



311 Contact Center

Weekly Update

AUGUST 22ND – 28TH

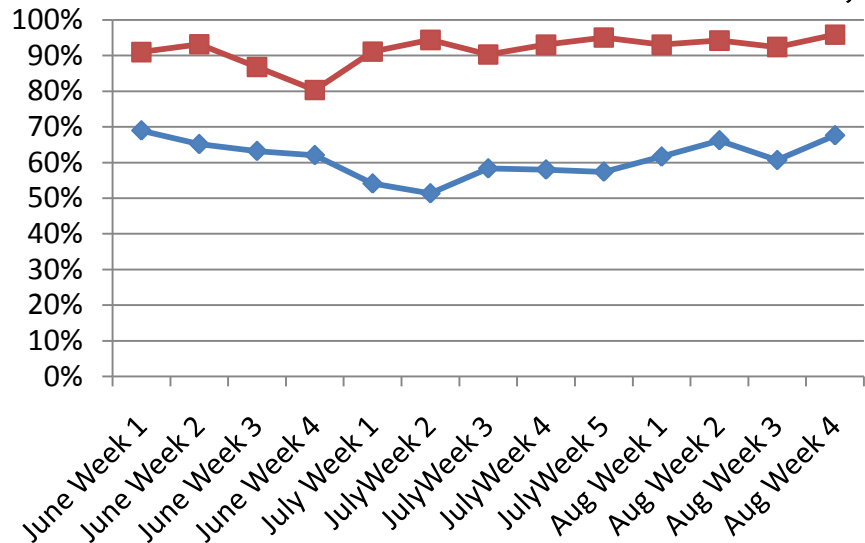
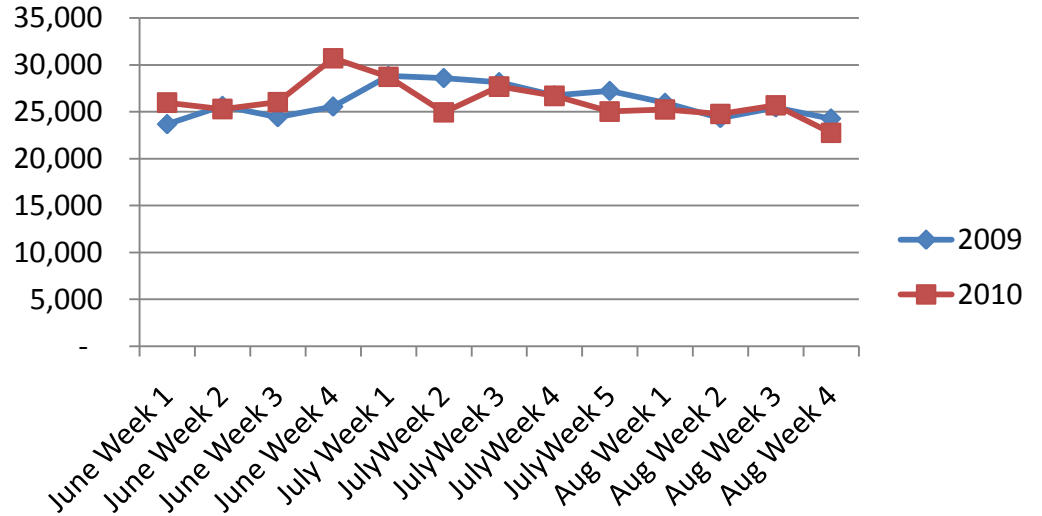
2010



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Received



% Calls Answered



Call Volumes and Performance Levels

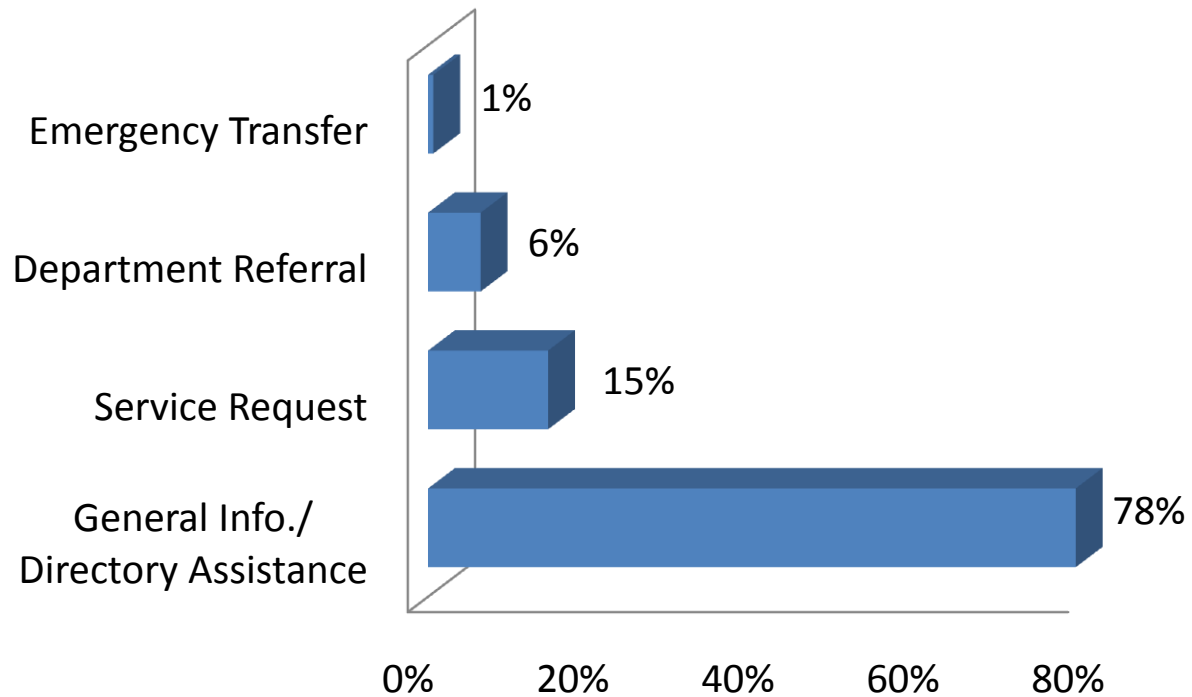
2010 Data

Performance Measure	Aug 22-28, 2010	Aug 15-21, 2010	Aug Average 2009	2010 YTD
Calls Received	24,791	22,965	23,572	964,512
Average Weekday Call Volume	4,075	4,220	4,432	5,128
Percent of Calls Answered	96%	93%	65%	90%
Emergency Transfers	1%	1%	2%	1%



Customer Contacts Logged

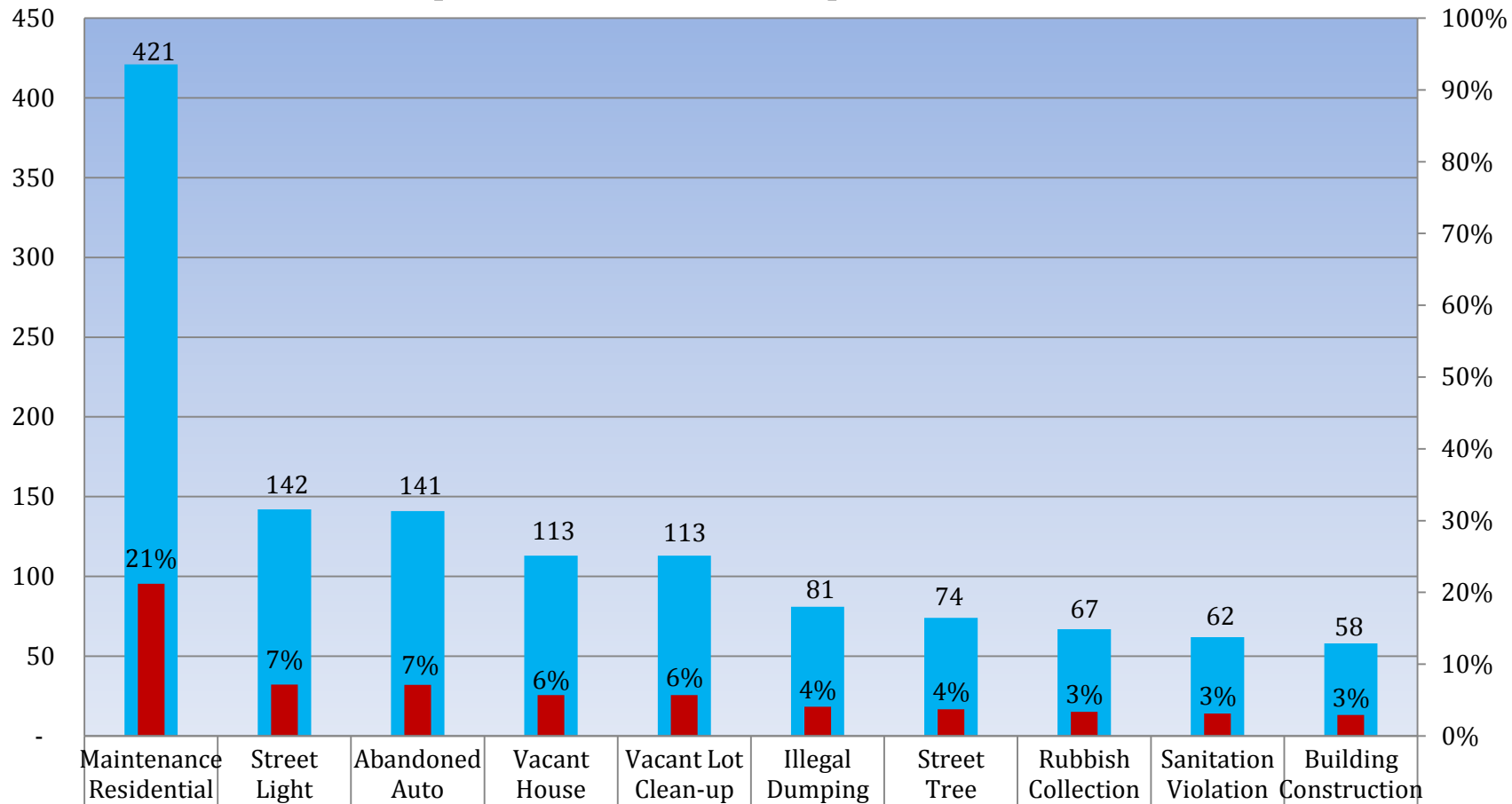
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

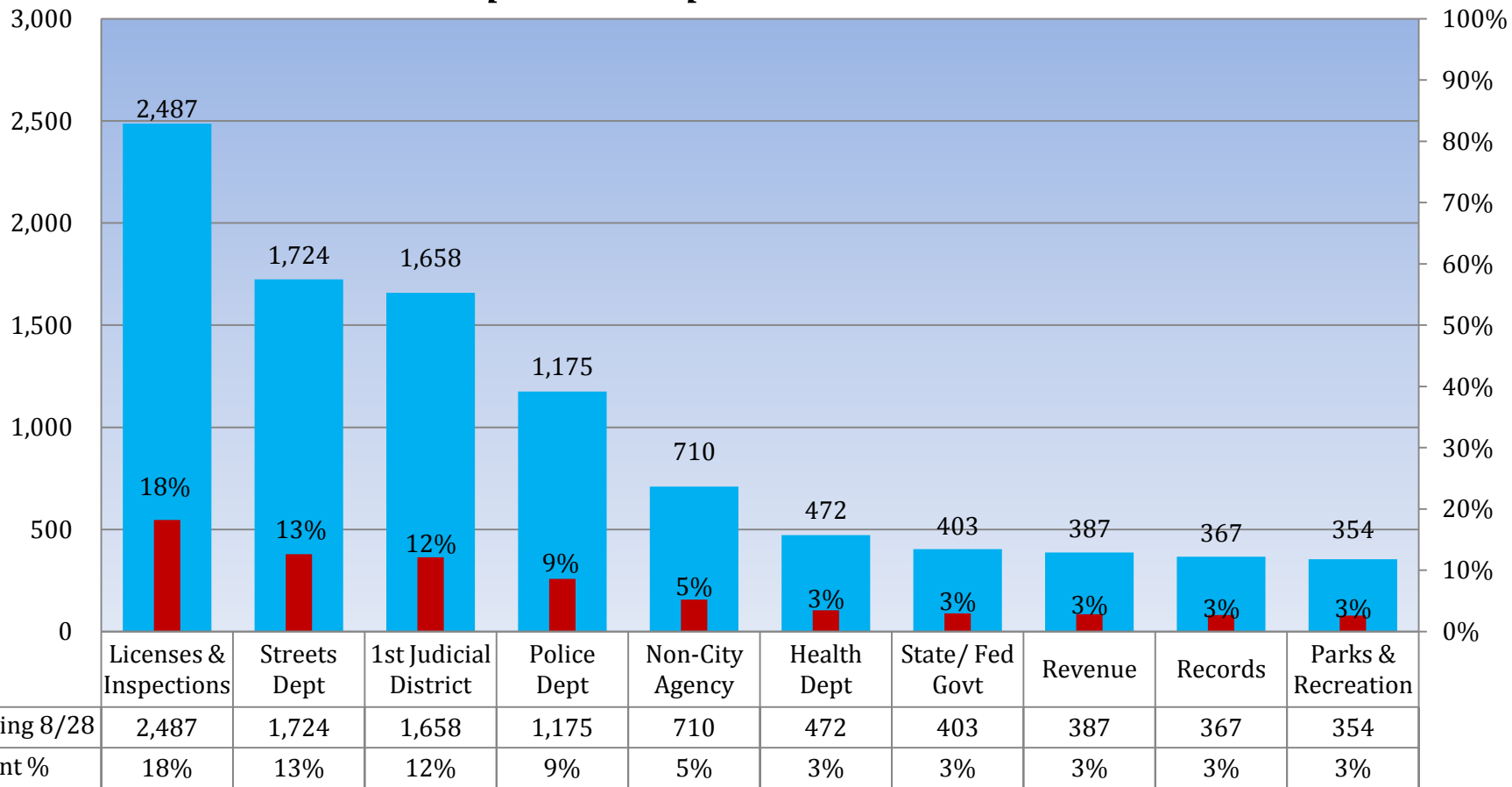


■ Week Ending 8/28	421	142	141	113	113	81	74	67	62	58
■ Service Request %	21%	7%	7%	6%	6%	4%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 219
Other Revenue - 168



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.