



**311 Contact Center**

**Weekly Update**

**AUGUST 15<sup>TH</sup> - 21<sup>ST</sup>**

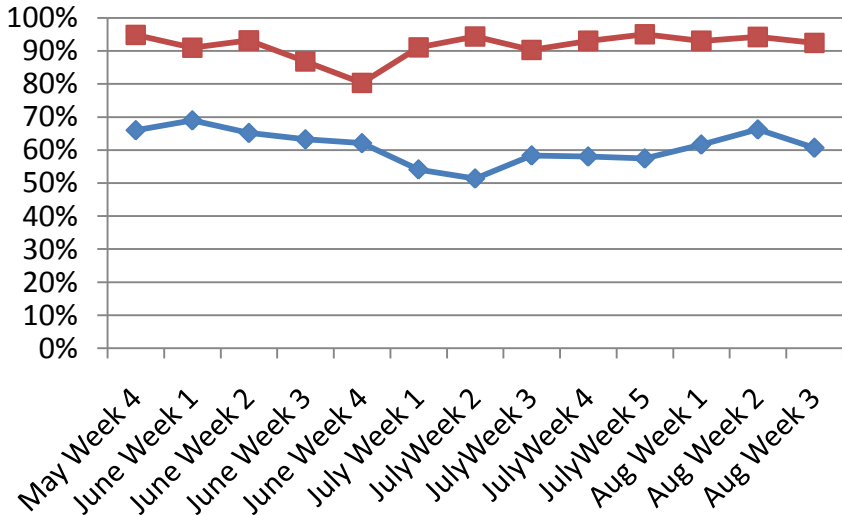
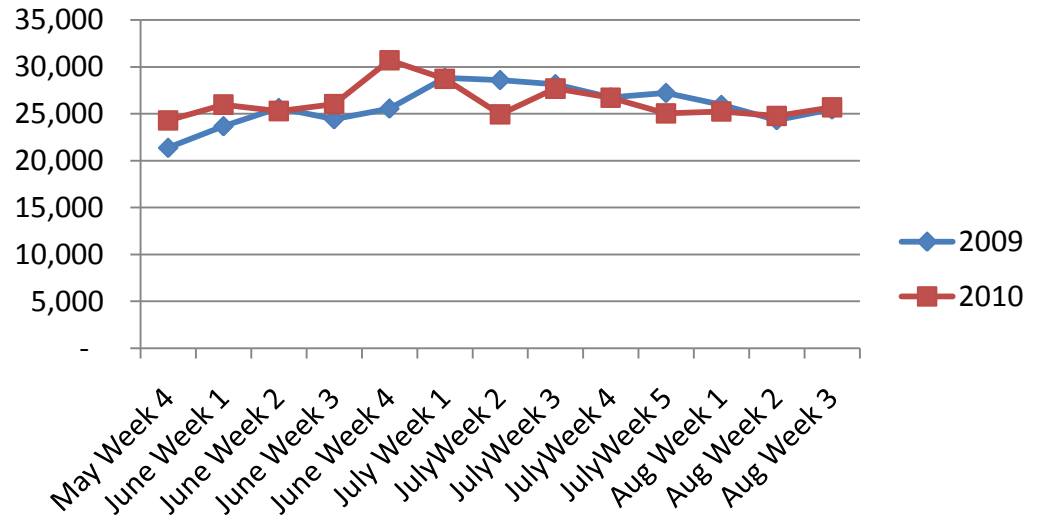
**2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Received



% Calls Answered



# Call Volumes and Performance Levels

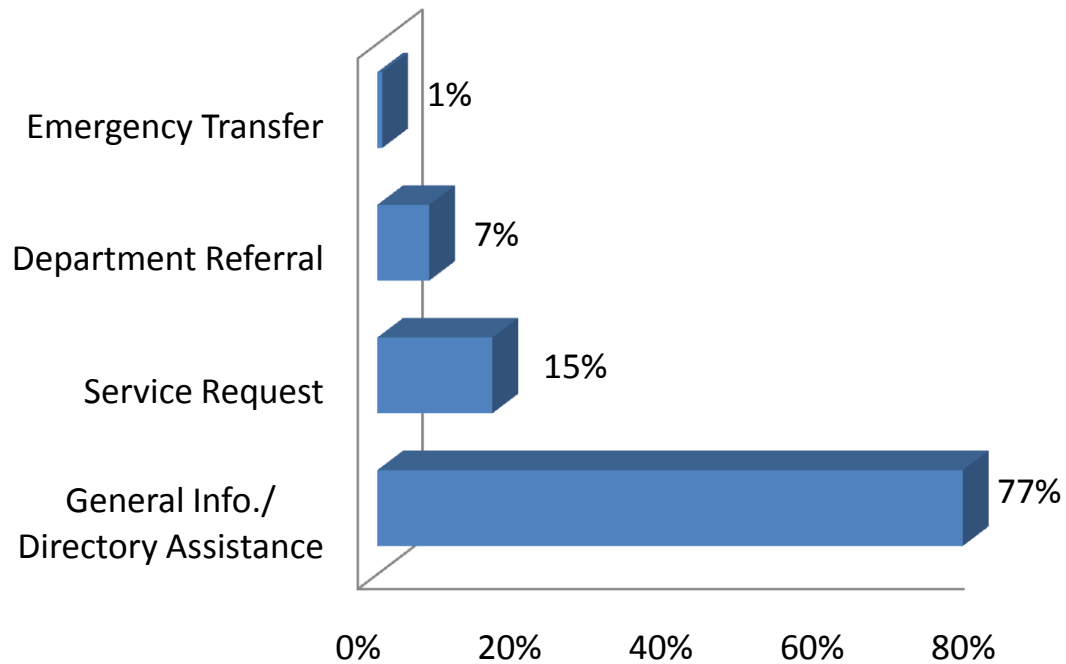
## 2010 Data

Performance Measure	Aug 15-21, 2010	Aug 8-14, 2010	Aug Average 2009	2010 YTD
Calls Received	22,965	25,566	23,572	939,721
Average Weekday Call Volume	4,220	4,612	4,432	5,160
Percent of Calls Answered	93%	94%	65%	89%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

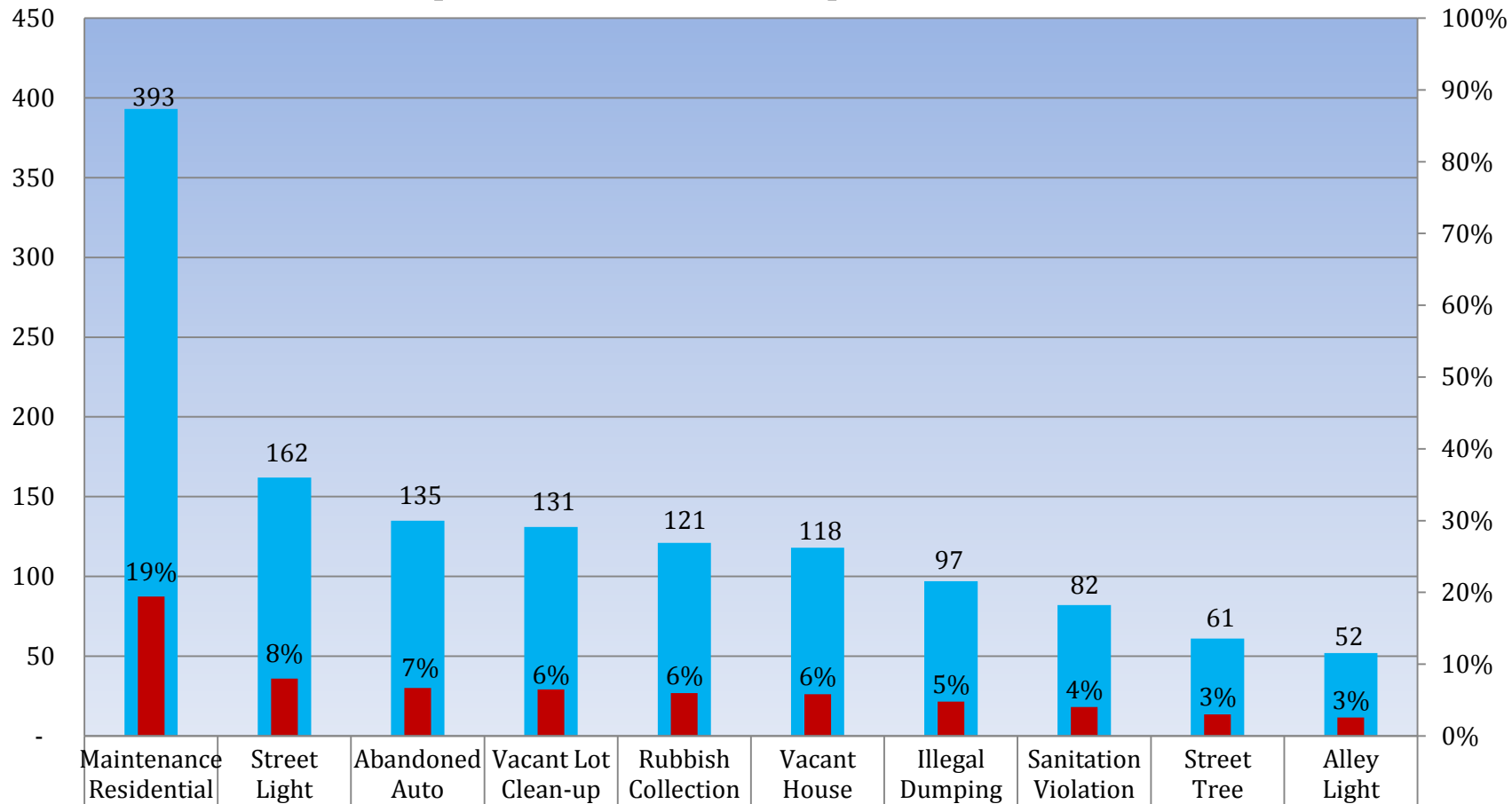
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

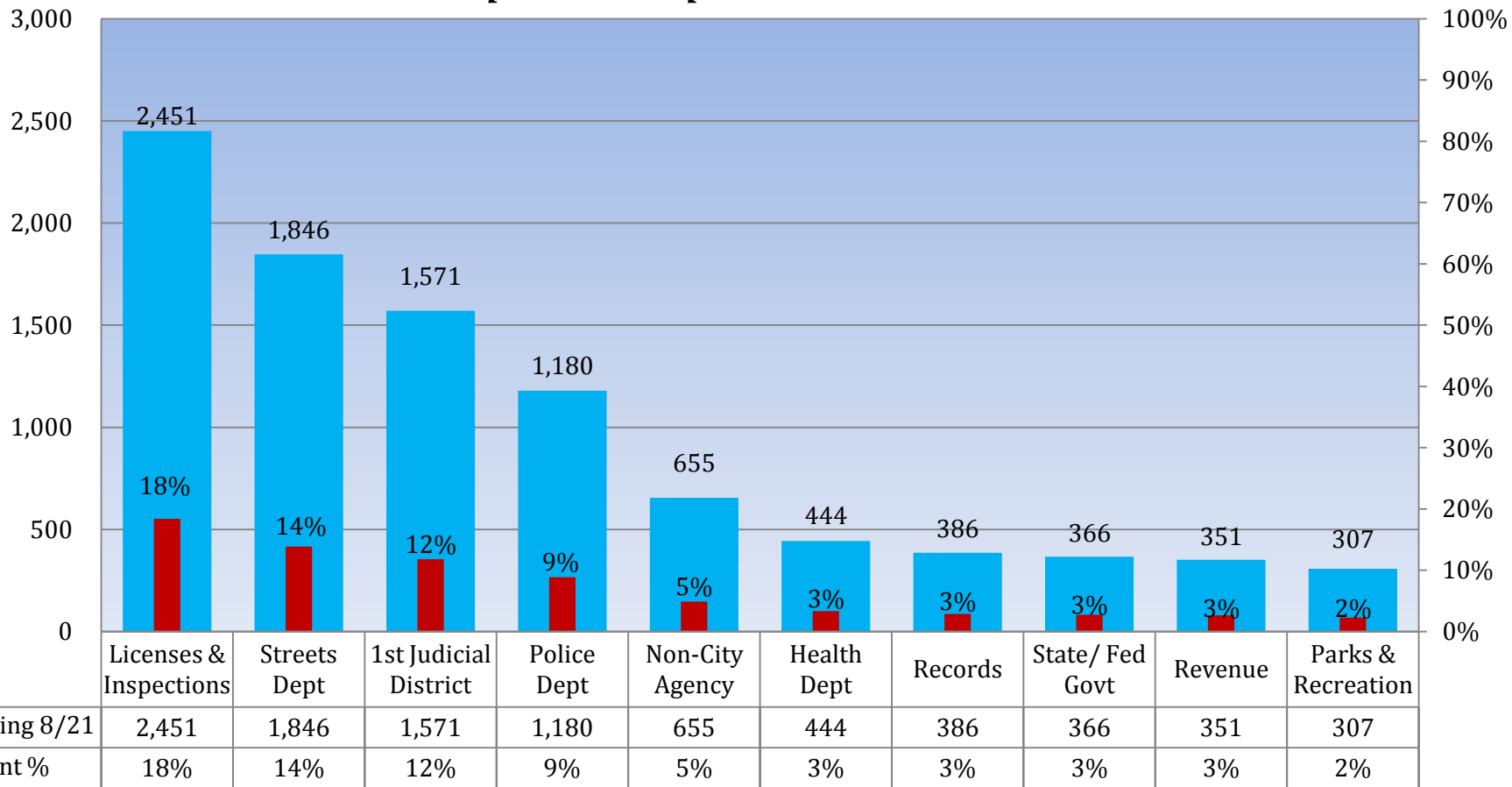


■ Week Ending 8/21	393	162	135	131	121	118	97	82	61	52
■ Service Request %	19%	8%	7%	6%	6%	6%	5%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 211  
Other Revenue - 140



## 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.