



311 Contact Center

Weekly Update

MAY 30TH - JUNE 5TH

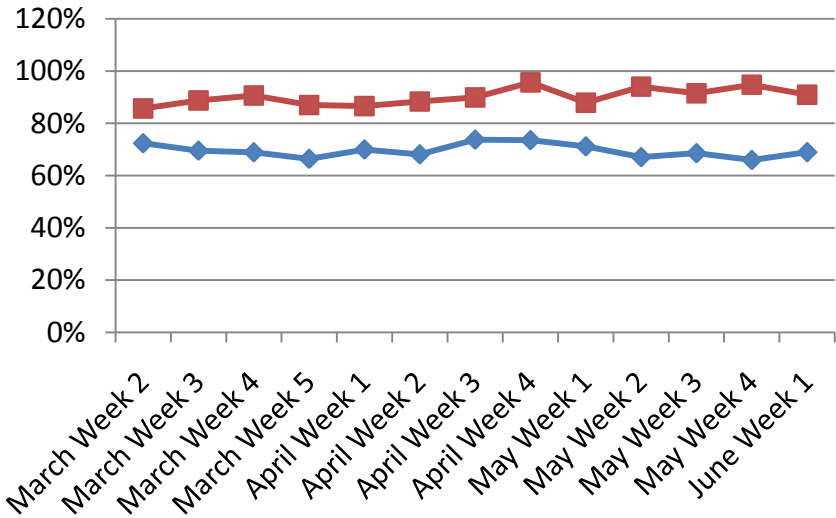
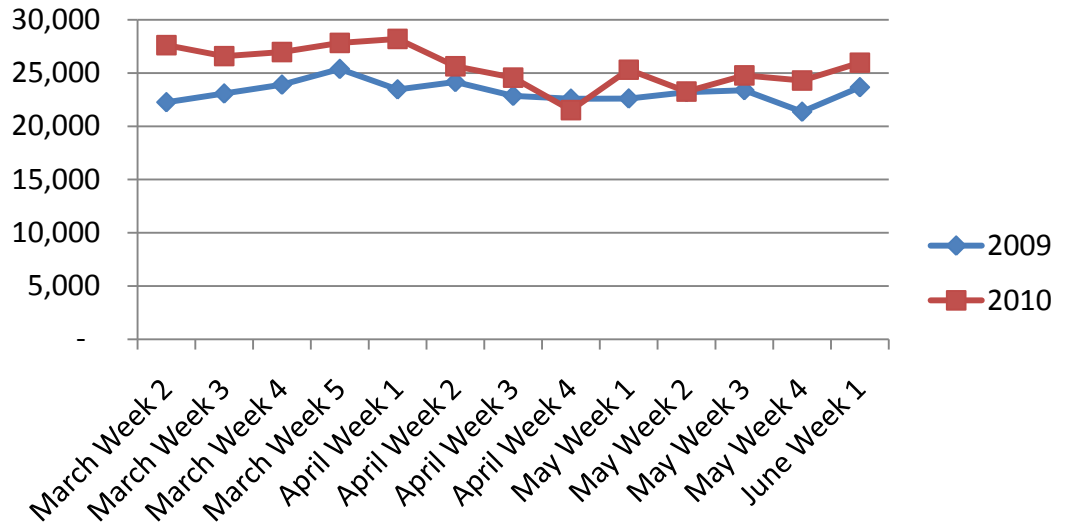
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

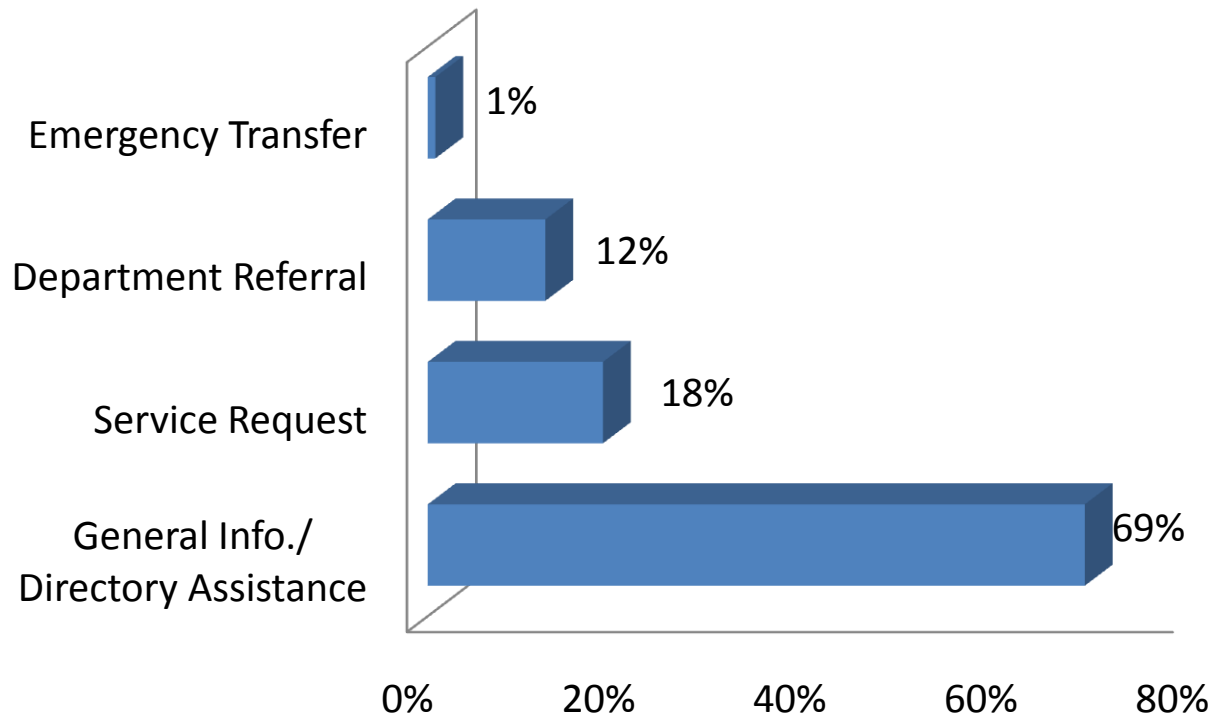
2010 Data

Performance Measure	May 30-June 5, 2010	May 23-29, 2010	June Average 2009	2010 YTD
Calls Received	25,424	24,226	24,600	650,873
Average Weekday Call Volume	5,375	4,454	4,340	5,290
Percent of Calls Answered	93%	94%	66%	88%
Emergency Transfers	1%	1%	2%	1%



Customer Contacts Logged

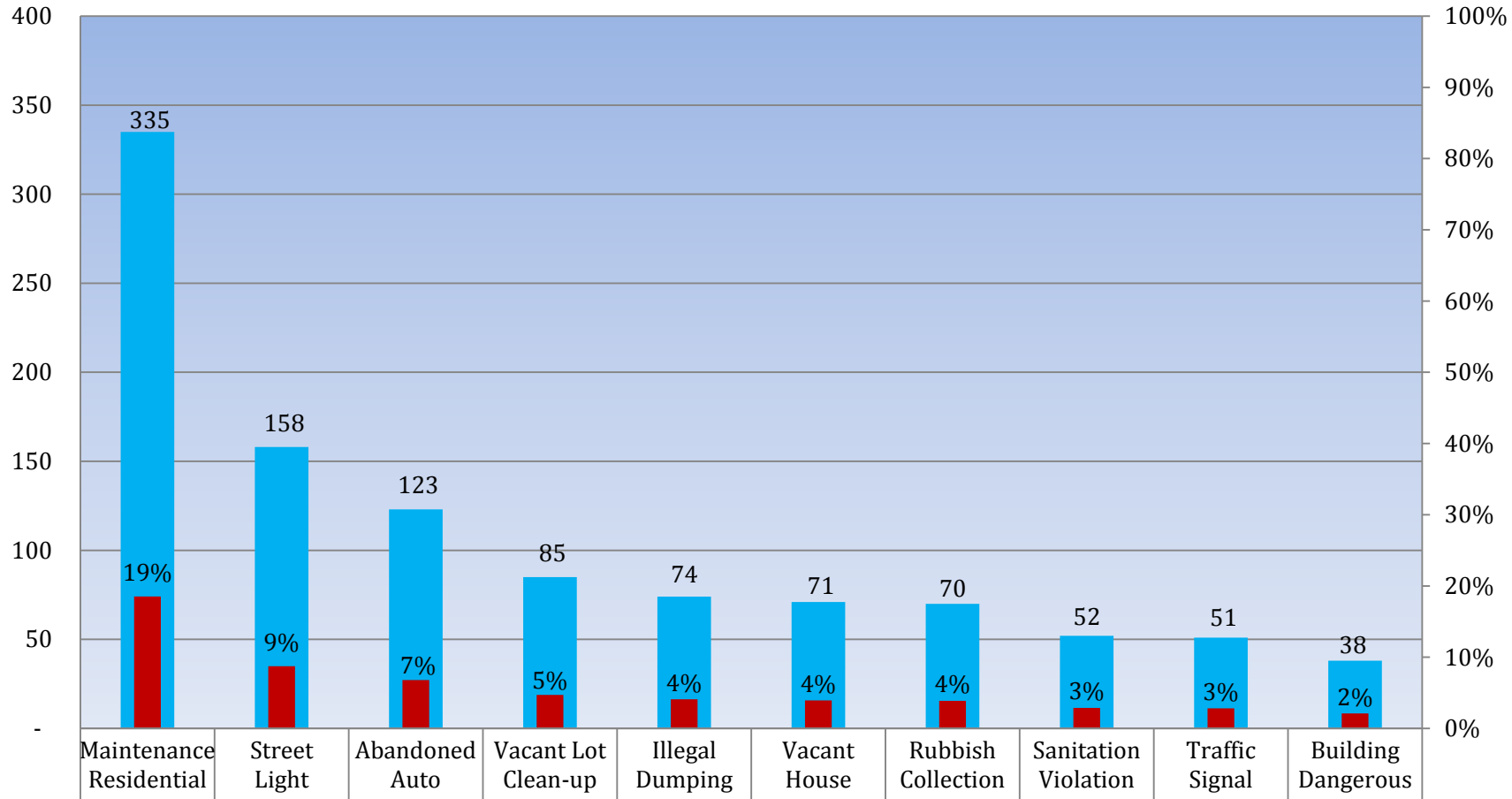
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

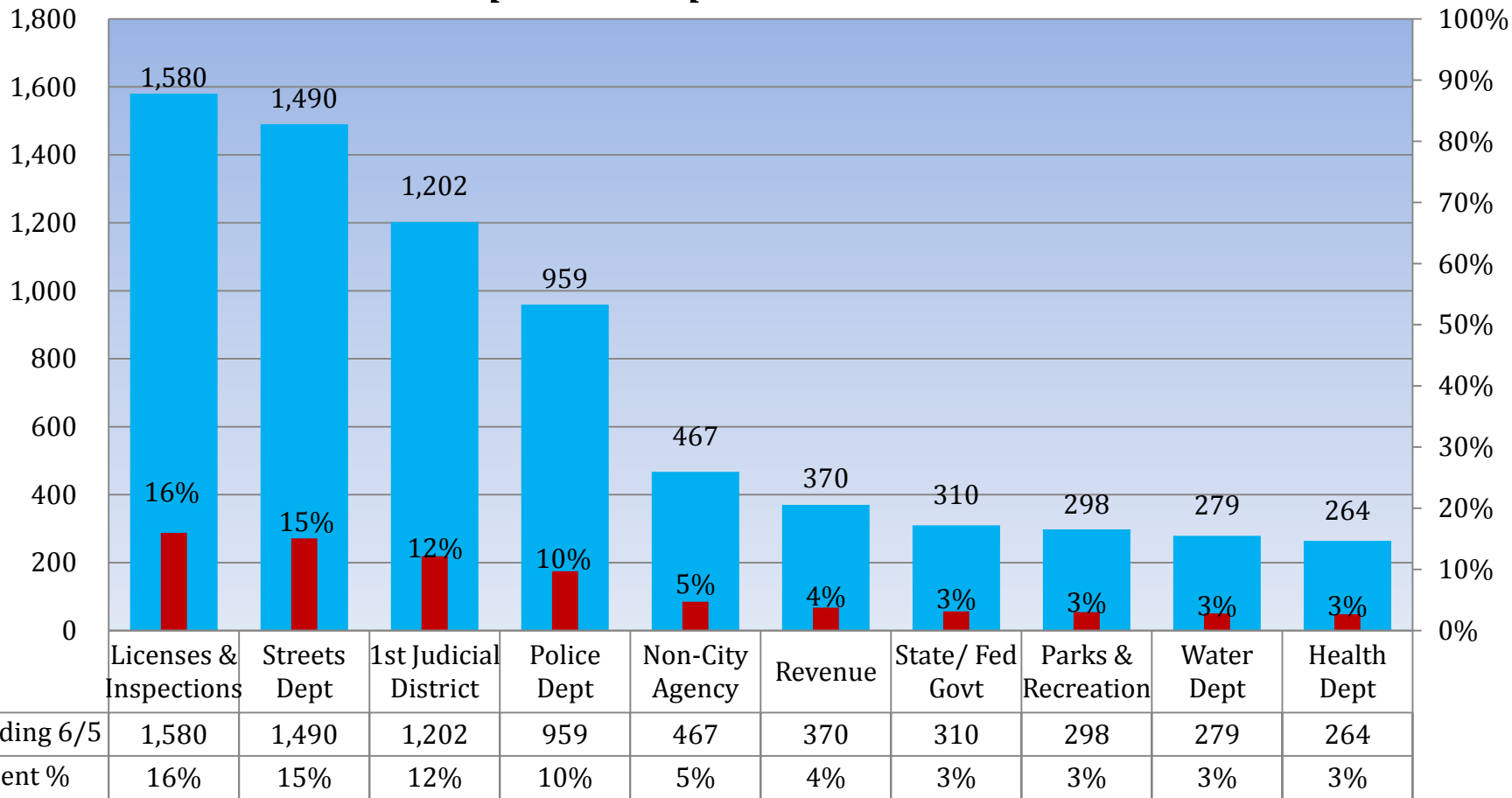


■ Week Ending 6/5	335	158	123	85	74	71	70	52	51	38
■ Service Request %	19%	9%	7%	5%	4%	4%	4%	3%	3%	2%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue- 126
Other Revenue – 187



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.