



**311 Contact Center**

**Weekly Update**

**MAY 9<sup>TH</sup> - MAY 15<sup>TH</sup>**

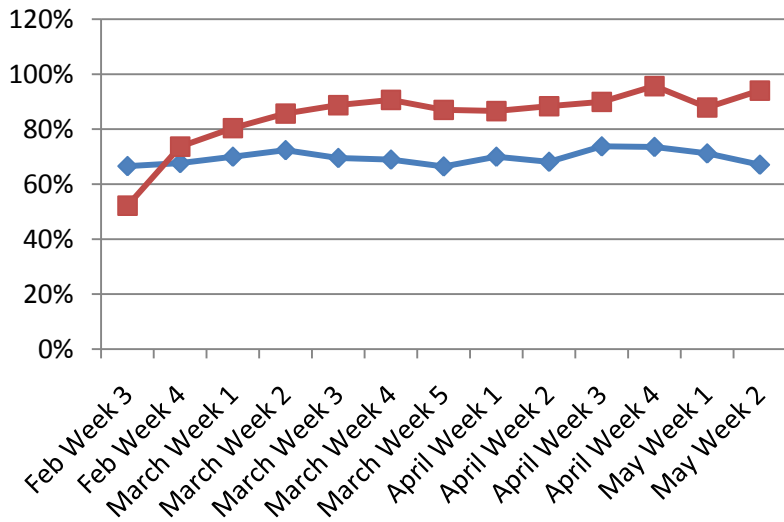
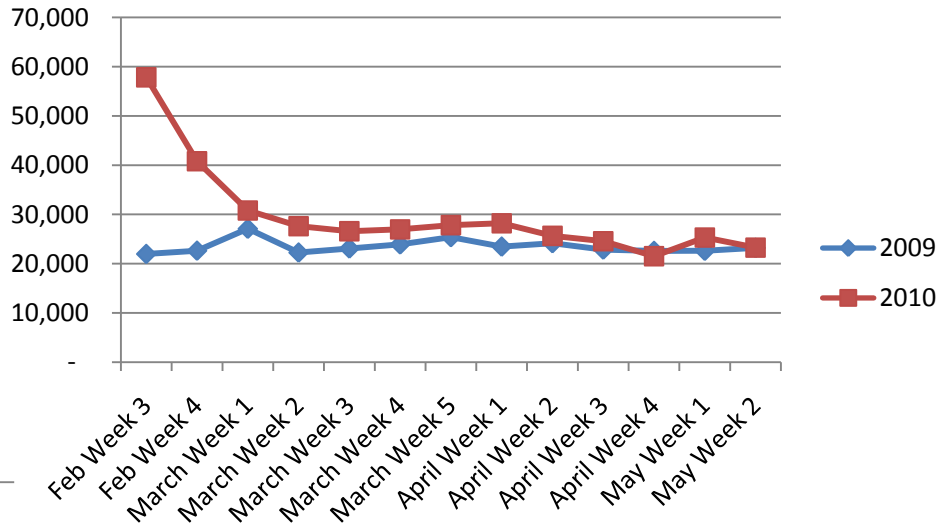
**2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

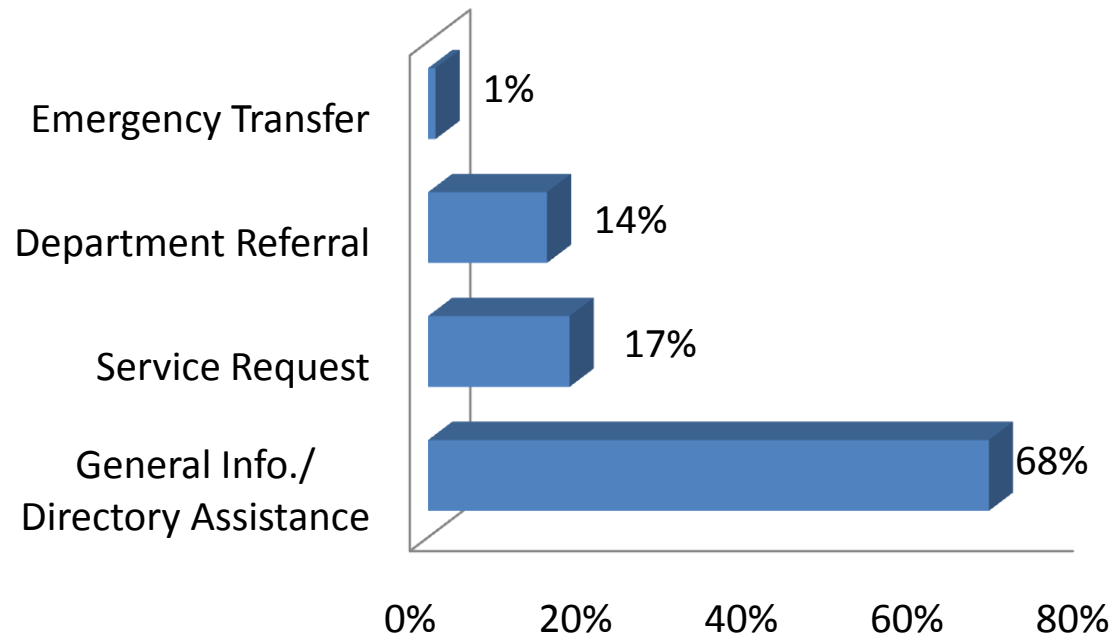
## 2010 Data

Performance Measure	May 10-15, 2010	May 2-9, 2010	May Average 2009	2010 YTD
Calls Received	23,111	25,454	21,191	576,356
Average Weekday Call Volume	4,212	4,642	3,952	5,371
Percent of Calls Answered	94%	89%	69%	88%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

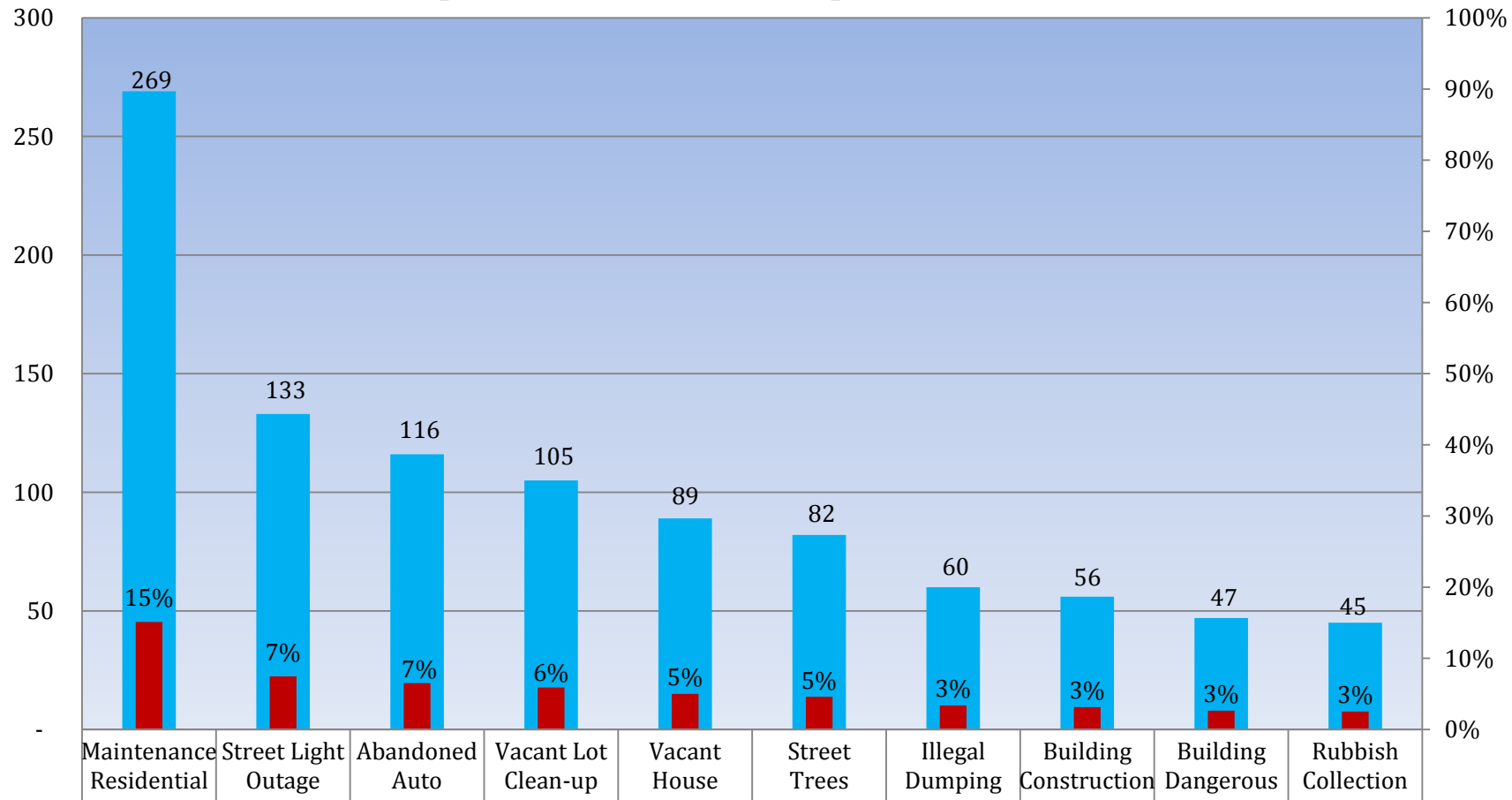
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

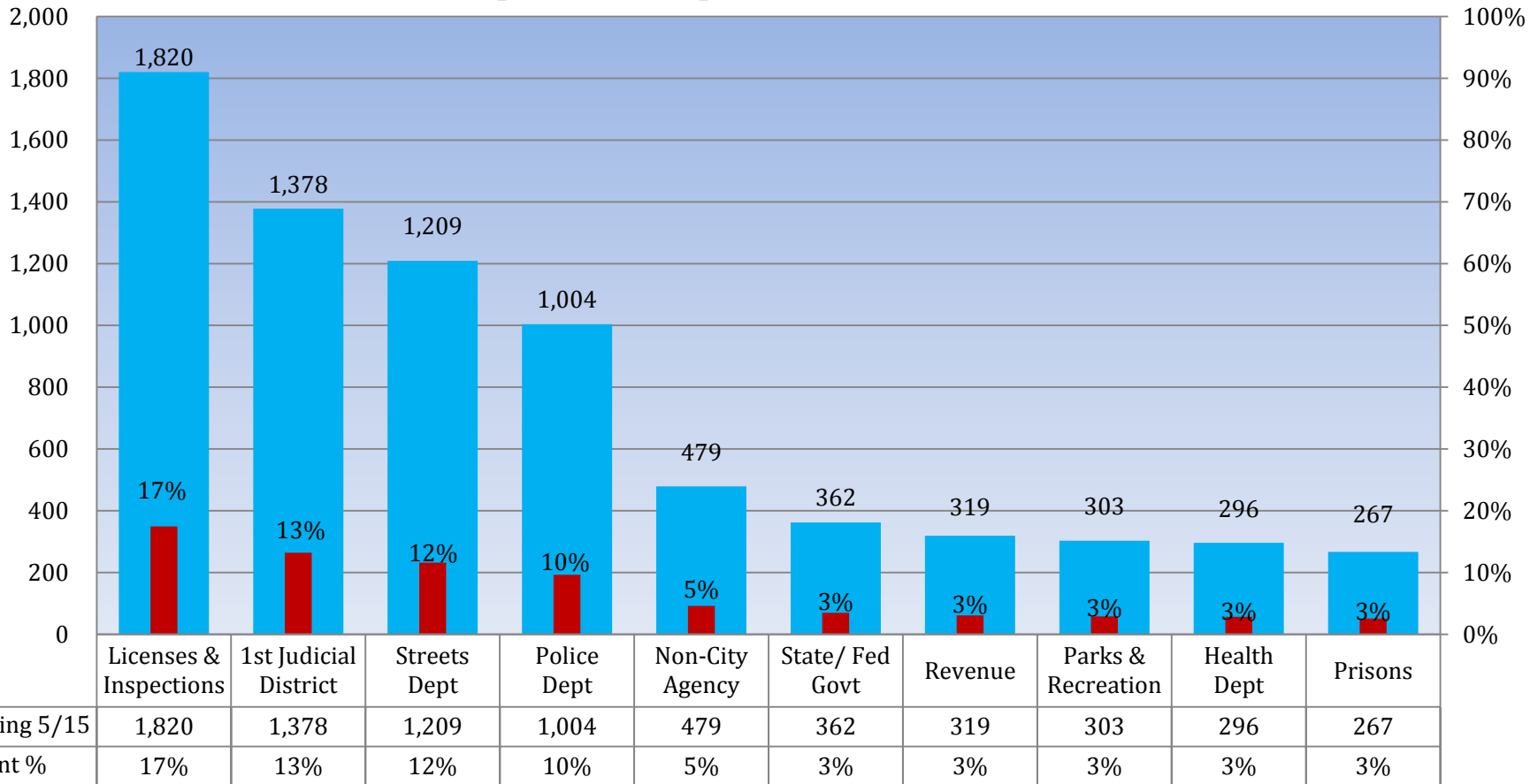


■ Week Ending 5/15	269	133	116	105	89	82	60	56	47	45
■ Service Request %	15%	7%	7%	6%	5%	5%	3%	3%	3%	3%



# 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.