



**311 Contact Center
Weekly Update**

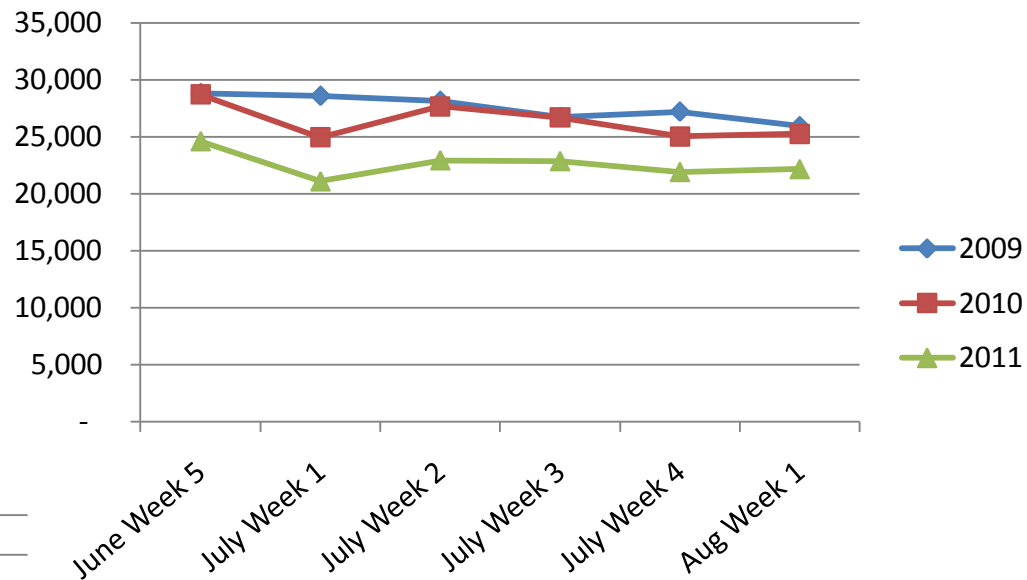
**AUGUST 1ST-7TH
2011**



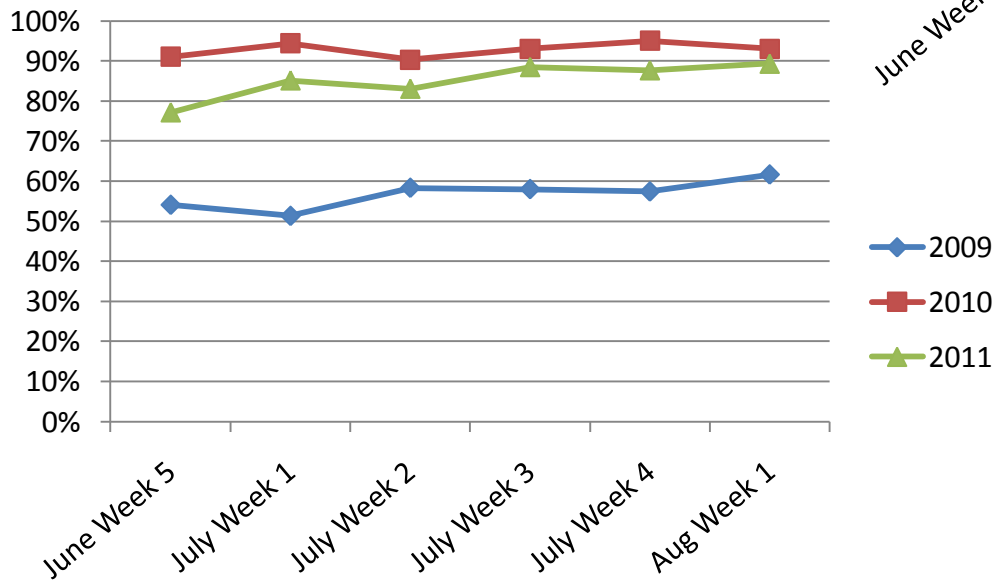
Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered





Call Volumes and Performance Levels

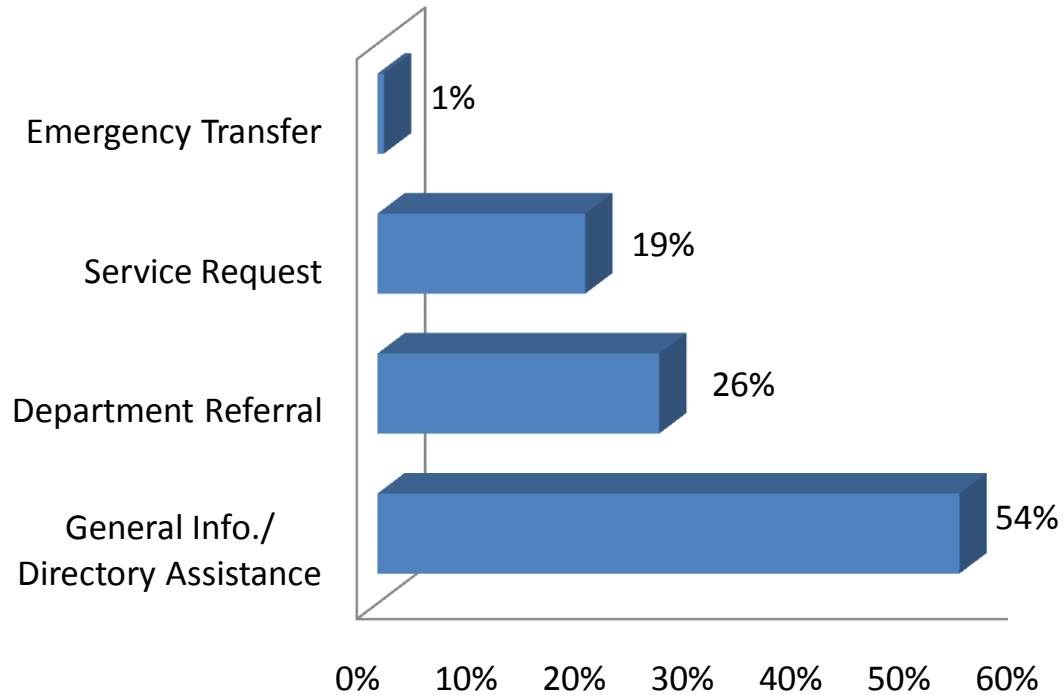
2011 Data

Performance Measure	Aug 1-7	July 25-31	August Average 2010	2011 YTD
Calls Offered	22,170	21,917	24,436	770,972
Average Weekday Call Volume	4,109	4,069	4,374	4,218
Percent of Calls Answered	90%	88%	94%	88%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

Request Type Distribution





Customer Contacts Logged

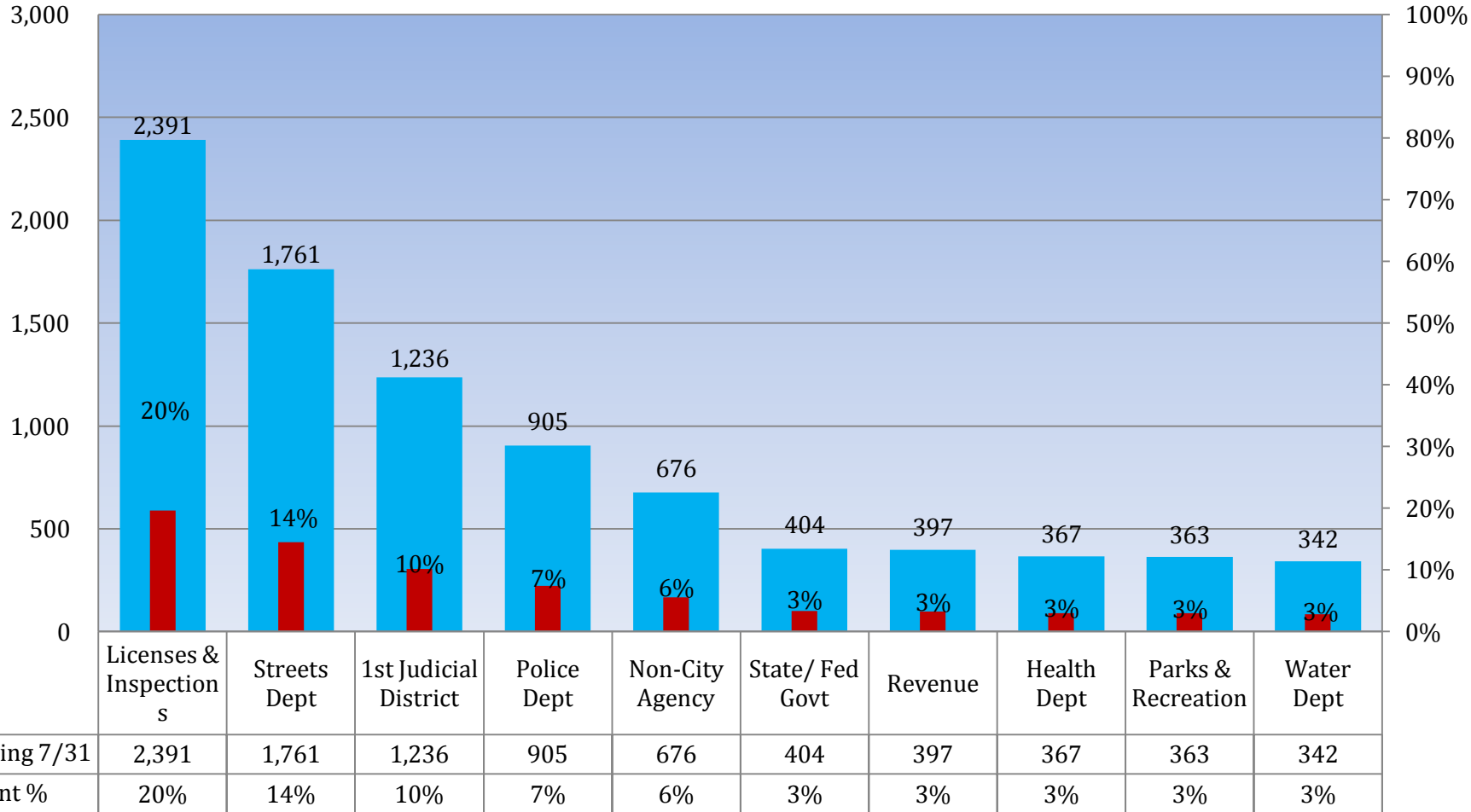
Top Ten Service Requests





Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 212
Other Revenue - 185



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.