



**311 Contact Center**

**Weekly Update**

**MAY 2<sup>ND</sup> - MAY 8<sup>TH</sup>**

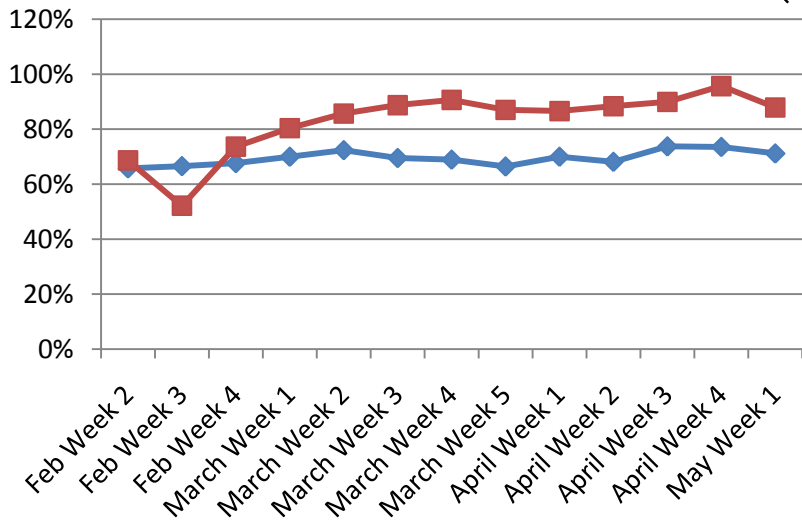
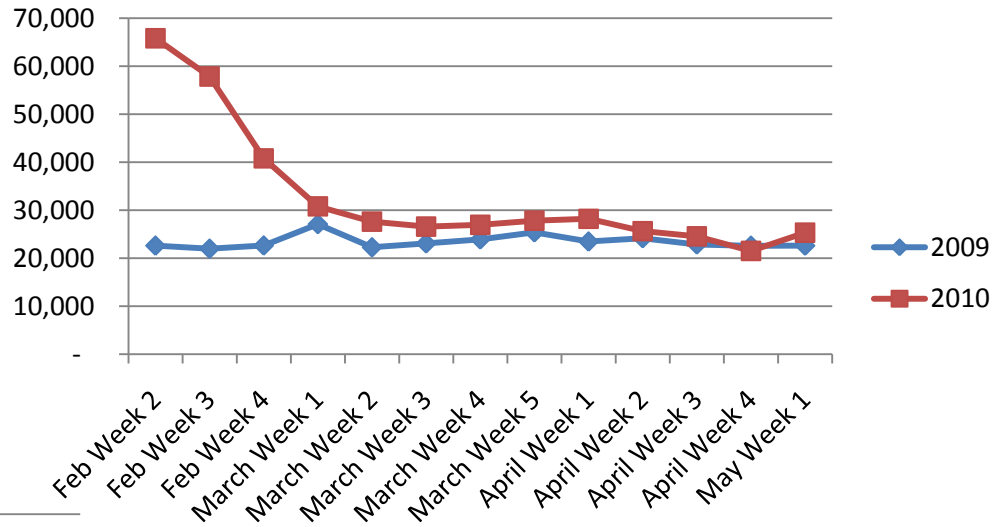
**2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

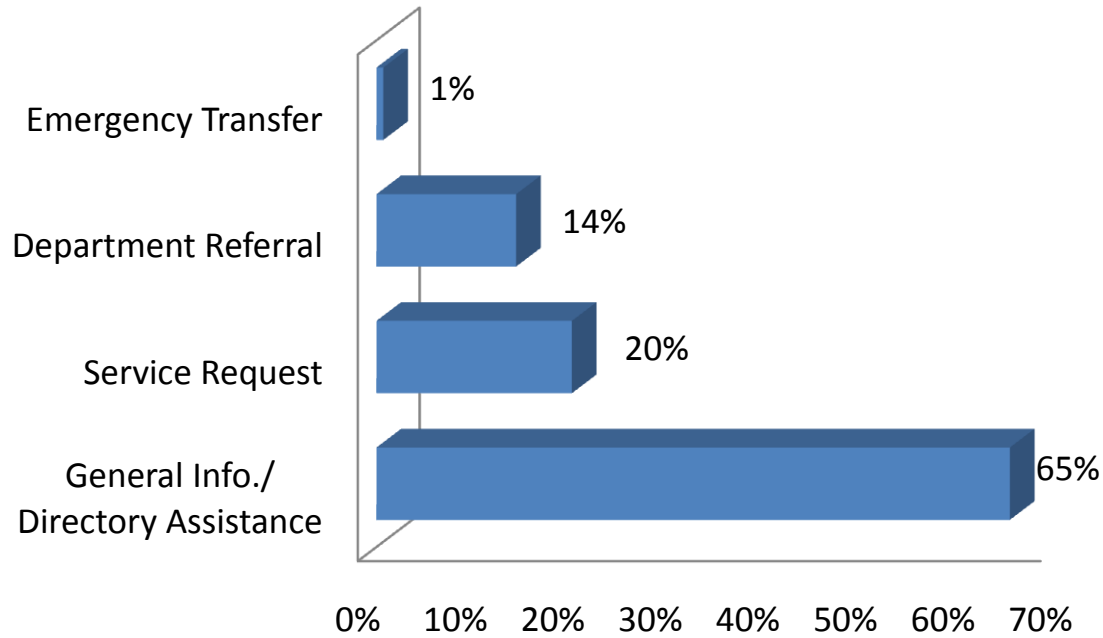
## 2010 Data

Performance Measure	May 2-9, 2010	April 25-May 1, 2010	May Average 2009	2010 YTD
Calls Received	25,454	21,519	21,191	553,245
Average Weekday Call Volume	4,642	4,298	3,952	5,438
Percent of Calls Answered	89%	96%	69%	87%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

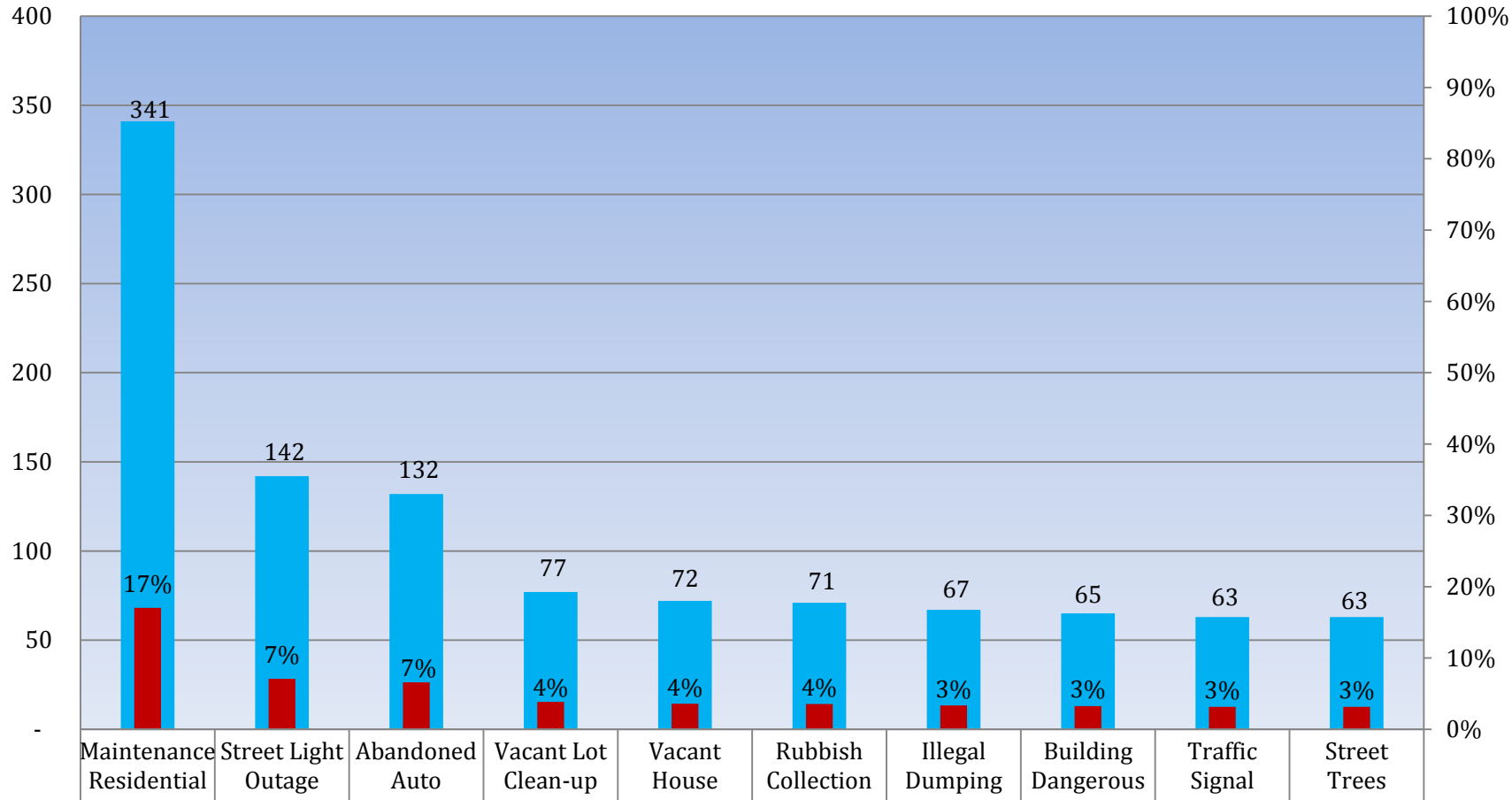
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

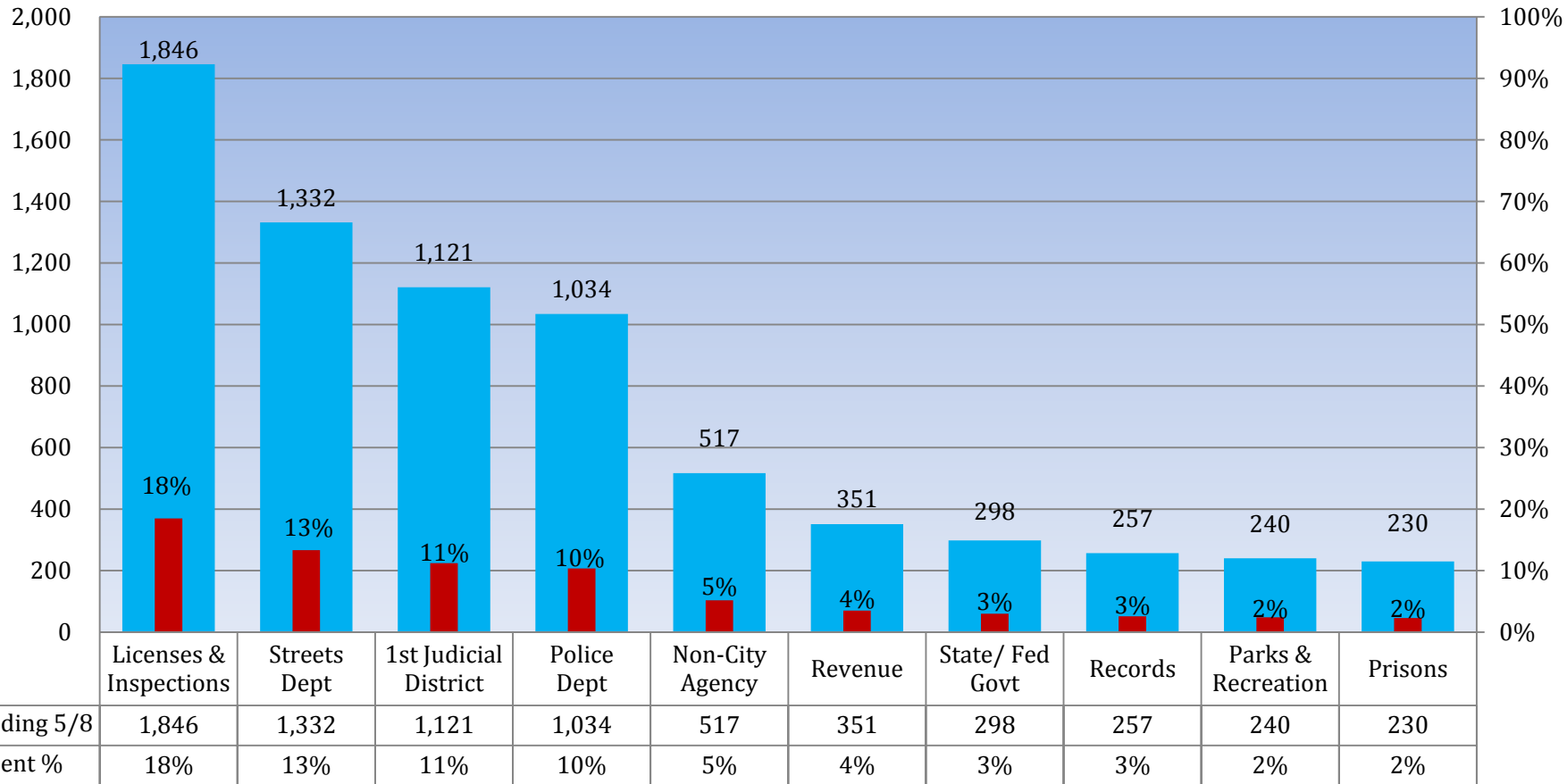


■ Week Ending 5/8	341	142	132	77	72	71	67	65	63	63
■ Service Request %	17%	7%	7%	4%	4%	4%	3%	3%	3%	3%



# 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.