



**311 Contact Center
Weekly Update**

**FEBRUARY 21ST - 27TH
2011**

Observations & Analysis

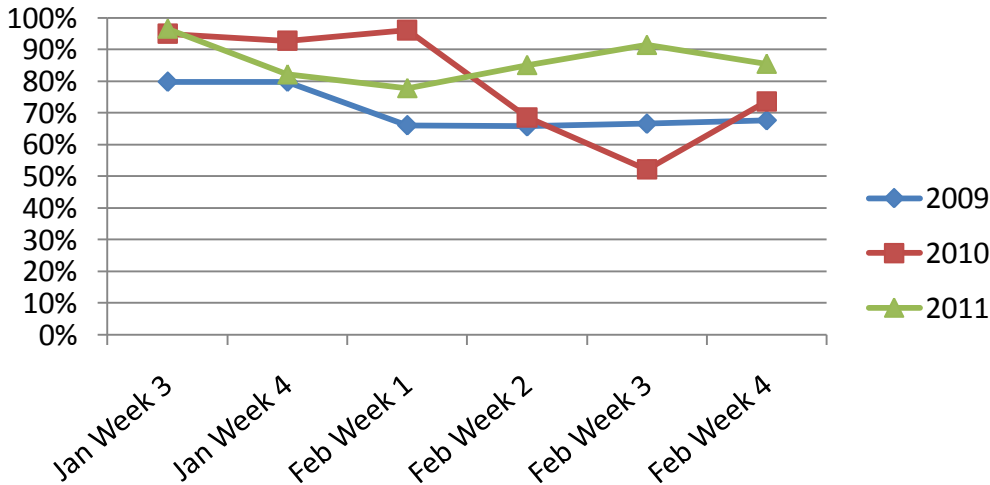
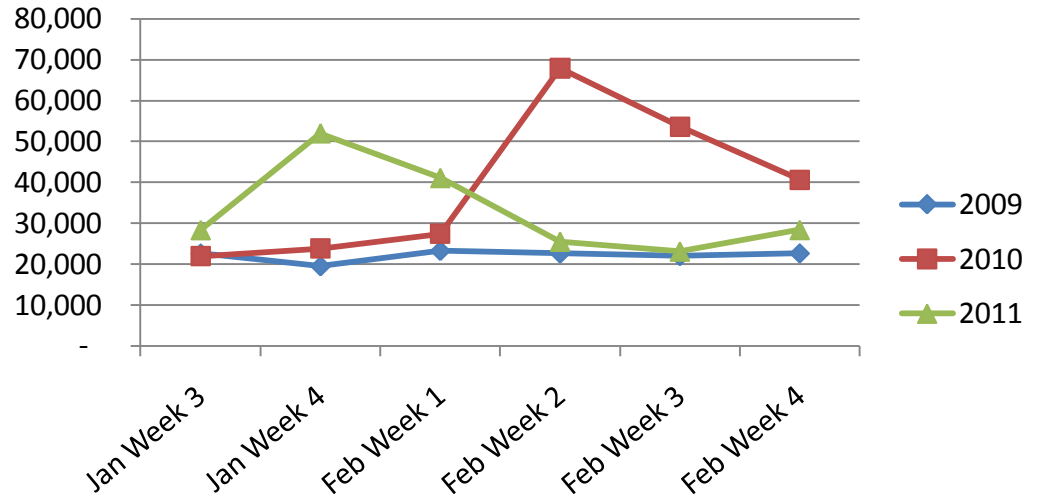
For this week, calls for the Revenue Department are high, which is likely due to it being tax season. Calls regarding Licenses are also higher than average, which is likely due to the upcoming construction season.



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

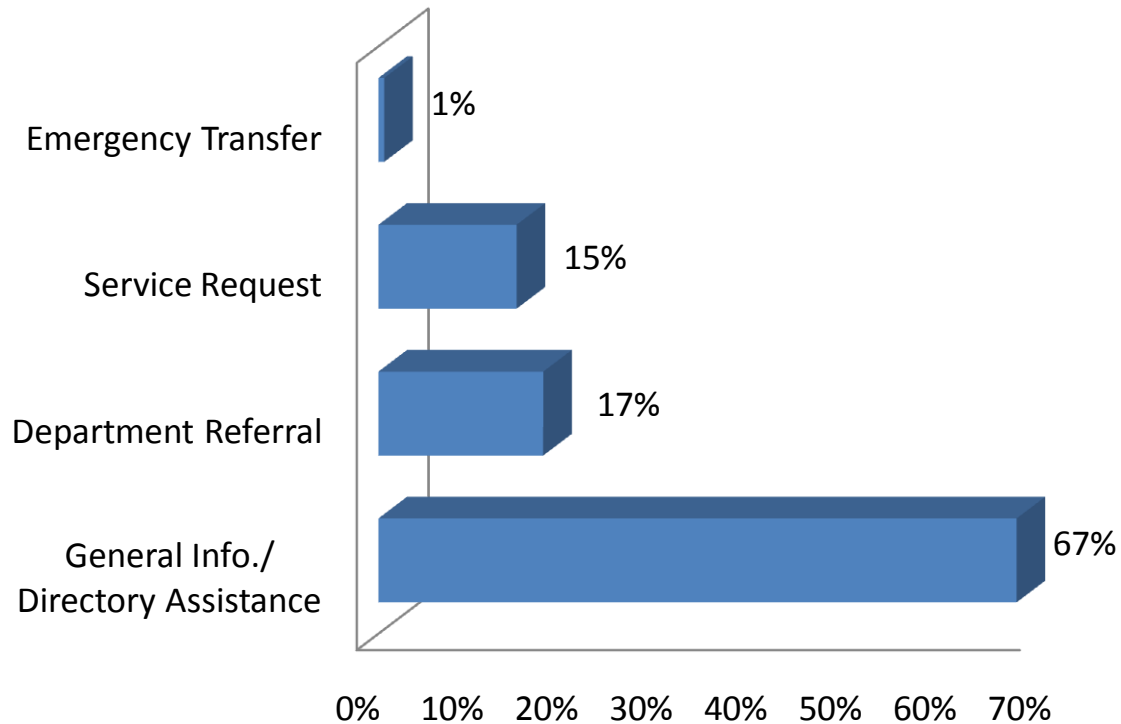
2011 Data

Performance Measure	Feb 21-27	Feb 14-20	February Average 2010	2011 YTD
Calls Offered	28,380	23,118	47,387	252,545
Average Weekday Call Volume	5,616	4,113	8,036	5,857
Percent of Calls Answered	87%	91%	78%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

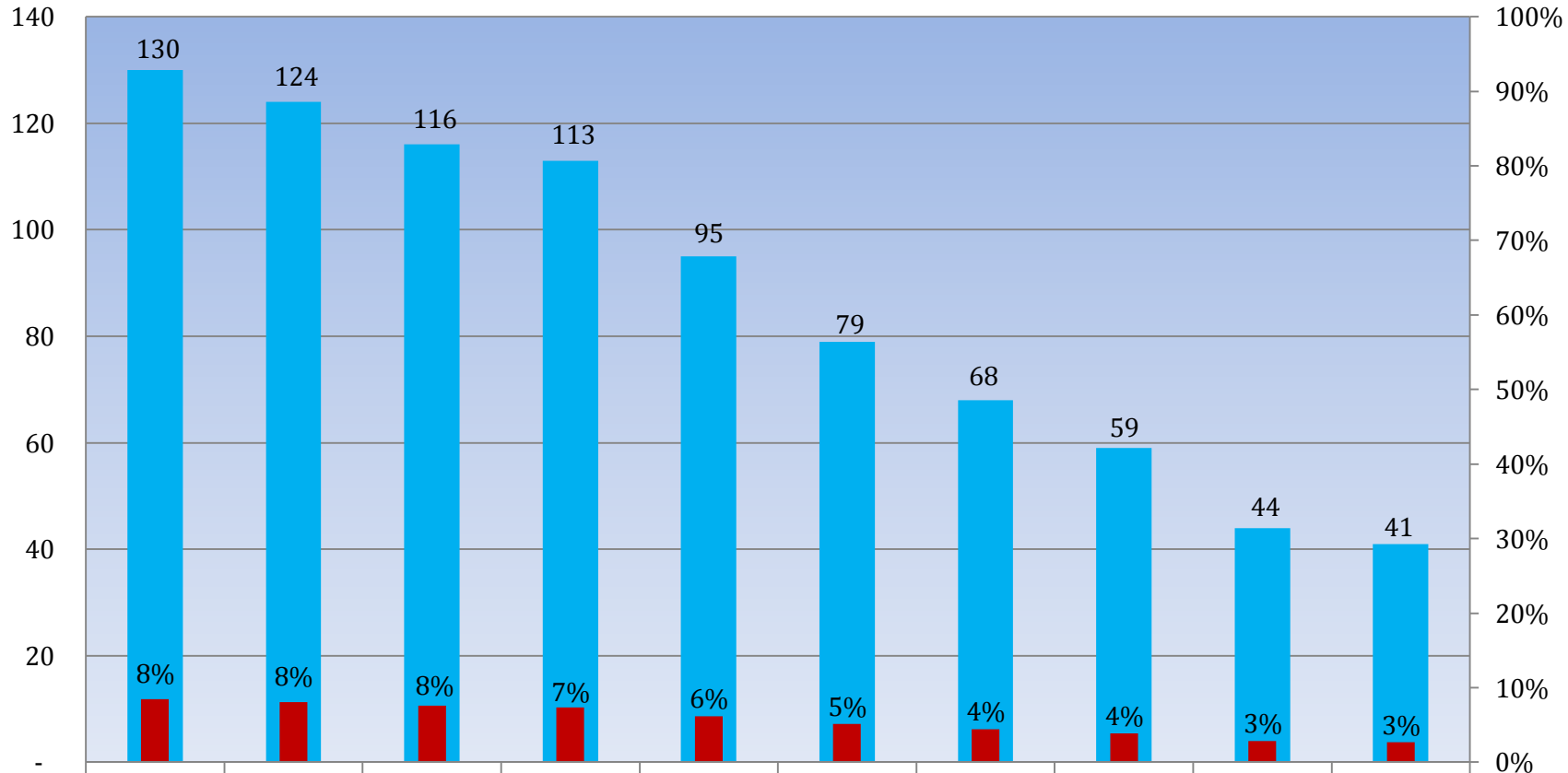
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

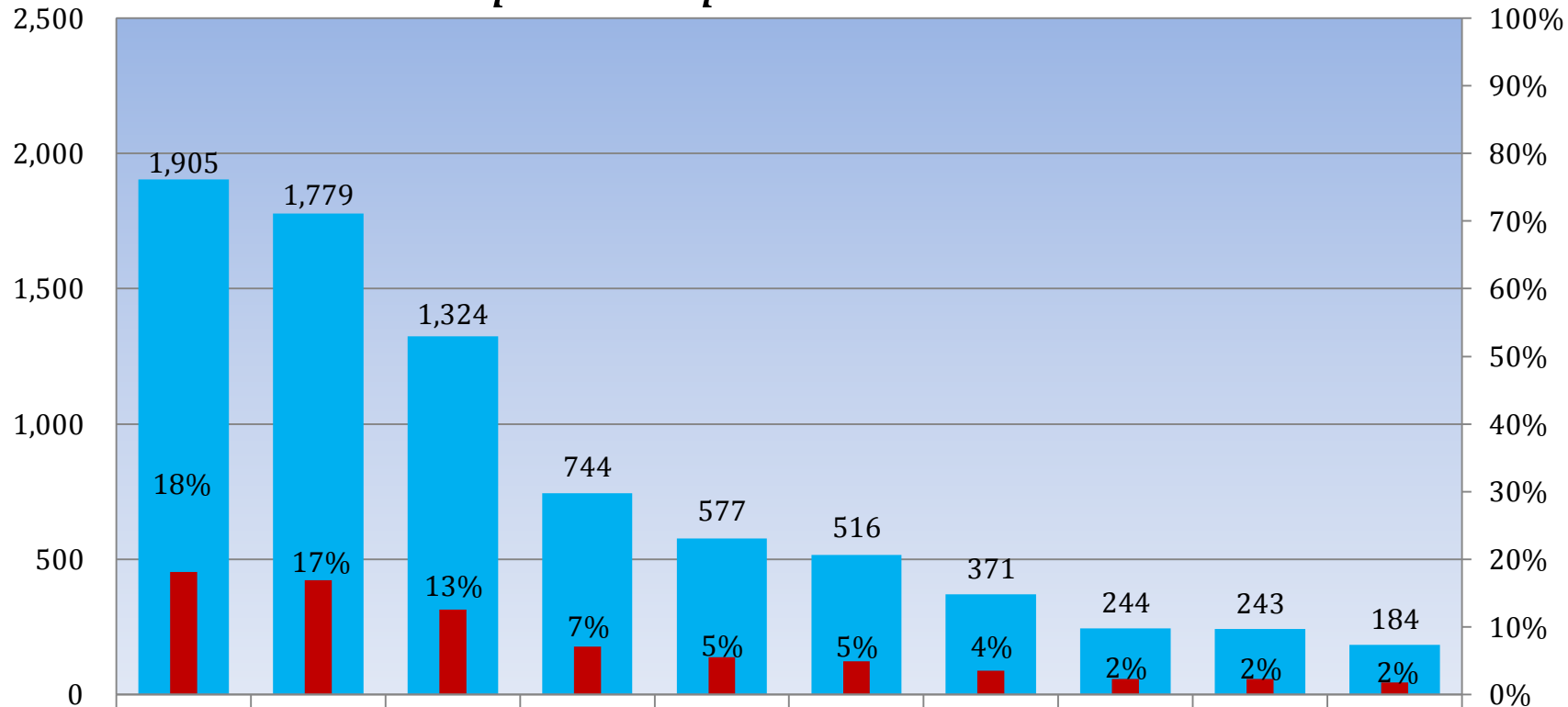


■ Week Ending 2/25	130	124	116	113	95	79	68	59	44	41
■ Service Request %	8%	8%	8%	7%	6%	5%	4%	4%	3%	3%



Customer Contacts Logged

Top Ten Departments



■ Week Ending 2/25	1,905	1,779	1,324	744	577	516	371	244	243	184
■ Department %	18%	17%	13%	7%	5%	5%	4%	2%	2%	2%

Revenue Split - 112%
Other Revenue - 404



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.