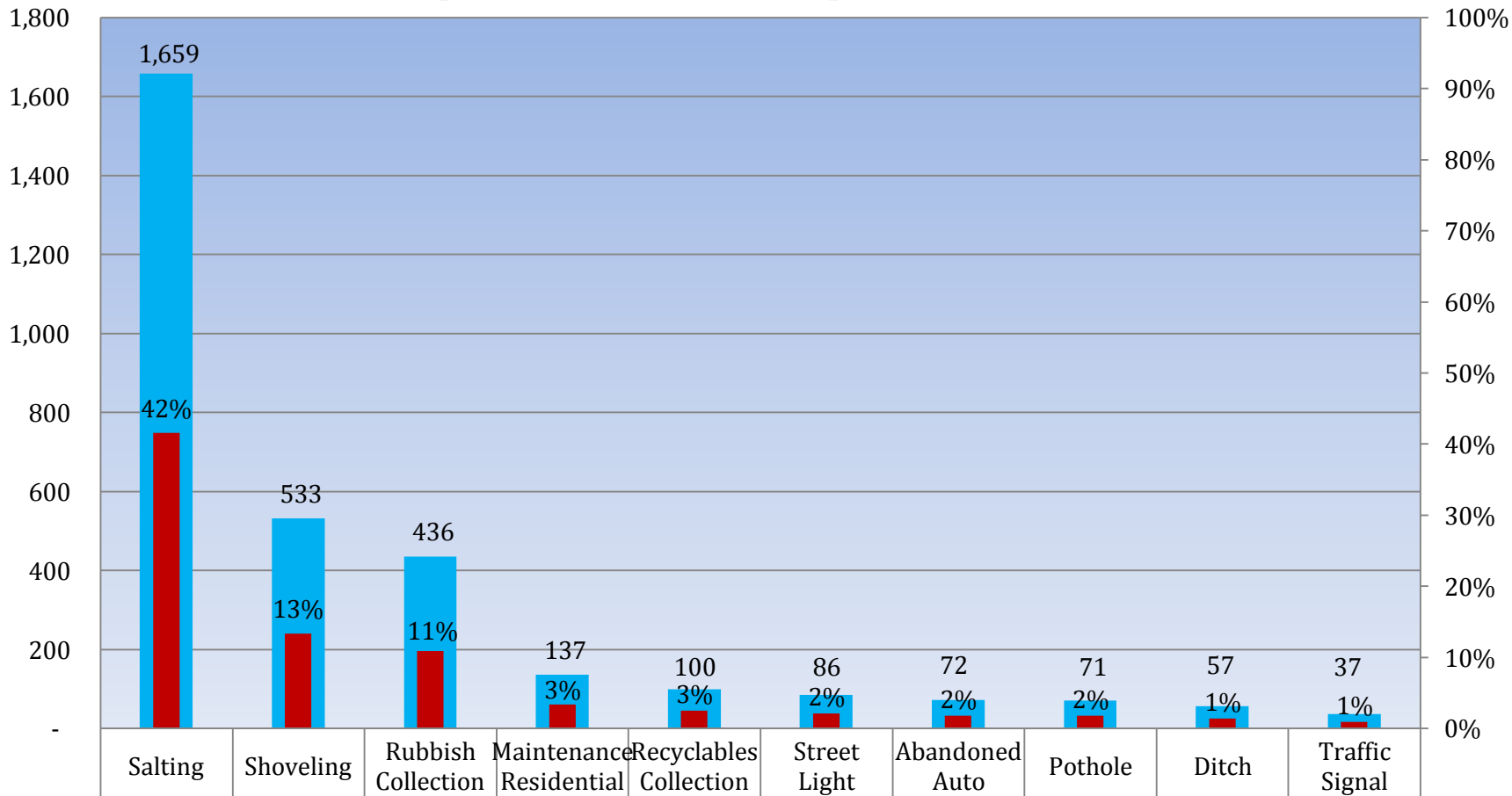
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

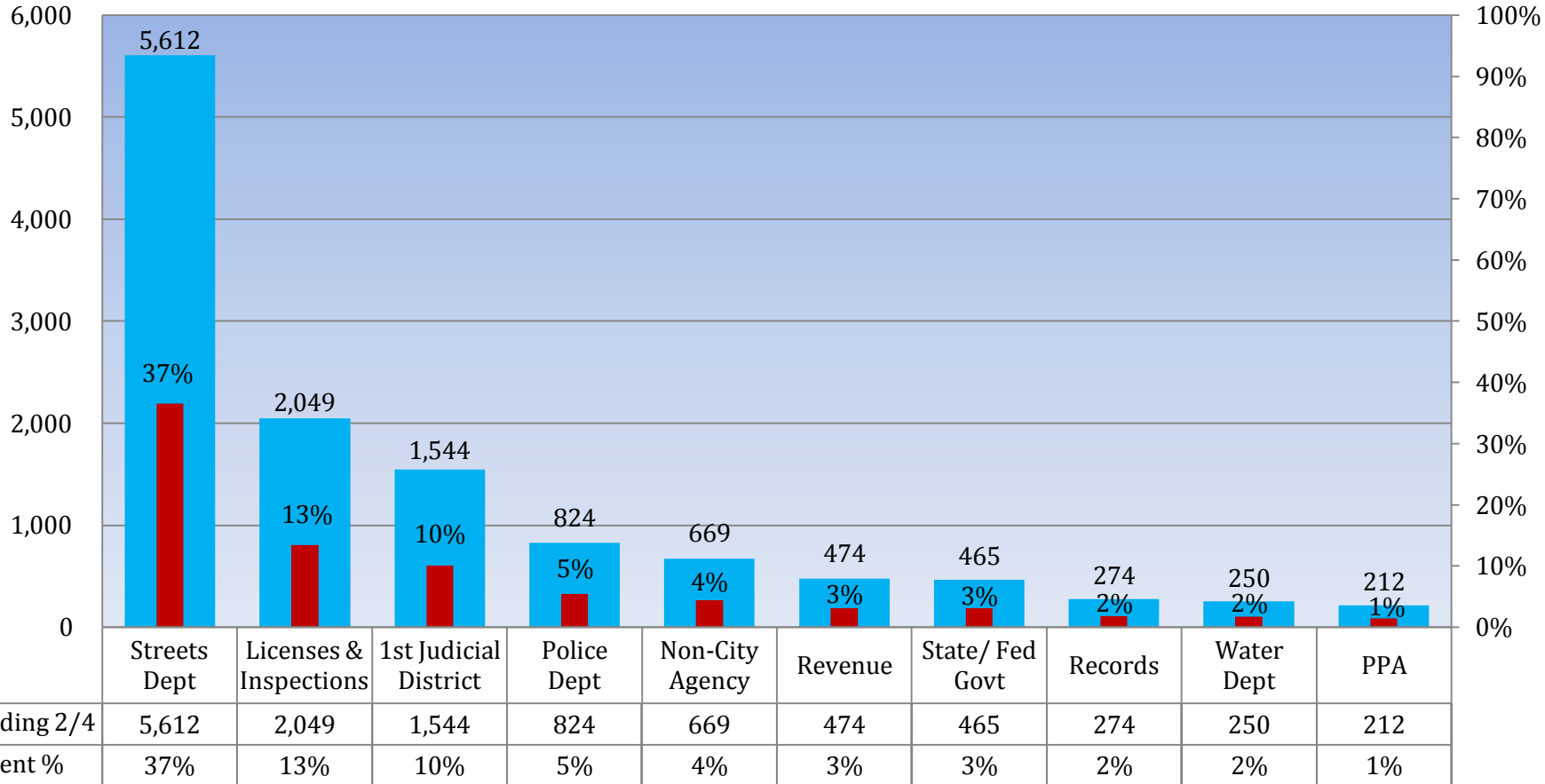


■ Week Ending 2/4	1,659	533	436	137	100	86	72	71	57	37
■ Service Request %	42%	13%	11%	3%	3%	2%	2%	2%	1%	1%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 95  
Other Revenue - 379



## 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.