



**311 Contact Center
Weekly Update**

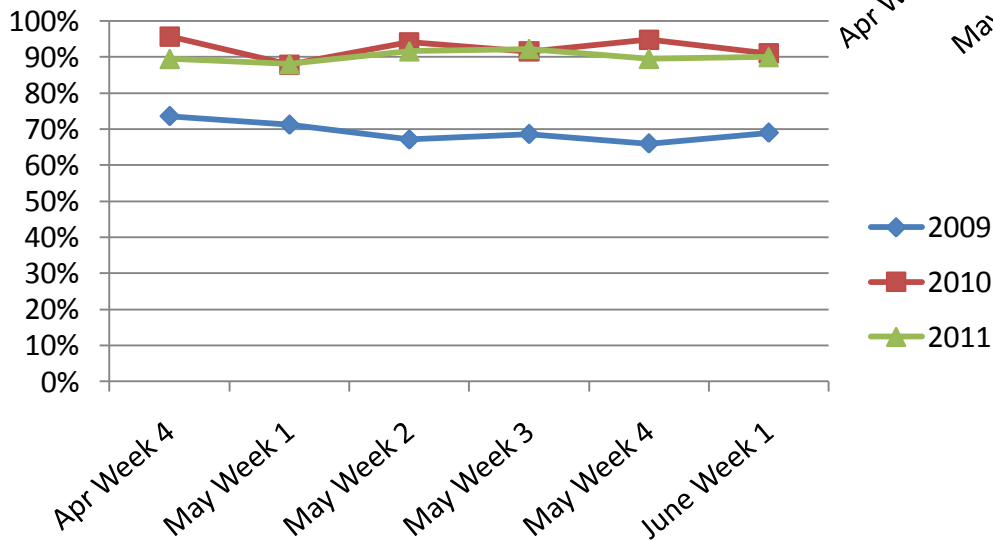
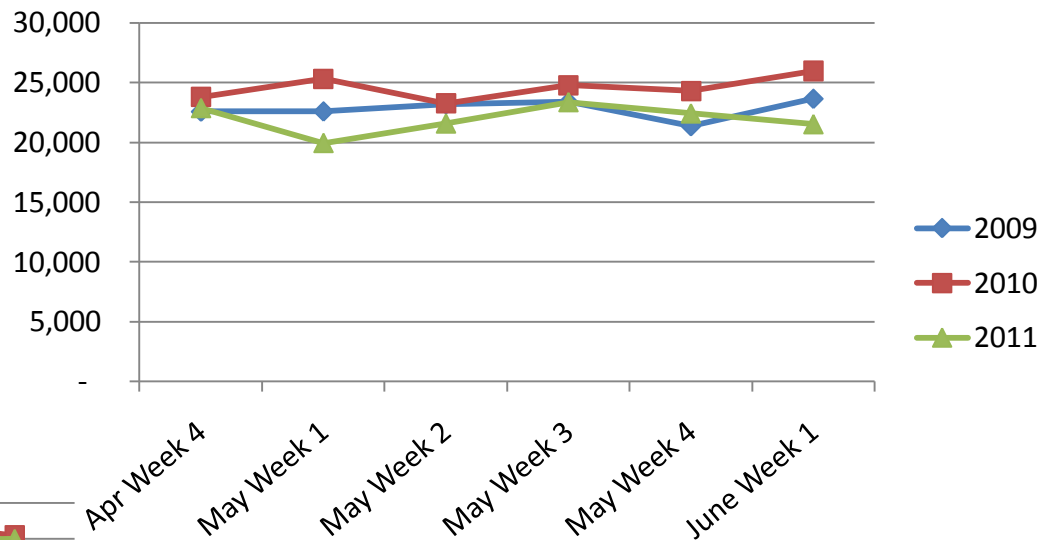
**MAY 30TH – JUNE 5TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

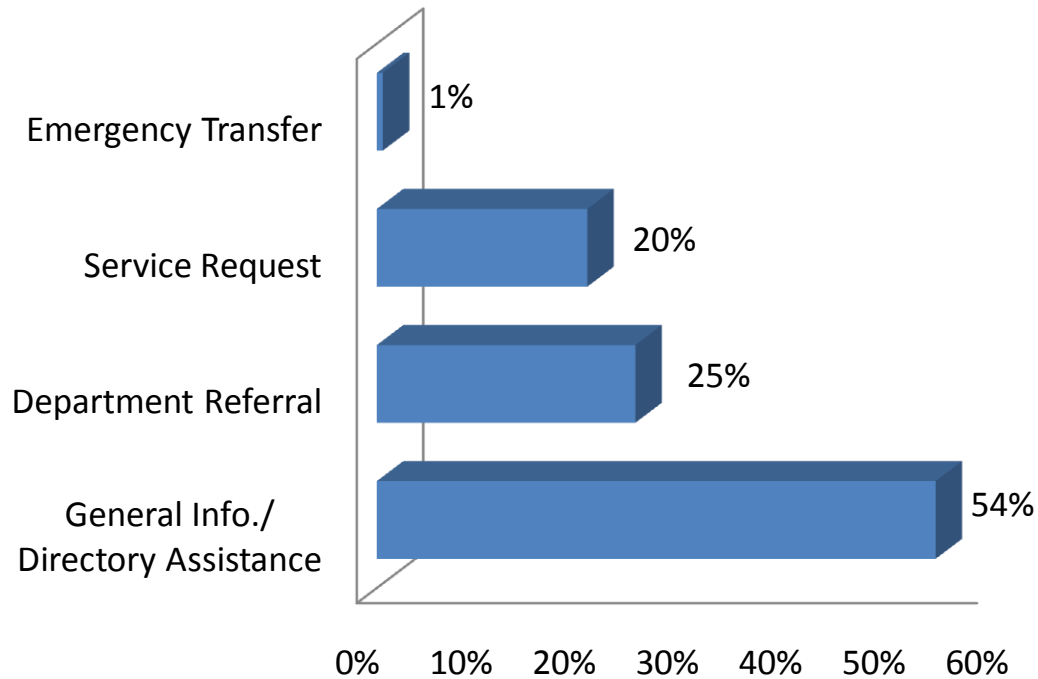
2011 Data

Performance Measure	May 30- June 5	May 23-29	June Average 2010	2011 YTD
Calls Offered	21,522	22,420	22,948	535,236
Average Weekday Call Volume	4,578	4,156	4,466	4,781
Percent of Calls Answered	89%	90%	92%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

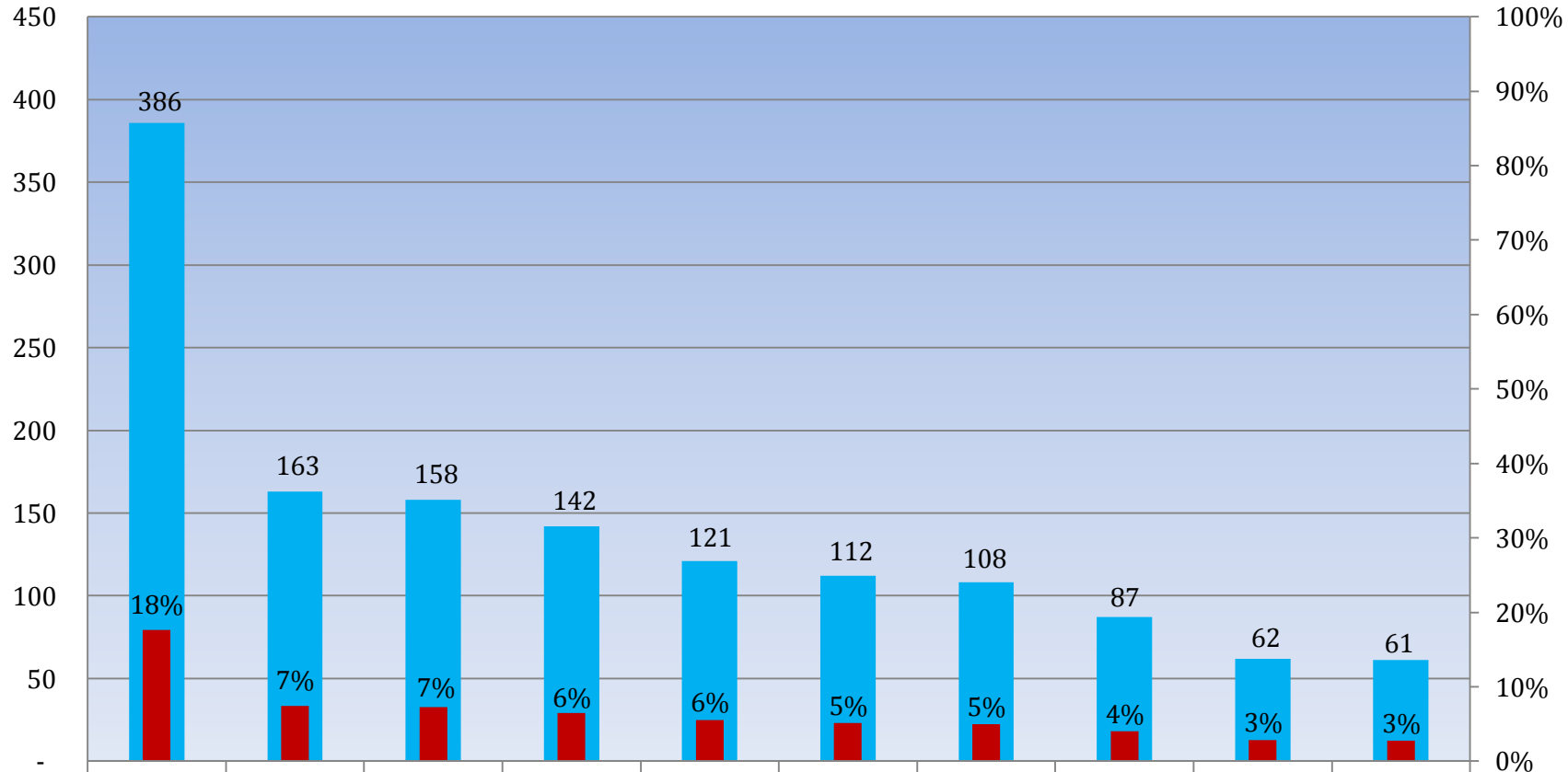
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

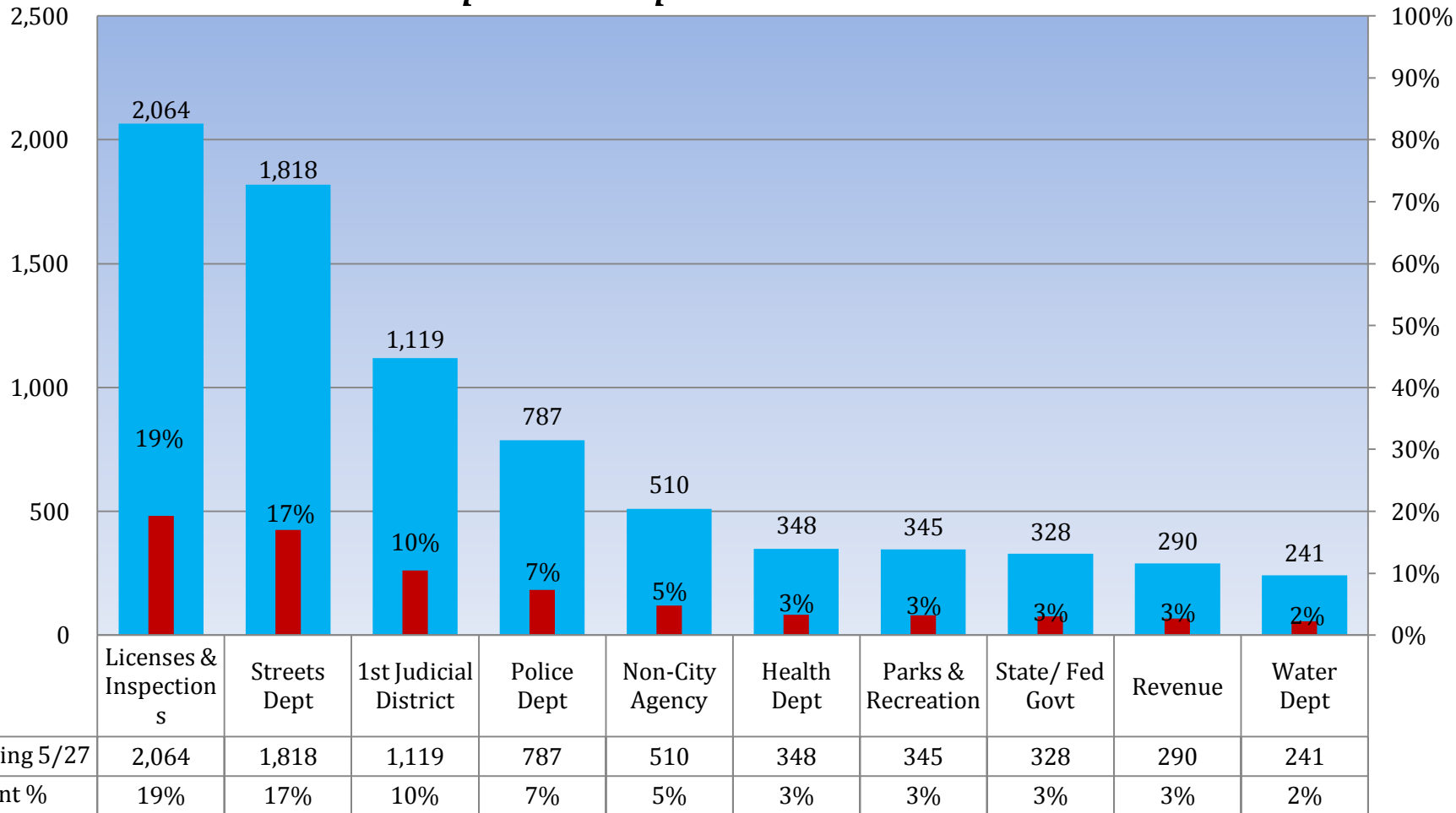


■ Week Ending 6/3	386	163	158	142	121	112	108	87	62	61
■ Service Request %	18%	7%	7%	6%	6%	5%	5%	4%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 122
Other Revenue - 168



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.