



311 Contact Center

Weekly Update

APRIL 25TH - MAY 1ST

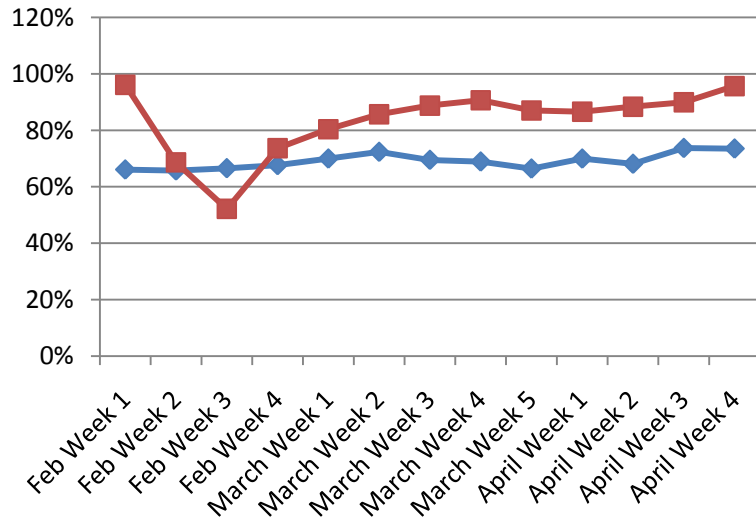
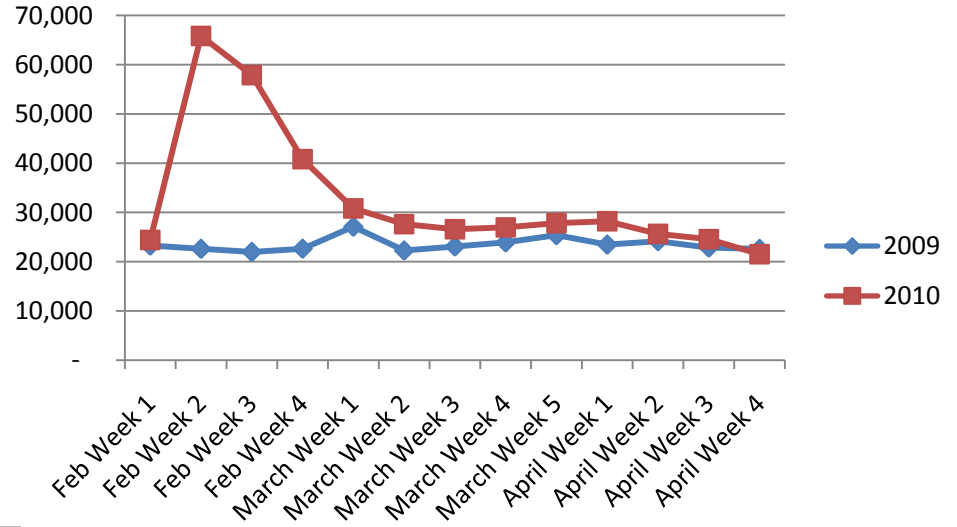
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

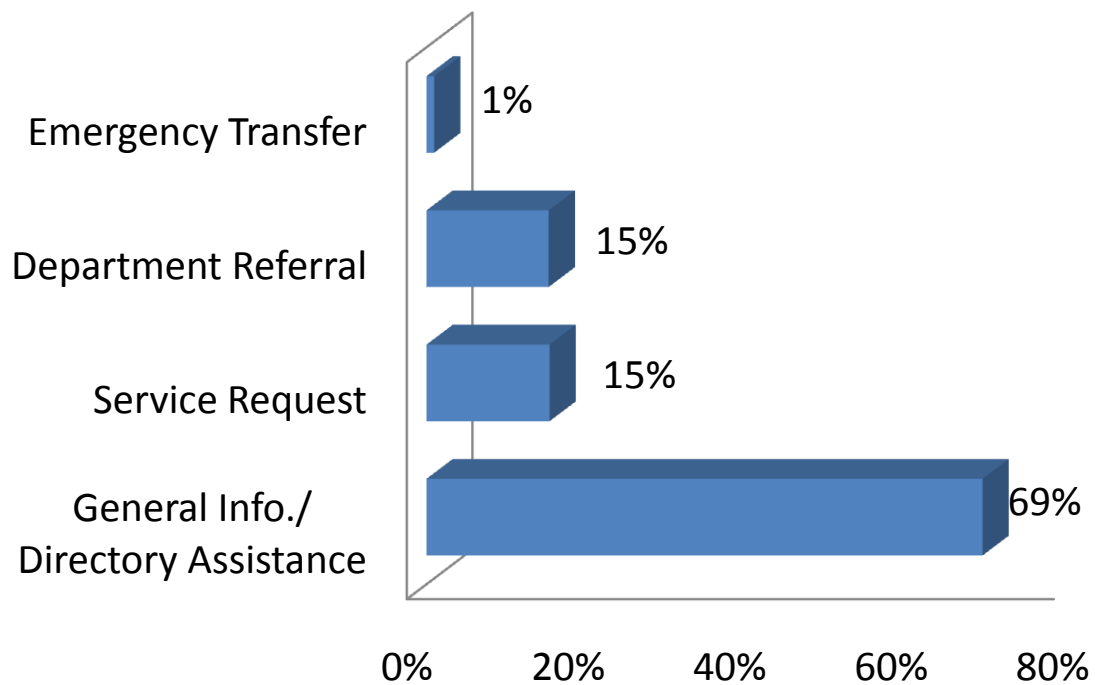
2010 Data

Performance Measure	April 25-May 1, 2010	April 18-24, 2010	April Average 2009	2010 YTD
Calls Received	21,519	24,566	23,825	527,791
Average Weekday Call Volume	4,298	4,497	4,231	5,486
Percent of Calls Answered	96%	92%	72%	87%
Emergency Transfers	1%	1%	2%	1%



Customer Contacts Logged

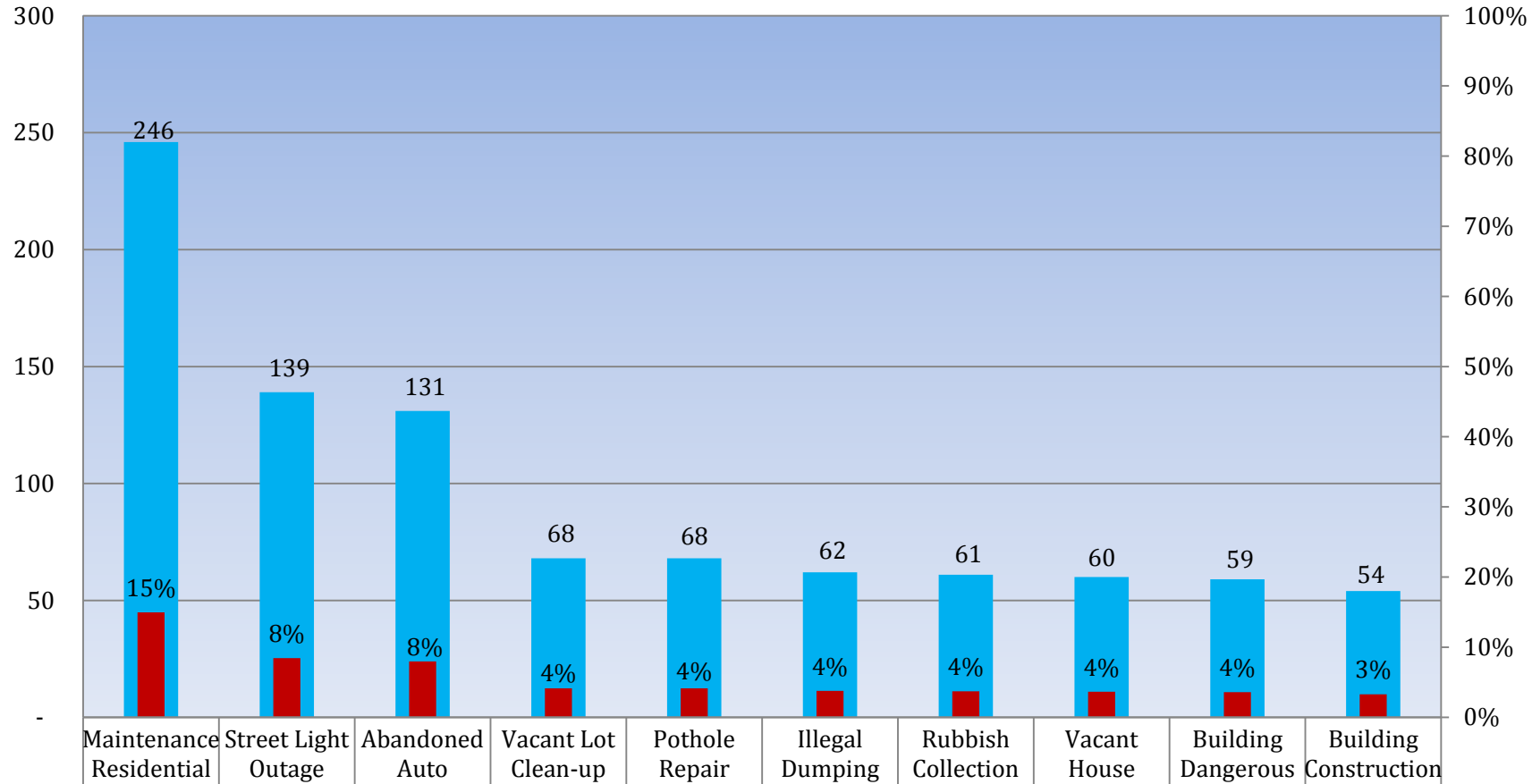
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

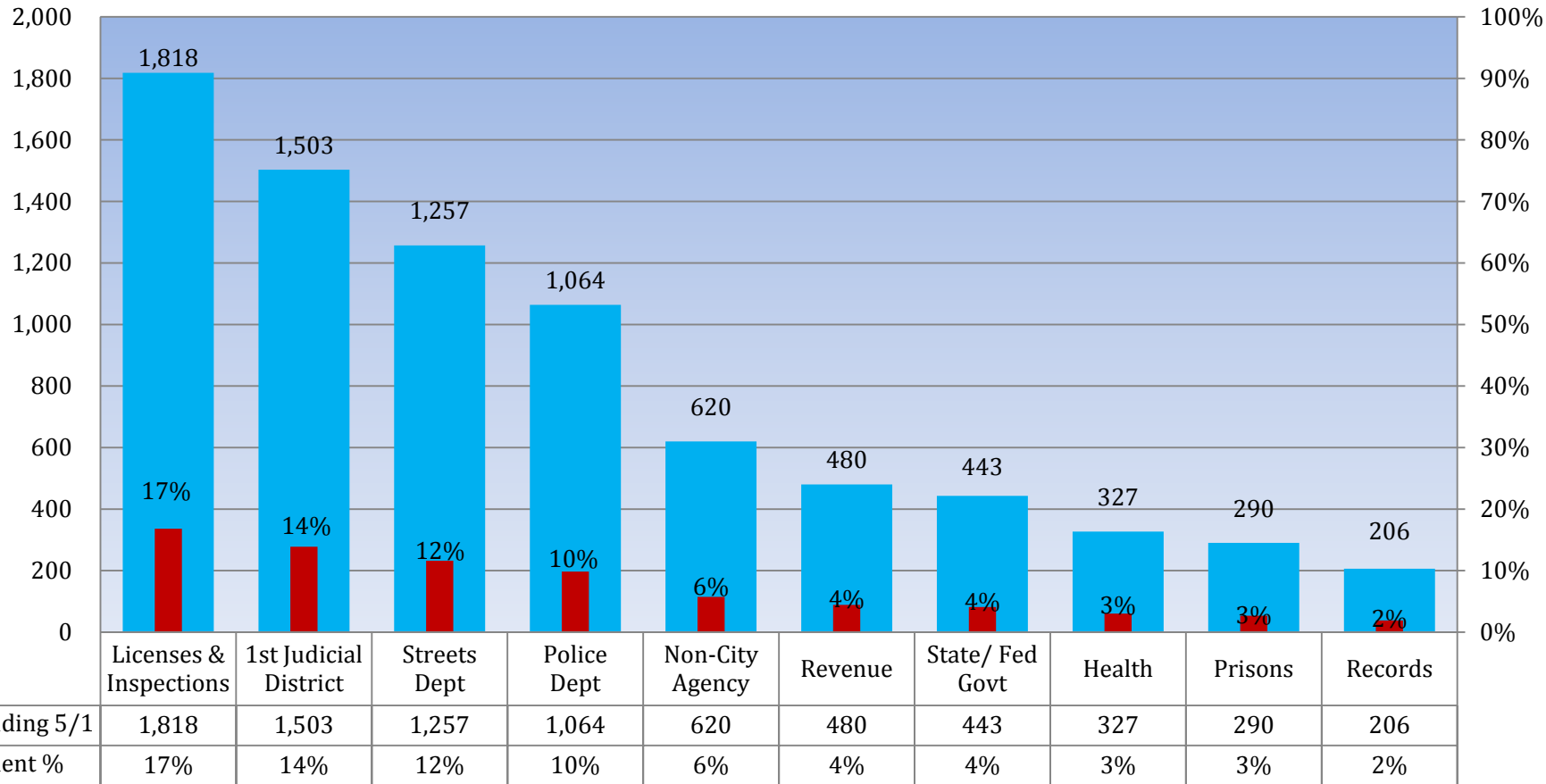


■ Week Ending 5/1	246	139	131	68	68	62	61	60	59	54
■ Service Request %	15%	8%	8%	4%	4%	4%	4%	4%	4%	3%



Customer Contacts Logged

Top Ten Departments





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.