



**311 Contact Center**

**Weekly Update**

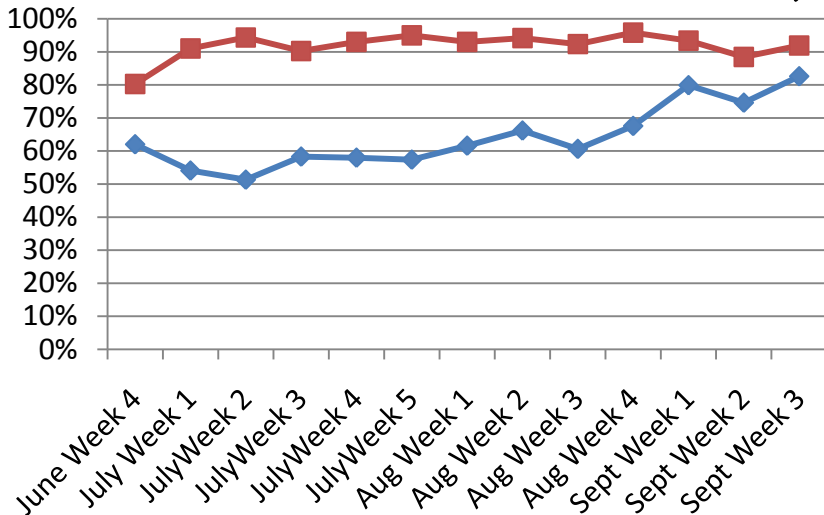
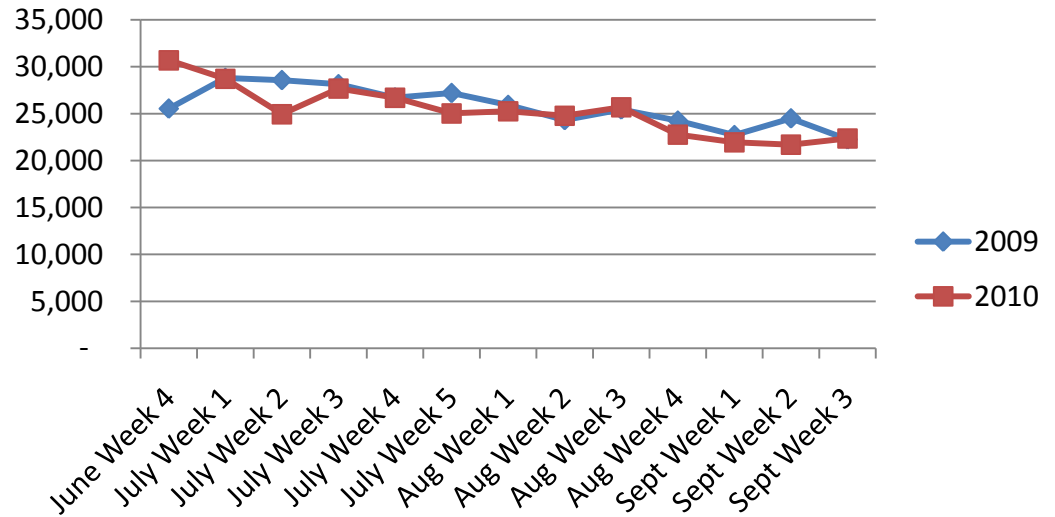
**SEPTEMBER 12<sup>TH</sup> - 18<sup>TH</sup>  
2010**



# Call Volumes and Performance Levels

## 2009 - 2010 Comparison

# Calls Offered



% Calls Answered



# Call Volumes and Performance Levels

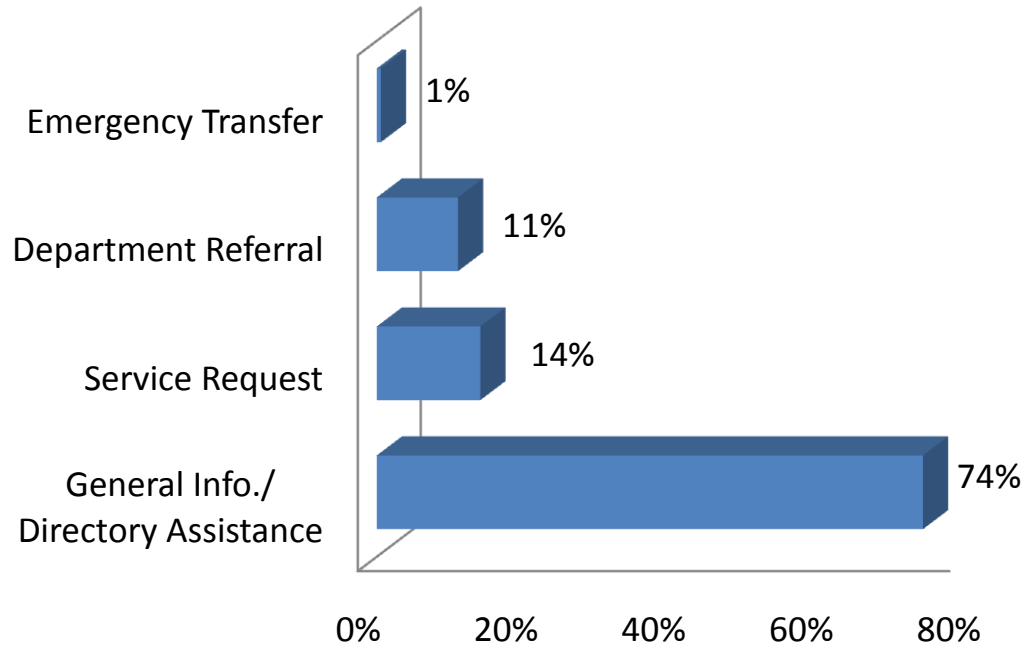
## 2010 Data

Performance Measure	September 12-18	September 5-11	September Average 2009	2010 YTD
Calls Offered	22,413	21,664	21,165	1,031,224
Average Weekday Call Volume	4,119	4,602	3,756	5,057
Percent of Calls Answered	93%	89%	80%	90%
Emergency Transfers	1%	1%	1%	1%



# Customer Contacts Logged

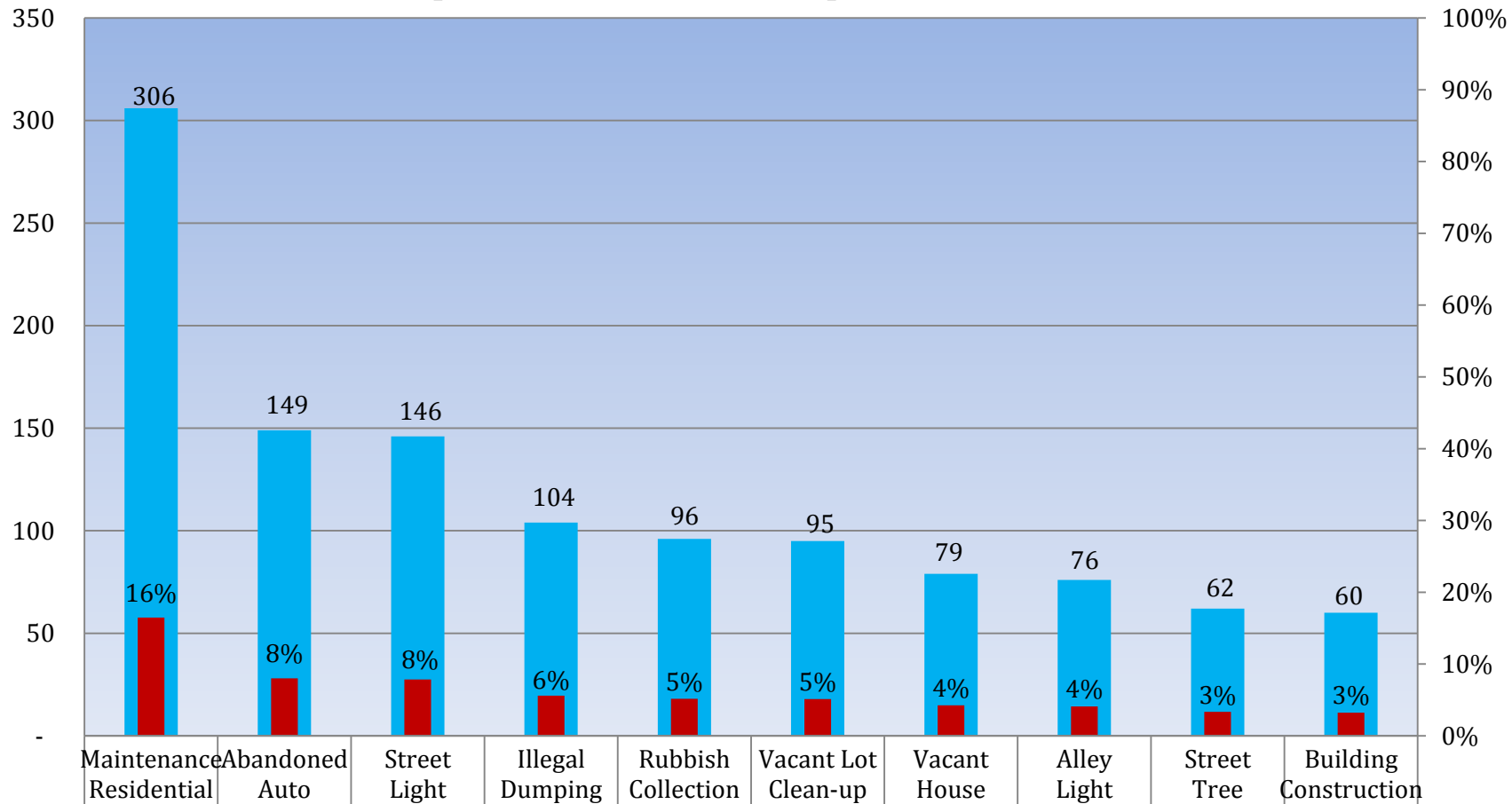
## *Request Type Distribution*





# Customer Contacts Logged

## *Top Ten Service Requests*

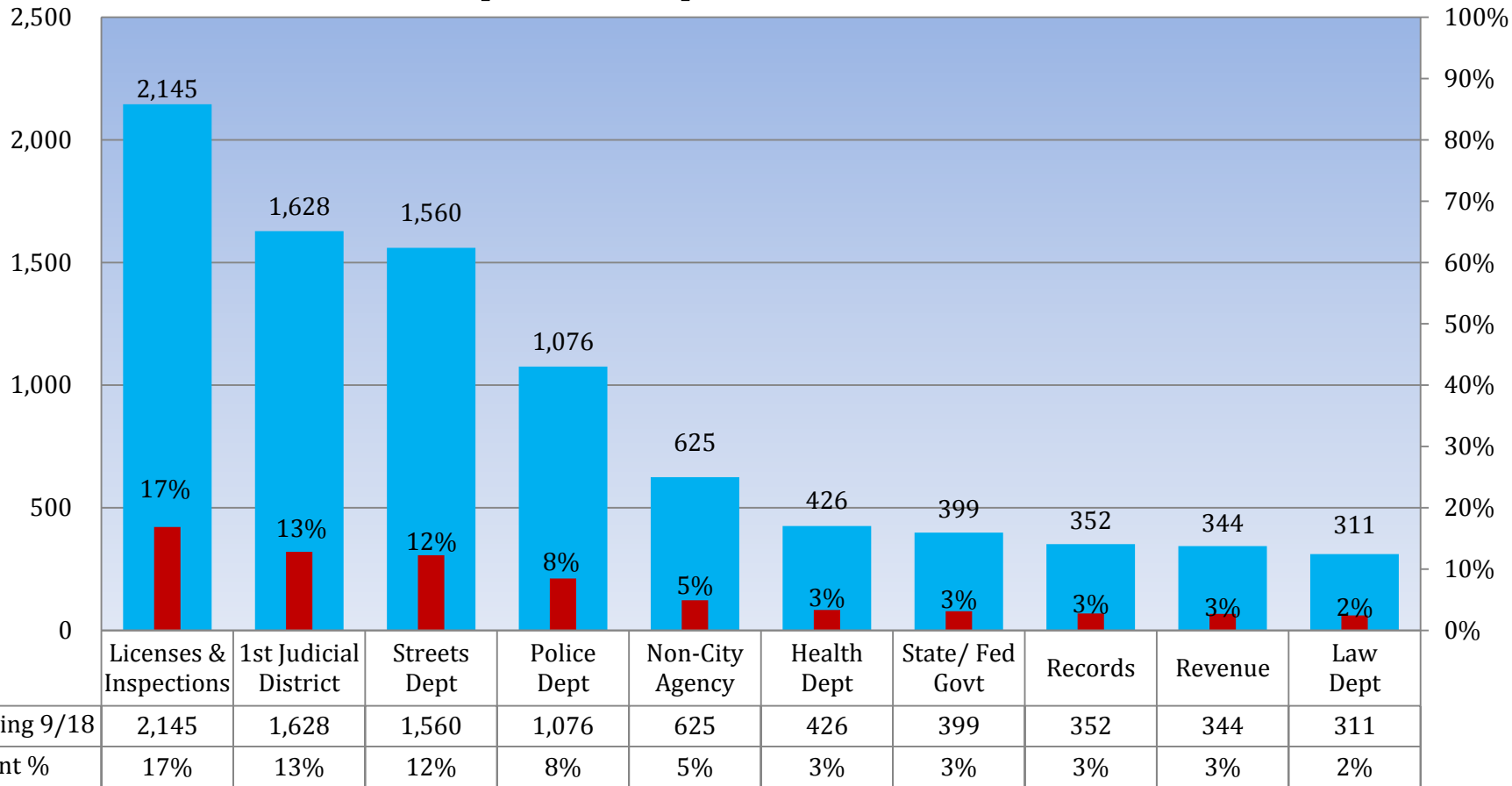


■ Week Ending 9/18	306	149	146	104	96	95	79	76	62	60
■ Service Request %	16%	8%	8%	6%	5%	5%	4%	4%	3%	3%



# Customer Contacts Logged

## *Top Ten Departments*



Revenue Split: Water Revenue - 187  
Other Revenue - 124



## 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.