



**311 Contact Center**

**Weekly Update**

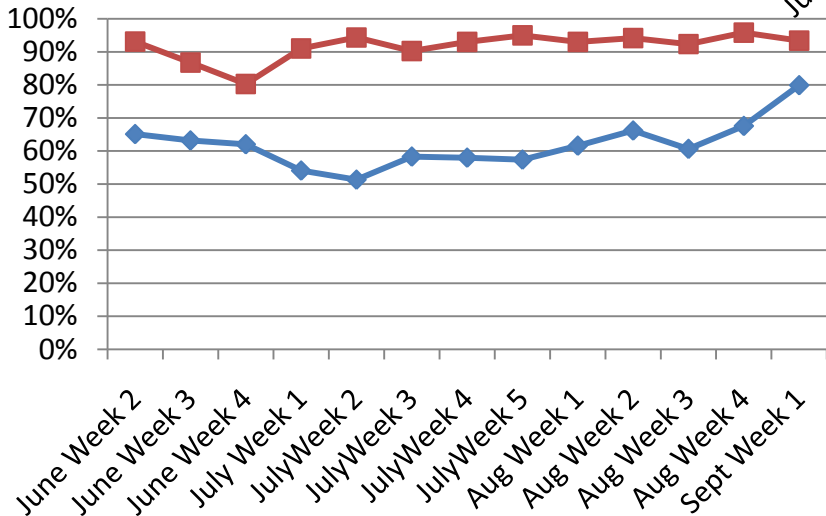
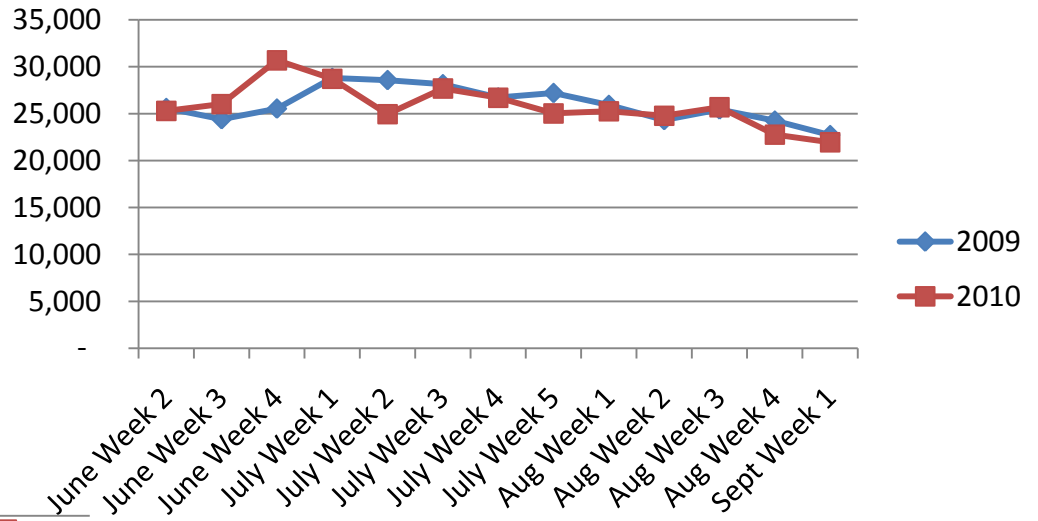
**AUGUST 29<sup>TH</sup> – SEPTEMBER 4<sup>TH</sup>  
2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

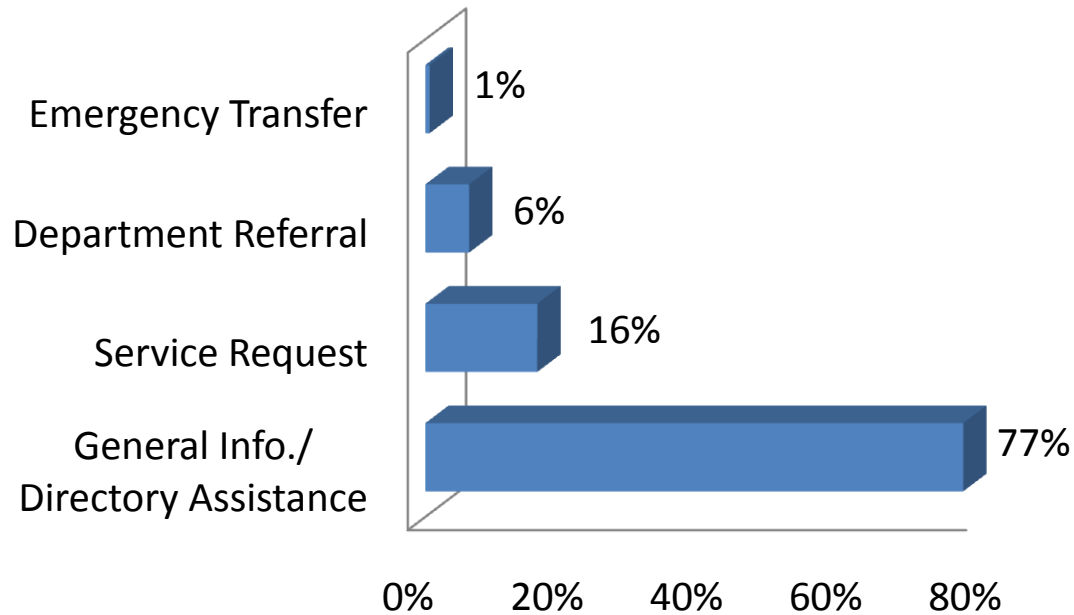
## 2010 Data

Performance Measure	Aug 29- Sep 4, 2010	Aug 22-28, 2010	Aug Average 2009	2010 YTD
Calls Received	22,635	24,791	23,572	987,147
Average Weekday Call Volume	4,046	4,075	4,432	5,097
Percent of Calls Answered	93%	96%	65%	90%
Emergency Transfers	1%	1%	2%	1%



# Customer Contacts Logged

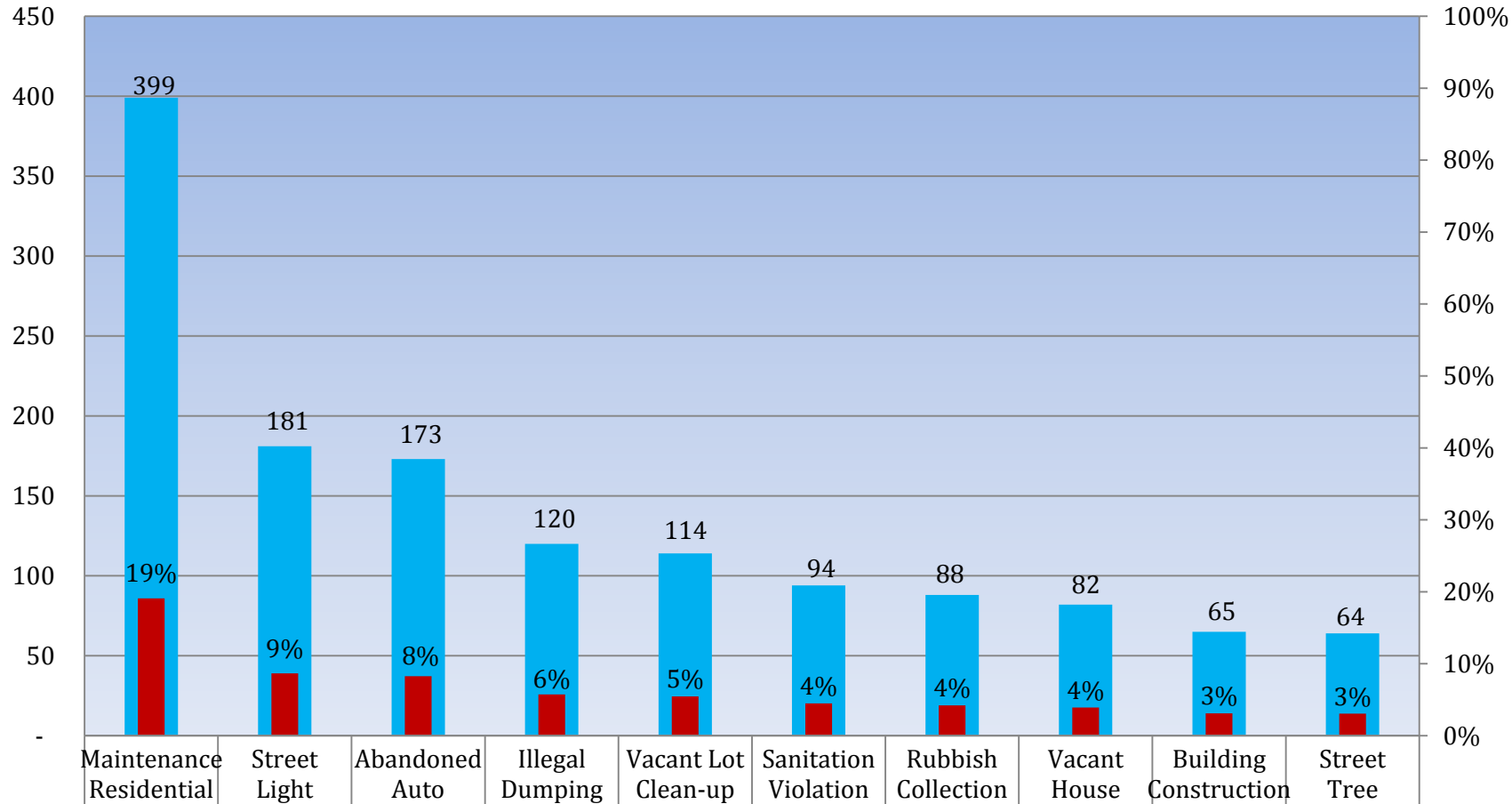
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

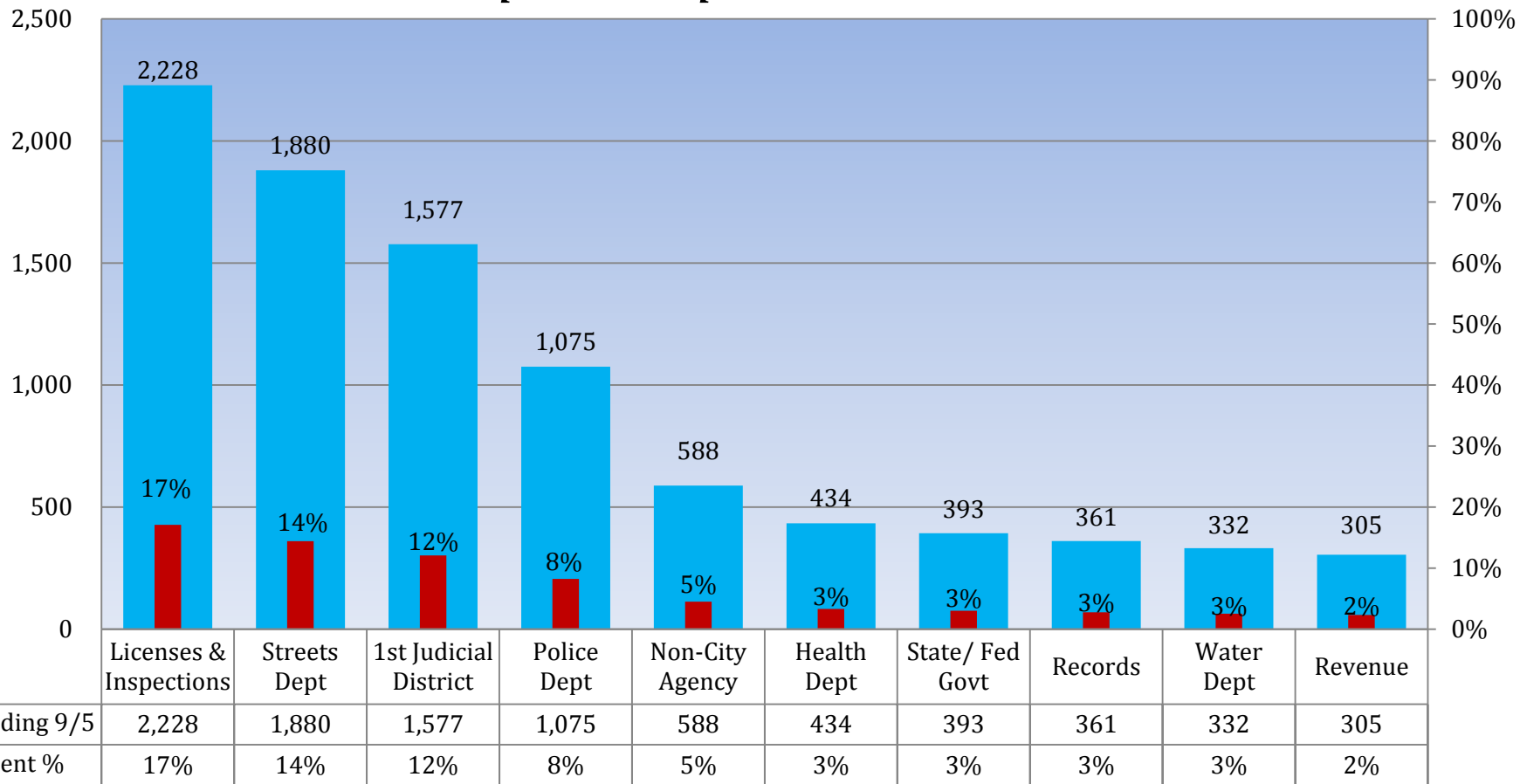


■ Week Ending 9/5	399	181	173	120	114	94	88	82	65	64
■ Service Request %	19%	9%	8%	6%	5%	4%	4%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 213  
Other Revenue - 119



## 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.