



**311 Contact Center**

**Weekly Update**

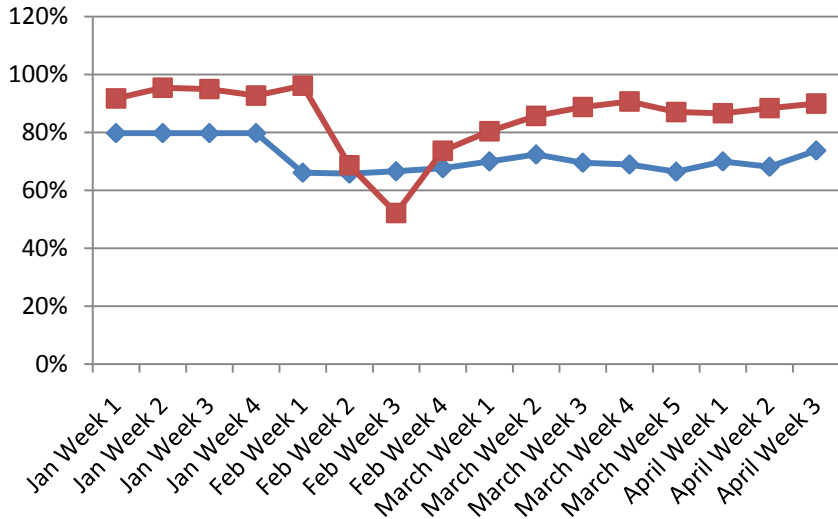
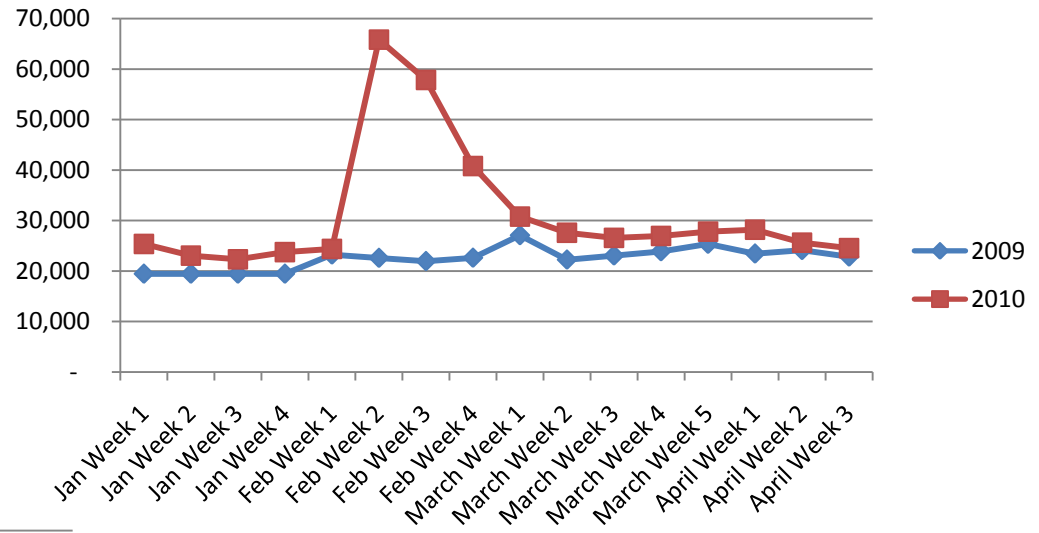
**APRIL 18<sup>TH</sup> - APRIL 24<sup>TH</sup>  
2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

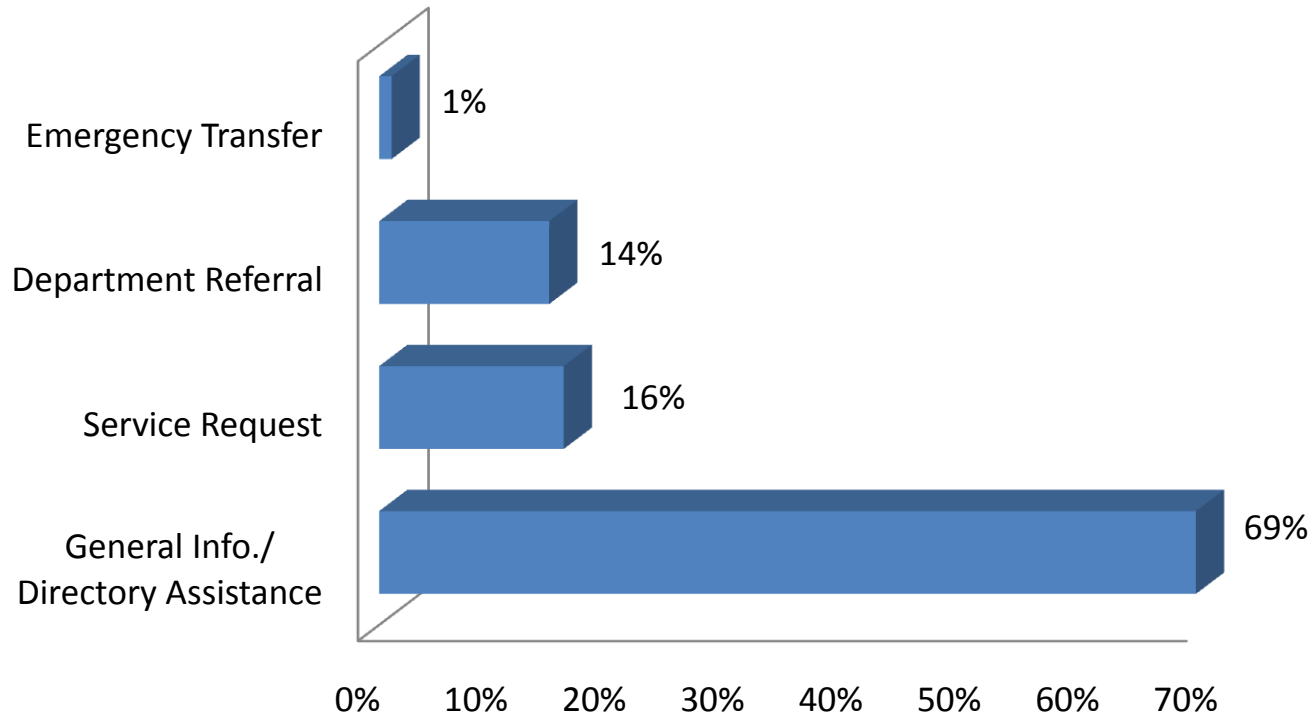
## 2010 Data

Performance Measure	April 18-24, 2010	April 11-17, 2010	April Average 2009	2010 YTD
Calls Received	24,566	25,641	23,825	504,043
Average Weekday Call Volume	4,497	4,714	4,231	5,564
Percent of Calls Answered	92%	89%	72%	87%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

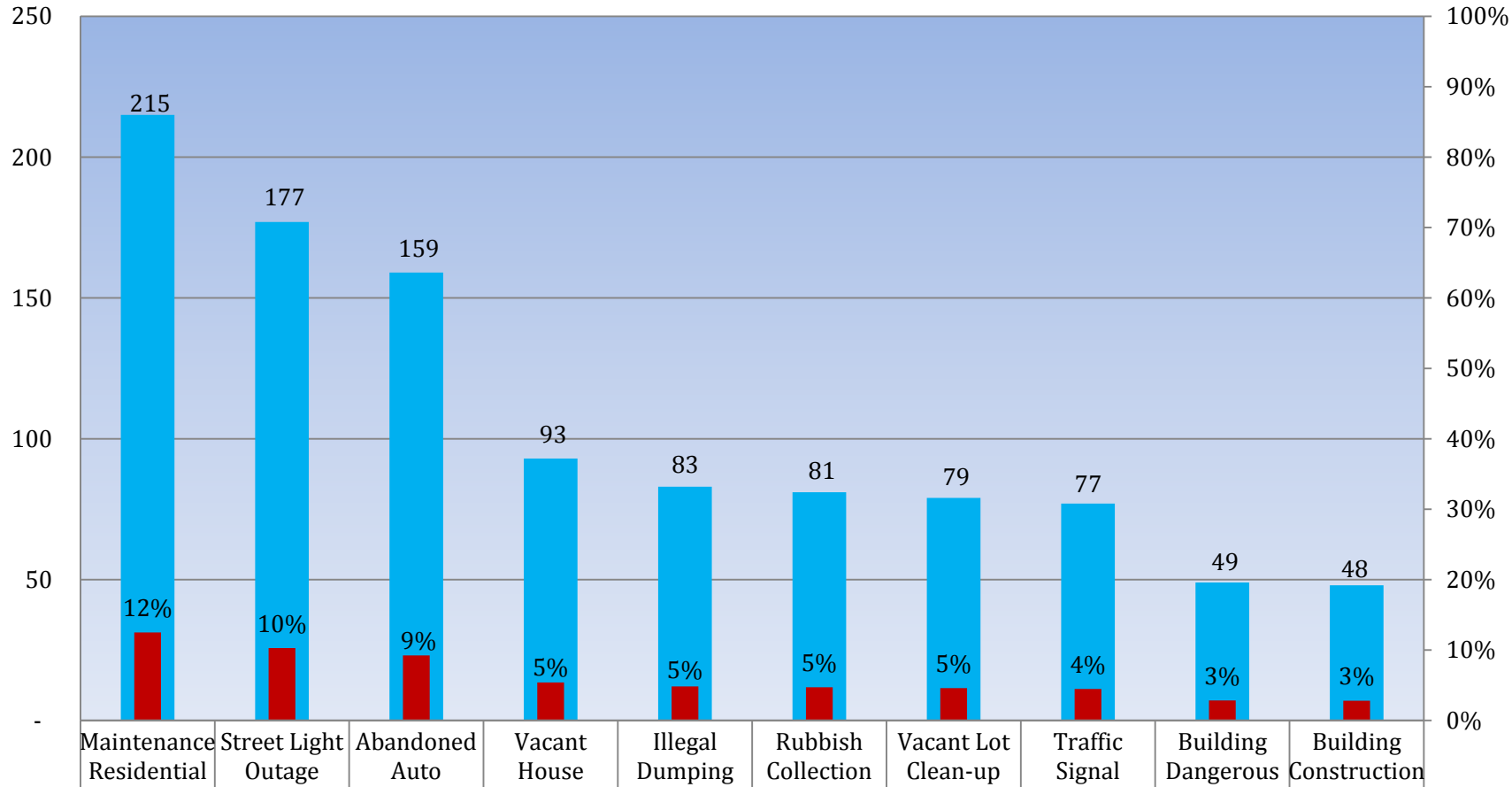
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

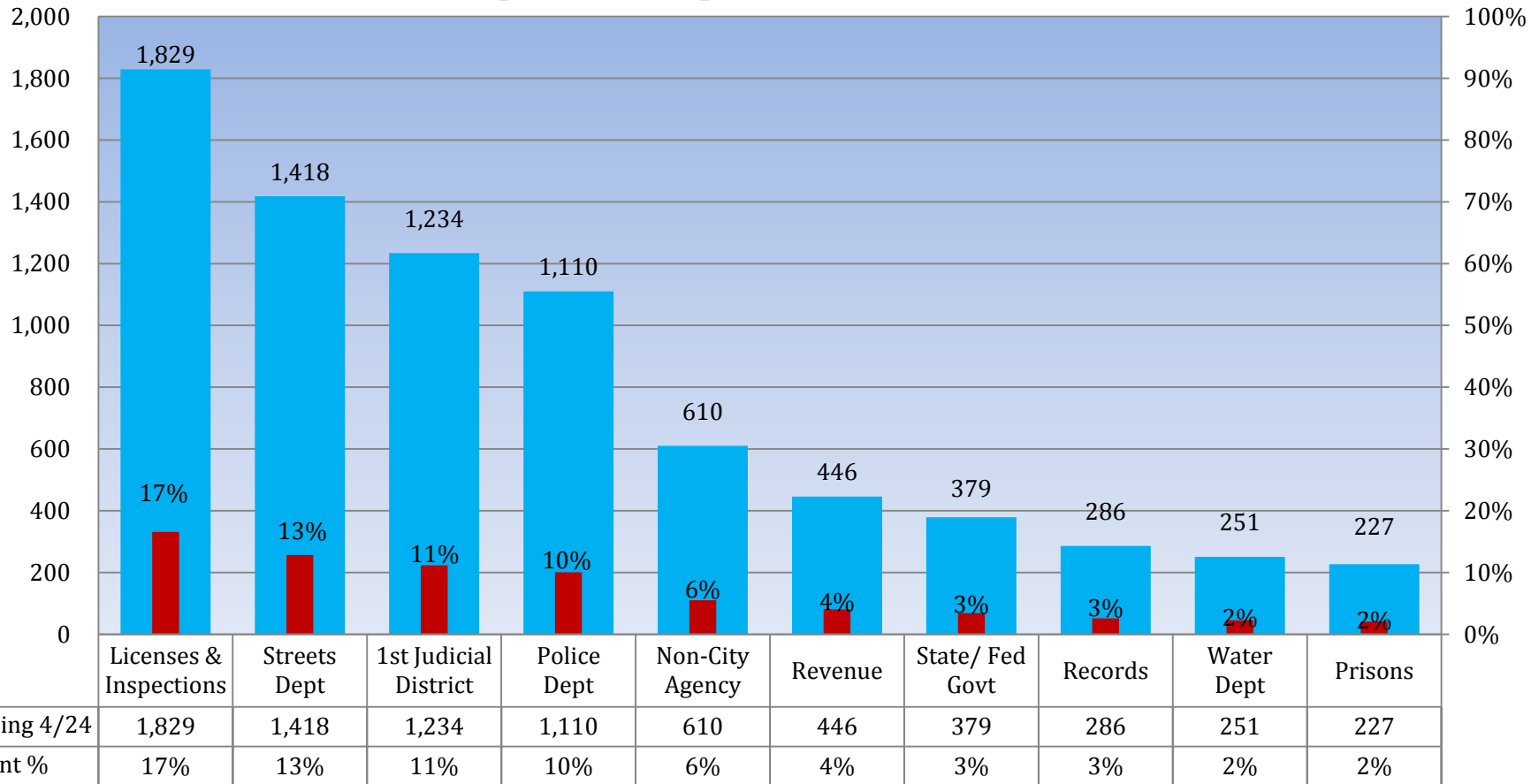


■ Week Ending 4/24	215	177	159	93	83	81	79	77	49	48
■ Service Request %	12%	10%	9%	5%	5%	5%	5%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue- 222  
Other Revenue- 224



## 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.