



**311 Contact Center
Weekly Update**

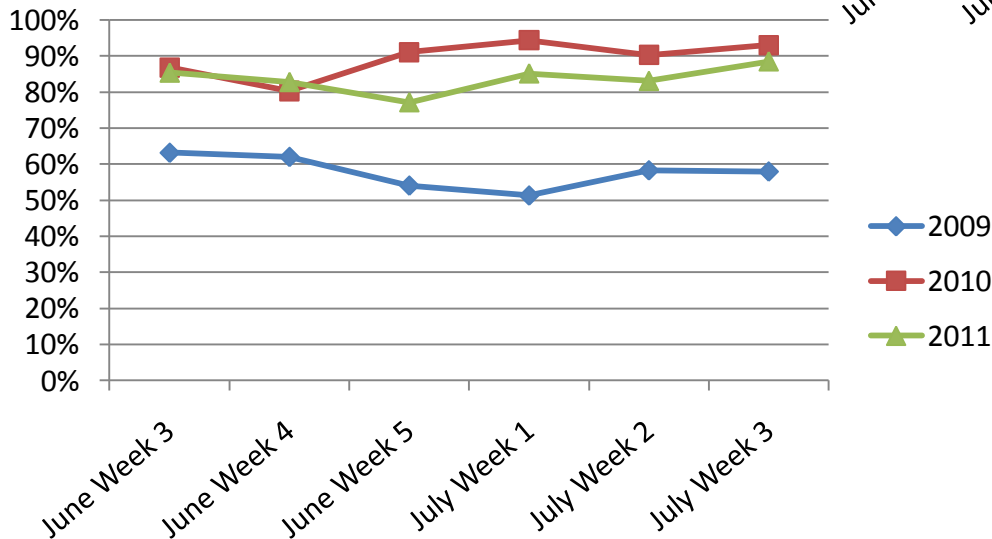
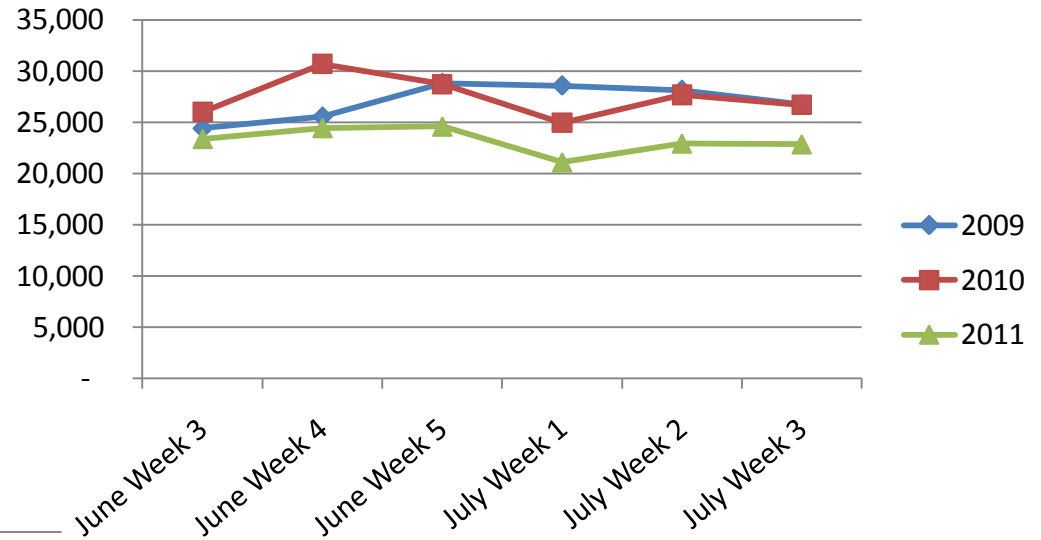
**JULY 18TH - 24TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

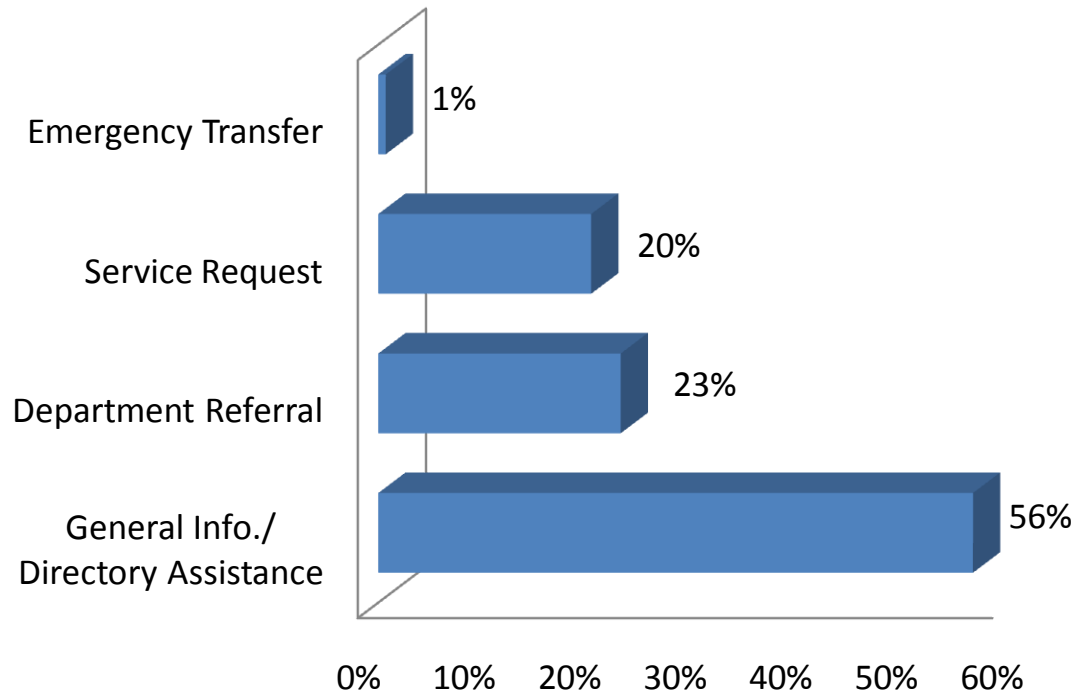
2011 Data

Performance Measure	July 18-24	July 11-17	July Average 2010	2011 YTD
Calls Offered	22,867	22,940	26,159	726,885
Average Weekday Call Volume	4,213	4,258	4,748	4,299
Percent of Calls Answered	85%	84%	94%	86%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

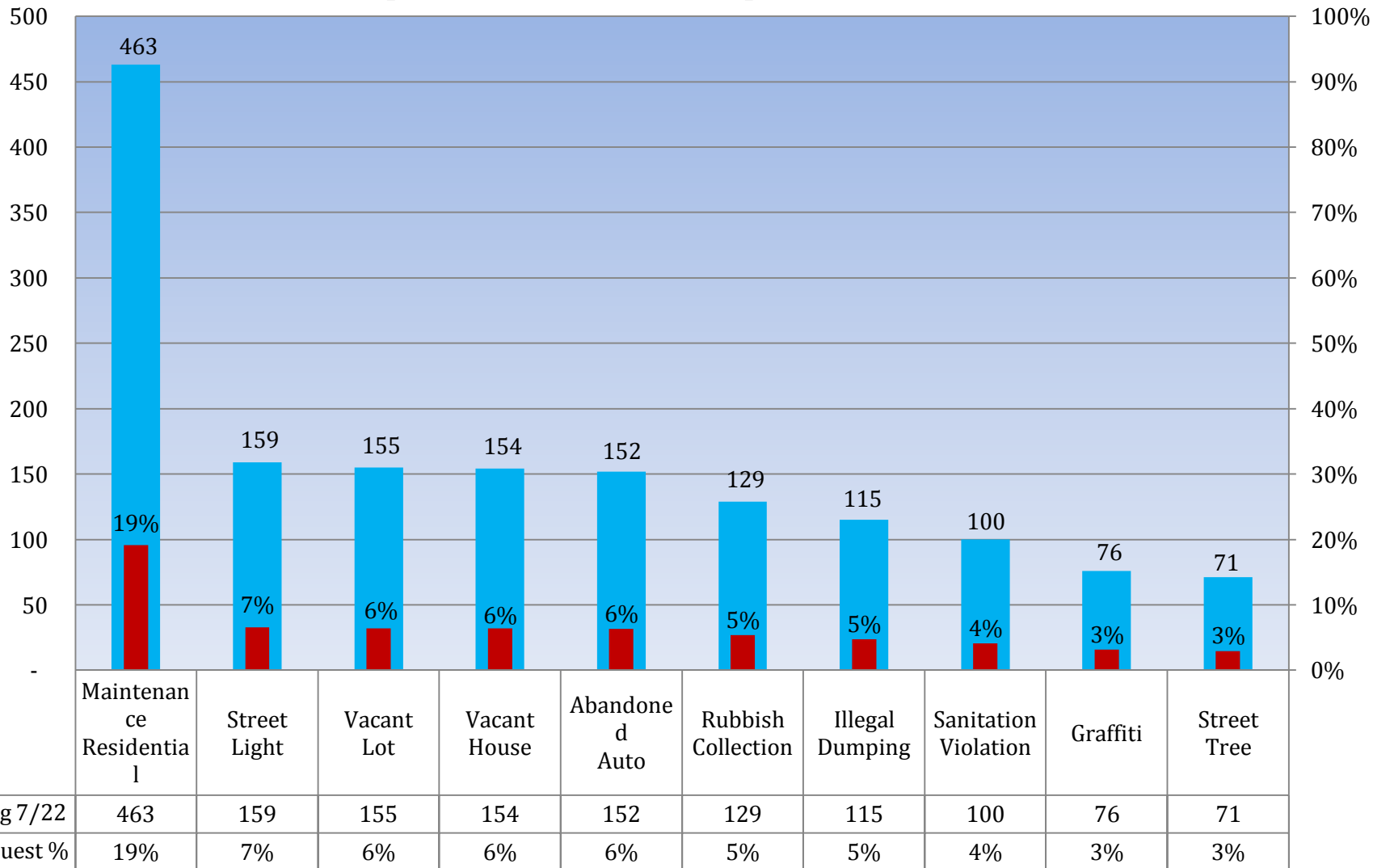
Request Type Distribution





Customer Contacts Logged

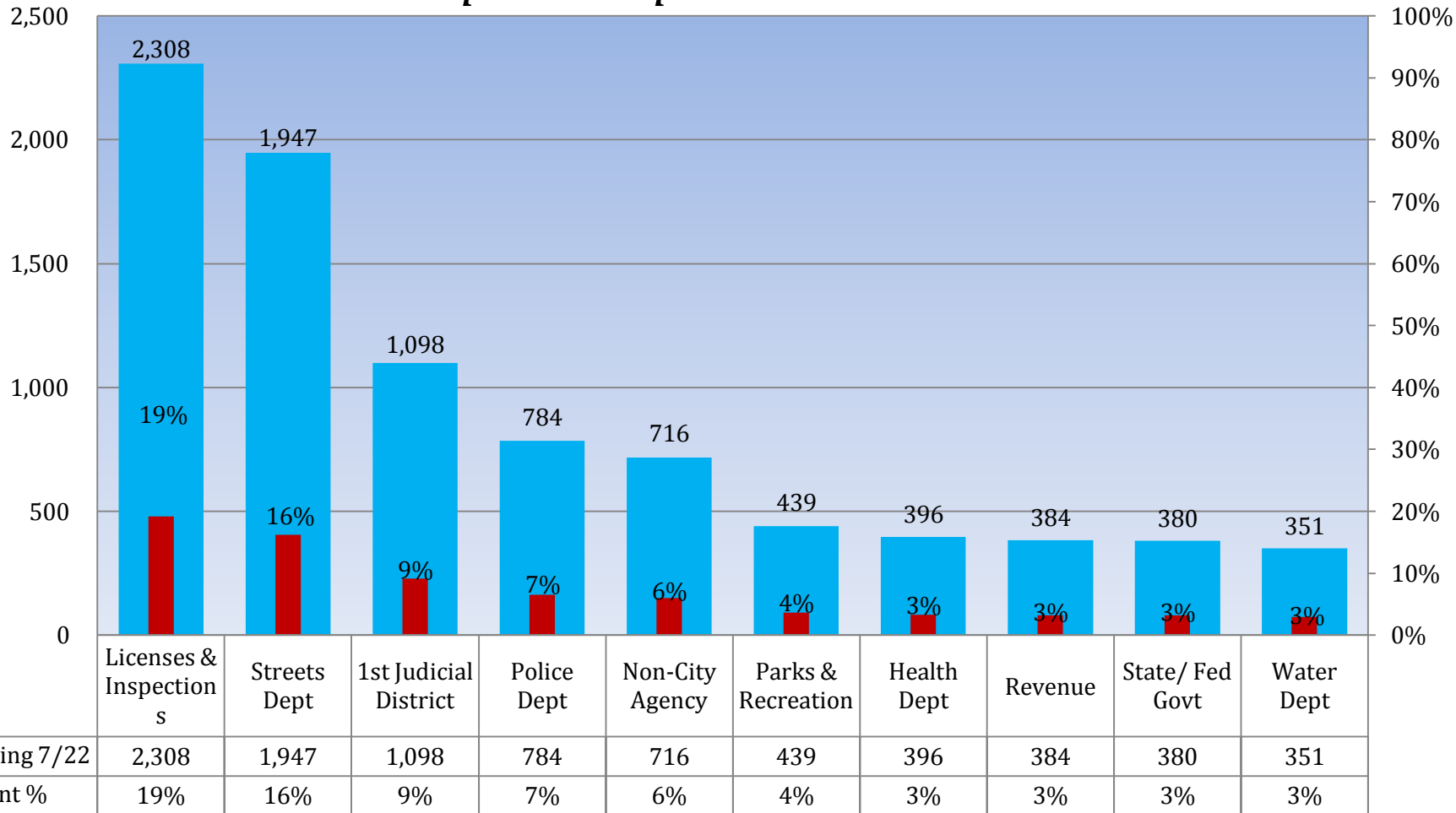
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 208
Other Revenue - 176



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.