



311 Contact Center

Weekly Update

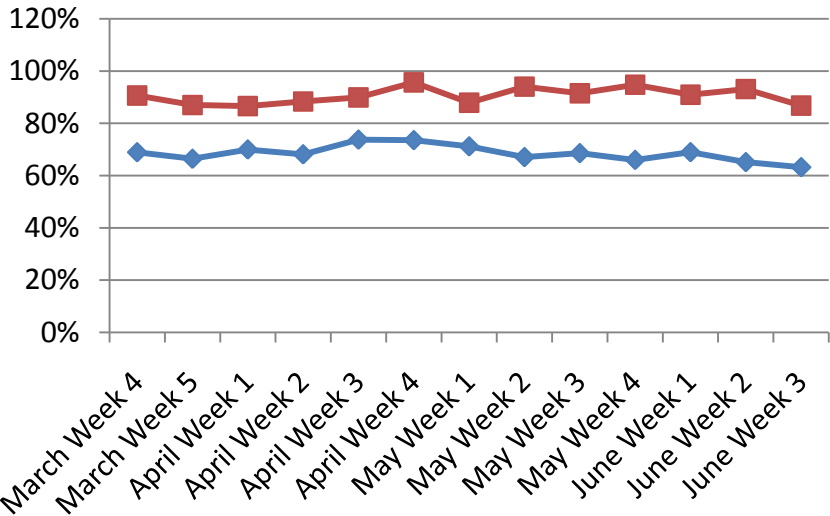
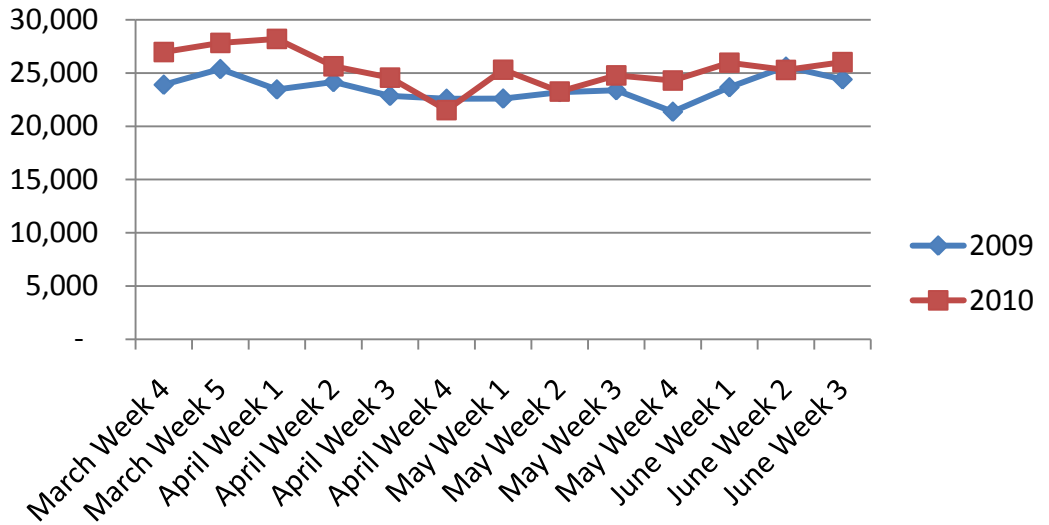
**JUNE 13TH - JUNE 19TH
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

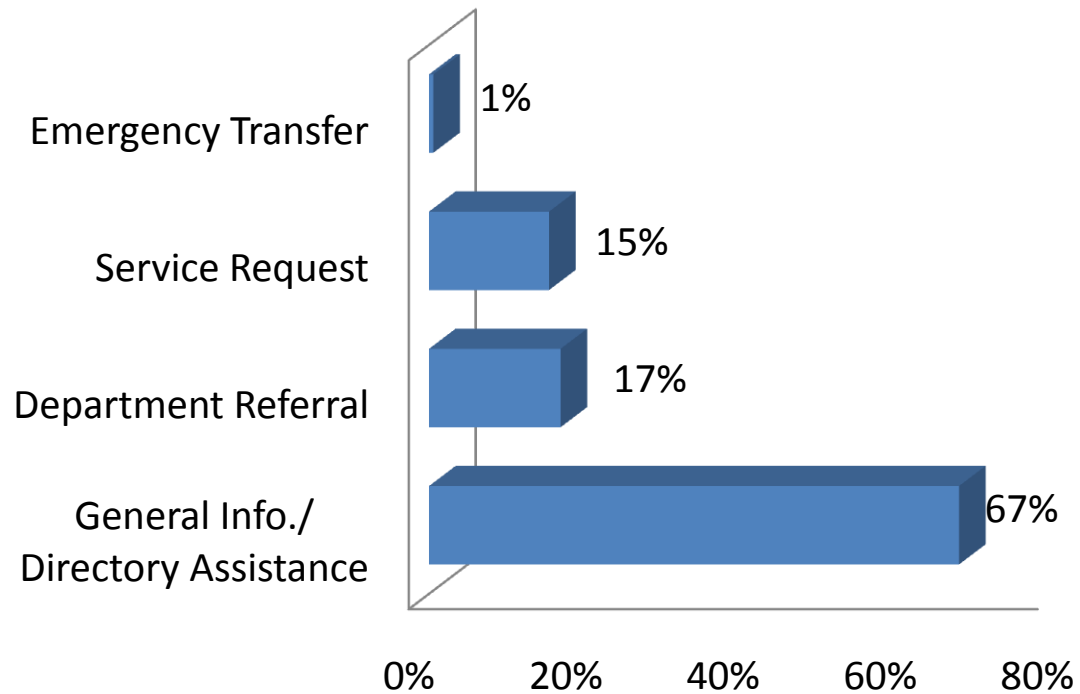
2010 Data

| Performance Measure | June 13-19, 2010 | June 6-12, 2010 | June Average 2009 | 2010 YTD |
|-----------------------------|------------------|-----------------|-------------------|----------|
| Calls Received | 26,412 | 25,500 | 24,600 | 702,785 |
| Average Weekday Call Volume | 4,783 | 4,576 | 4,340 | 5,237 |
| Percent of Calls Answered | 88% | 93% | 66% | 88% |
| Emergency Transfers | 1% | 1% | 2% | 1% |



Customer Contacts Logged

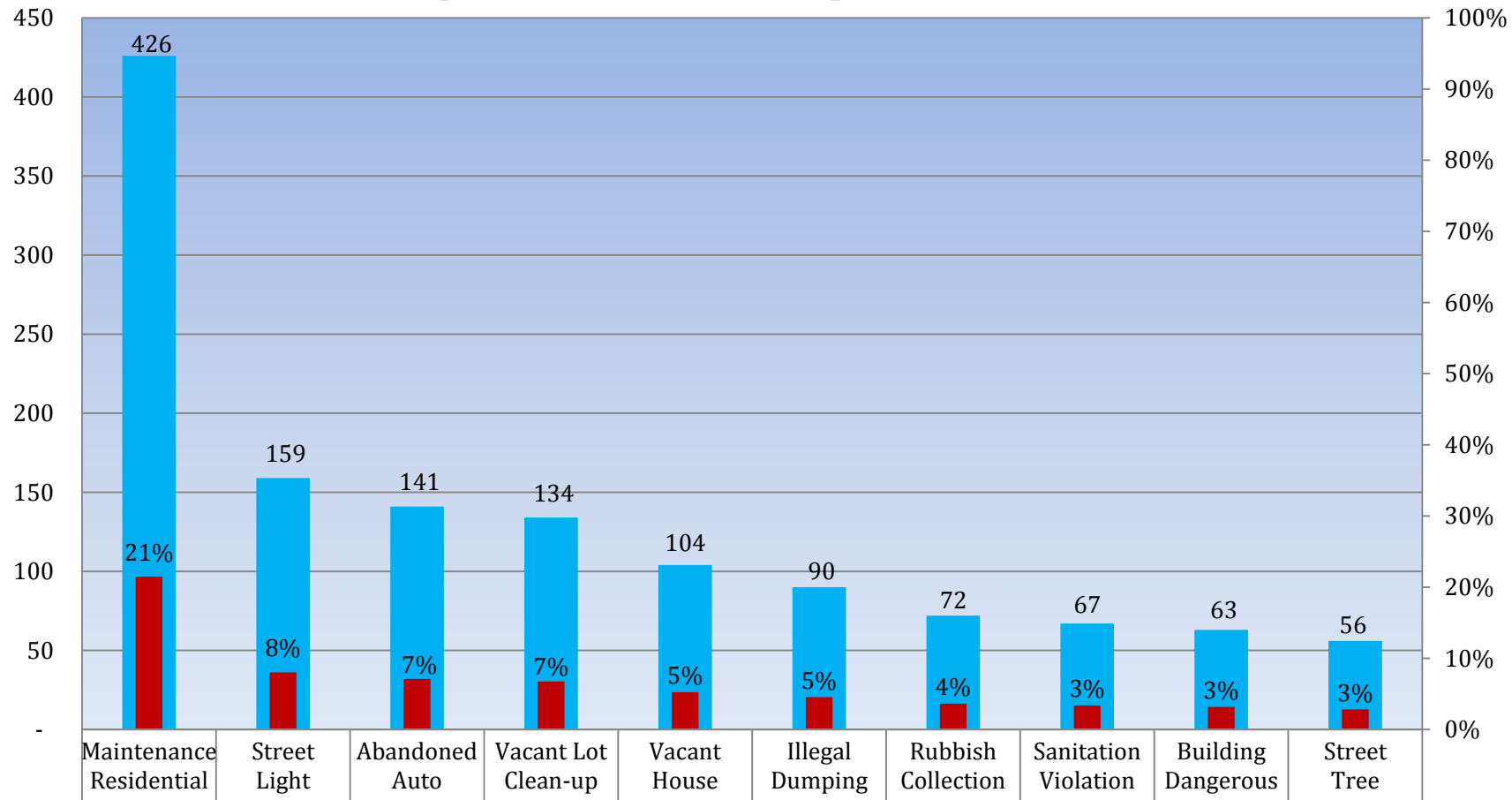
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

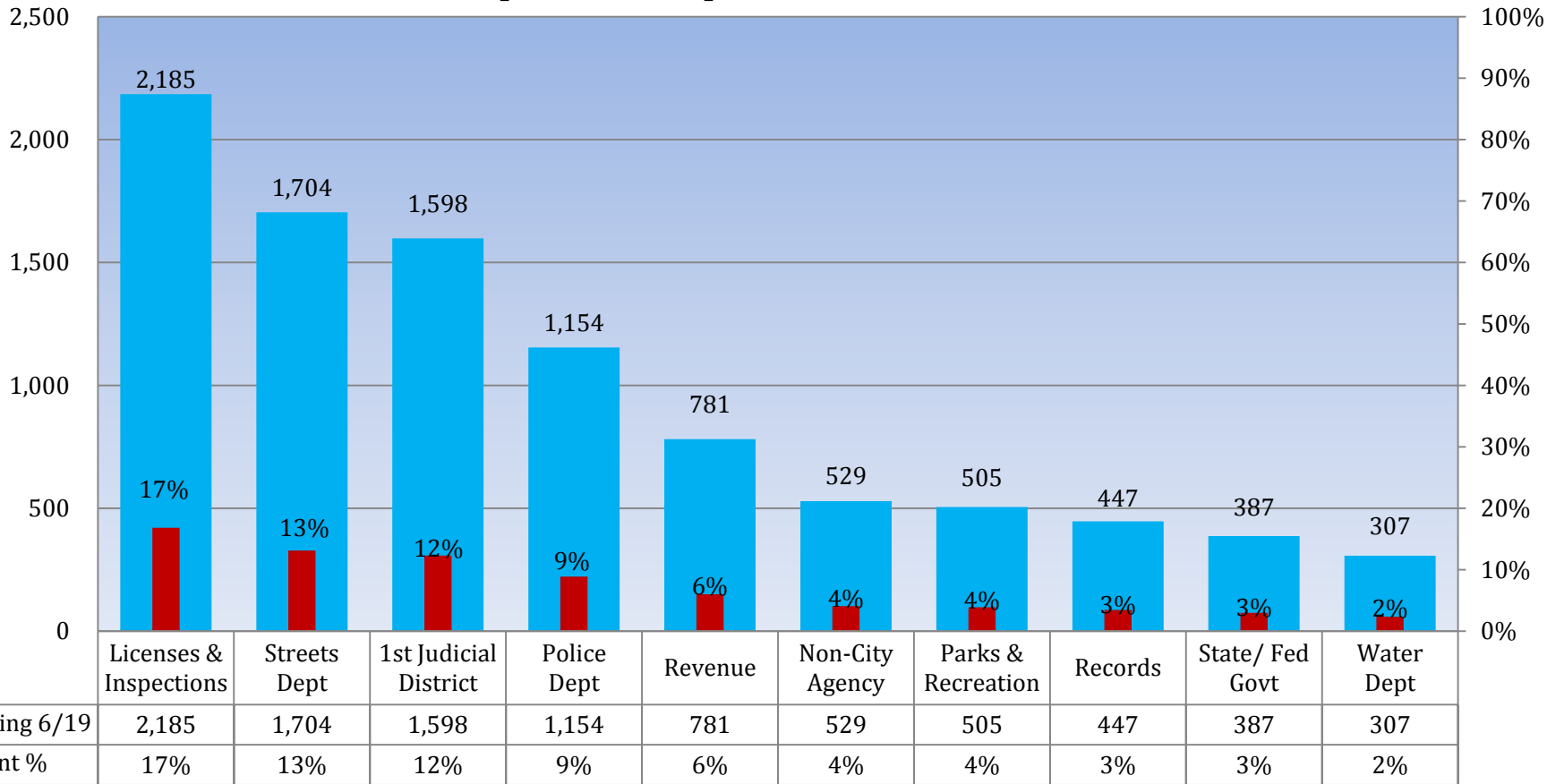


| | | | | | | | | | | |
|---------------------|-----|-----|-----|-----|-----|----|----|----|----|----|
| ■ Week Ending 6/19 | 426 | 159 | 141 | 134 | 104 | 90 | 72 | 67 | 63 | 56 |
| ■ Service Request % | 21% | 8% | 7% | 7% | 5% | 5% | 4% | 3% | 3% | 3% |



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue- 155
Other Revenue – 626



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.