



311 Contact Center

Weekly Update

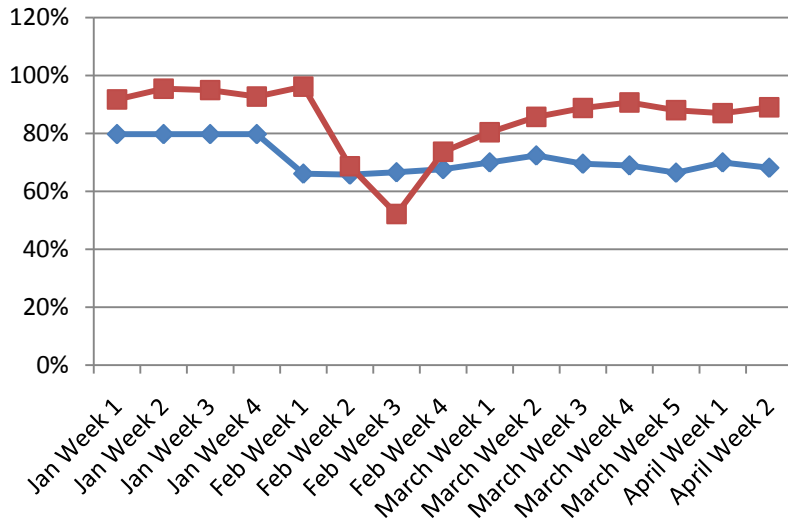
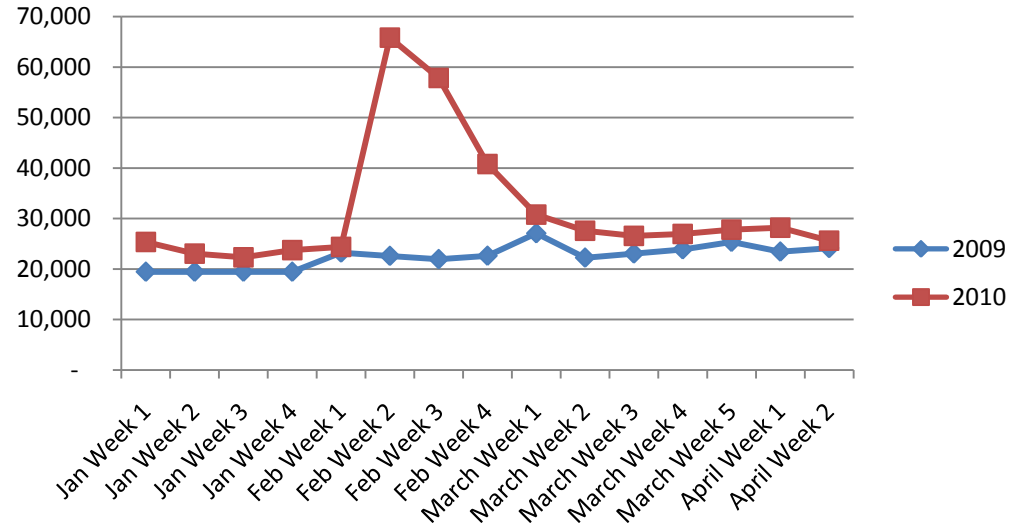
**APRIL 11TH - APRIL 17TH
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

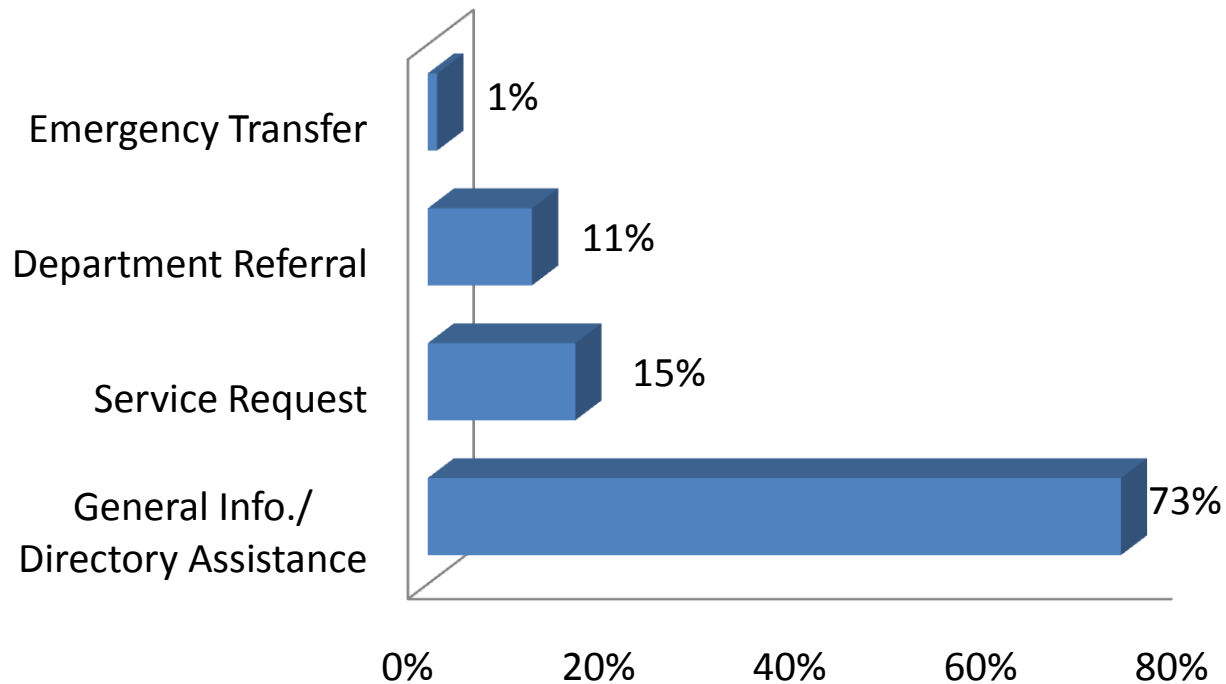
2010 Data

Performance Measure	April 11-17, 2010	April 4-10, 2010	April Average 2009	2010 YTD
Calls Received	25,641	28,206	23,825	479,477
Average Weekday Call Volume	4,714	5,150	4,231	5,638
Percent of Calls Answered	89%	87%	72%	86%
Emergency Transfers	1%	1%	2%	1%



Customer Contacts Logged

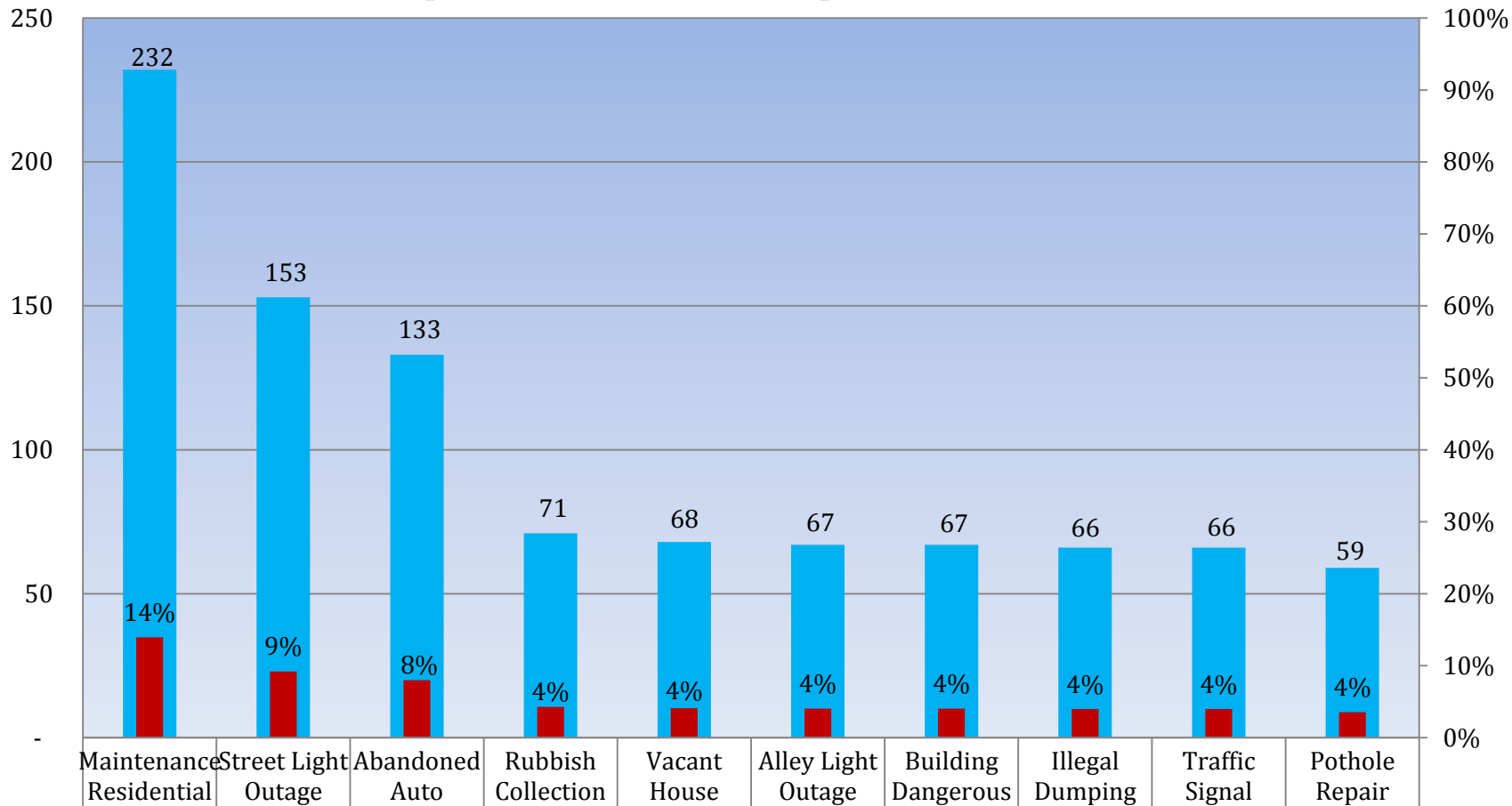
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

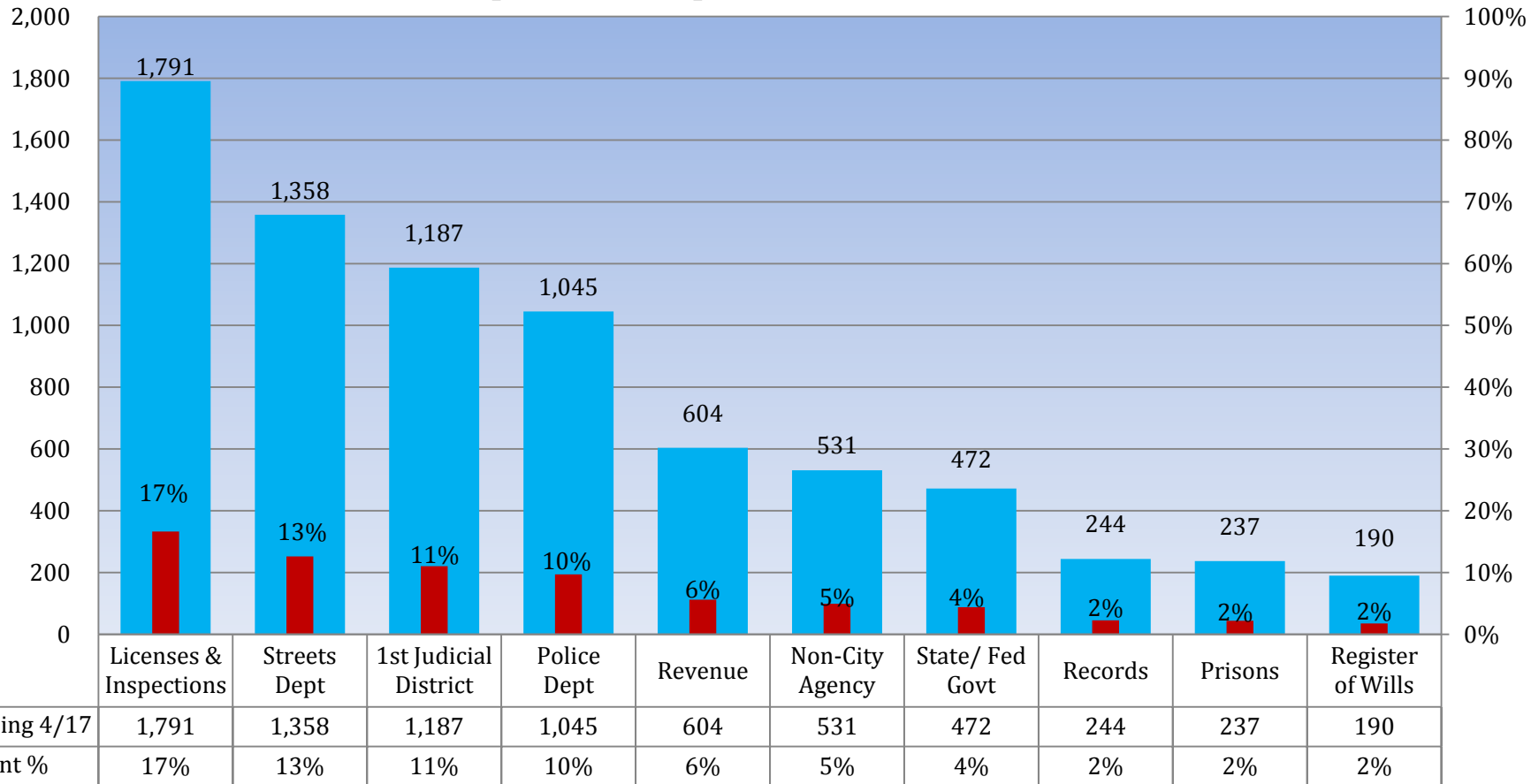


■ Week Ending 4/17	232	153	133	71	68	67	67	66	66	59
■ Service Request %	14%	9%	8%	4%	4%	4%	4%	4%	4%	4%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue- 247
Other Revenue- 357



Appendix A: Definitions

- **Calls Received**: 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.