



311 Contact Center

Weekly Update

JULY 18TH - JULY 24TH

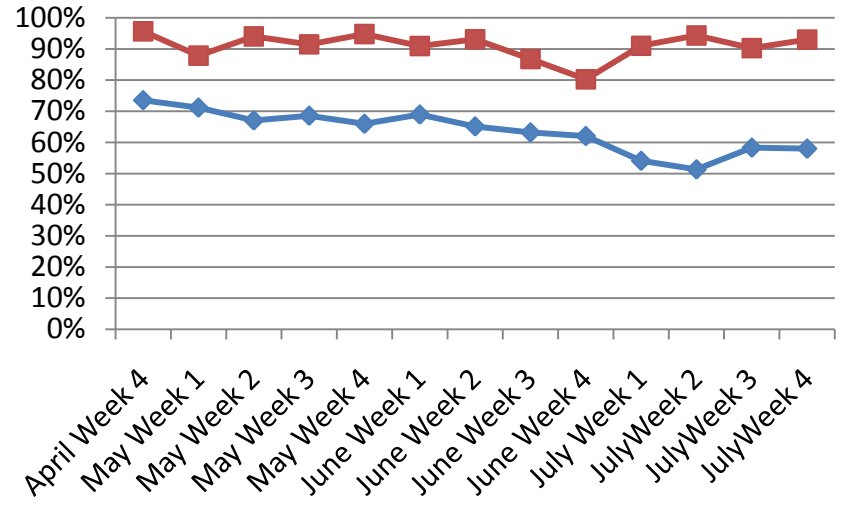
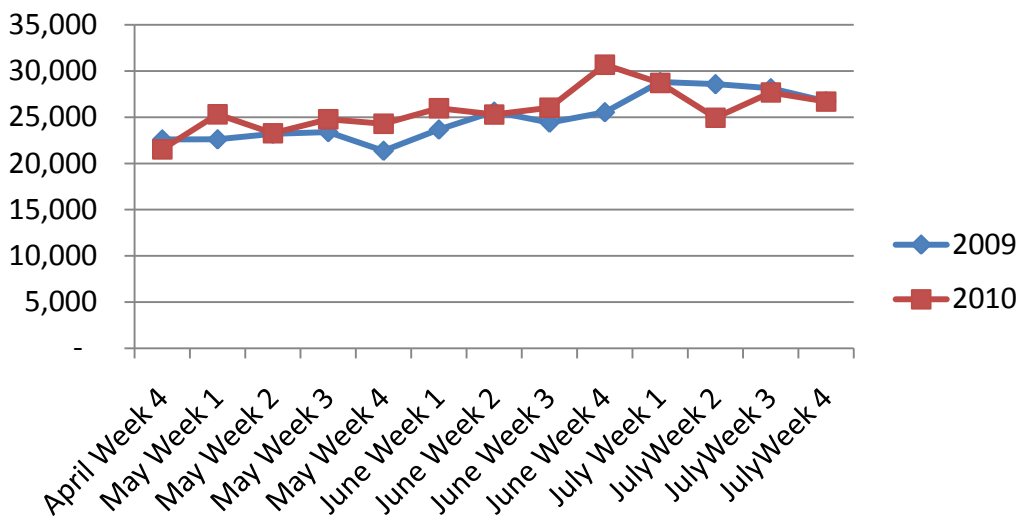
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

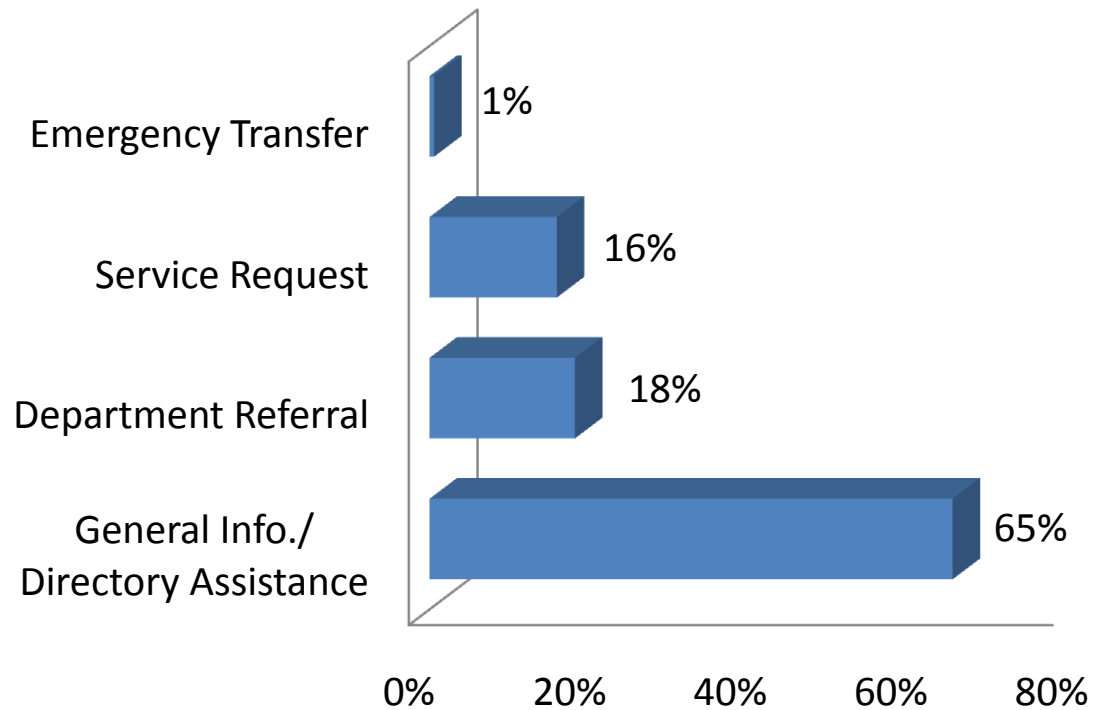
2010 Data

| Performance Measure | July 18-24, 2010 | July 11-17, 2010 | July Average 2009 | 2010 YTD |
|-----------------------------|------------------|------------------|-------------------|----------|
| Calls Received | 25,806 | 27,668 | 28,008 | 840,474 |
| Average Weekday Call Volume | 4,617 | 4,903 | 4,966 | 5,250 |
| Percent of Calls Answered | 93% | 91% | 57% | 89% |
| Emergency Transfers | 1% | 1% | 2% | 1% |



Customer Contacts Logged

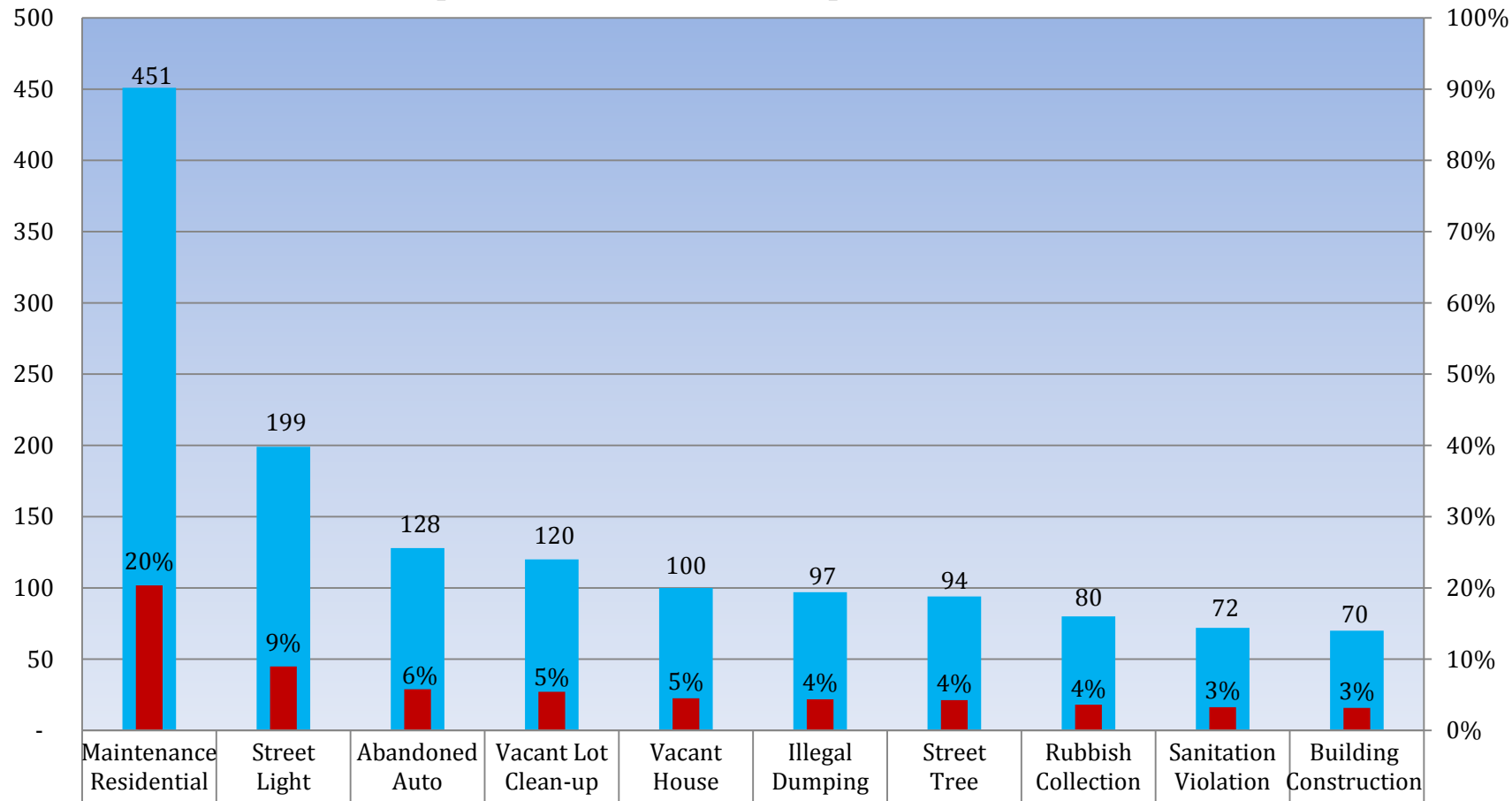
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

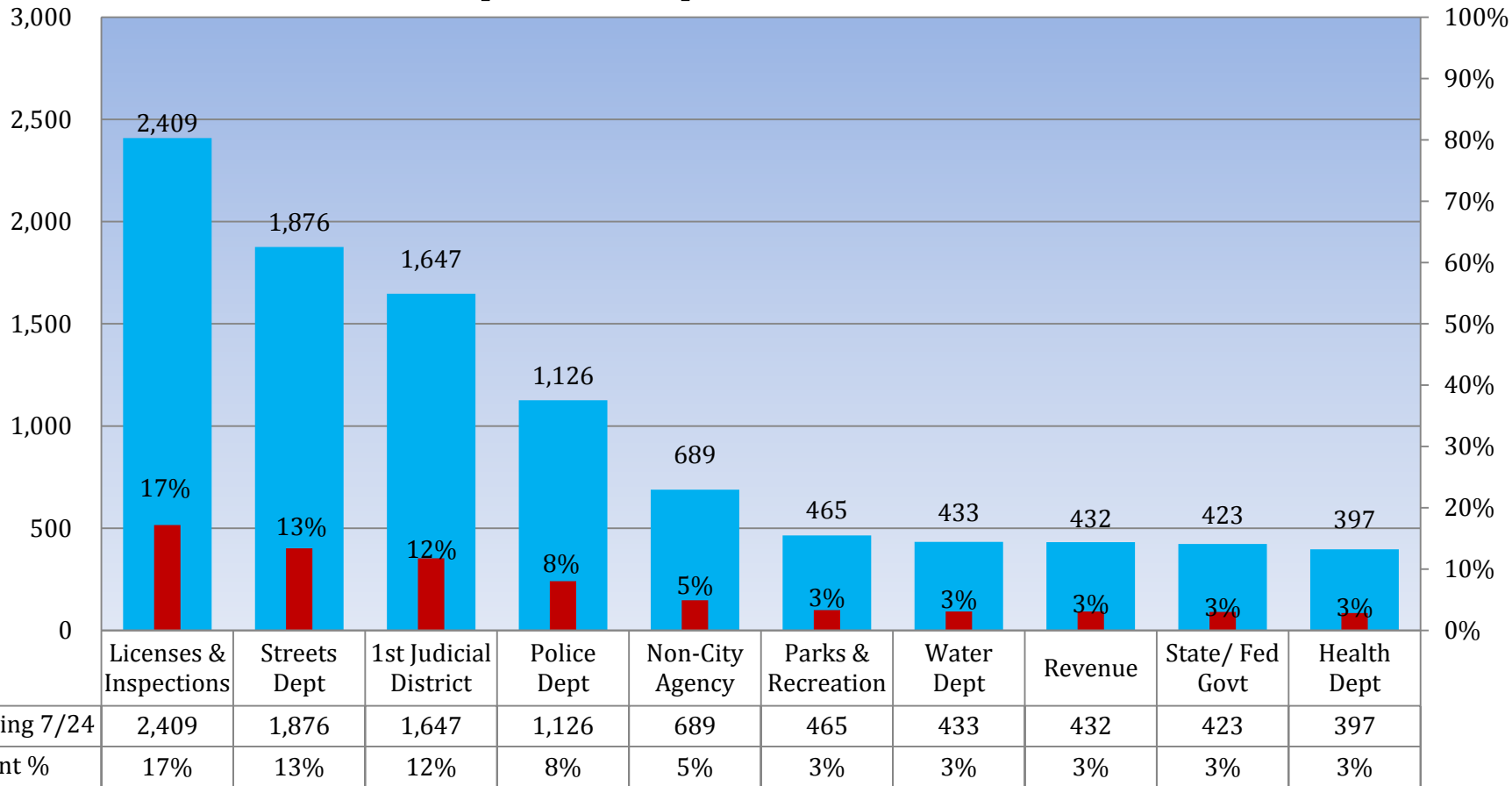


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|---------------------|-----|-----|-----|-----|-----|----|----|----|----|----|
| ■ Week Ending 7/24 | 451 | 199 | 128 | 120 | 100 | 97 | 94 | 80 | 72 | 70 |
| ■ Service Request % | 20% | 9% | 6% | 5% | 5% | 4% | 4% | 4% | 3% | 3% |



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 234
Other Revenue - 198



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.