



**311 Contact Center**

**Weekly Update**

**FEBRUARY 14<sup>TH</sup> - FEBRUARY 20<sup>TH</sup>  
2010**



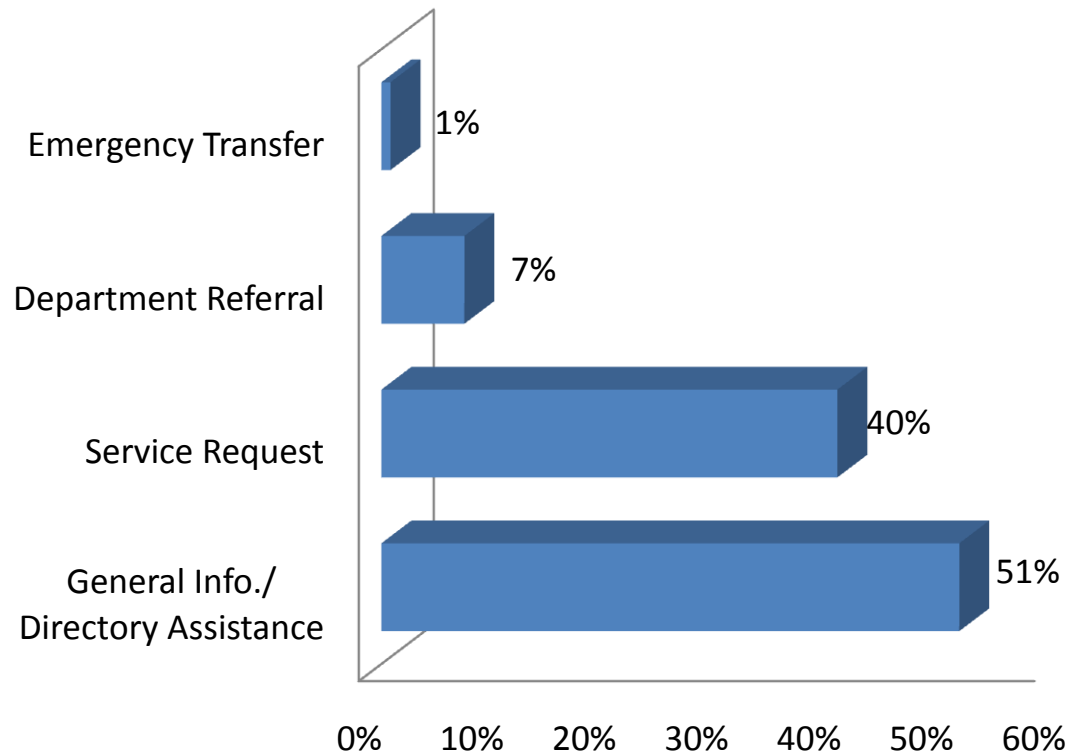
## Call Volumes and Performance Levels

Performance Measure	February 14-20 2010	February 7-13 2010	February Average 2009	2010 YTD
Calls Accepted	57,857	65,830	22,533	246,576
Average Weekday Call Volume	10,070	10,933	4,106	6,019
Percent of Calls Answered	59%	75%	69%	87%
Emergency Transfers	1%	1%	1%	1%



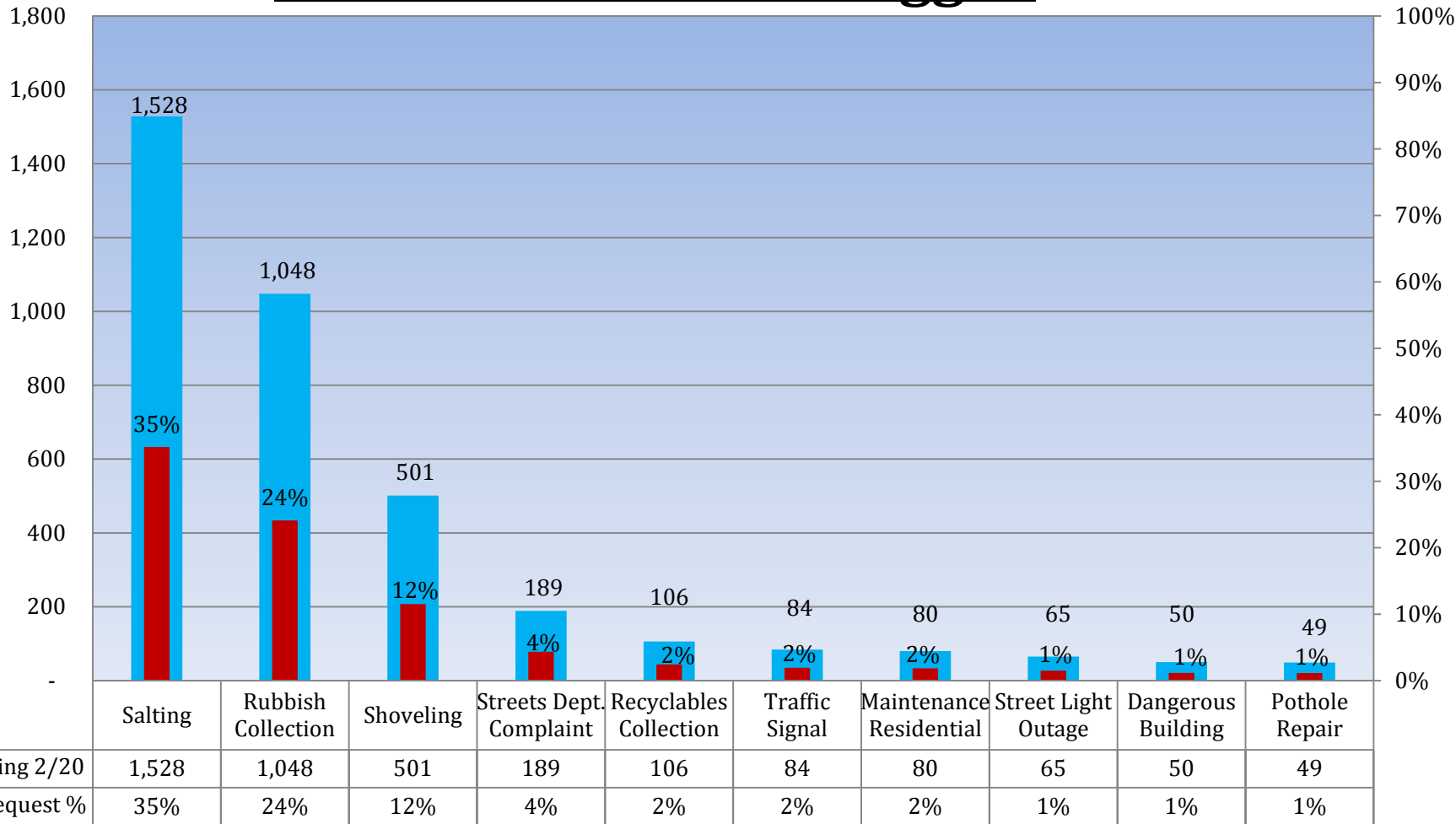
# Customer Contacts Logged

## *Request Type Distribution*





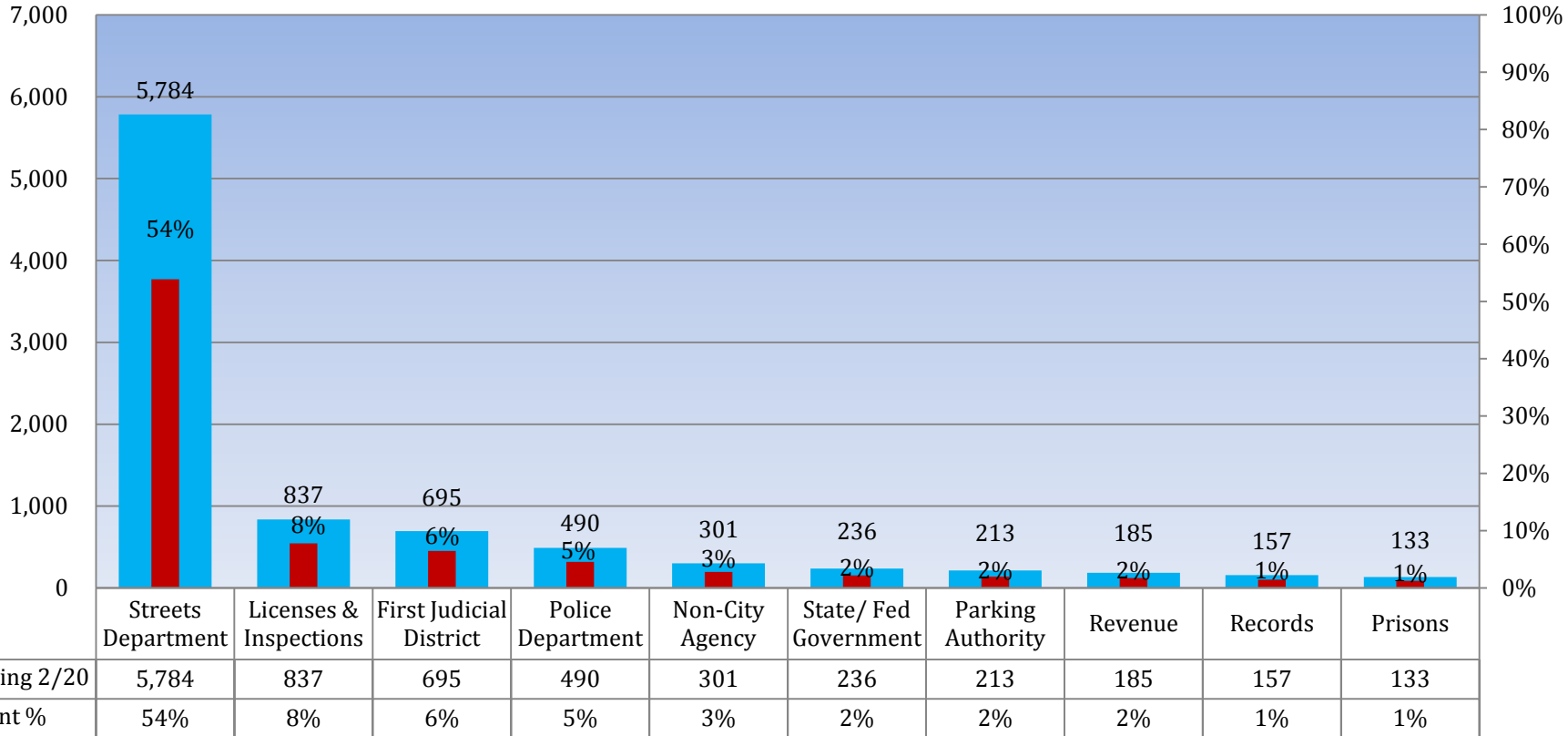
# Customer Contacts Logged





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## *Top Ten Departments*





## 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.



## Appendix B: SLA's

For every service request that is entered at 311, there is a Service Level Agreement (SLA), or timeframe during which the responsible department must resolve the request. The table below displays the SLA for each of the top service requests received at 311:

<b>Service Request</b>	<b>Department</b>	<b>Service Level Agreement (in business days)</b>
Residential Maintenance	L&I	45 (for 1st inspection)
Street Light Outage	Streets	10
Abandoned Auto	Police	30
Traffic Signal Repair	Streets	4
Rubbish Collection	Streets	2
Vacant House	L&I	45 (for 1st inspection)
Dangerous Building	L&I	15 (for 1st inspection)
Illegal Dumping	Streets	5
No Heat	L&I	7 (for 1st inspection)
Street Tree	Parks & Rec	10
Pothole Repair	Streets	3