



**311 Contact Center  
Weekly Update**

**FEBRUARY 14<sup>TH</sup> - 20<sup>TH</sup>  
2011**

## Observations & Analysis

Call volumes were at a normal level this week.

Requests for pothole repair were much higher than average. This is typical for post snow storm road conditions.

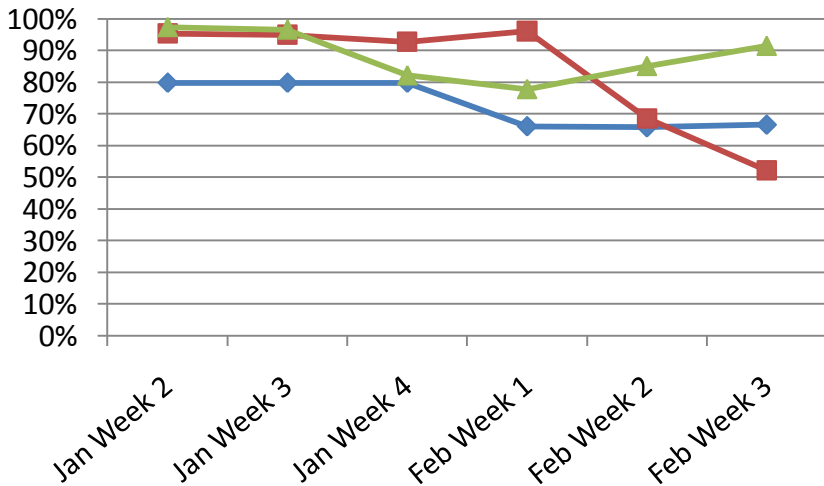
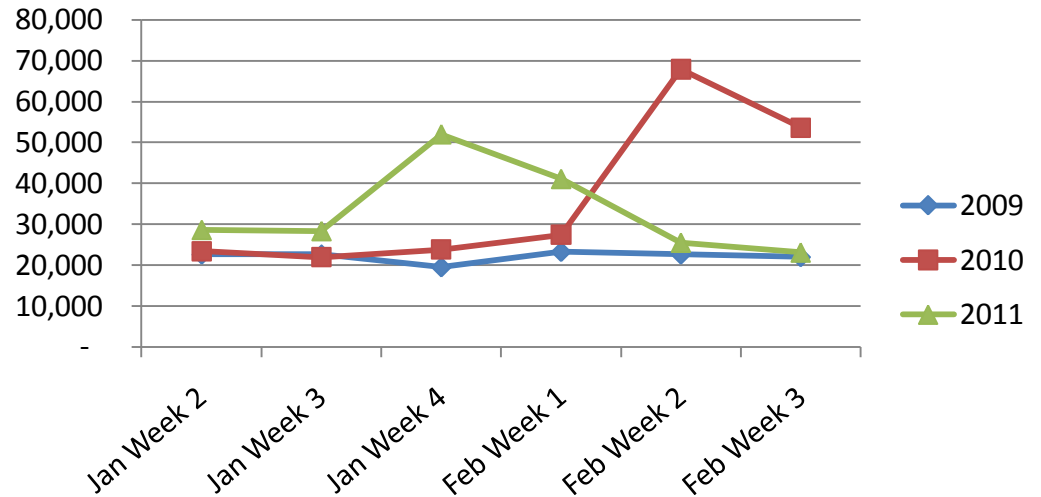
Calls for the City Revenue Department are also higher than average. This is likely due to the tax season.



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

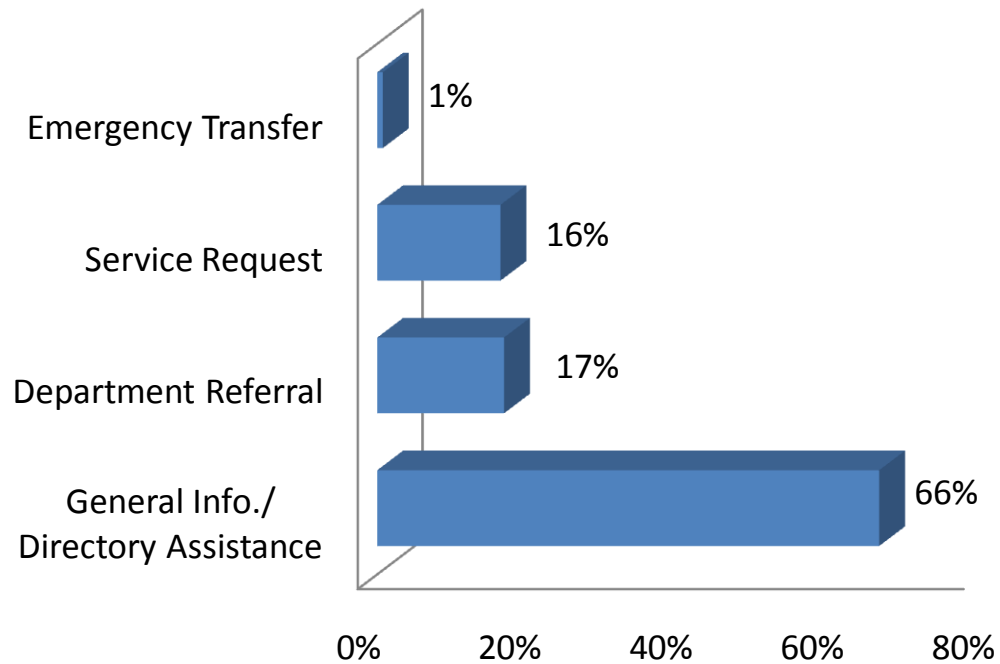
## 2011 Data

Performance Measure	Feb 14-20	Feb 7-13	February Average 2010	2011 YTD
Calls Offered	23,118	25,518	47,387	224,165
Average Weekday Call Volume	4,113	4,742	8,036	5,891
Percent of Calls Answered	91%	87%	78%	90%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

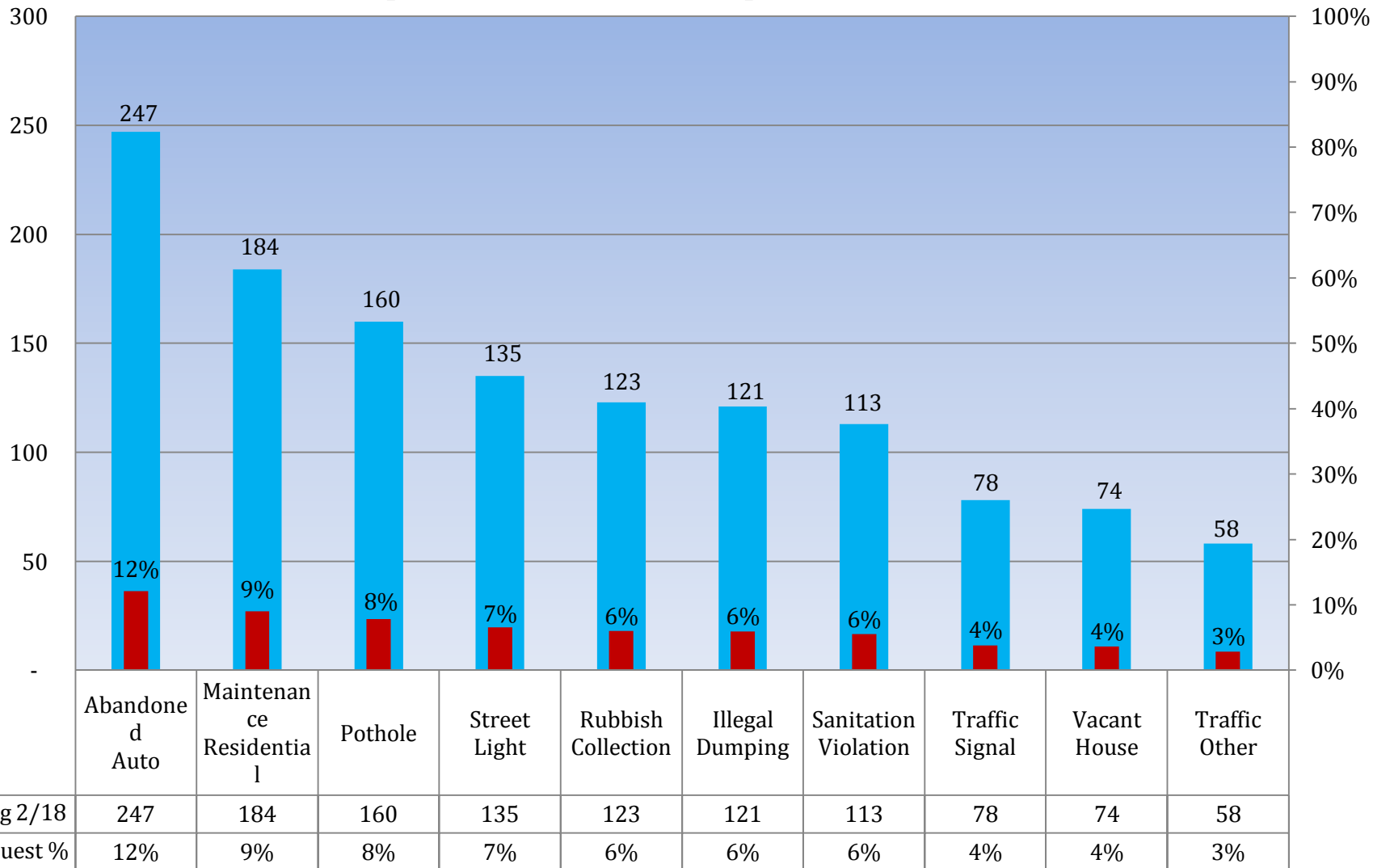
## *Request Type Distribution*





# Customer Contacts Logged

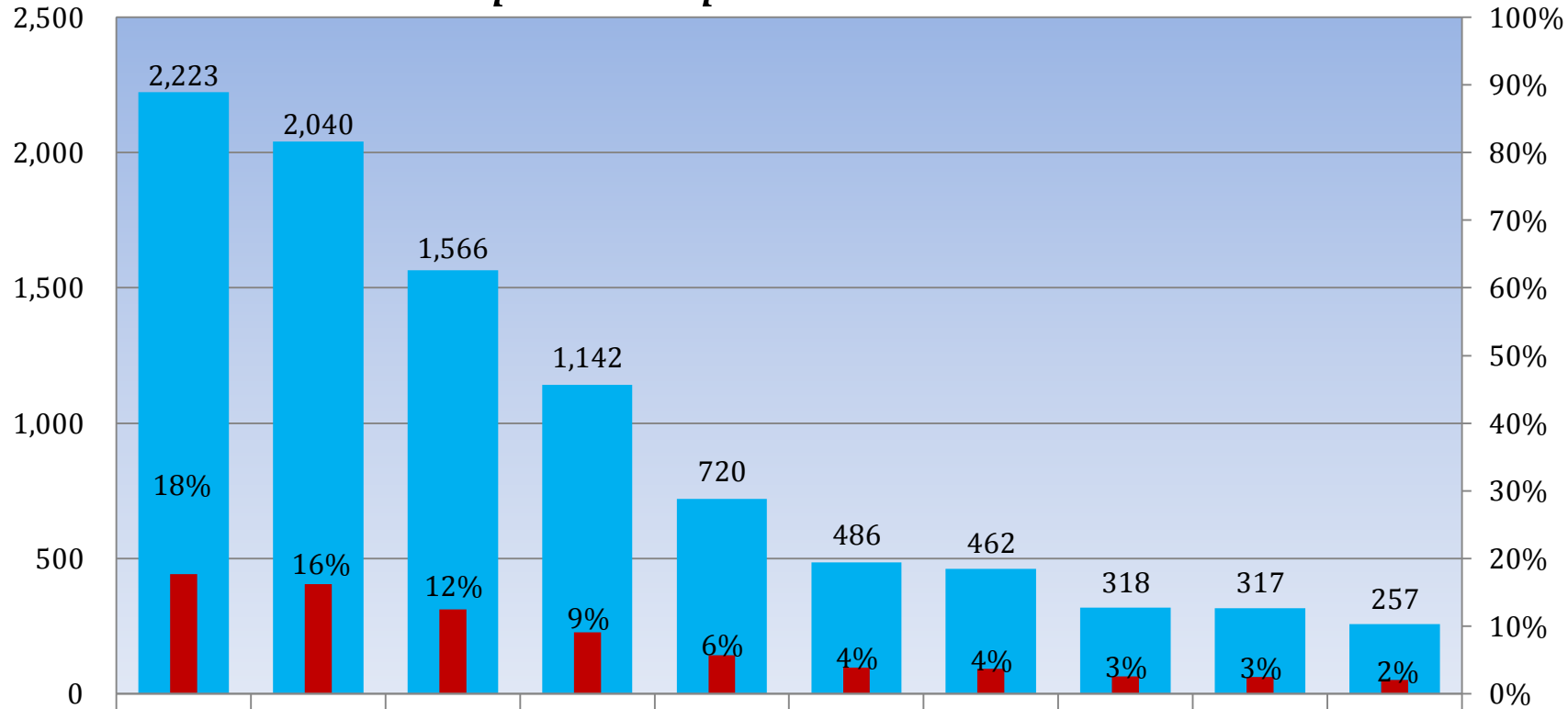
## *Top Ten Service Requests*





# Customer Contacts Logged

## *Top Ten Departments*



■ Week Ending 2/18	2,223	2,040	1,566	1,142	720	486	462	318	317	257
■ Department %	18%	16%	12%	9%	6%	4%	4%	3%	3%	2%

Revenue Split: Water Revenue - 10%  
Other Revenue - 380



## 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.