



311 Contact Center

Weekly Update

JUNE 27TH - JULY 3RD

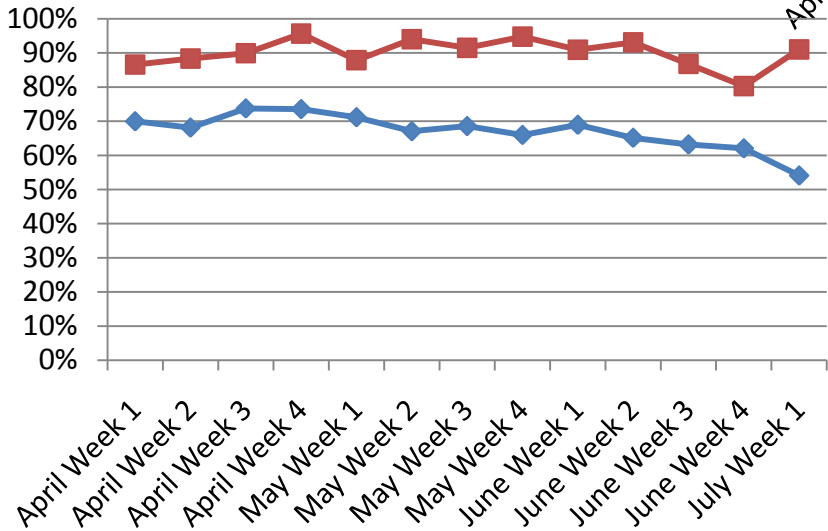
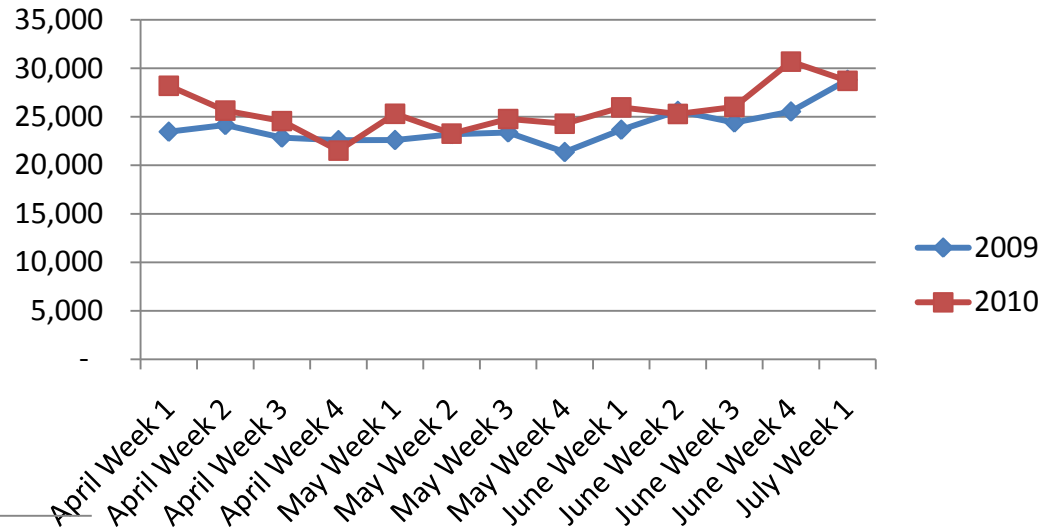
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

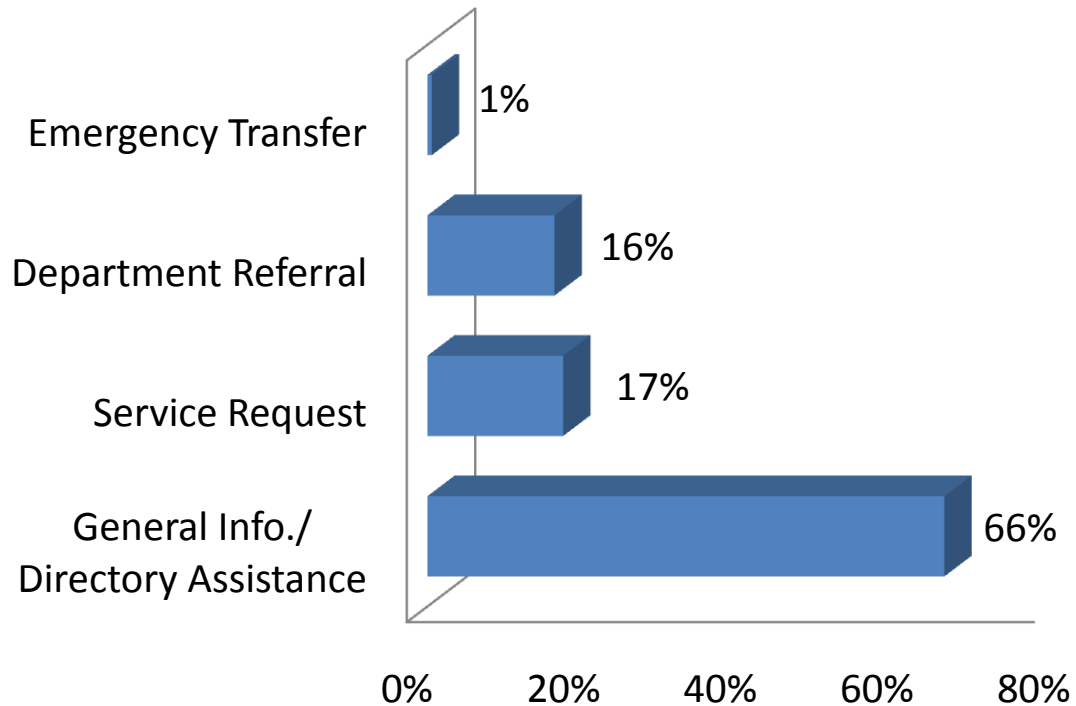
2010 Data

Performance Measure	June 27- July 3, 2010	June 20-26, 2010	June Average 2009	2010 YTD
Calls Received	28,613	29,395	24,600	760,793
Average Weekday Call Volume	5,026	5,432	4,340	5,295
Percent of Calls Answered	92%	81%	66%	88%
Emergency Transfers	1%	1%	2%	1%



Customer Contacts Logged

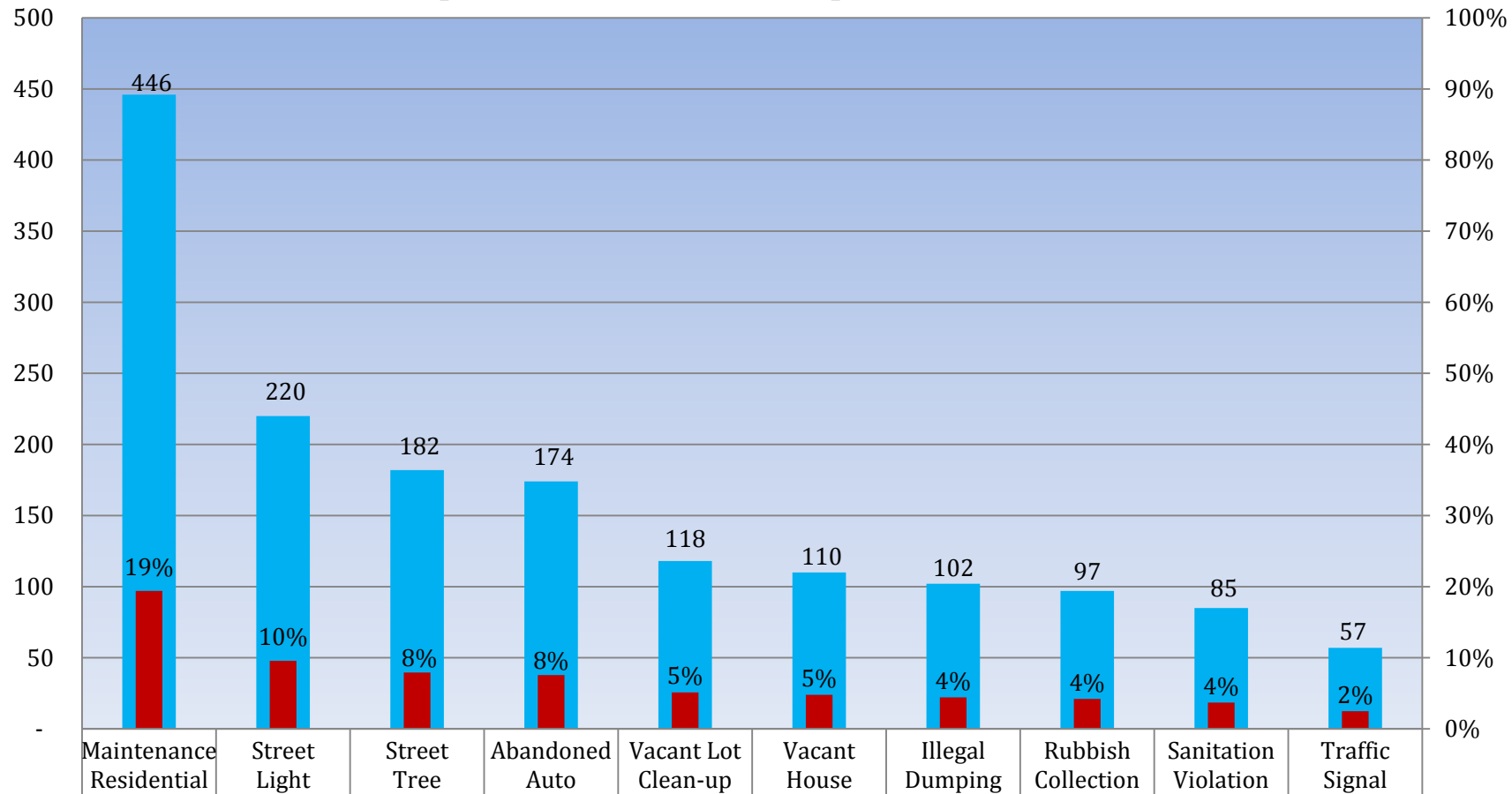
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests



■ Week Ending 7/3

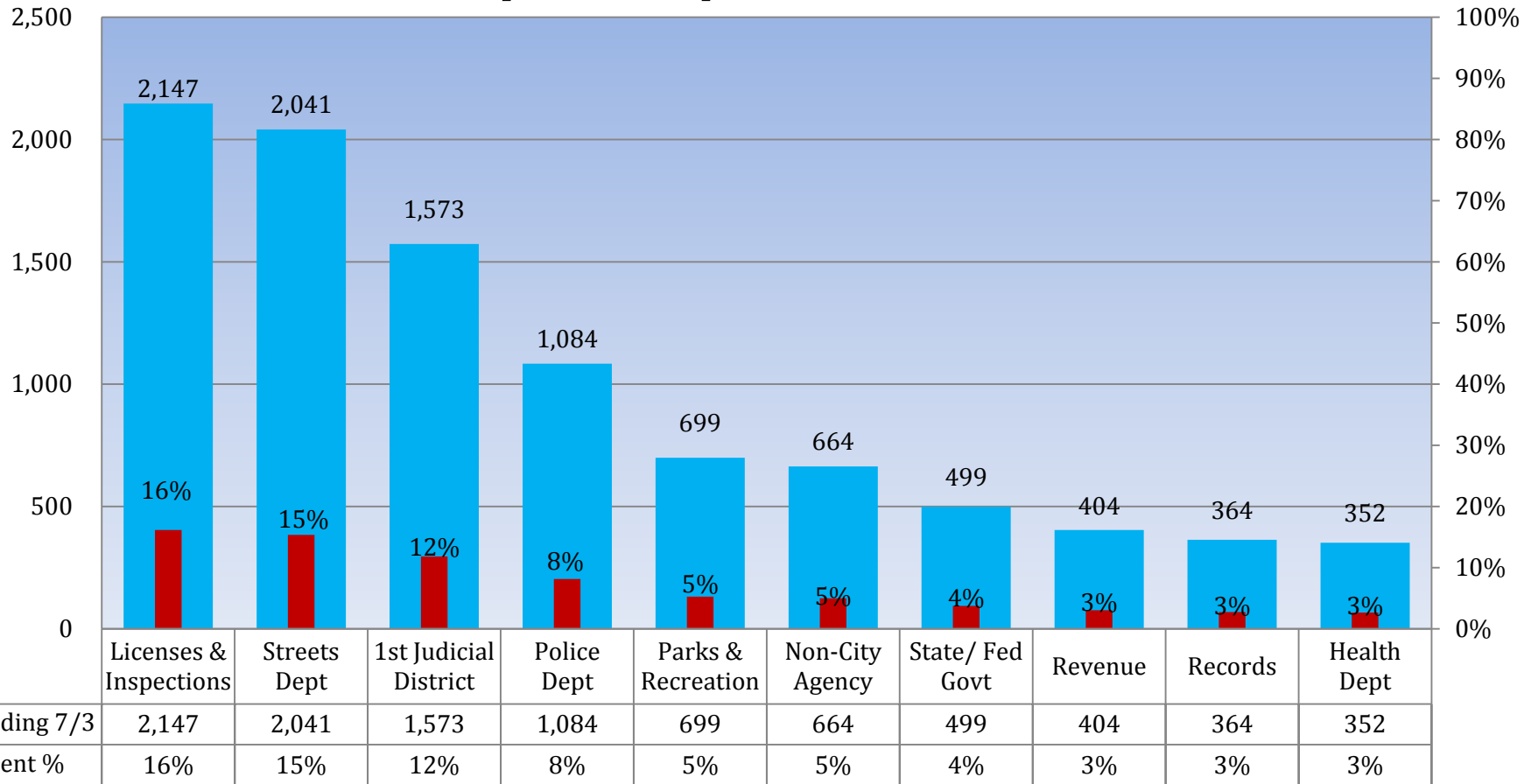
■ Service Request %

446	220	182	174	118	110	102	97	85	57
19%	10%	8%	8%	5%	5%	4%	4%	4%	2%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 156
Other Revenue - 248



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.