



311 Contact Center Weekly Update

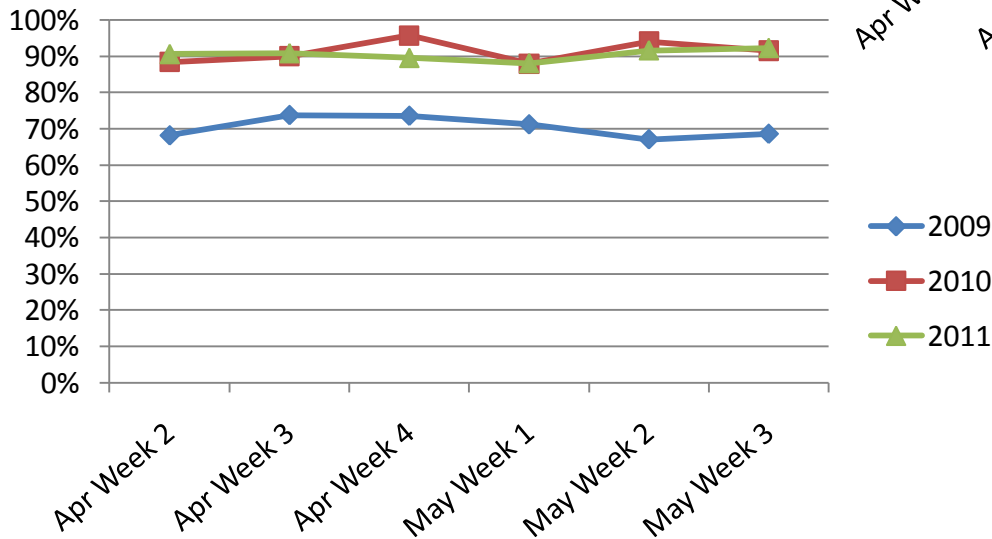
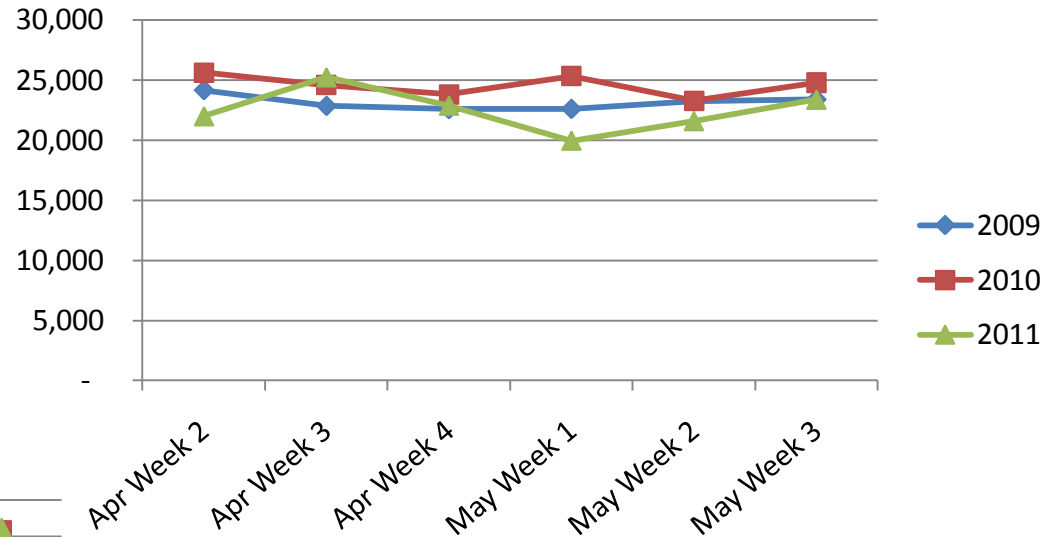
**MAY 16TH - 22ND
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

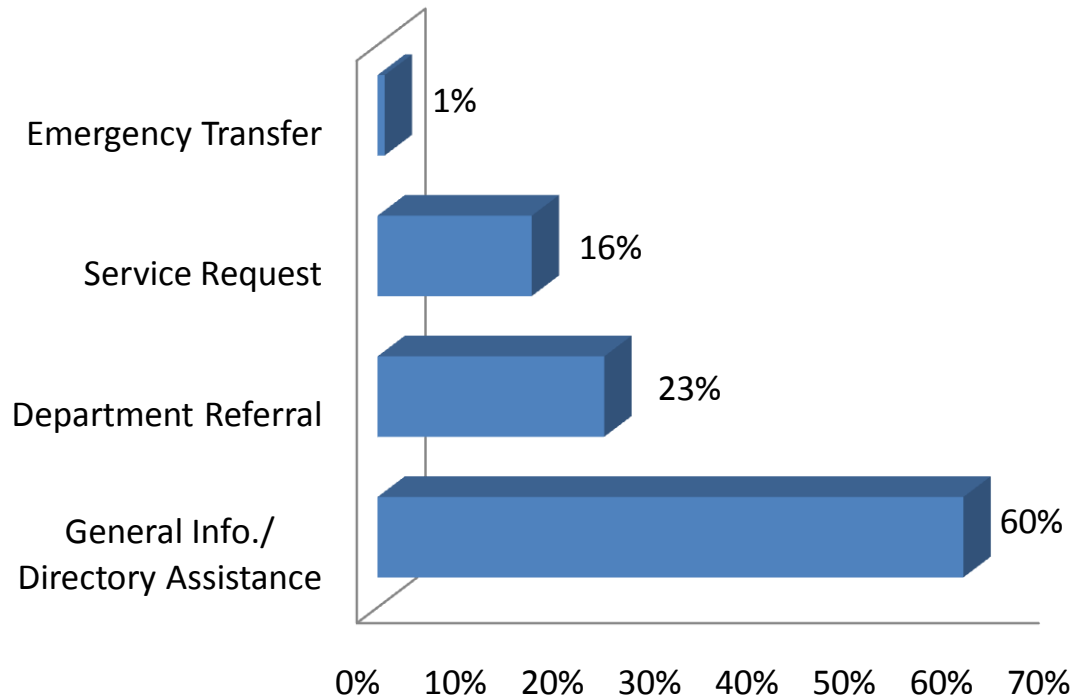
2011 Data

Performance Measure	May 16-22	May 9-15	May Average 2010	2011 YTD
Calls Offered	23,367	21,581	22,947	521,294
Average Weekday Call Volume	4,360	3,975	4,466	4,822
Percent of Calls Answered	93%	92%	93%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

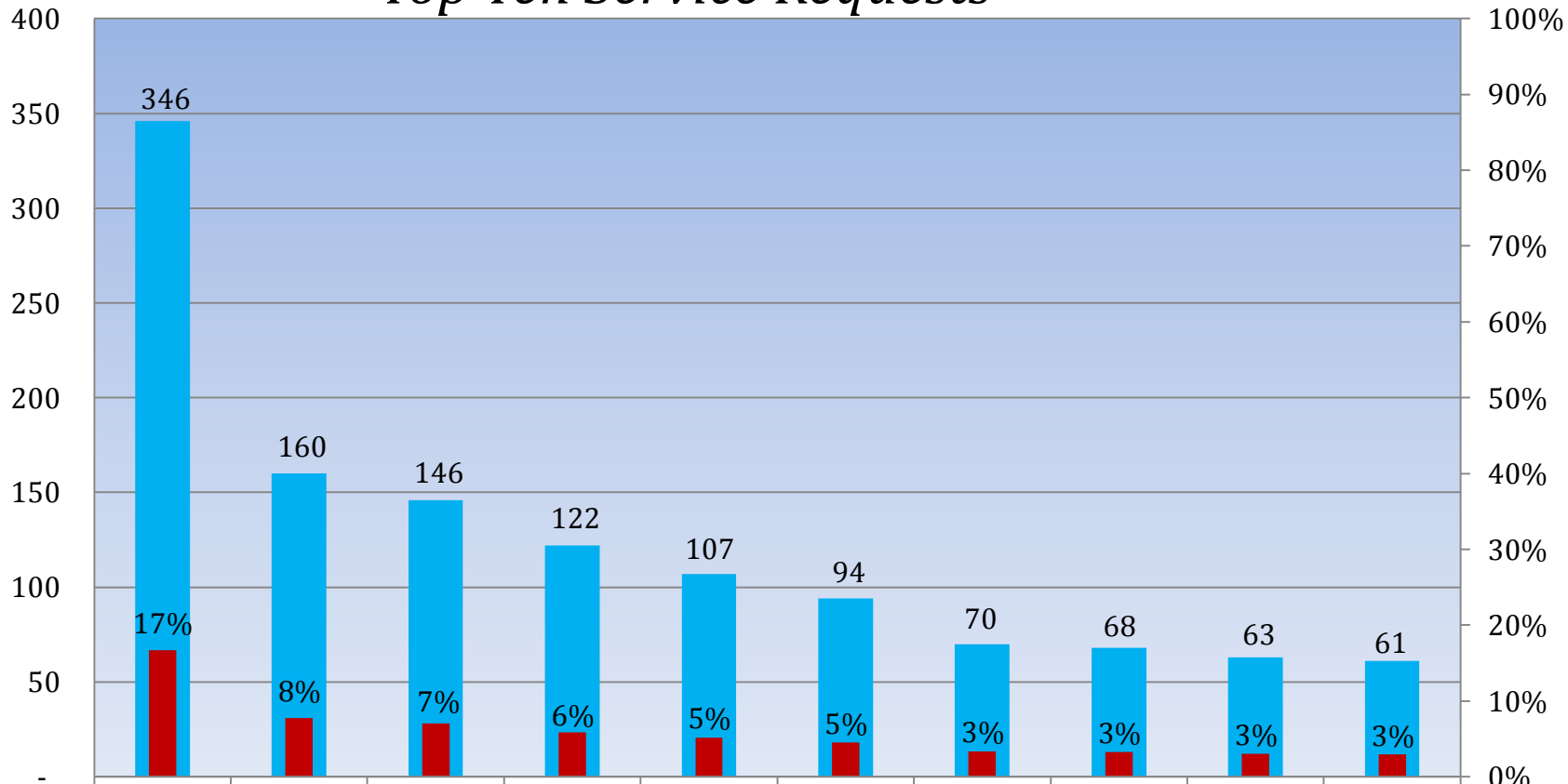
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

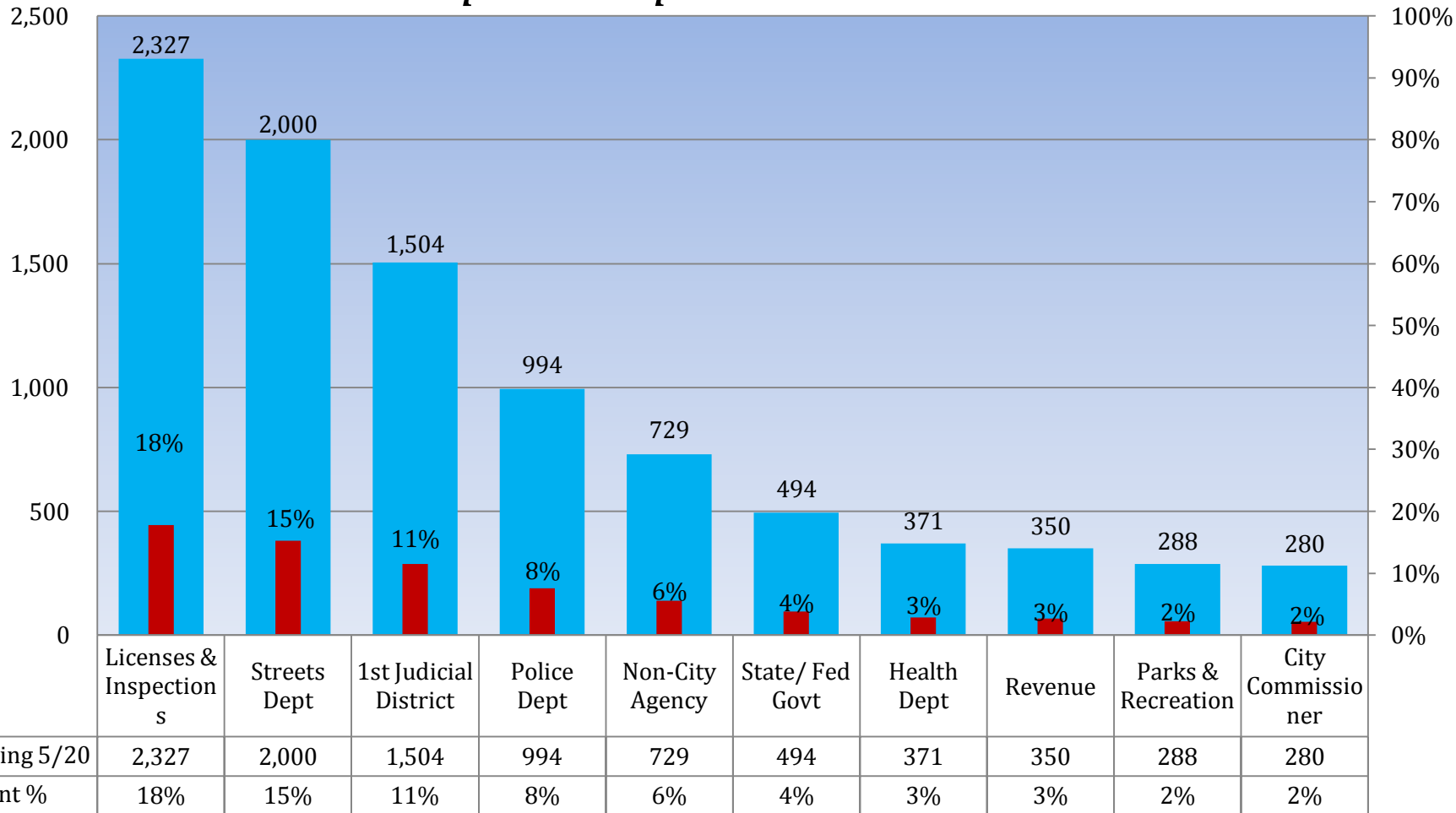


■ Week Ending 5/20	346	160	146	122	107	94	70	68	63	61
■ Service Request %	17%	8%	7%	6%	5%	5%	3%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 146
Other Revenue - 204



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.