



311 Contact Center

Weekly Update

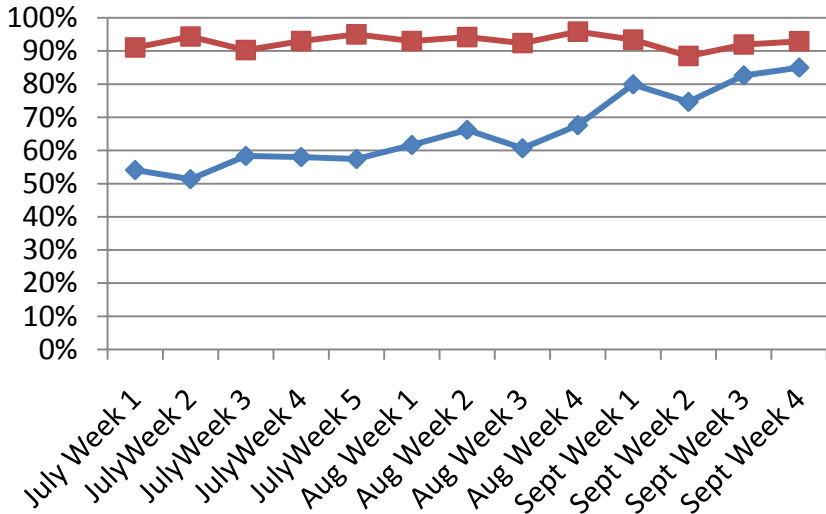
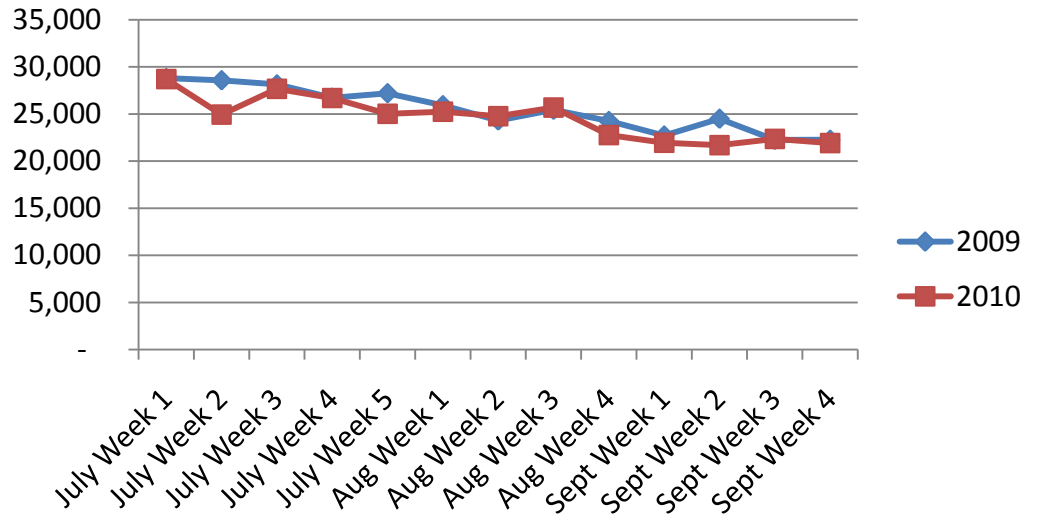
**SEPTEMBER 19TH - 25TH
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

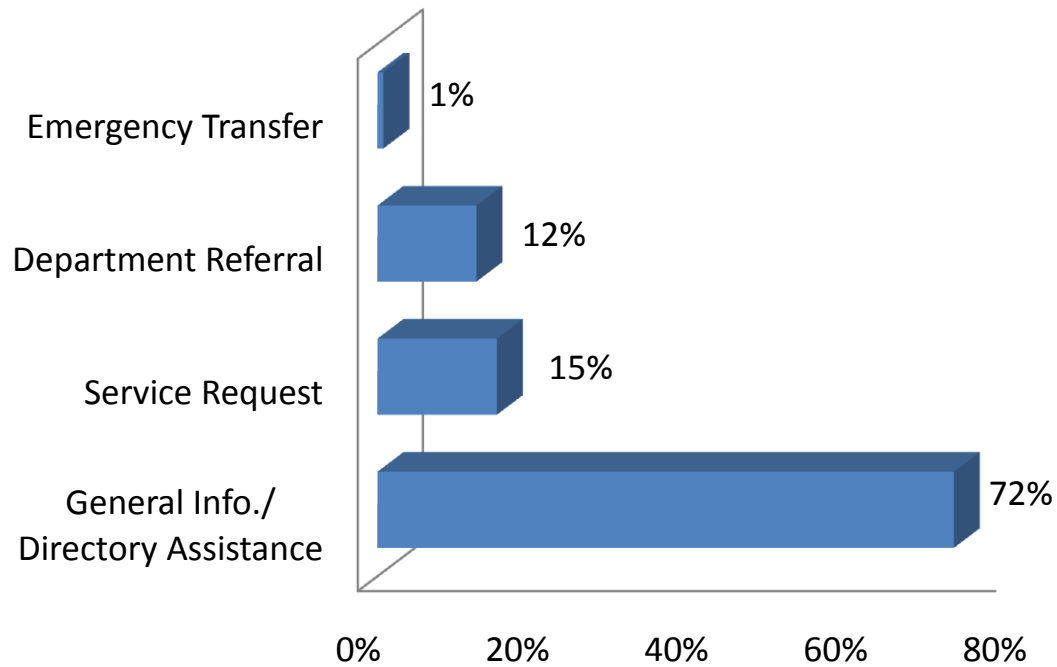
2010 Data

Performance Measure	September 19-25	September 12-18	September Average 2009	2010 YTD
Calls Offered	21,854	22,413	21,165	1,053,087
Average Weekday Call Volume	4,024	4,119	3,756	5,030
Percent of Calls Answered	93%	93%	80%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

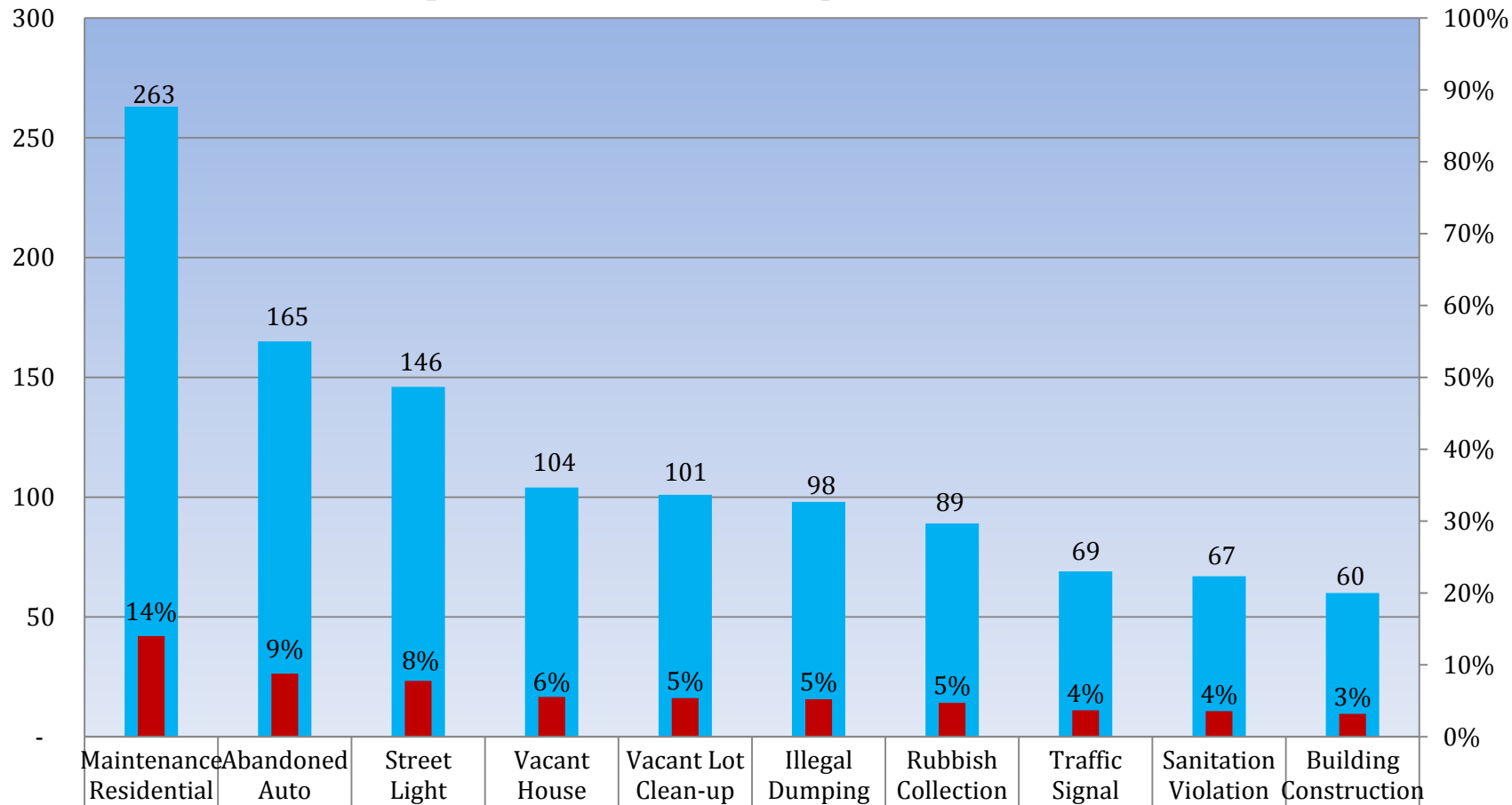
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

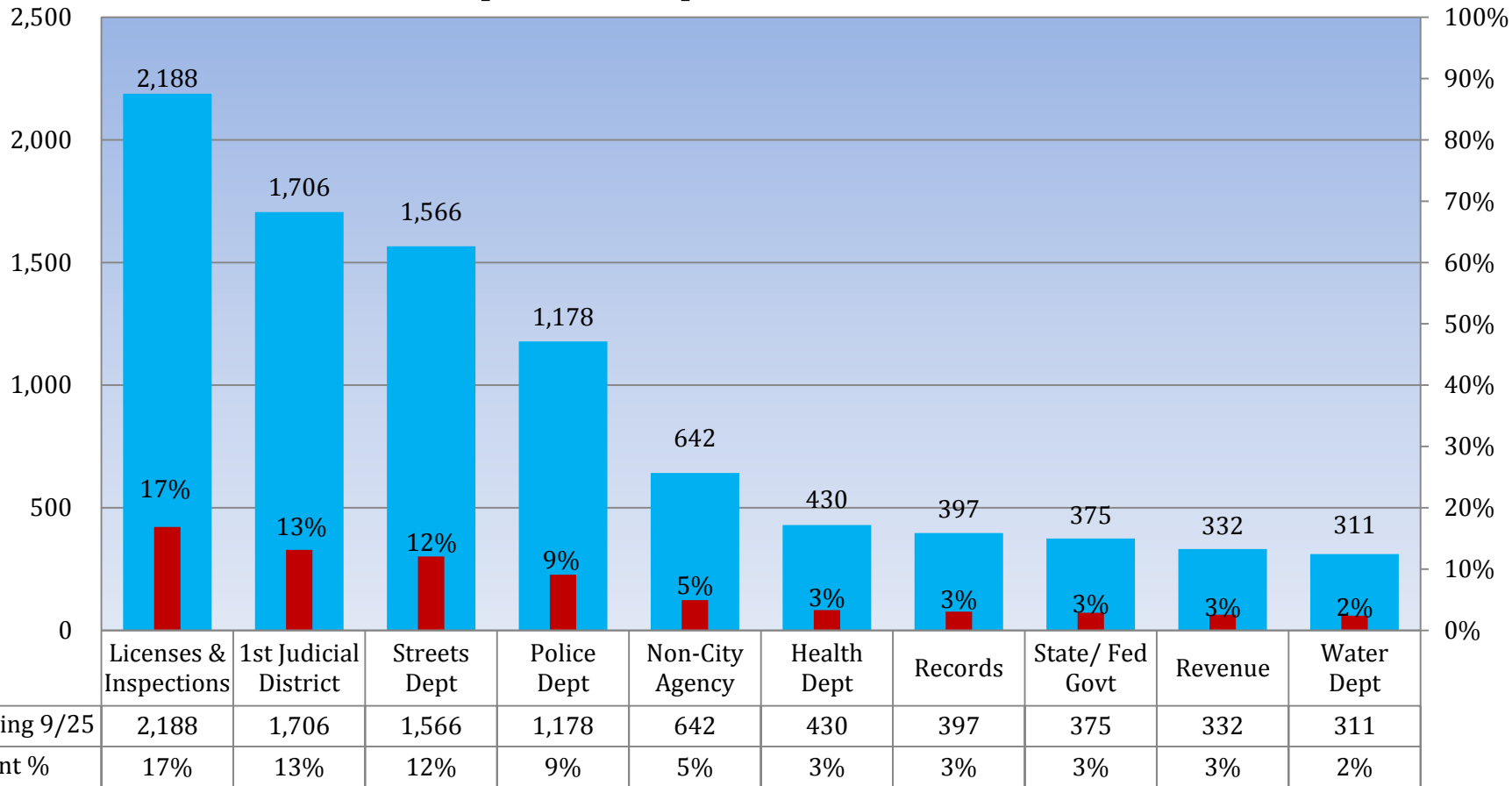


■ Week Ending 9/25	263	165	146	104	101	98	89	69	67	60
■ Service Request %	14%	9%	8%	6%	5%	5%	5%	4%	4%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 206
Other Revenue - 105



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.