



**311 Contact Center
Weekly Update**

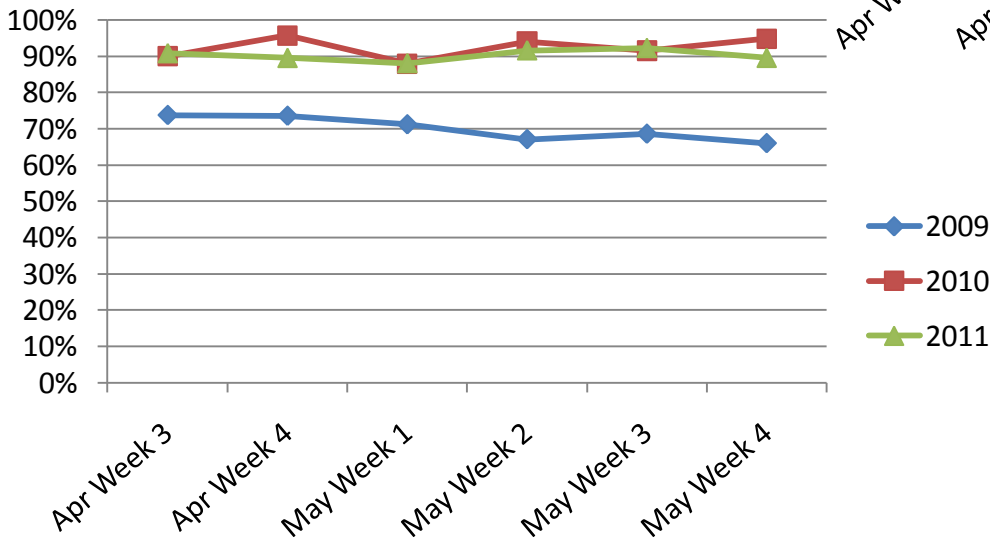
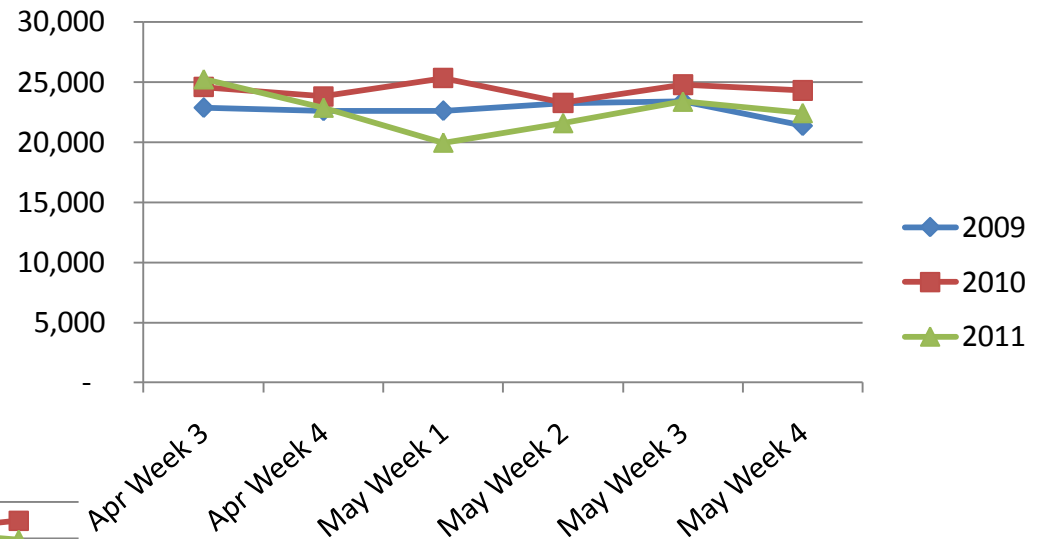
**MAY 23RD – 29TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

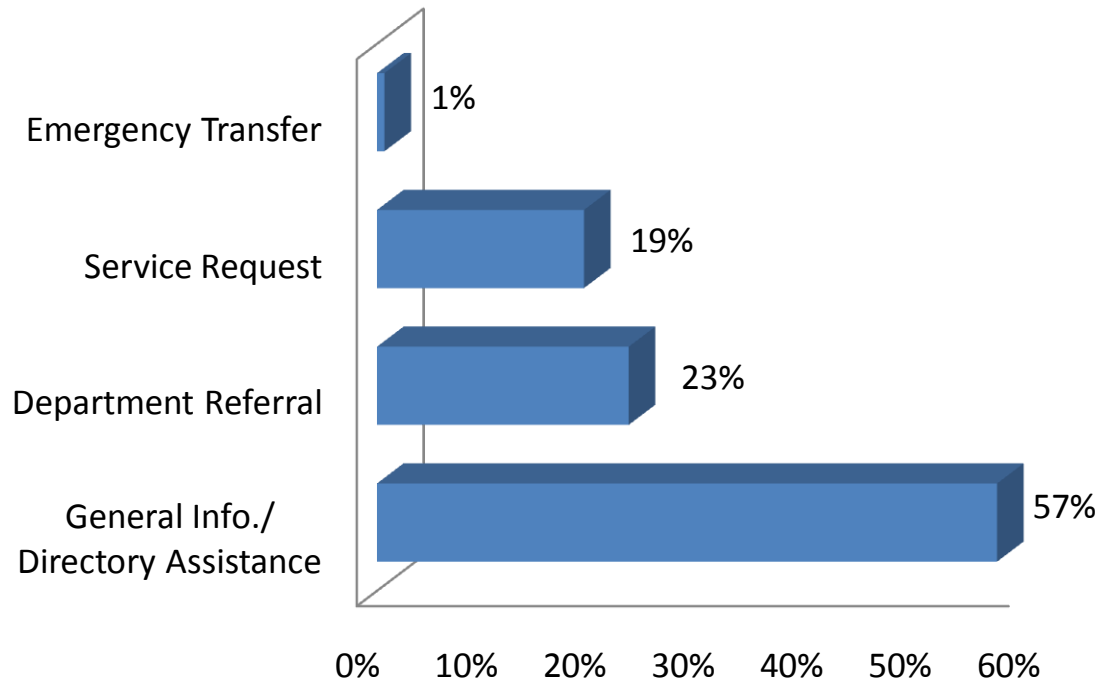
2011 Data

Performance Measure	May 23-29	May 16-22	May Average 2010	2011 YTD
Calls Offered	22,420	23,367	22,947	543,714
Average Weekday Call Volume	4,156	4,360	4,466	4,791
Percent of Calls Answered	90%	93%	93%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

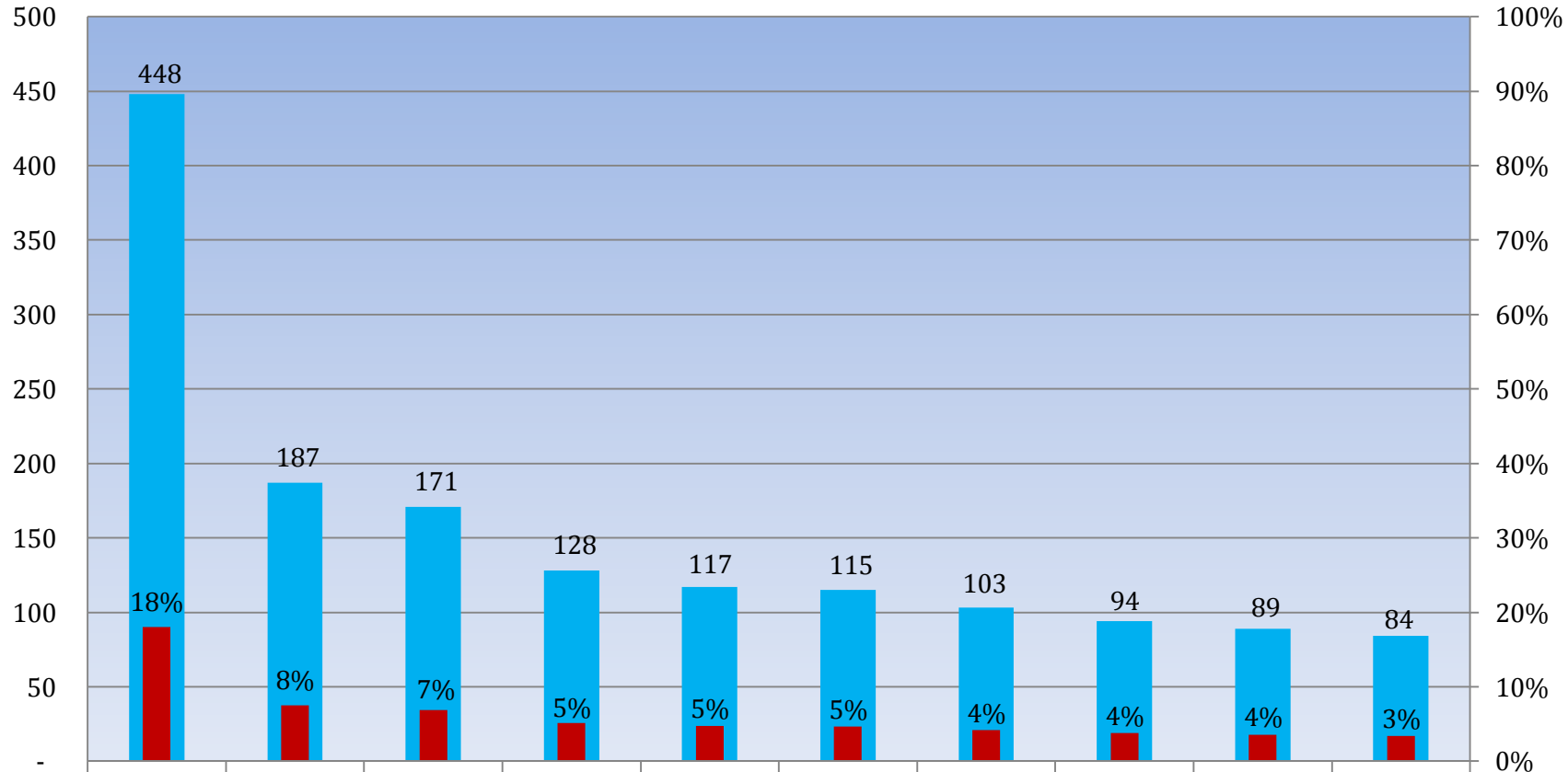
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

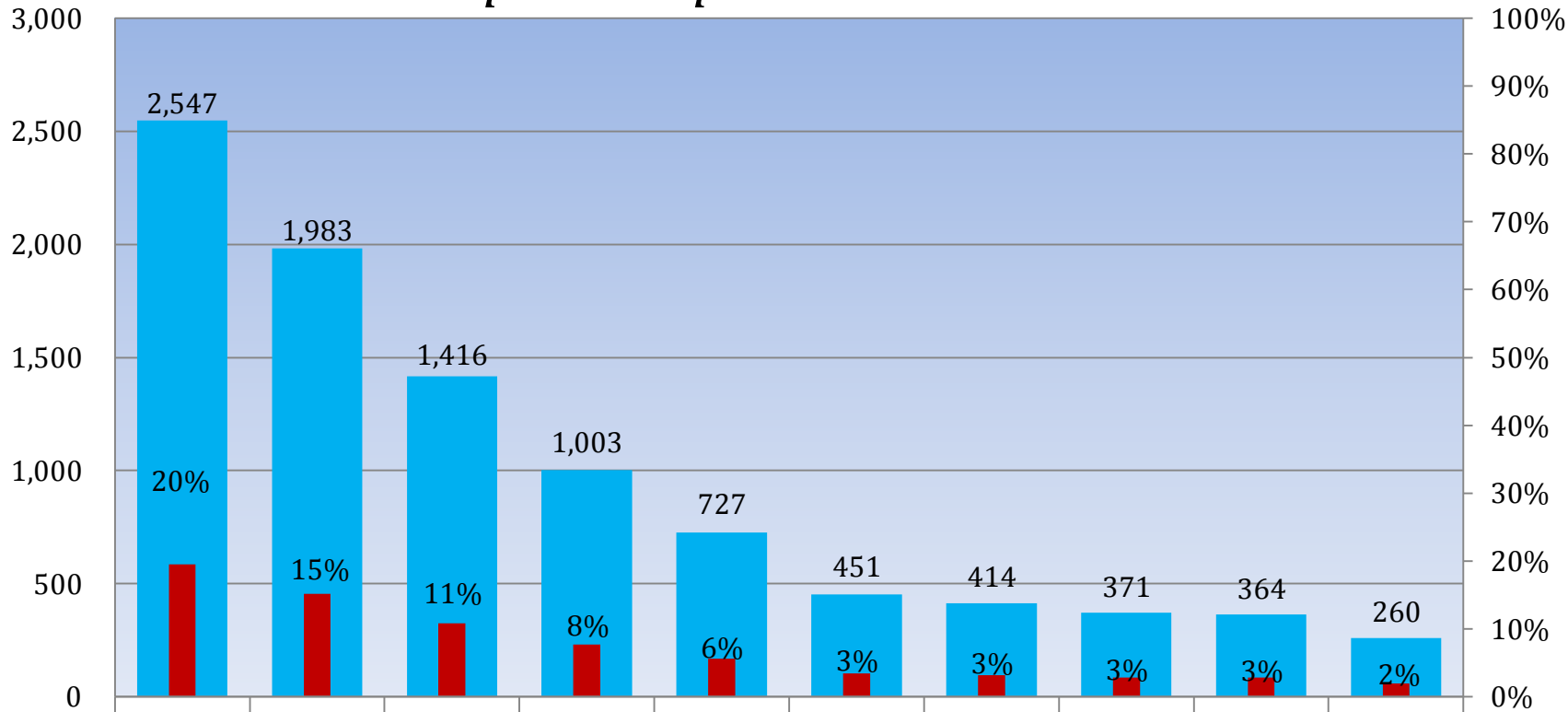


■ Week Ending 5/27	448	187	171	128	117	115	103	94	89	84
■ Service Request %	18%	8%	7%	5%	5%	5%	4%	4%	4%	3%



Customer Contacts Logged

Top Ten Departments



■ Week Ending 5/27	2,547	1,983	1,416	1,003	727	451	414	371	364	260
■ Department %	20%	15%	11%	8%	6%	3%	3%	3%	3%	2%

Other Revenue - 220



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.