



311 Contact Center

Weekly Update

MAY 16TH - MAY 22ND

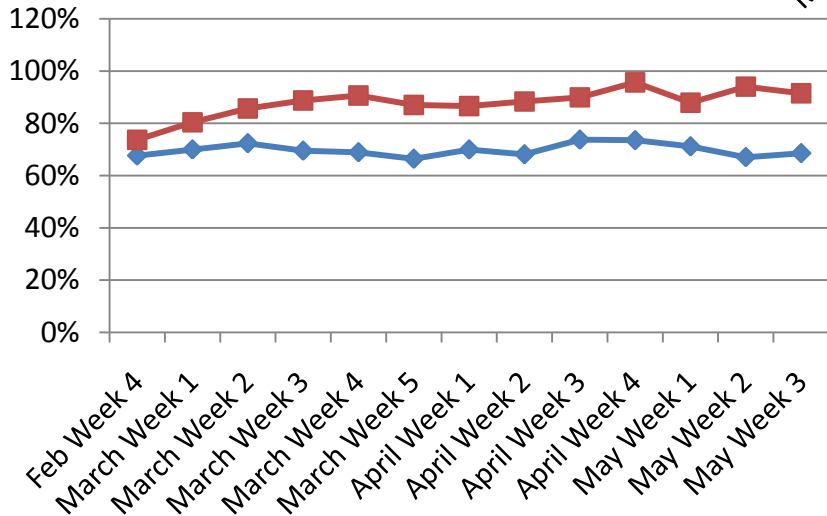
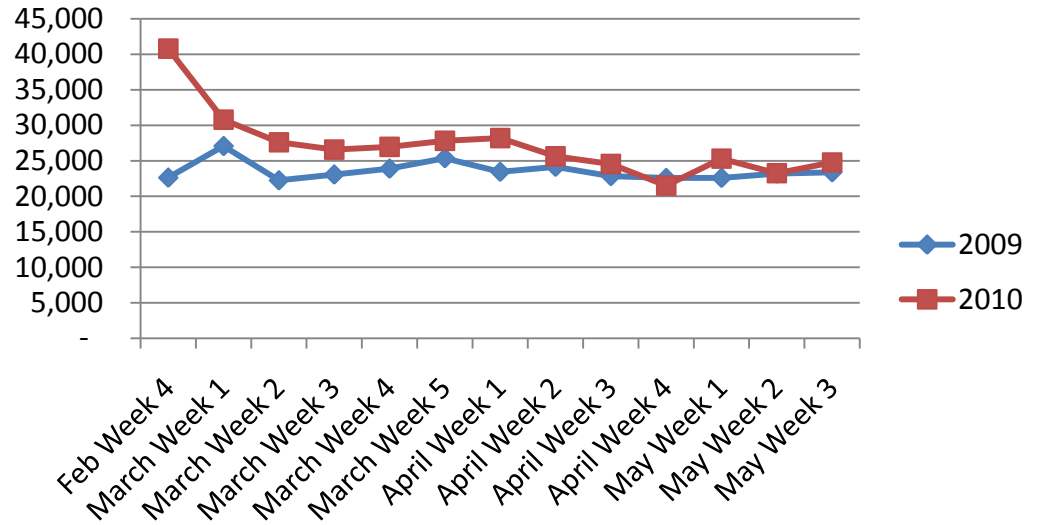
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

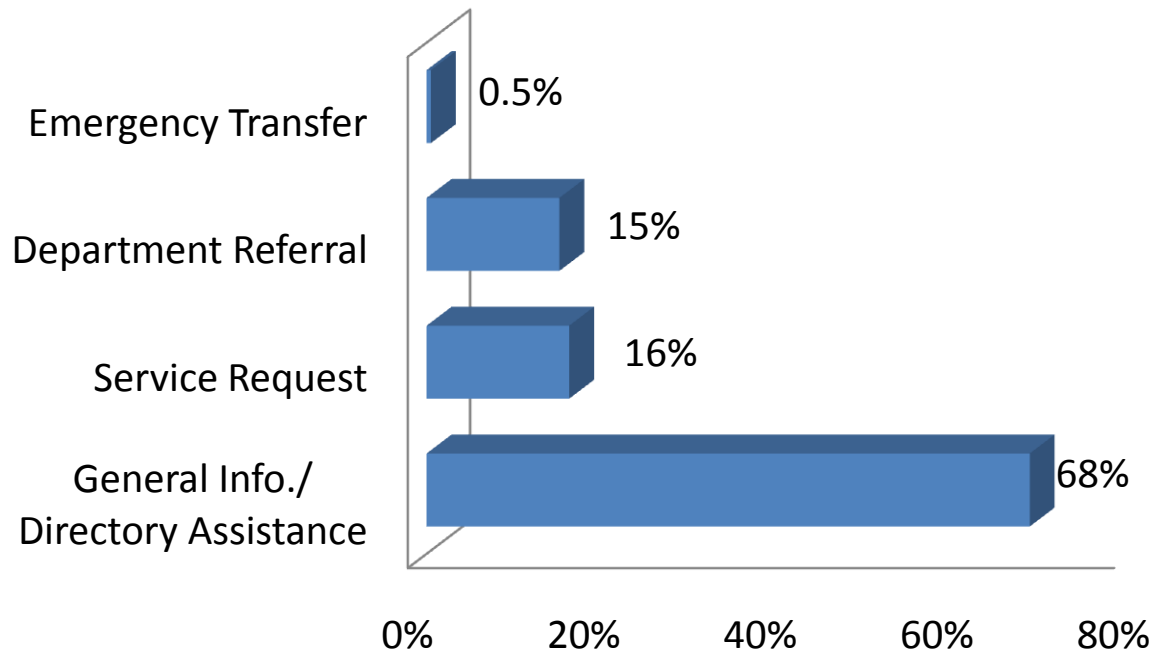
2010 Data

Performance Measure	May 16-22, 2010	May 10-15, 2010	May Average 2009	2010 YTD
Calls Received	24,867	23,111	21,191	601,223
Average Weekday Call Volume	4,556	4,212	3,952	5,329
Percent of Calls Answered	92%	94%	69%	88%
Emergency Transfers	<1%	1%	2%	1%



Customer Contacts Logged

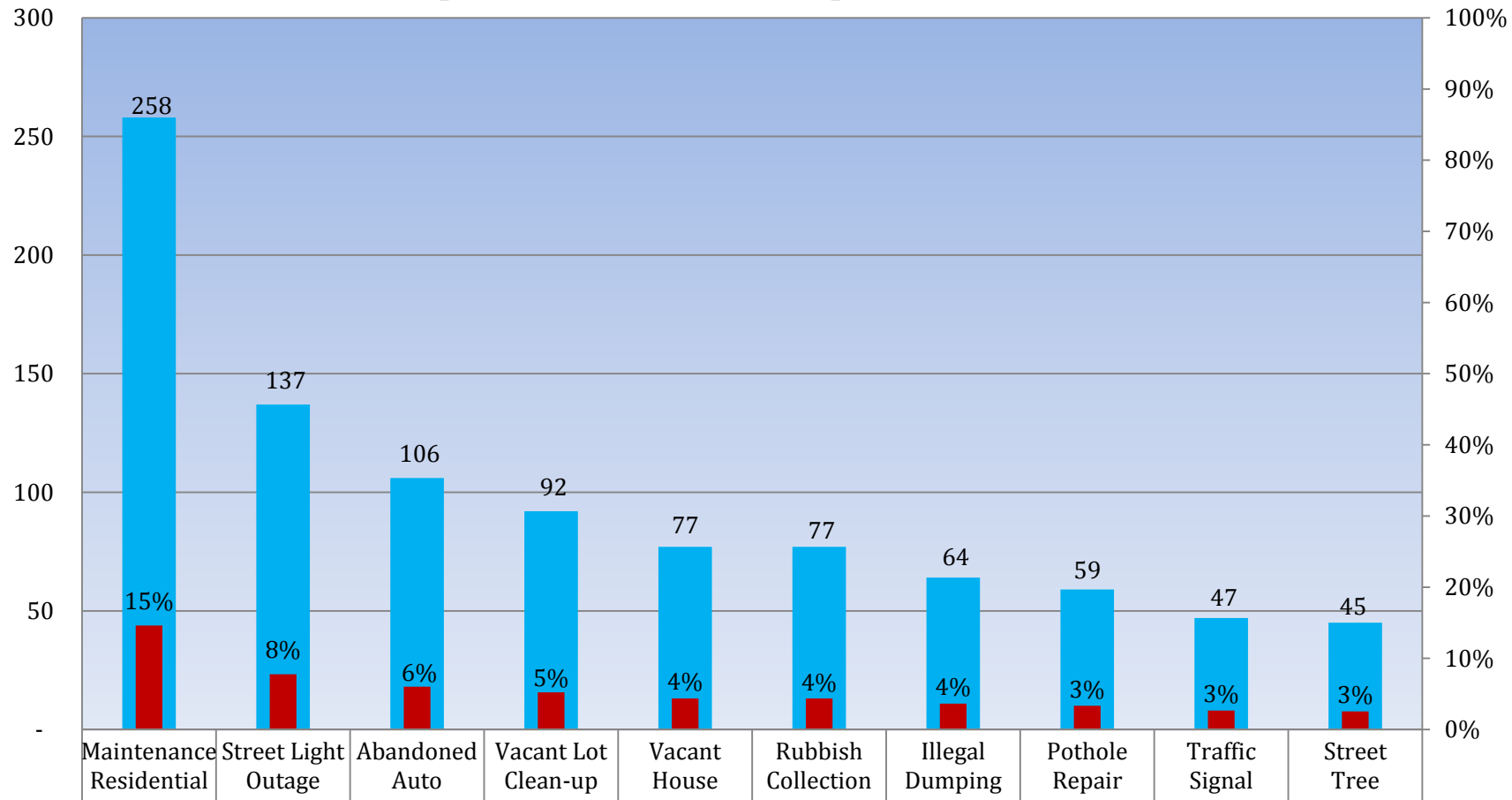
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

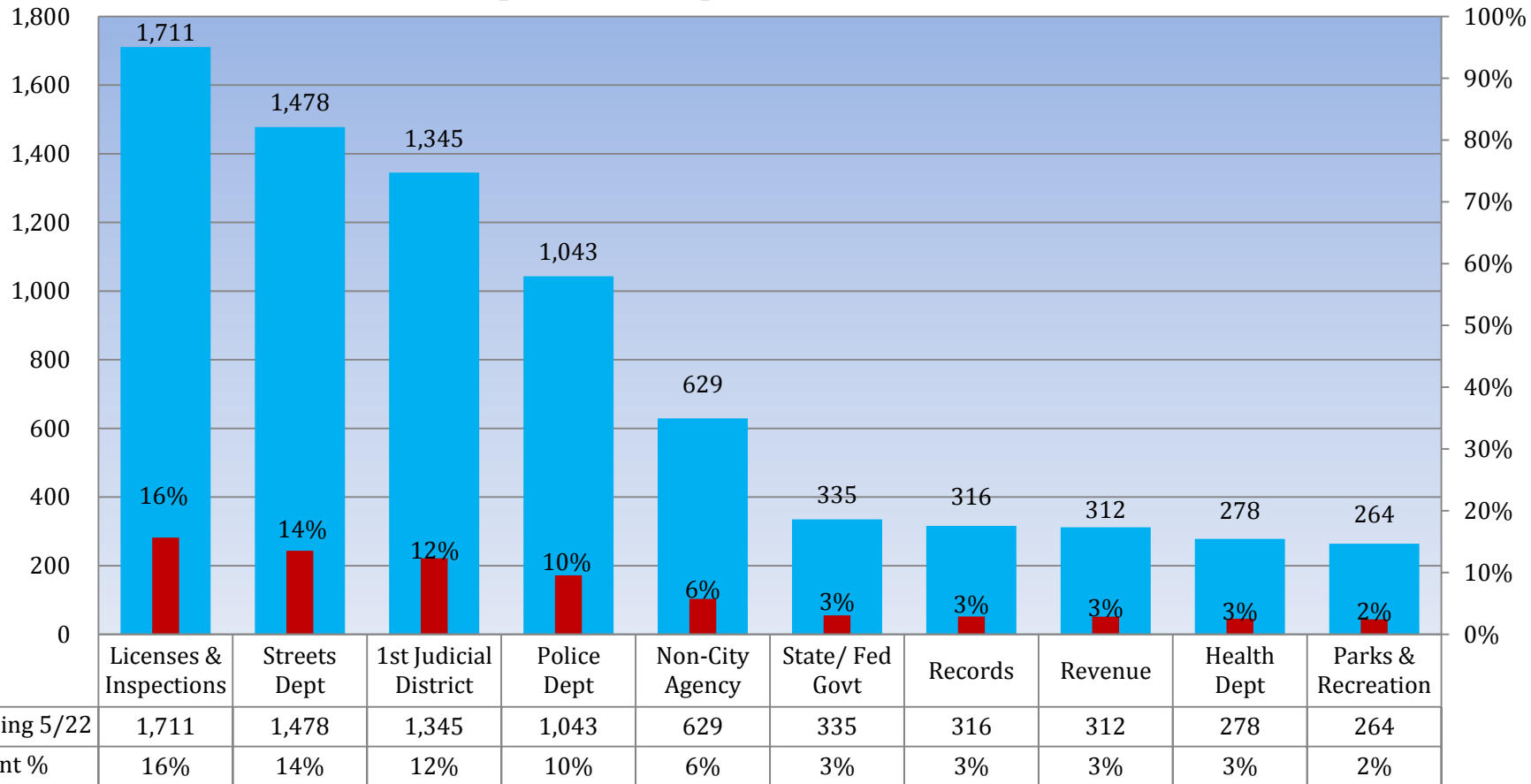


■ Week Ending 5/22	258	137	106	92	77	77	64	59	47	45
■ Service Request %	15%	8%	6%	5%	4%	4%	4%	3%	3%	3%



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.