



**311 Contact Center  
Weekly Update**

**AUGUST 22<sup>ND</sup>-28<sup>TH</sup>  
2011**

## Observations & Analysis

With an earthquake and a hurricane affecting the area this week, call volume was up over 50% from the average.

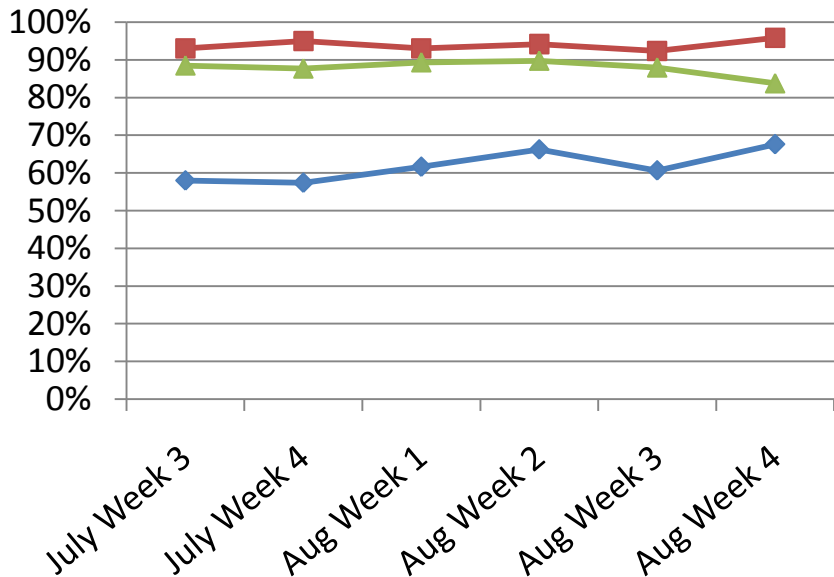
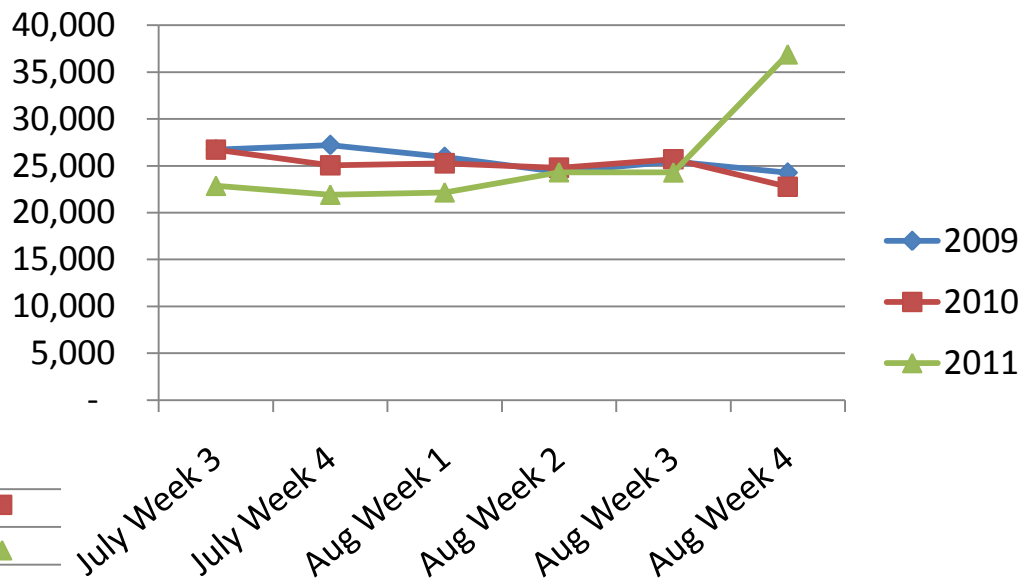
Requests related to downed trees, clogged inlets, and power outages made it into the top Ten for the week. Another call driver was for information related to weather forecasts and emergency preparation.



# Call Volumes and Performance Levels

## 2009 - 2011 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

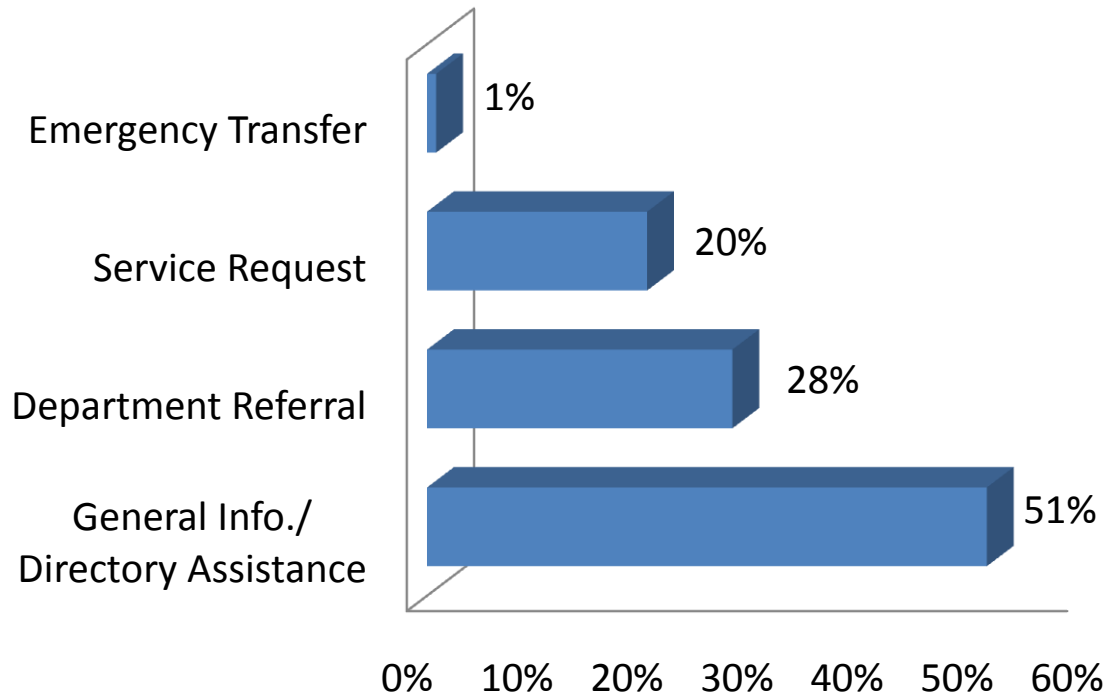
## 2011 Data

<b>Performance Measure</b>	<b>August 22-28</b>	<b>August 15-21</b>	<b>August Average 2010</b>	<b>2011 YTD</b>
<b>Calls Offered</b>	36,879	24,294	24,436	856,458
<b>Average Weekday Call Volume</b>	5,369	4,395	4,374	4,402
<b>Percent of Calls Answered</b>	85%	90%	94%	88%
<b>Emergency Transfers</b>	1%	1%	1%	1%



# Customer Contacts Logged

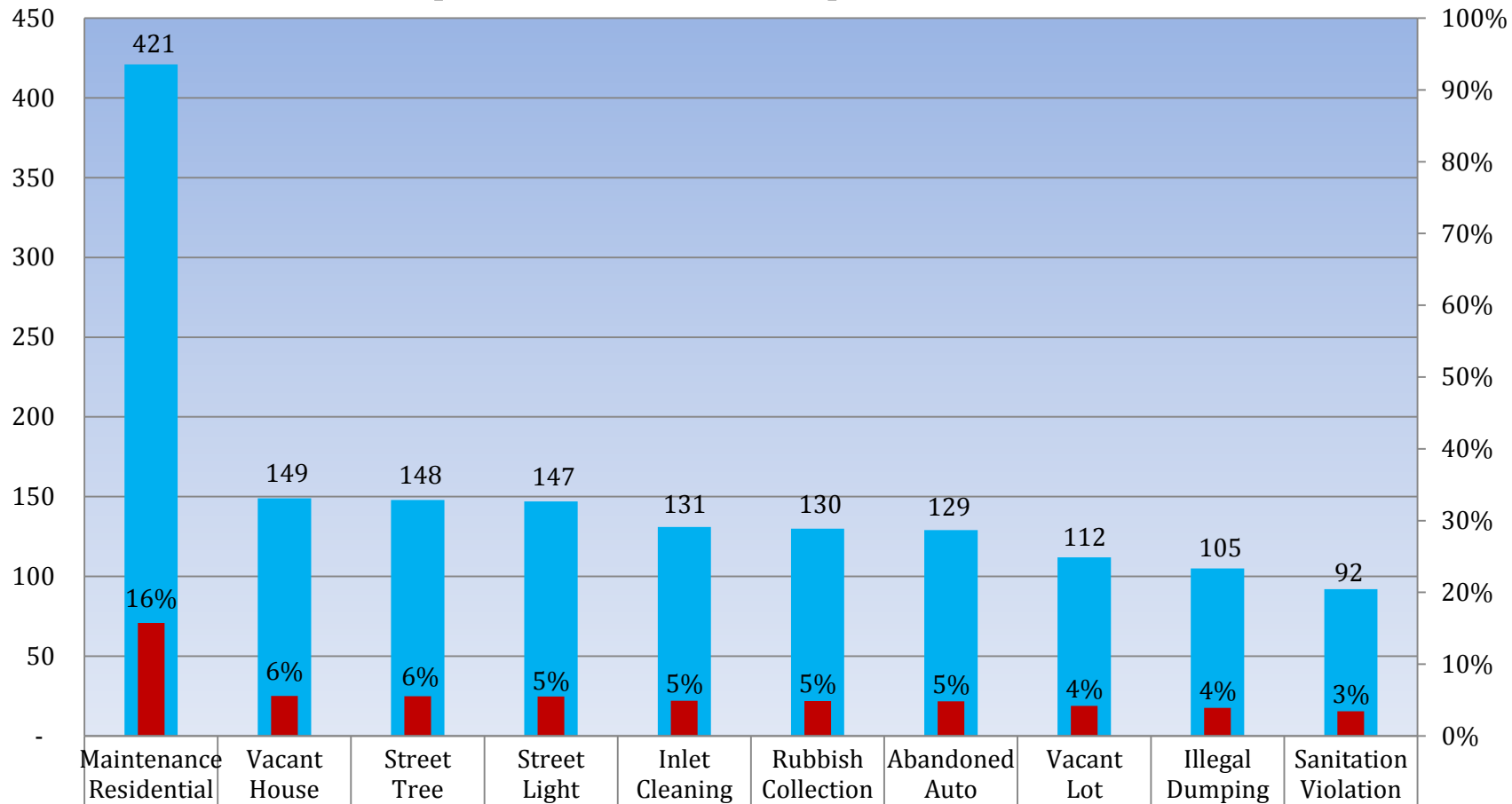
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

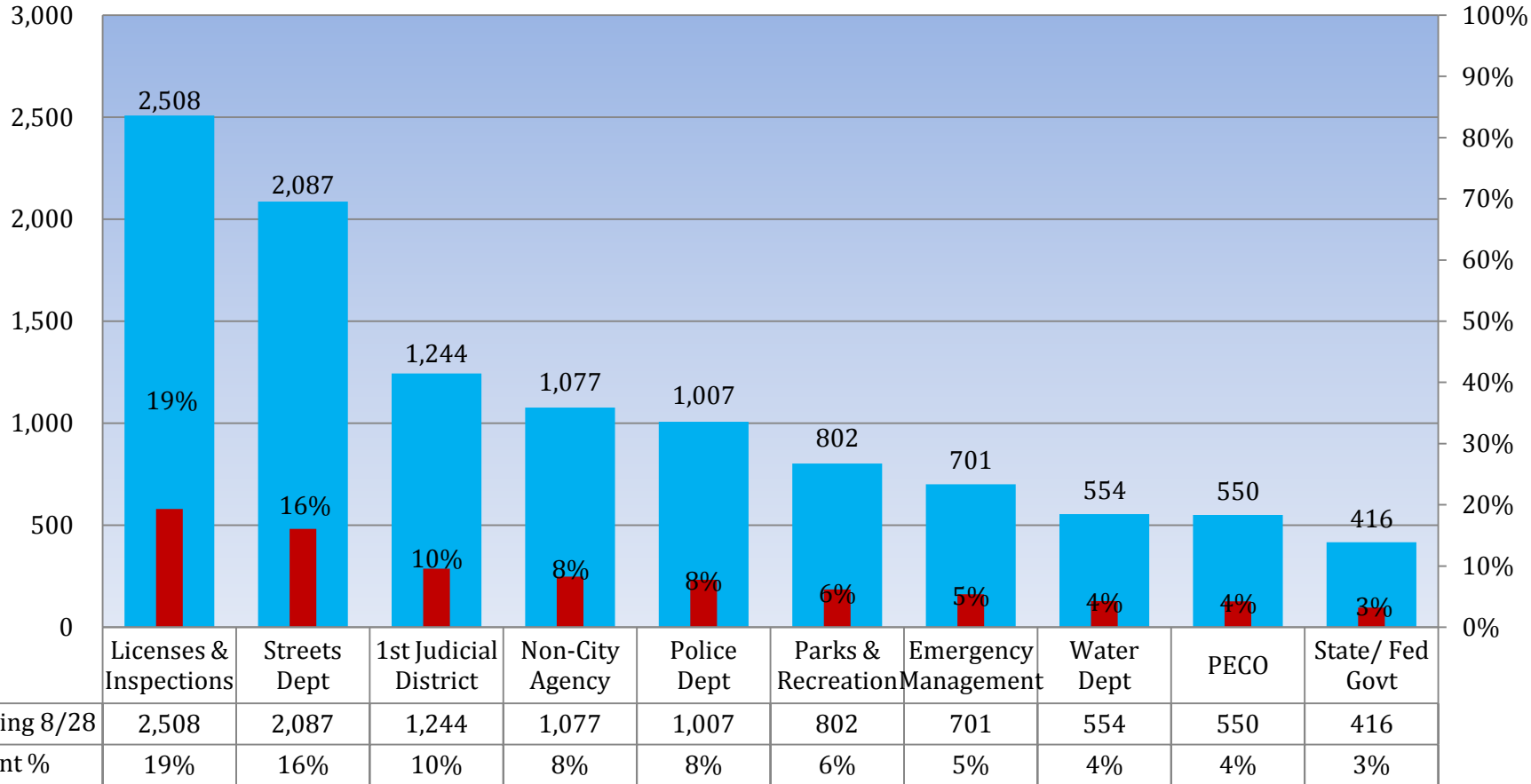


■ Week Ending 8/28	421	149	148	147	131	130	129	112	105	92
■ Service Request %	16%	6%	6%	5%	5%	5%	5%	4%	4%	3%



# Customer Contacts Logged

## *Top Ten Departments*





## 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.