



311 Contact Center

Weekly Update

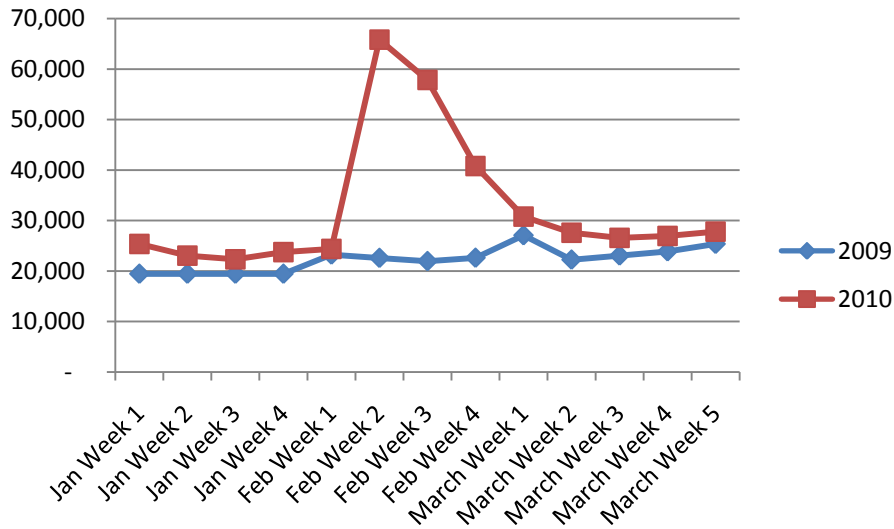
**MARCH 28TH - APRIL 3RD
2010**



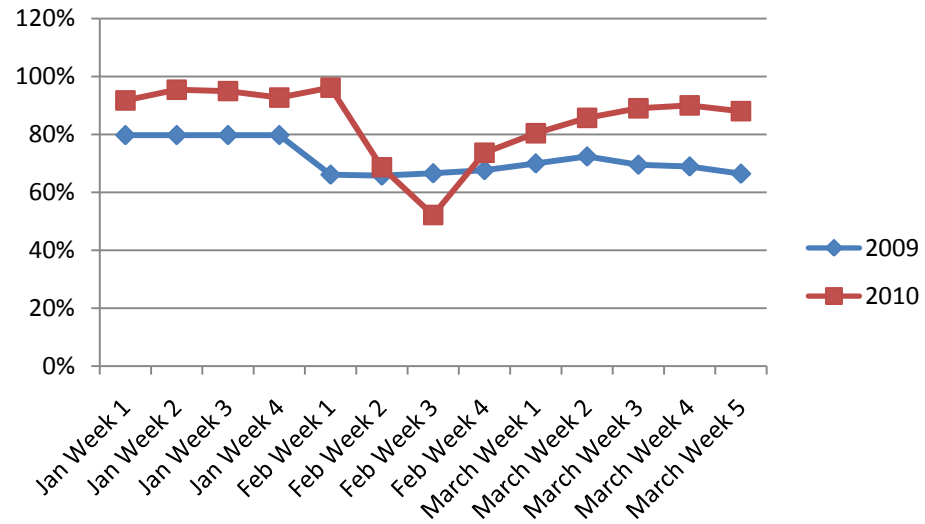
Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% of Calls Answered





Call Volumes and Performance Levels

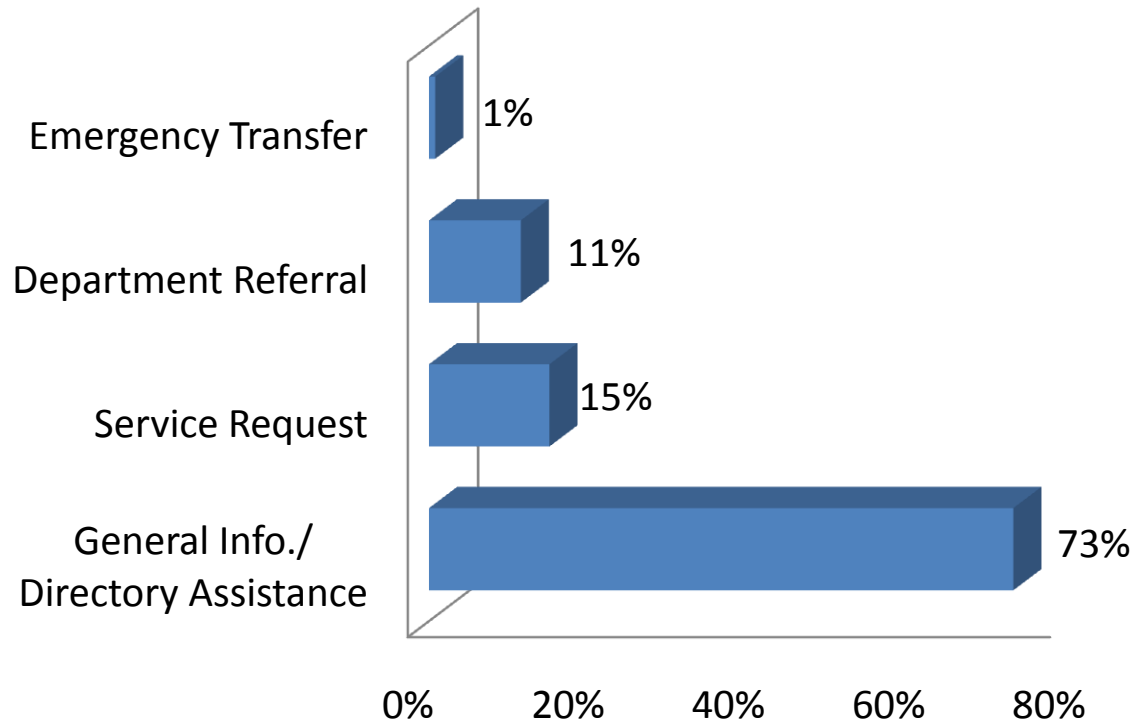
2010 Data

Performance Measure	March 28-April 3rd 2010	March 21-27, 2010	March Average 2009	2010 YTD
Calls Accepted	27,833	26,968	24,207	425,630
Average Weekday Call Volume	5,172	4,917	4,383	5,752
Percent of Calls Answered	88%	90%	73%	86%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

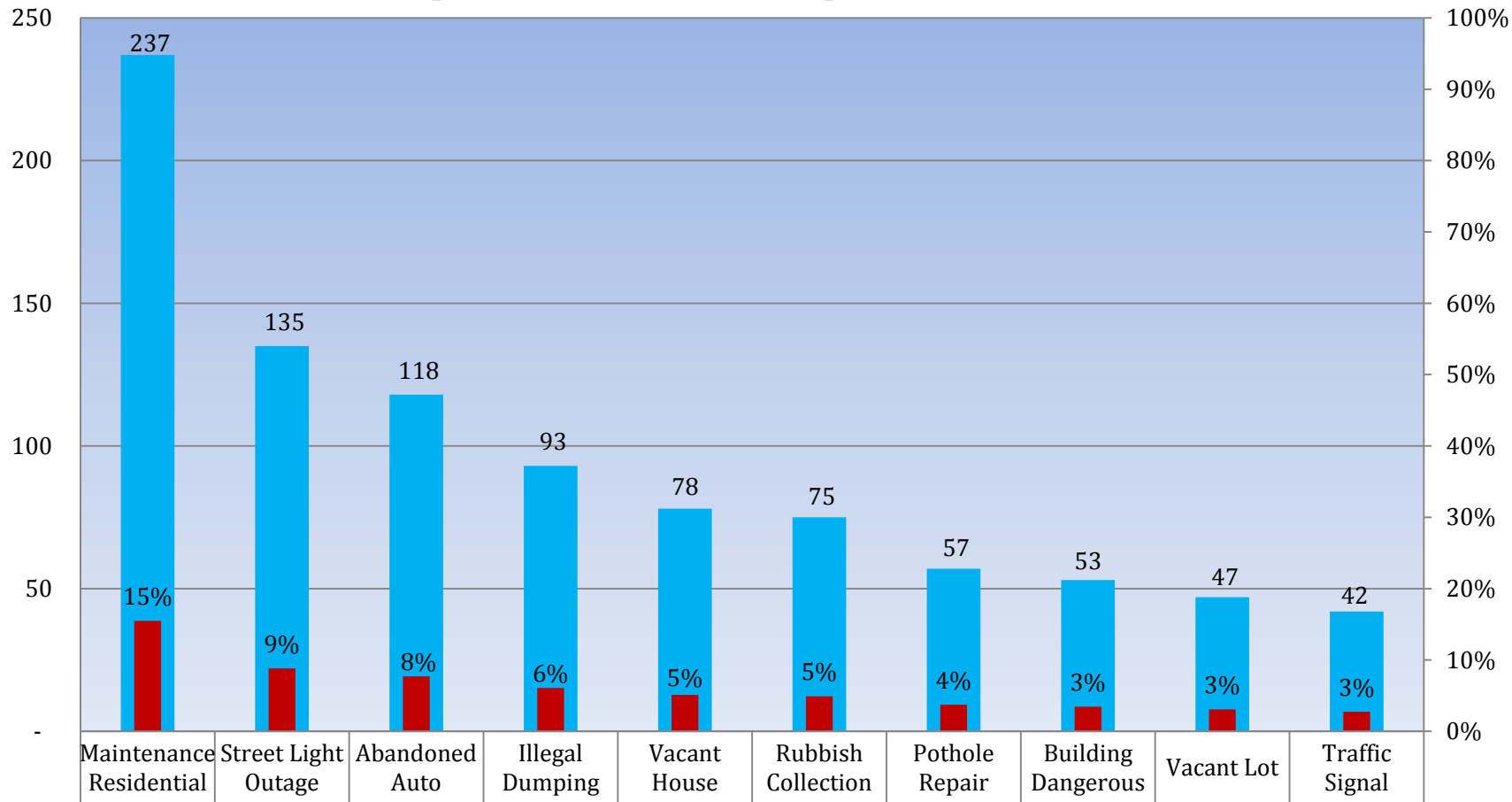
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

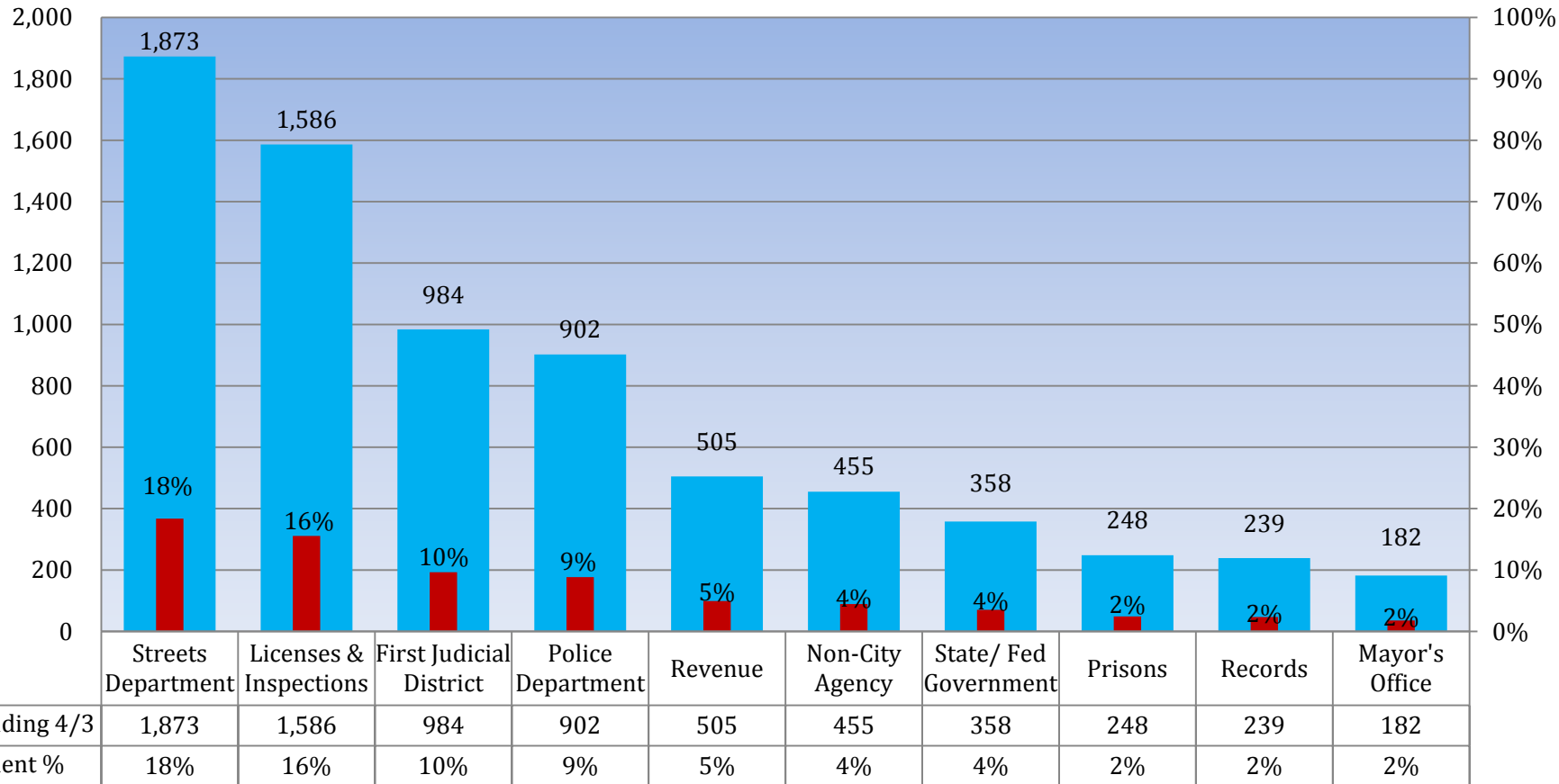


■ Week Ending 4/3	237	135	118	93	78	75	57	53	47	42
■ Service Request %	15%	9%	8%	6%	5%	5%	4%	3%	3%	3%



Customer Contacts Logged

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:

Service Request	Department	Service Level Agreement (in business days)
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