



**311 Contact Center**

**Weekly Update**

**JULY 18<sup>TH</sup> - JULY 24<sup>TH</sup>**

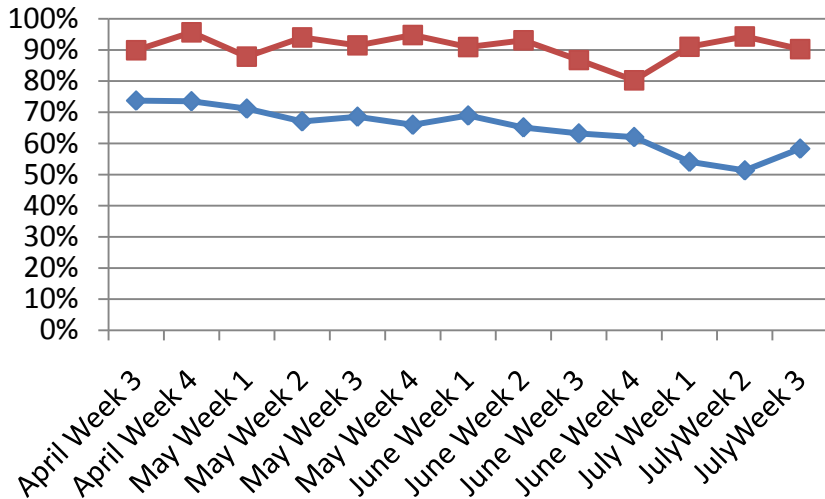
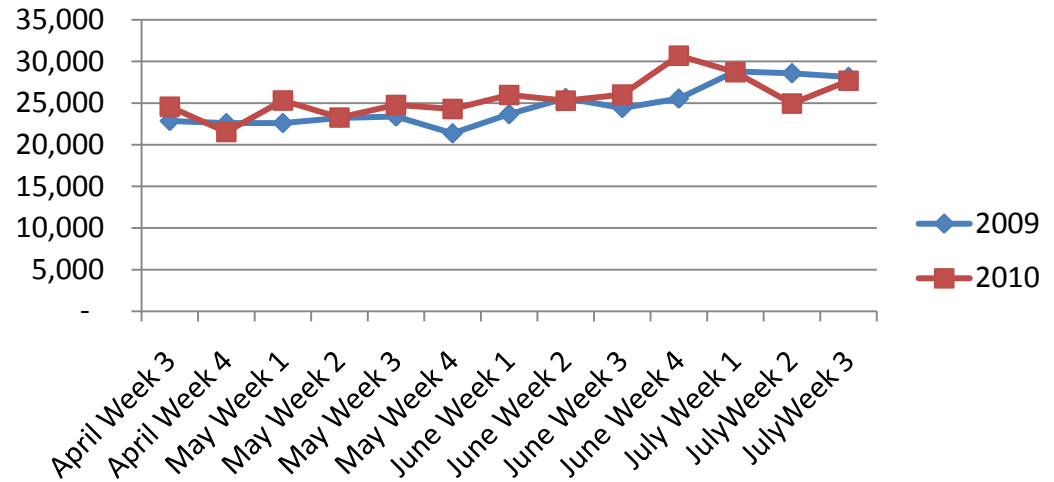
**2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

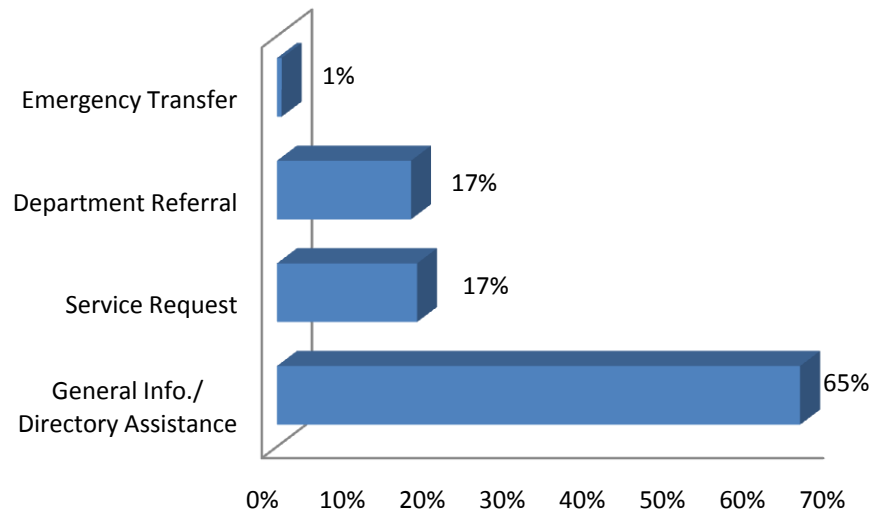
## 2010 Data

Performance Measure	July 11-17, 2010	July 4-10, 2010	July Average 2009	2010 YTD
Calls Received	27,668	26,207	28,008	814,668
Average Weekday Call Volume	4,903	5,071	4,966	5,273
Percent of Calls Answered	91%	95%	57%	89%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

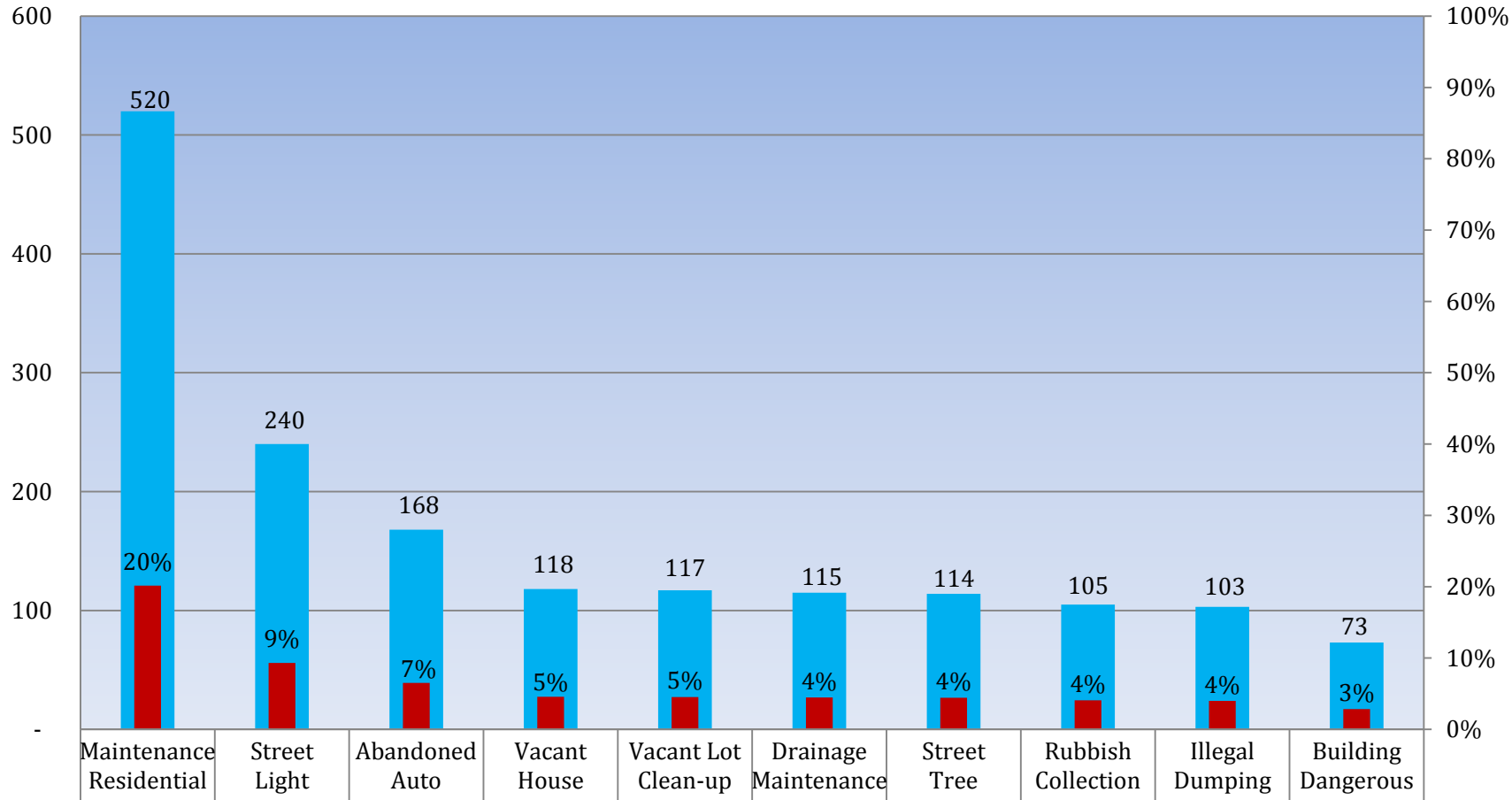
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

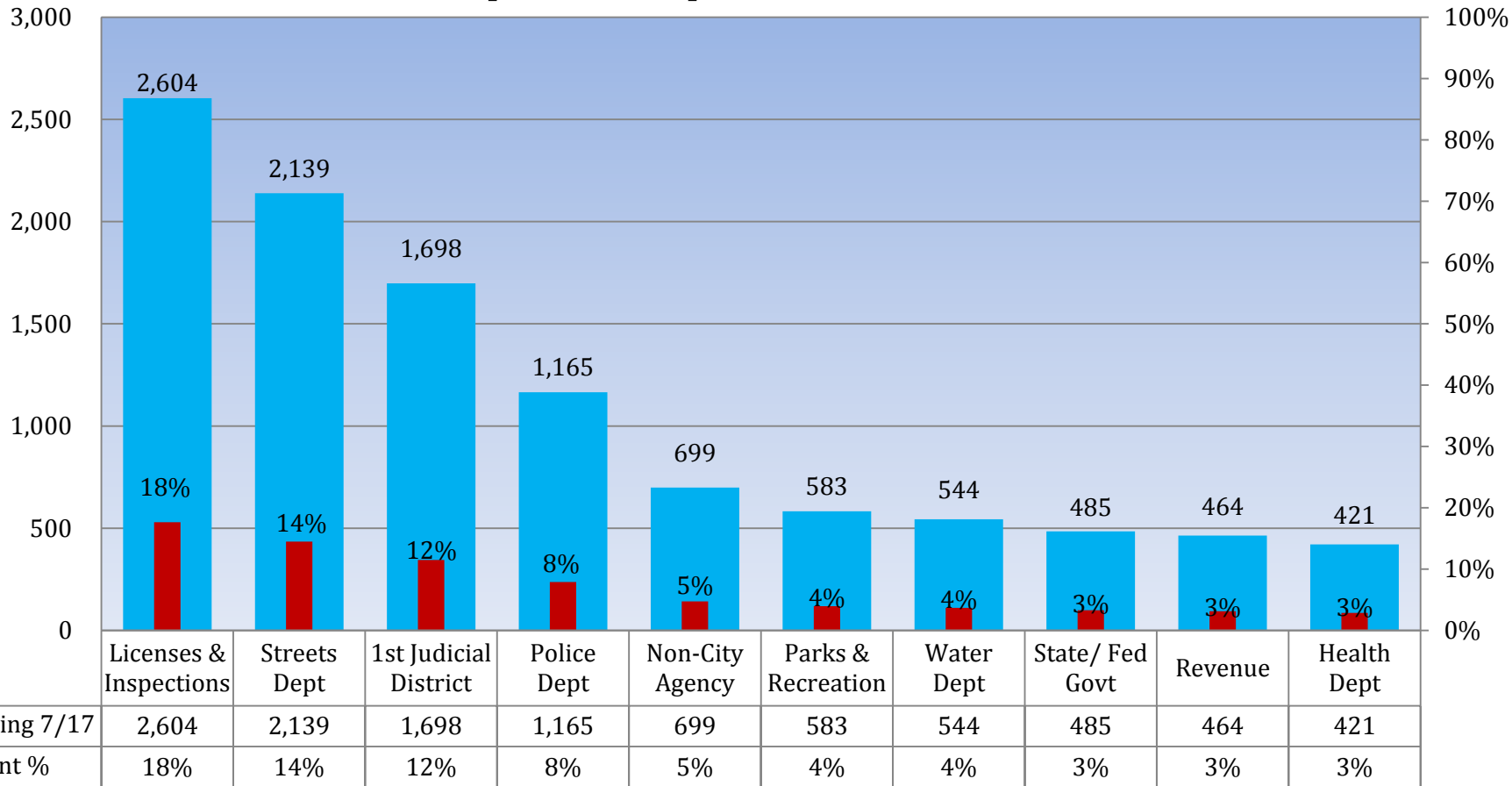


■ Week Ending 7/17	520	240	168	118	117	115	114	105	103	73
■ Service Request %	20%	9%	7%	5%	5%	4%	4%	4%	4%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 240  
Other Revenue - 224



## 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.