



311 Contact Center Weekly Update

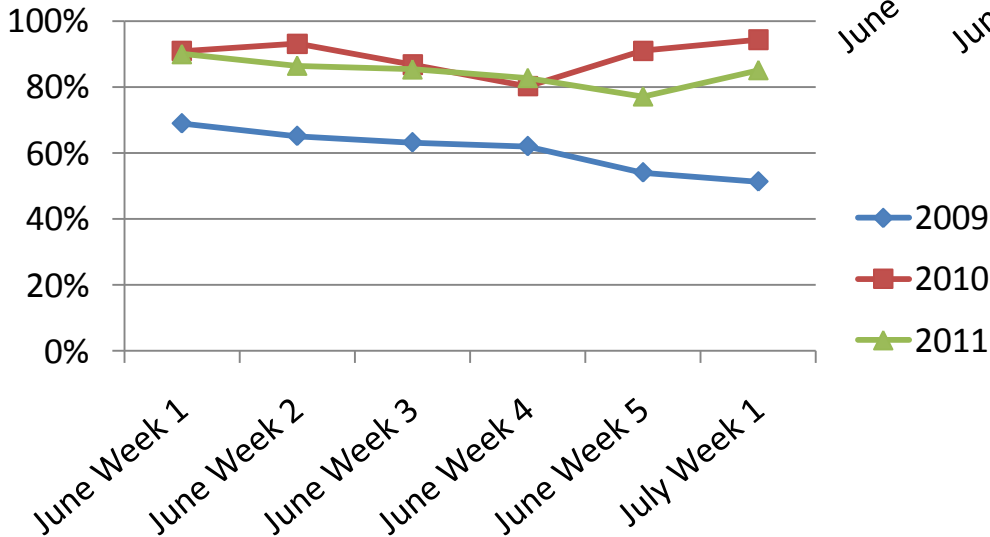
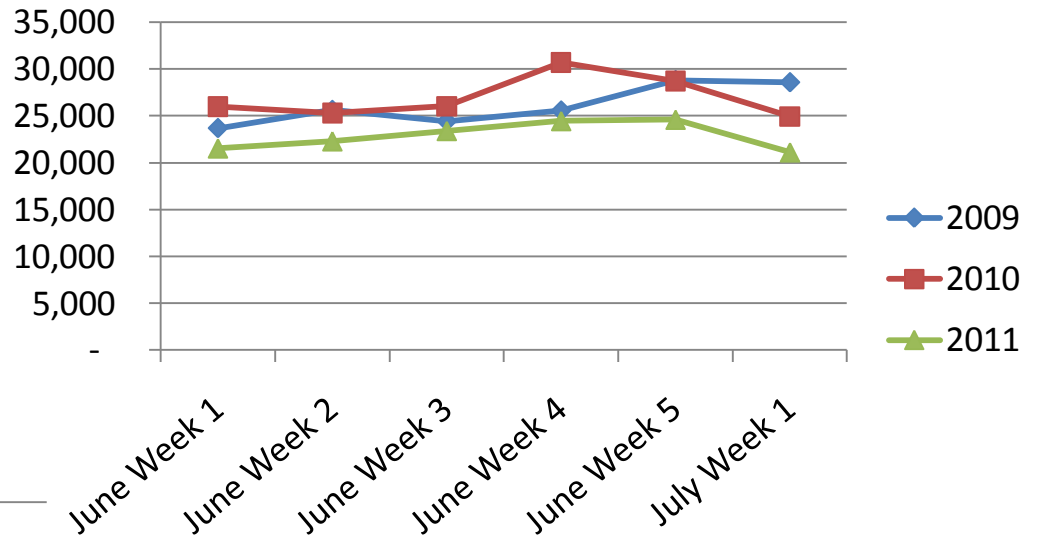
**JULY 4TH - 10TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

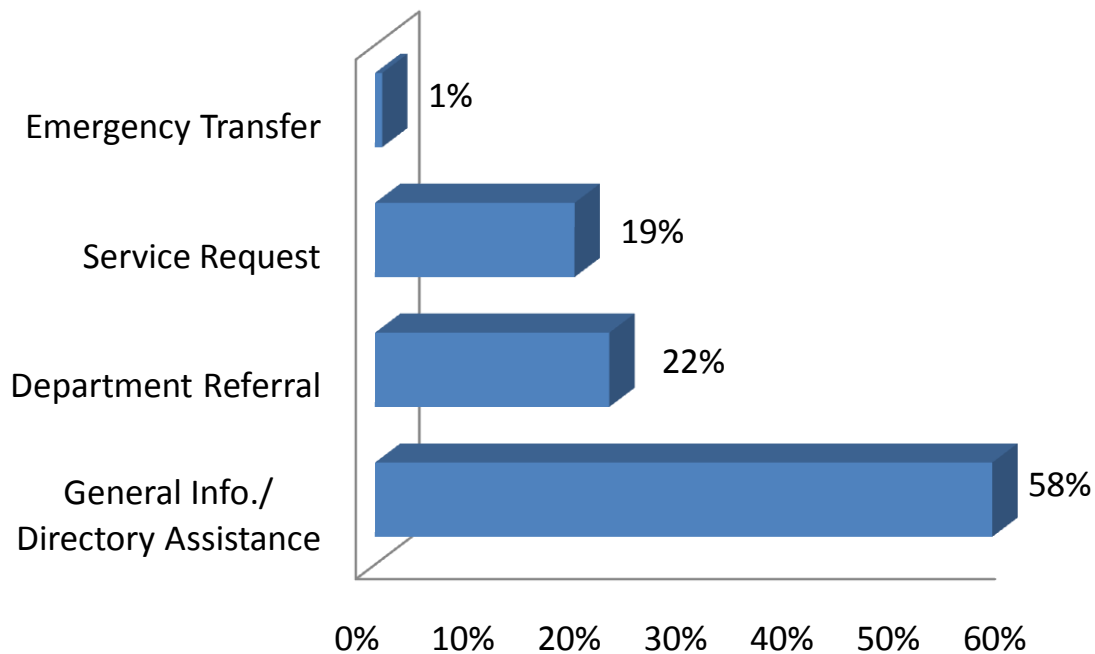
2011 Data

Performance Measure	July 4-10	June 27- July 3	July Average 2010	2011 YTD
Calls Offered	21,097	24,606	26,159	681,078
Average Weekday Call Volume	4,552	4,572	4,748	4,704
Percent of Calls Answered	85%	78%	94%	89%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

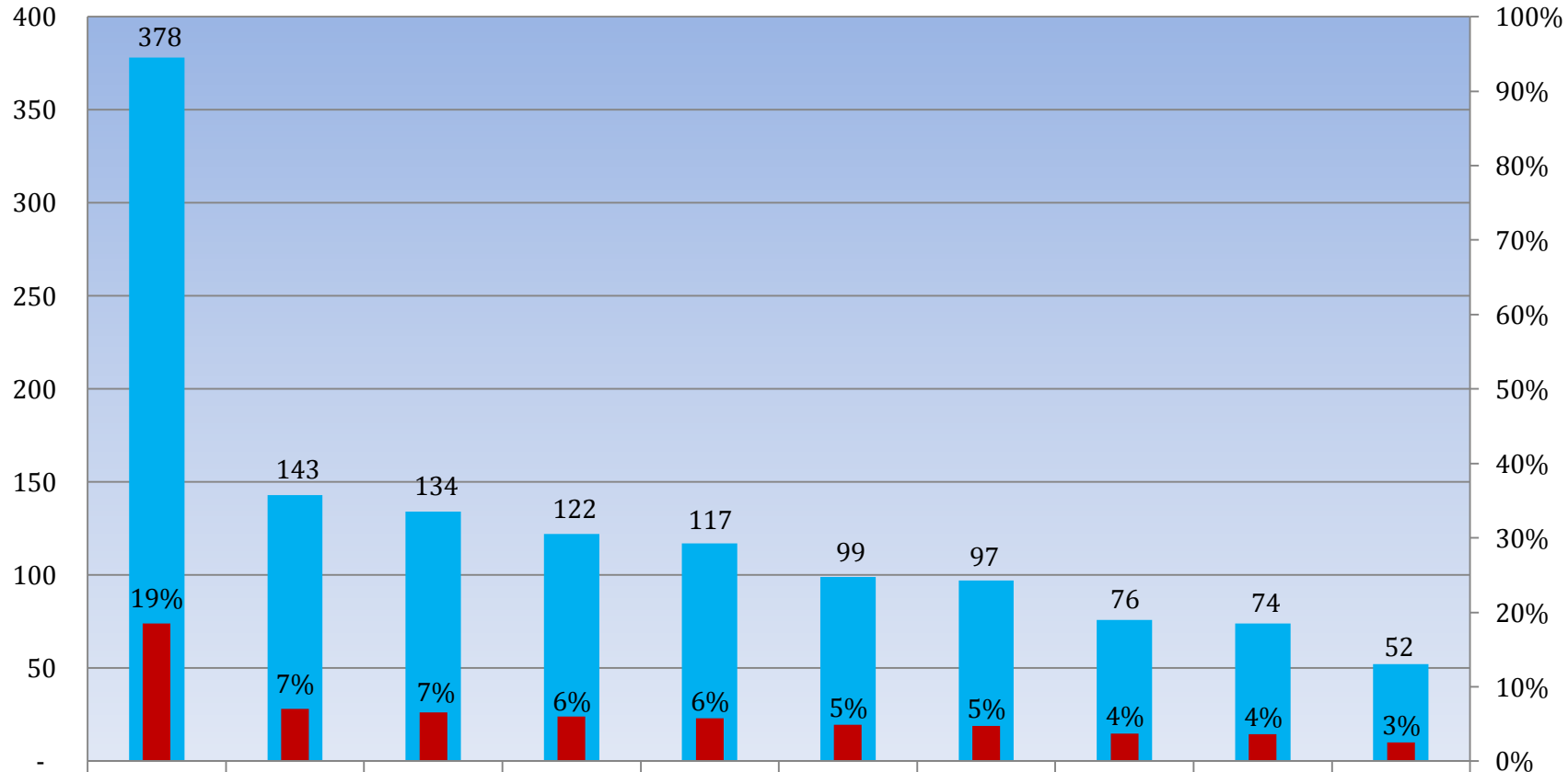
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

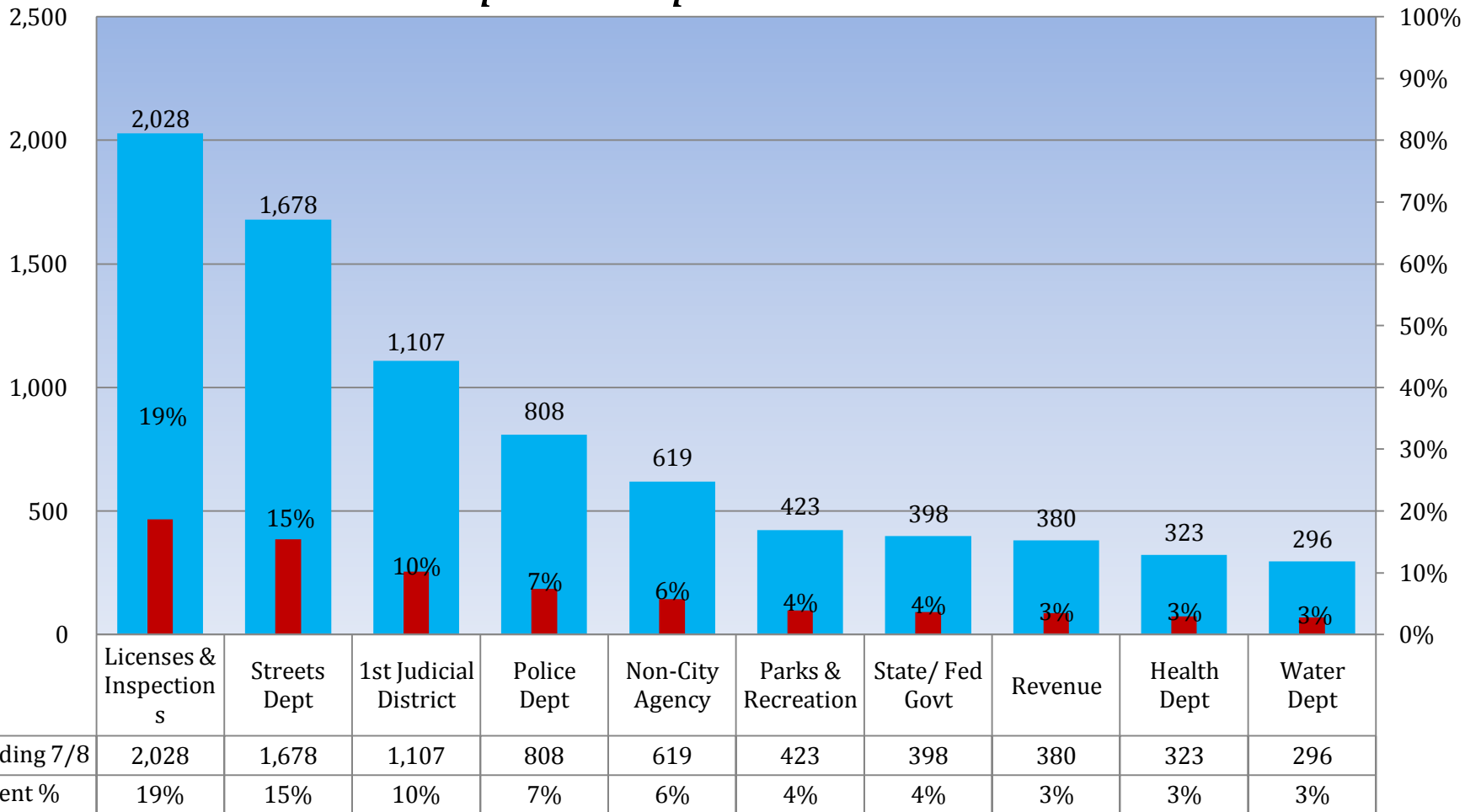


■ Week Ending 7/8	378	143	134	122	117	99	97	76	74	52
■ Service Request %	19%	7%	7%	6%	6%	5%	5%	4%	4%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 188
Other Revenue - 192



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.