



# **311 Contact Center Weekly Update**

**MARCH 7<sup>TH</sup> - 13<sup>TH</sup>  
2011**

## Observations & Analysis

Call volume is consistent with average volume for this time of year.

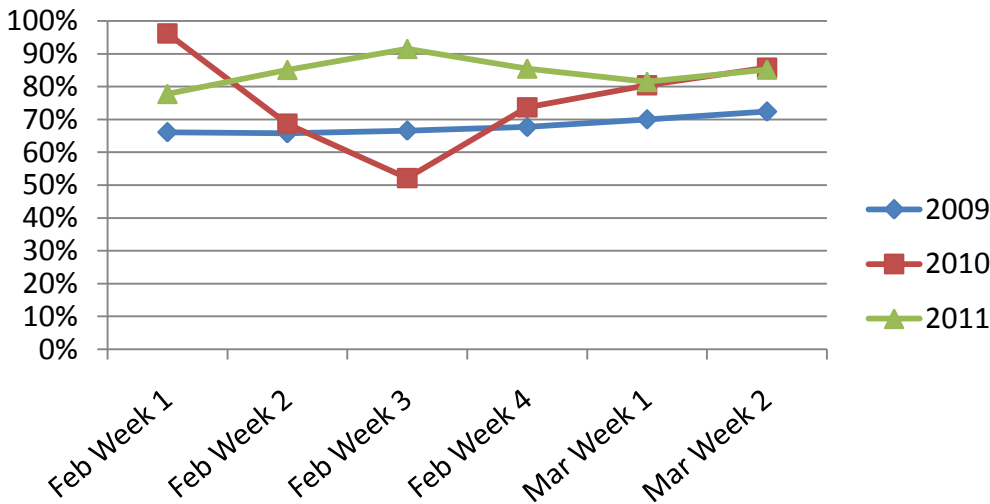
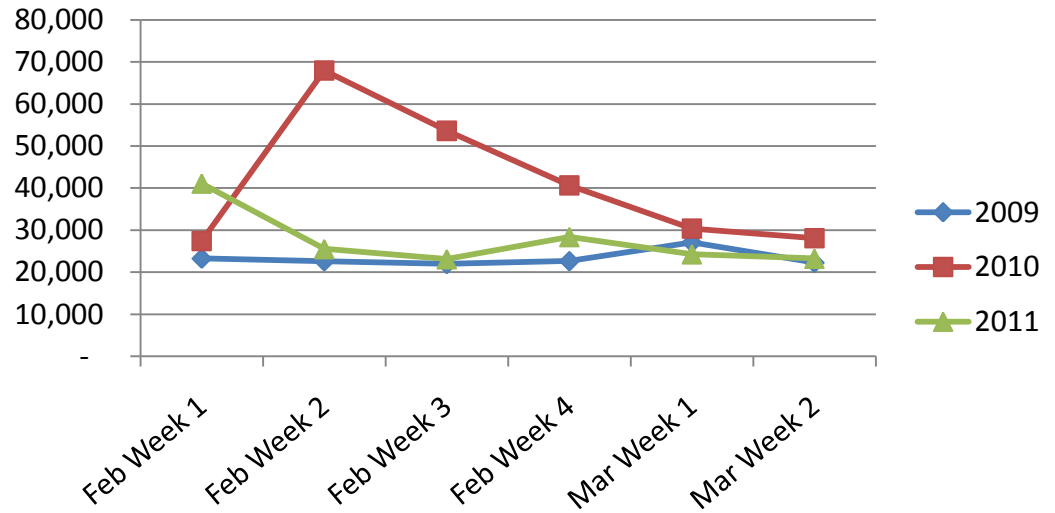
Pothole requests continue to be higher than average as repairs continue to be made after the snow storms. Also, calls for the Revenue Department are still higher than average, but not as high as they were during the prior week.



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

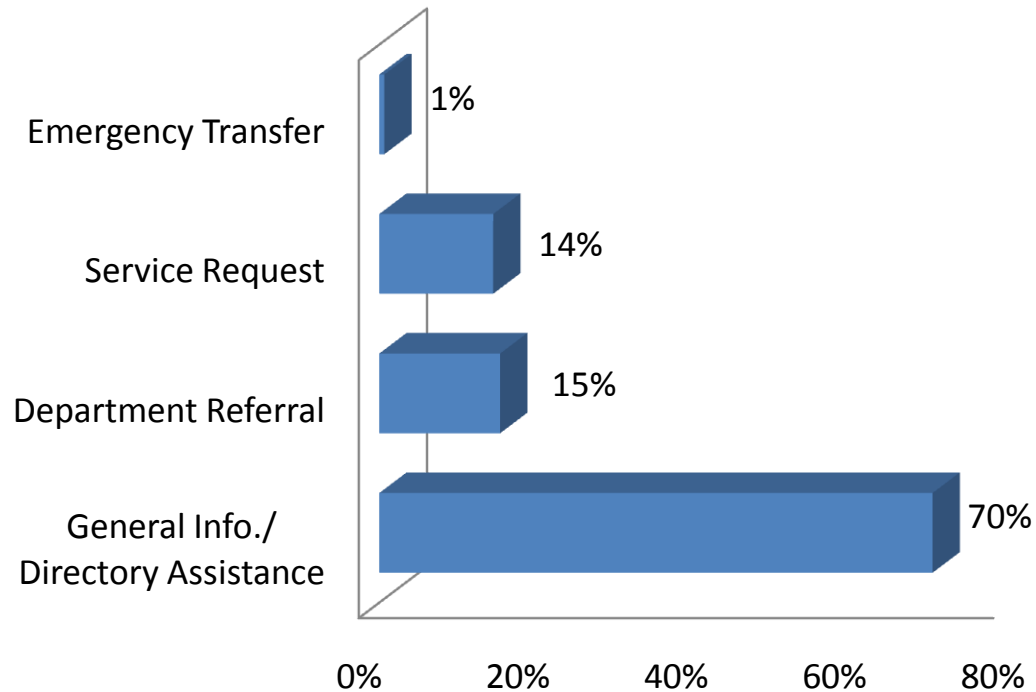
## 2011 Data

Performance Measure	Mar 7-14	Feb 28-Mar 6	March Average 2010	2011 YTD
Calls Offered	23,240	24,291	28,709	300,076
Average Weekday Call Volume	3,595	15,714	5,005	5,490
Percent of Calls Answered	86%	84%	86%	89%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

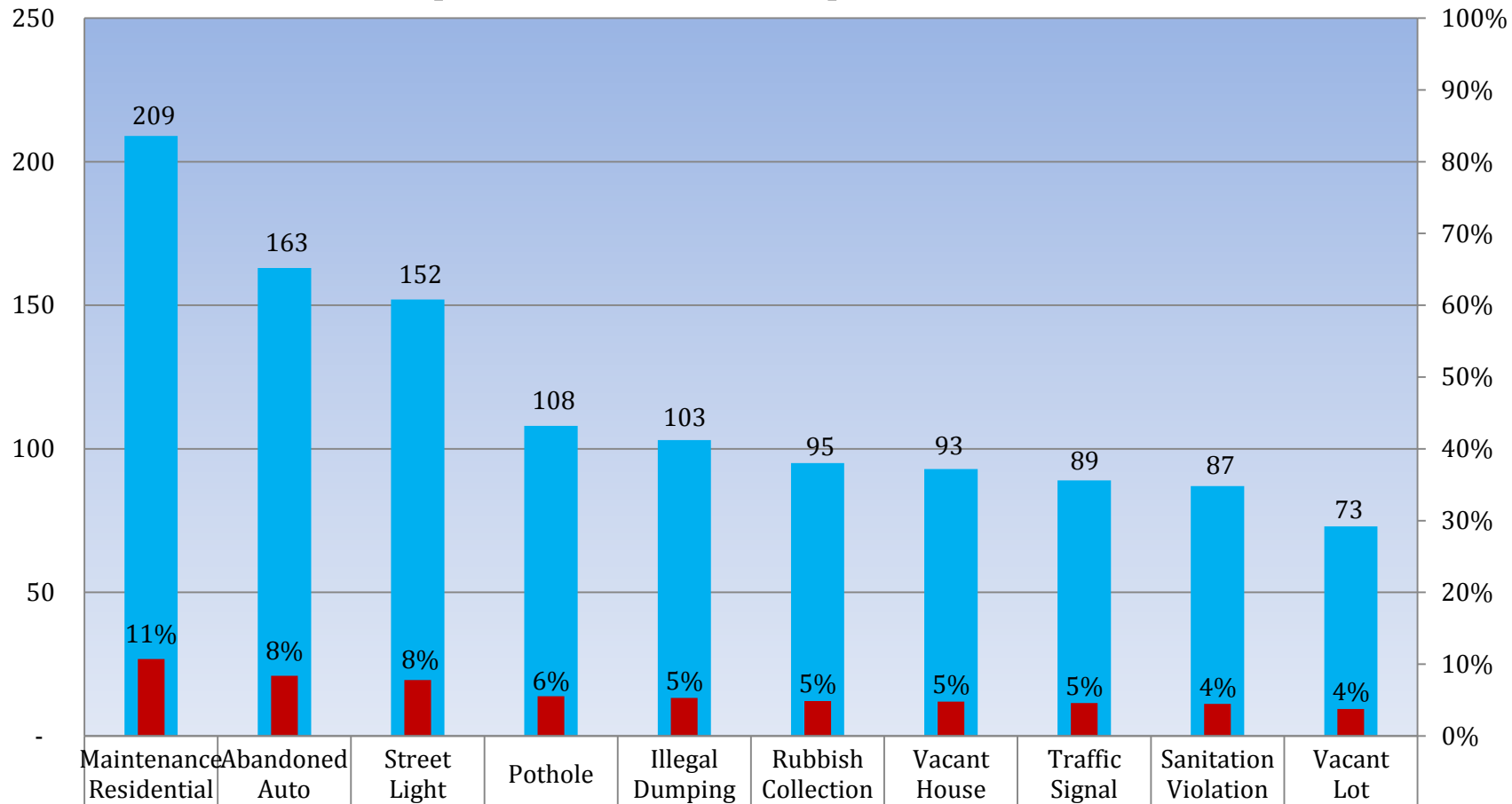
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

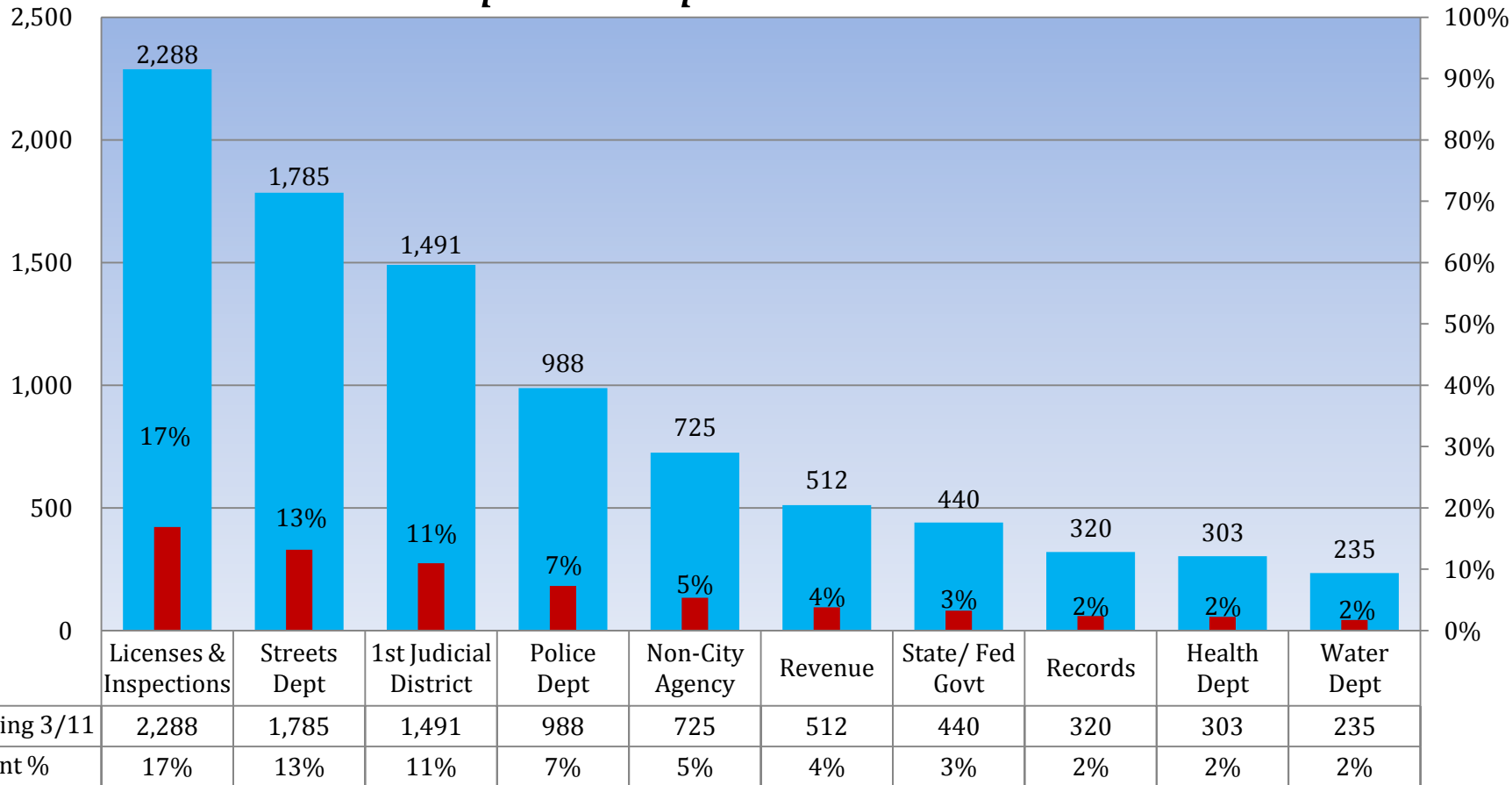


■ Week Ending 3/11	209	163	152	108	103	95	93	89	87	73
■ Service Request %	11%	8%	8%	6%	5%	5%	5%	5%	4%	4%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 126  
Other Revenue - 386



## 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.