



311 Contact Center Weekly Update

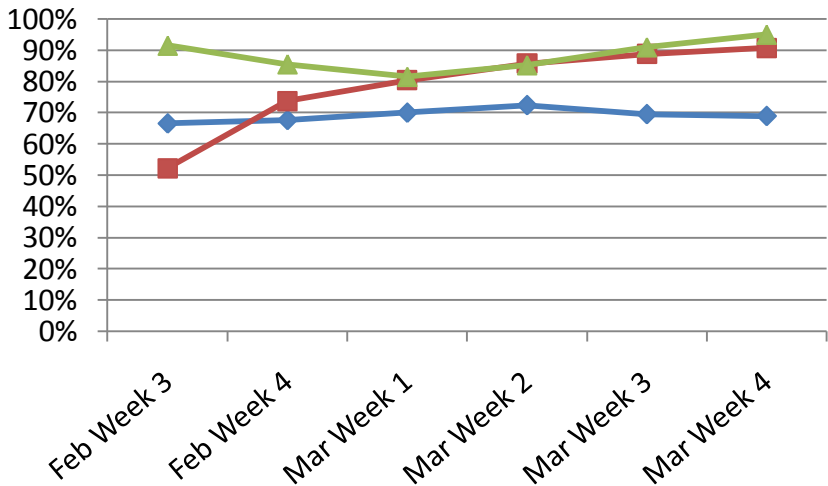
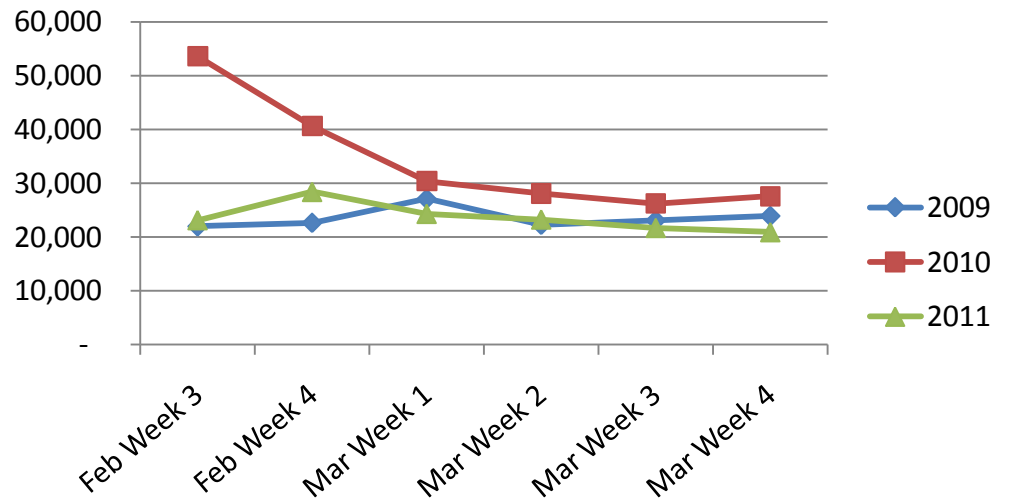
**MARCH 21ST - 27TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

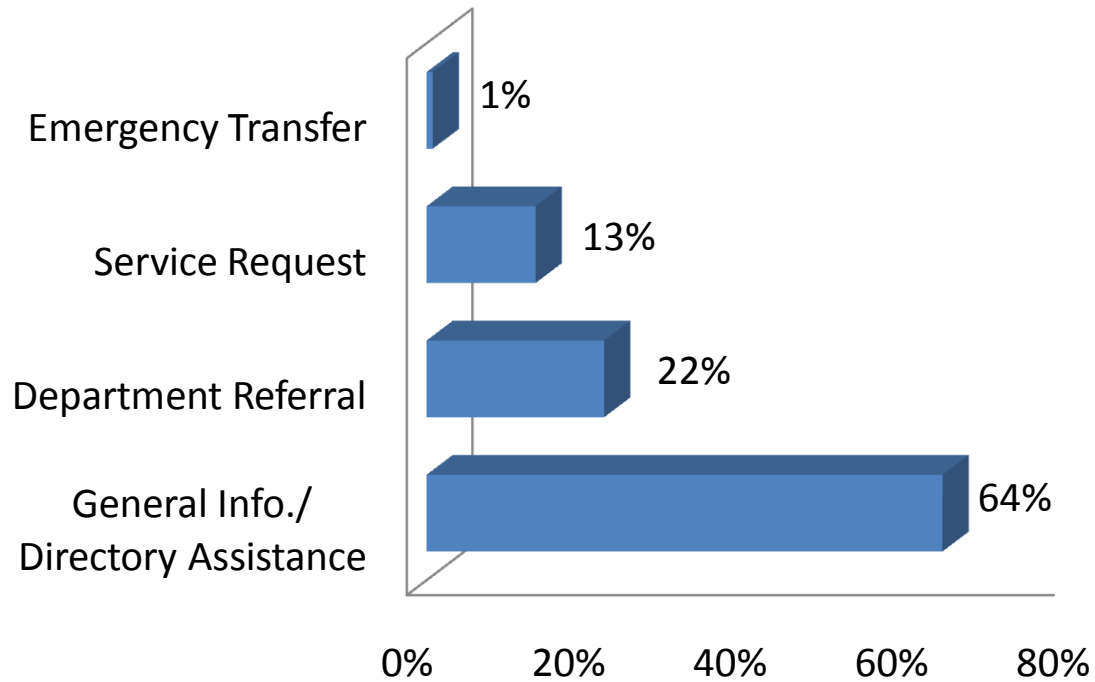
2011 Data

Performance Measure	Mar 21-27	Mar 14-20	March Average 2010	2011 YTD
Calls Offered	20,876	21,666	28,709	321,742
Average Weekday Call Volume	3,891	4,003	5,005	5,418
Percent of Calls Answered	95%	92%	86%	89%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

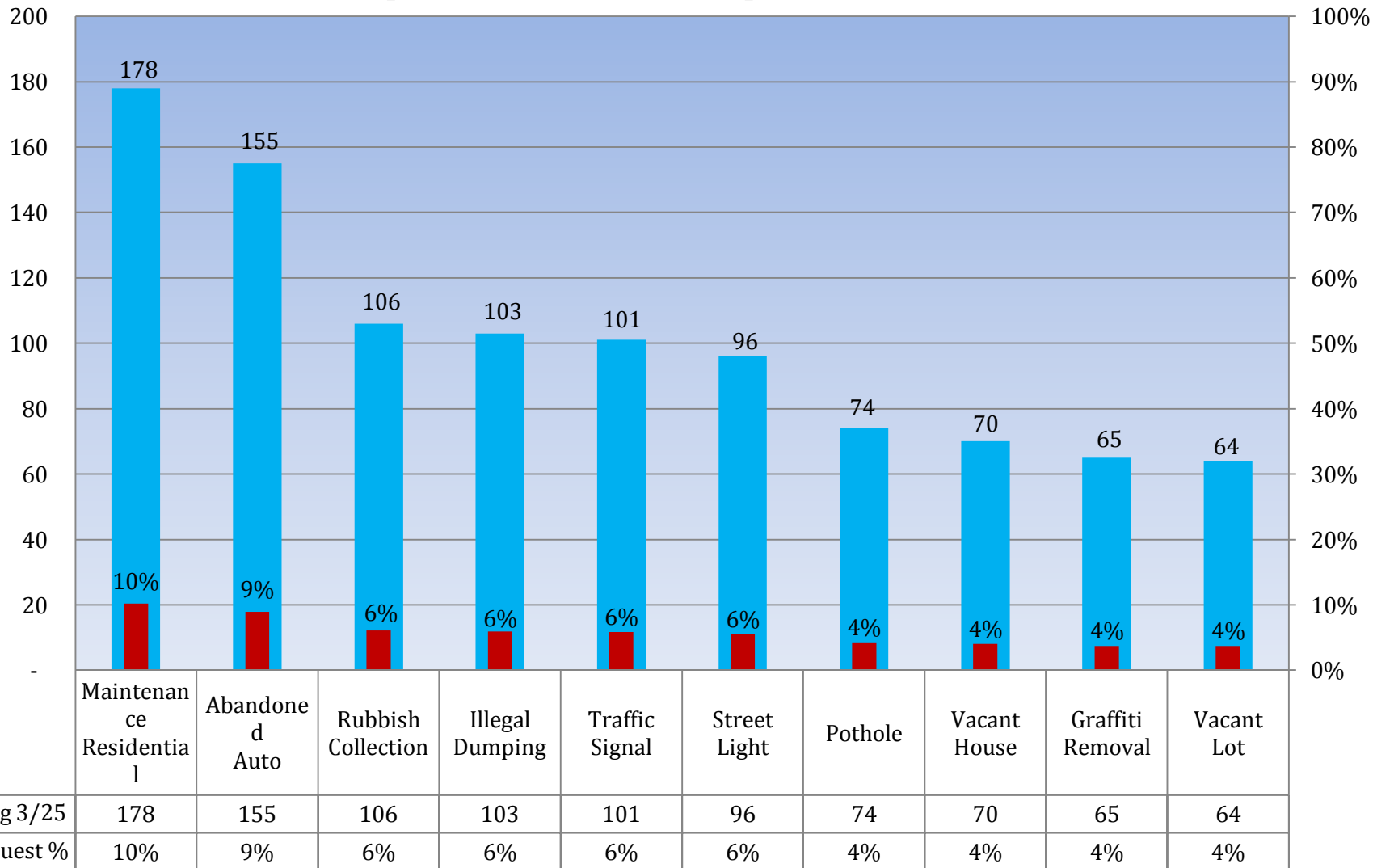
Request Type Distribution





Customer Contacts Logged

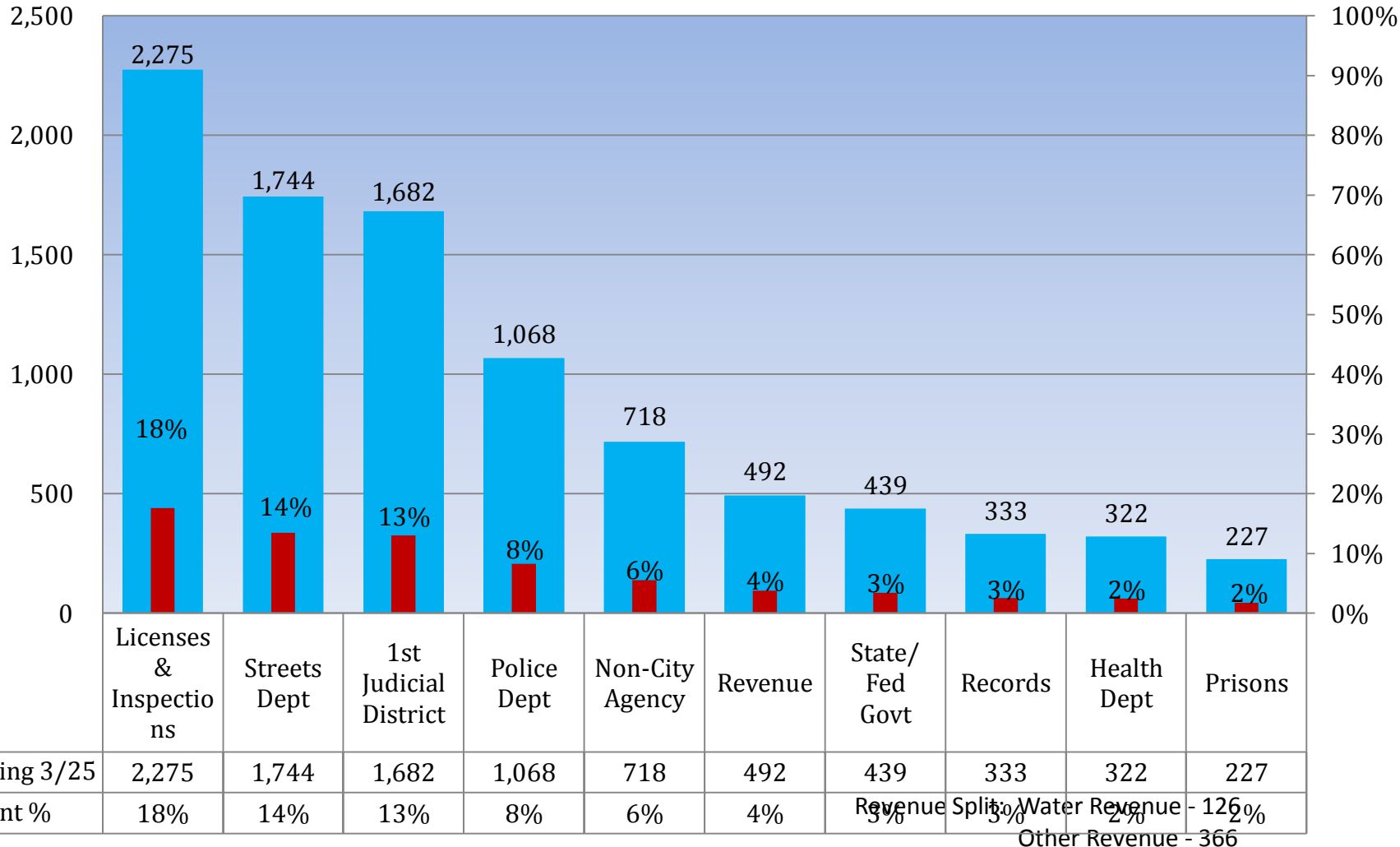
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments



Other Revenue - 366



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.