



**311 Contact Center**

**Weekly Update**

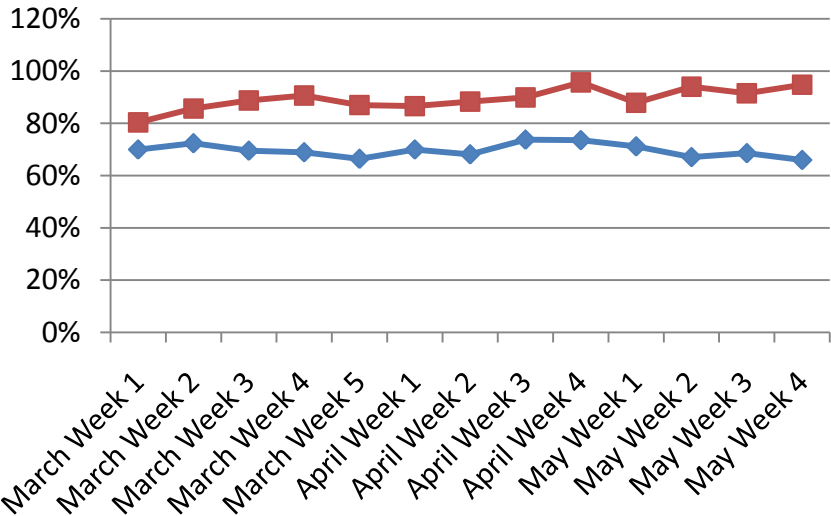
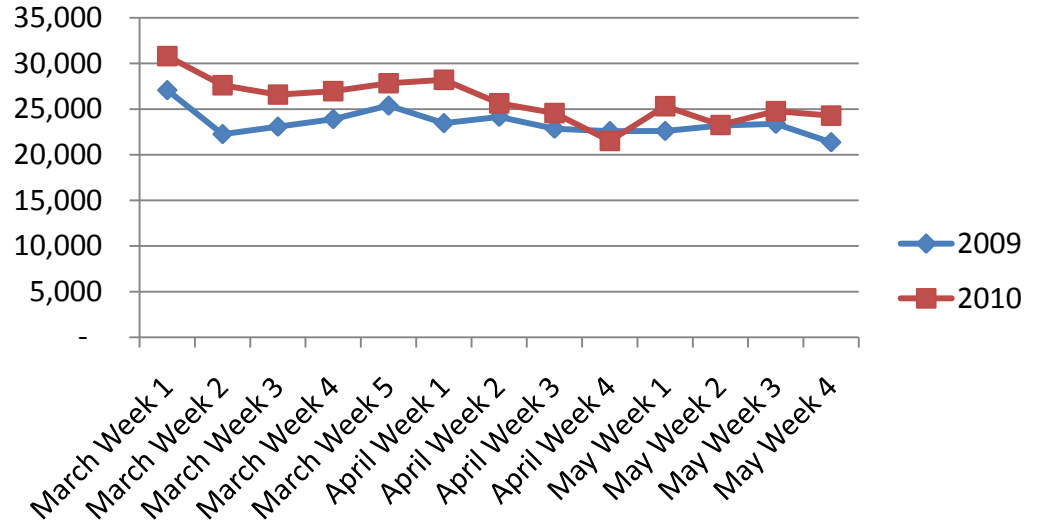
**MAY 23<sup>RD</sup> - MAY 29<sup>TH</sup>  
2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

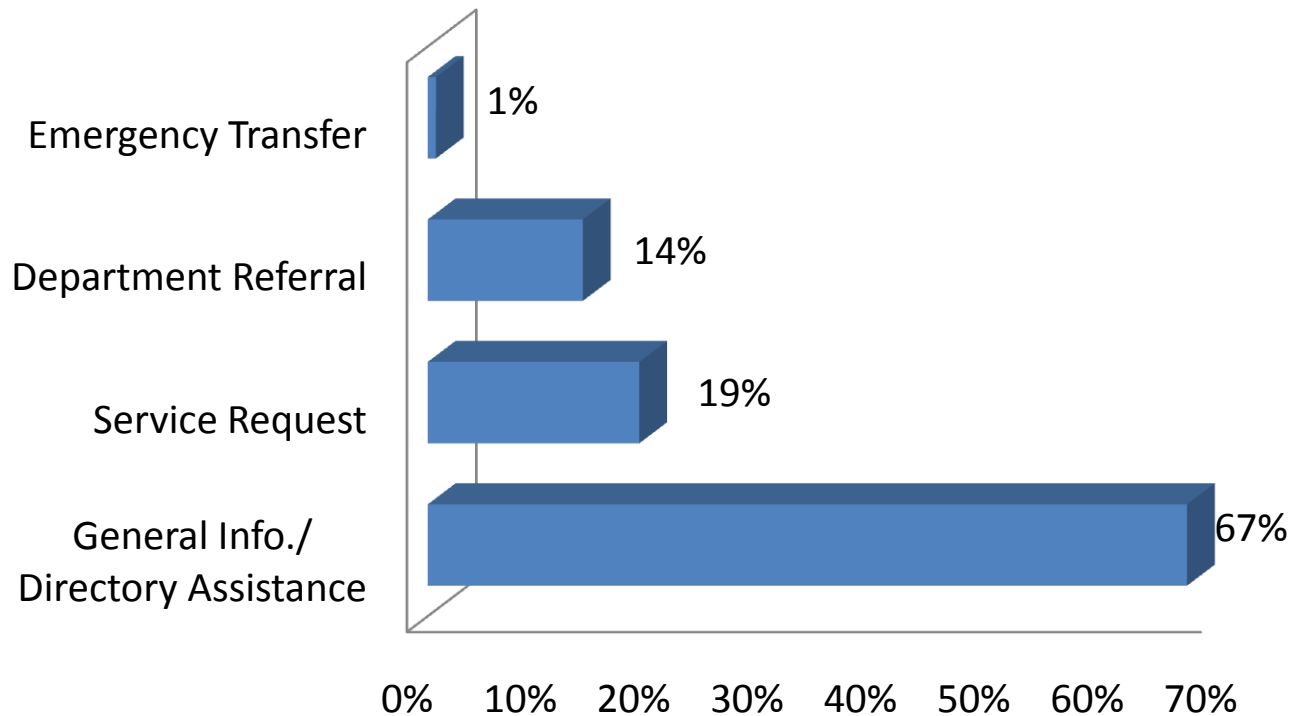
## 2010 Data

Performance Measure	May 23-29, 2010	May 16-22, 2010	May Average 2009	2010 YTD
Calls Received	24,226	24,867	21,191	625,449
Average Weekday Call Volume	4,454	4,556	3,952	5,286
Percent of Calls Answered	94%	92%	69%	88%
Emergency Transfers	1%	<1%	2%	1%



# Customer Contacts Logged

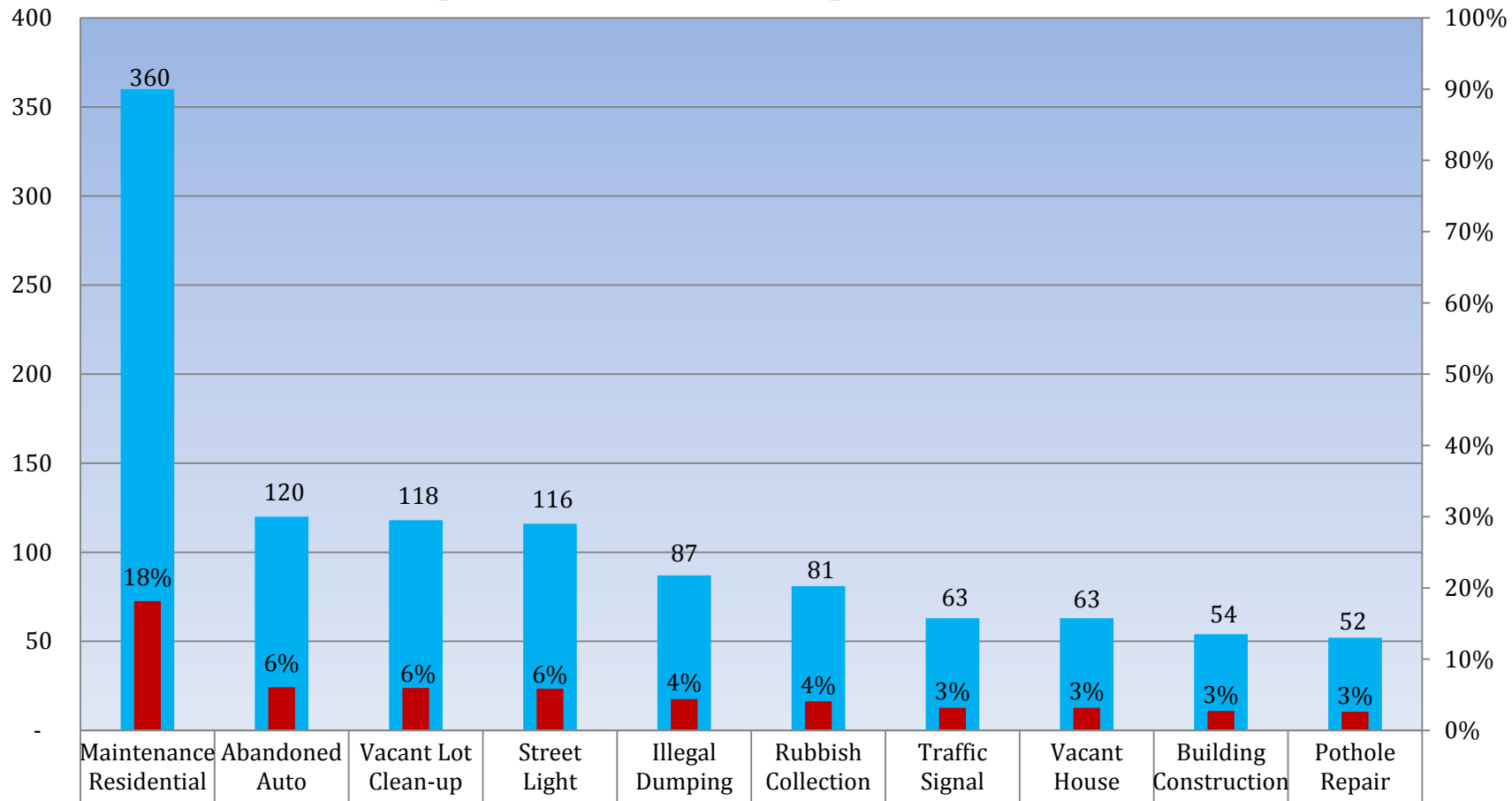
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

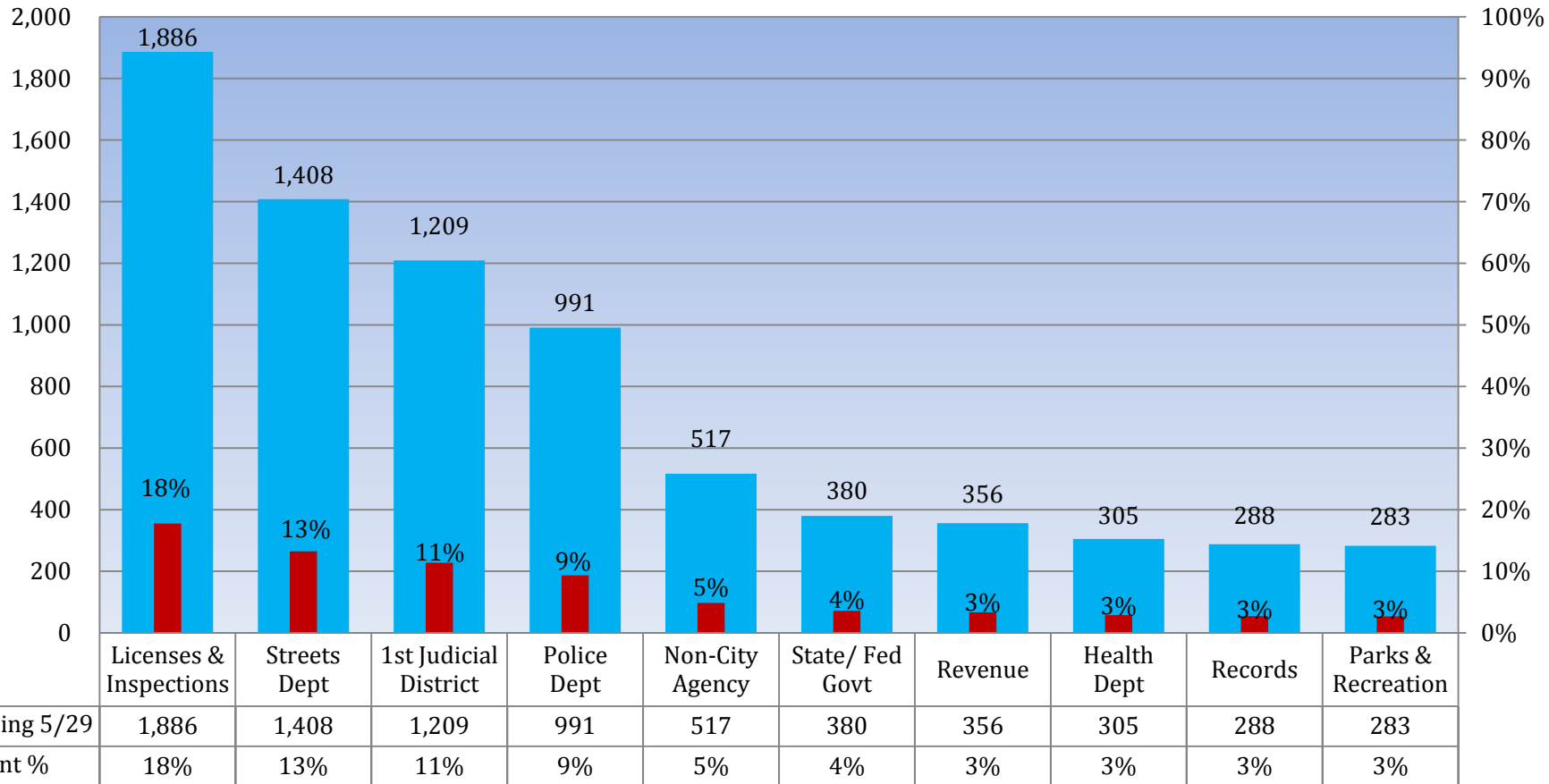


■ Week Ending 5/29	360	120	118	116	87	81	63	63	54	52
■ Service Request %	18%	6%	6%	6%	4%	4%	3%	3%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue- 117  
Other Revenue – 205



## 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.