



# **311 Contact Center Weekly Update**

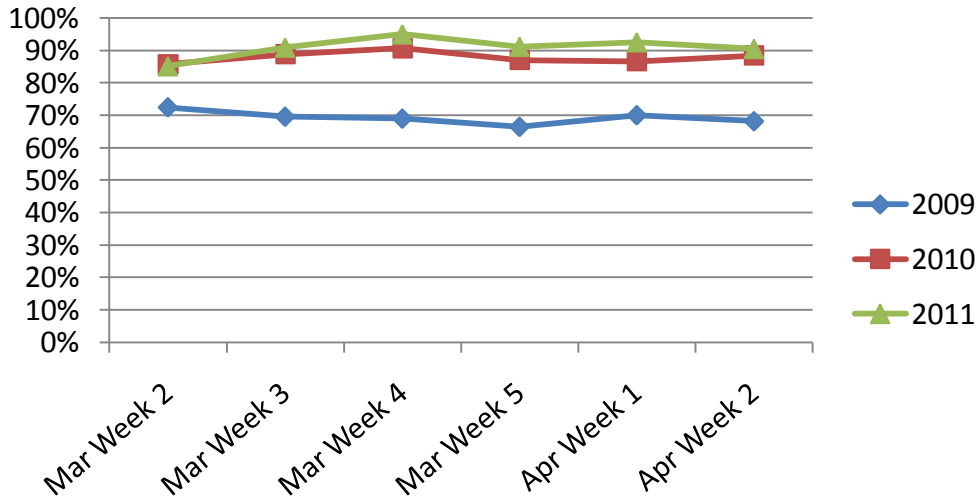
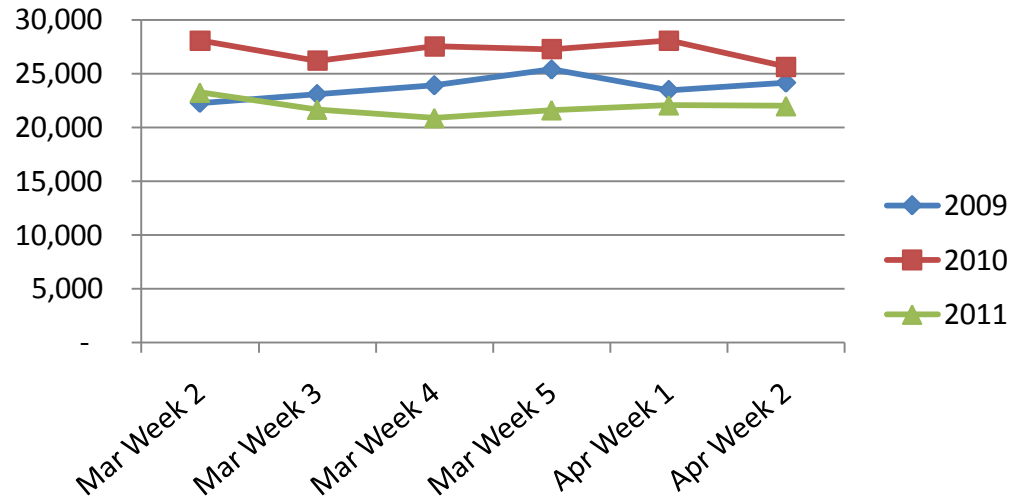
**APRIL 11<sup>TH</sup> - 17<sup>TH</sup>  
2011**



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

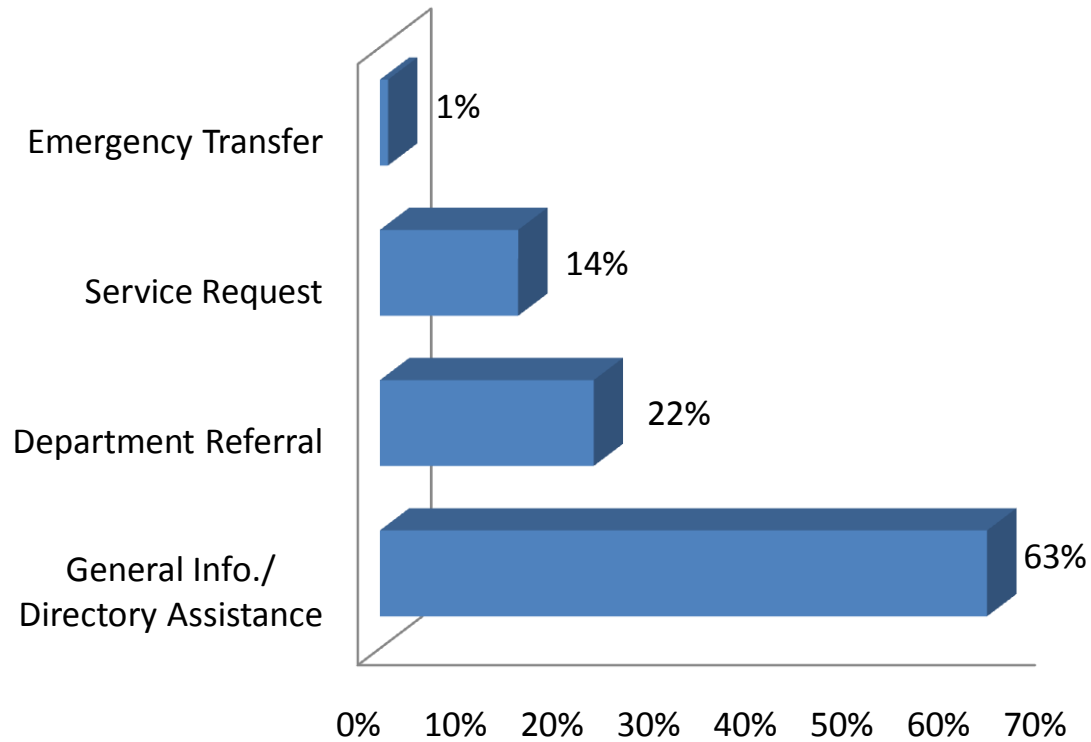
## 2011 Data

Performance Measure	Apr 11-17	Apr 4-10	April Average 2010	2011 YTD
Calls Offered	21,988	22,070	26,150	408,284
Average Weekday Call Volume	3,962	4,087	4,716	5,037
Percent of Calls Answered	91%	93%	90%	90%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

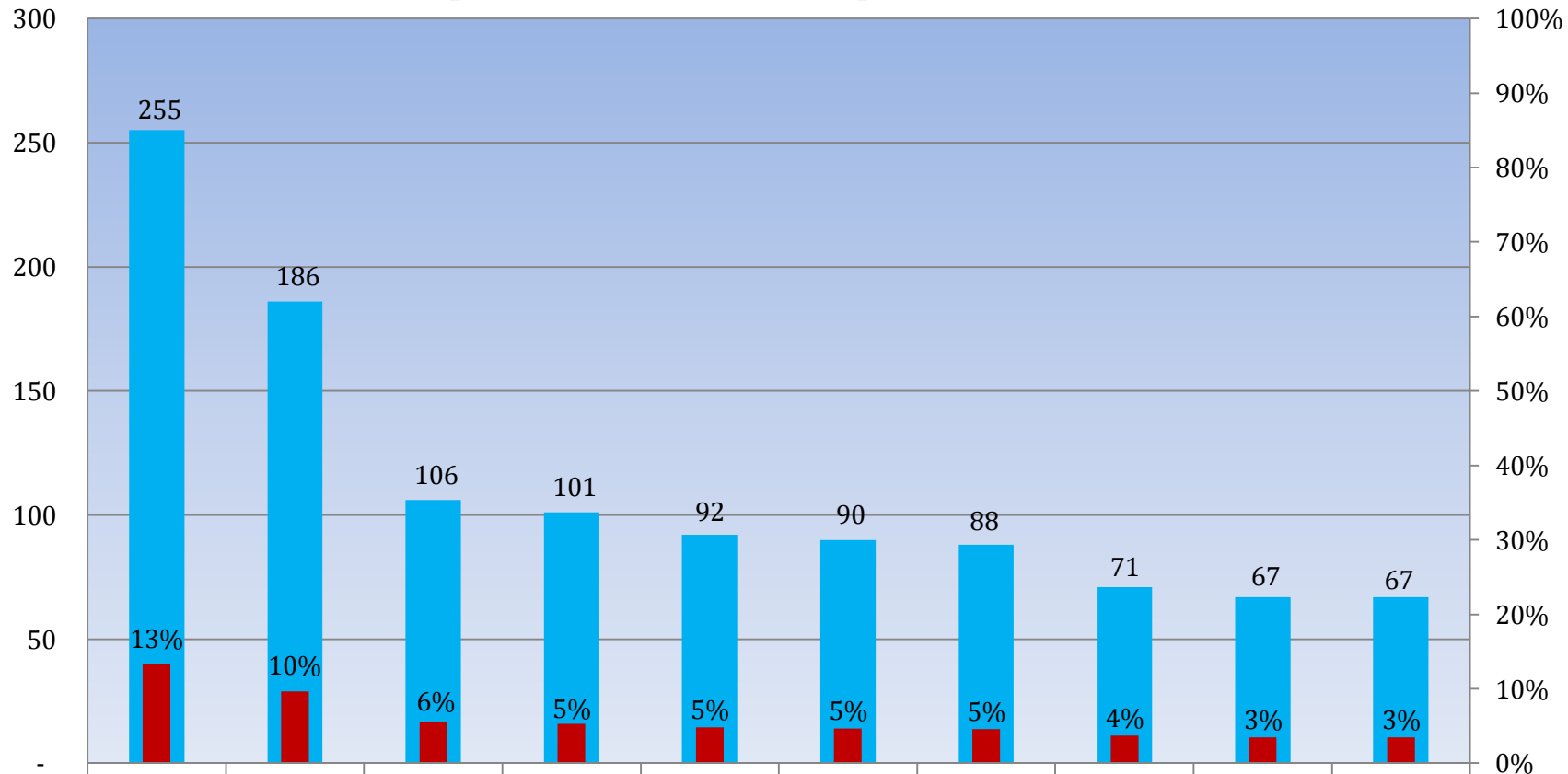
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

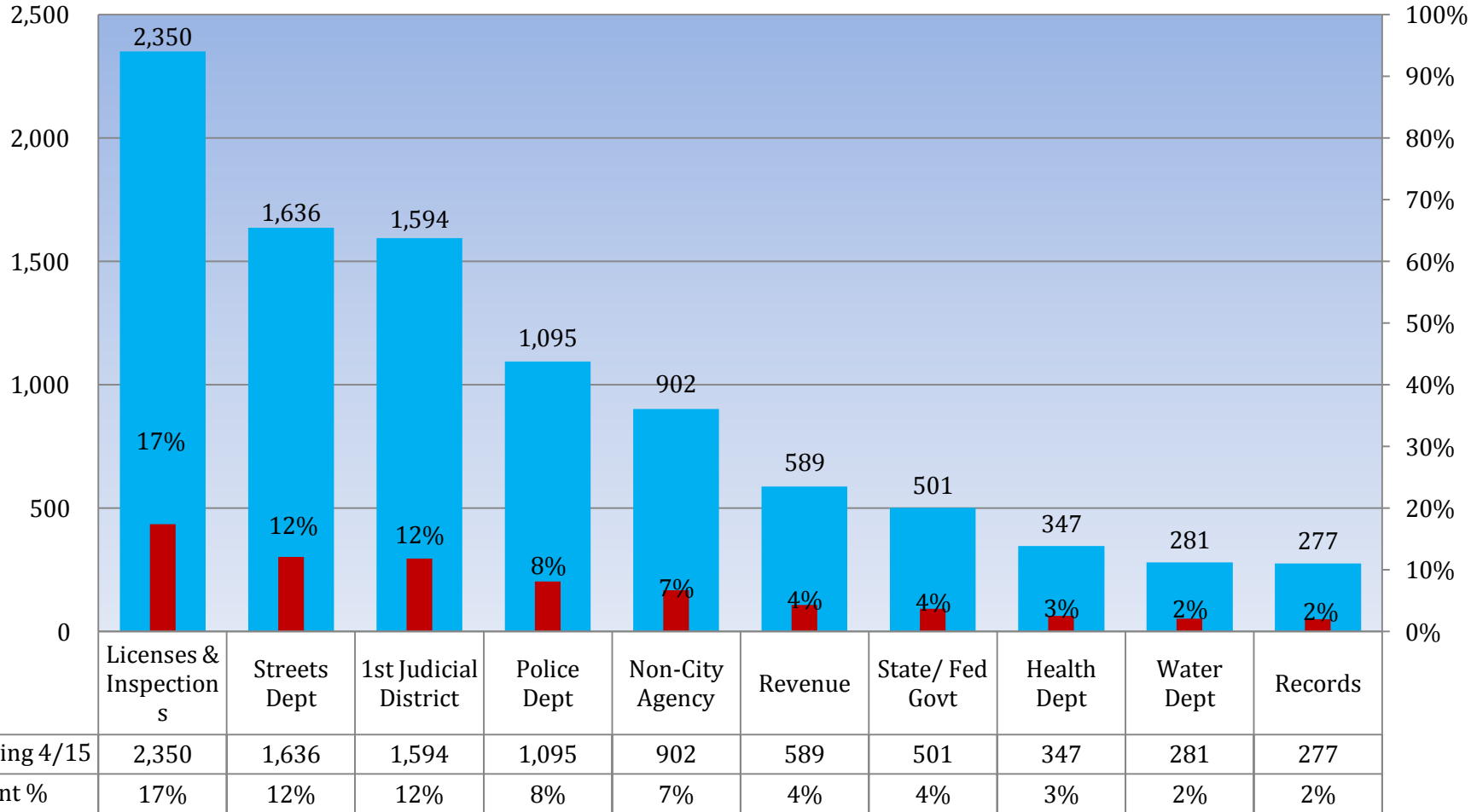


■ Week Ending 4/15	255	186	106	101	92	90	88	71	67	67
■ Service Request %	13%	10%	6%	5%	5%	5%	5%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 224  
Other Revenue - 346



## 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.