



# **311 Contact Center Weekly Update**

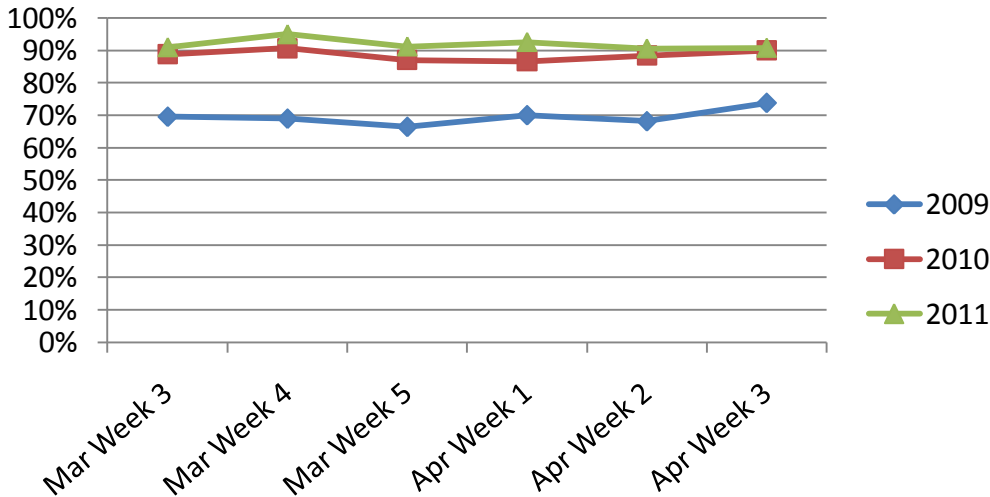
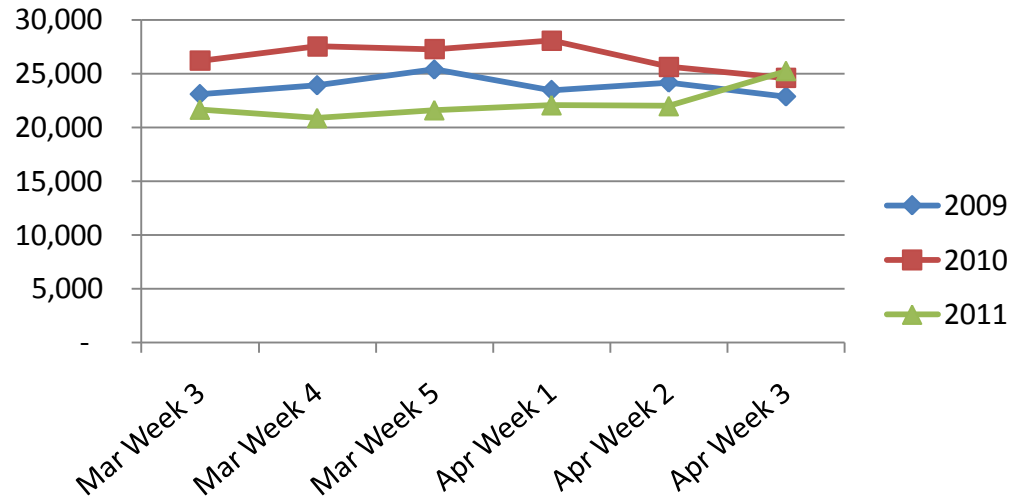
**APRIL 18<sup>TH</sup> - 24<sup>TH</sup>  
2011**



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

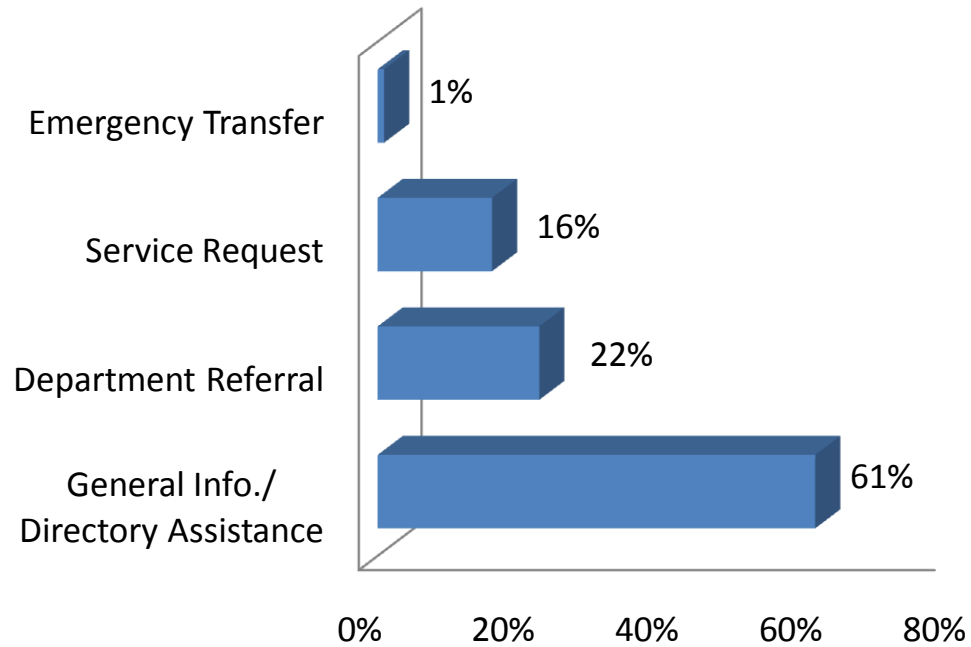
## 2011 Data

Performance Measure	Apr 18-24	Apr 11-17	April Average 2010	2011 YTD
Calls Offered	25,237	21,988	26,150	433,521
Average Weekday Call Volume	4,596	3,962	4,716	5,010
Percent of Calls Answered	92%	91%	90%	90%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

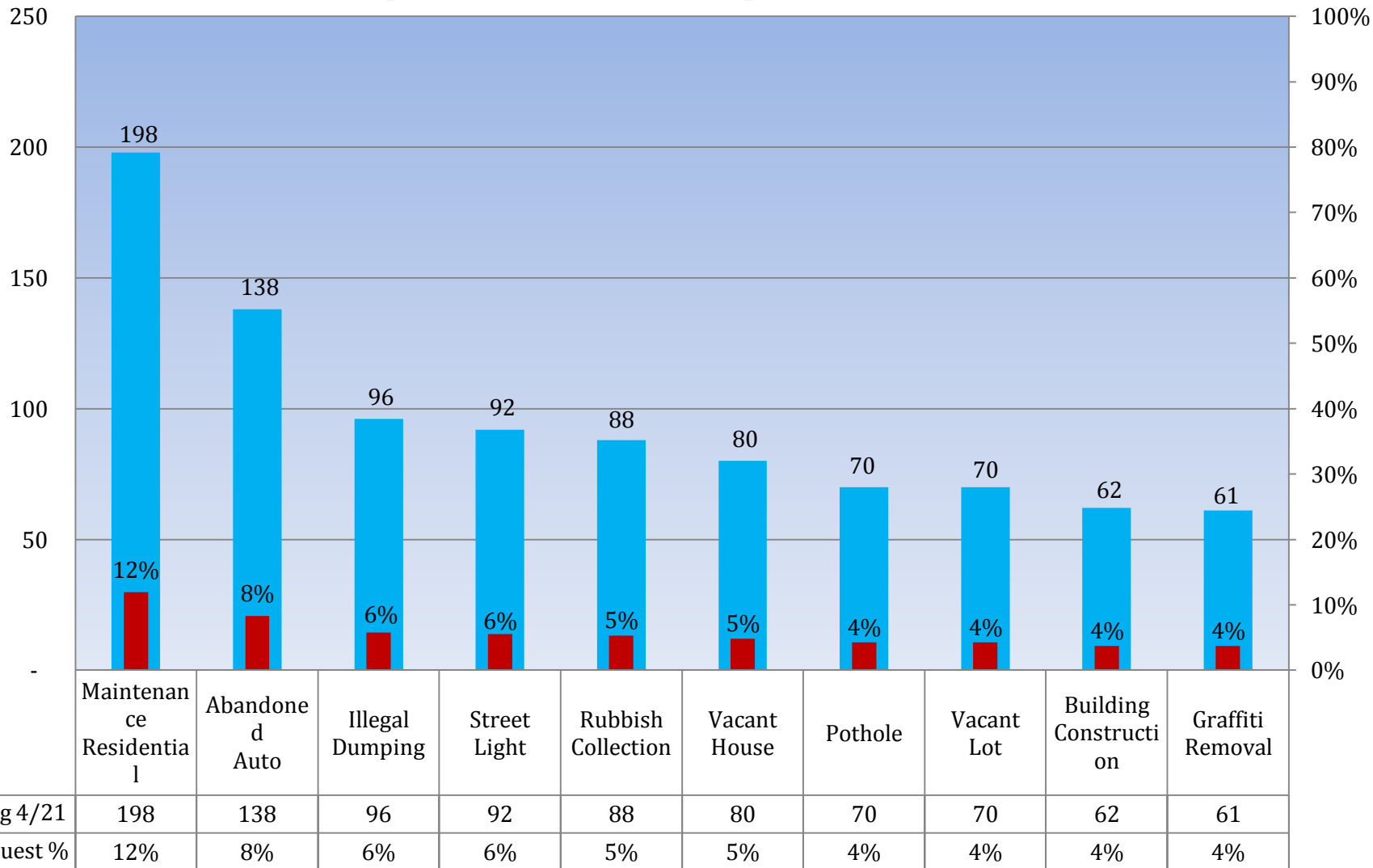
## *Request Type Distribution*





# Customer Contacts Logged

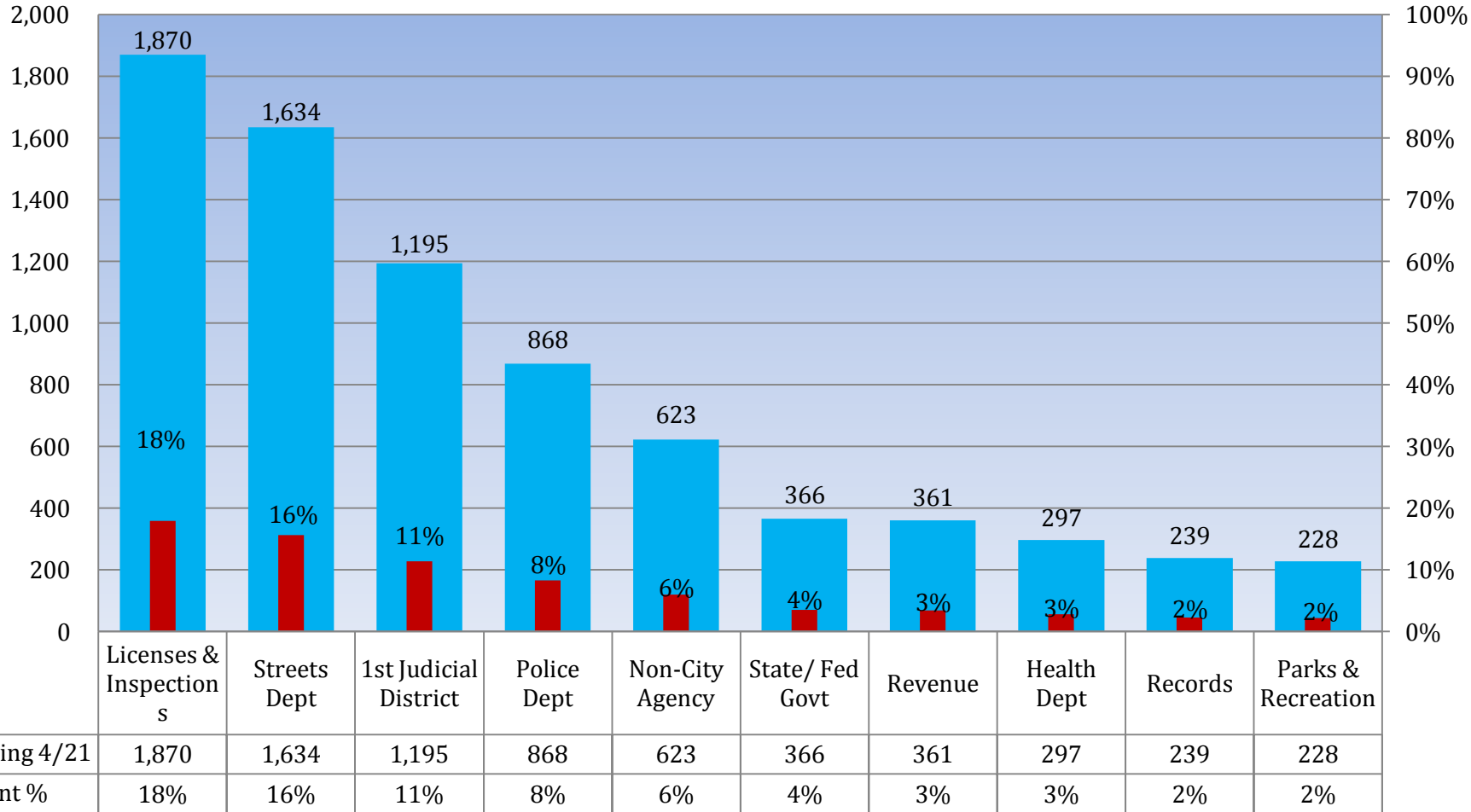
## *Top Ten Service Requests*





# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 113  
Other Revenue - 248



## 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.