



**311 Contact Center
Weekly Update**

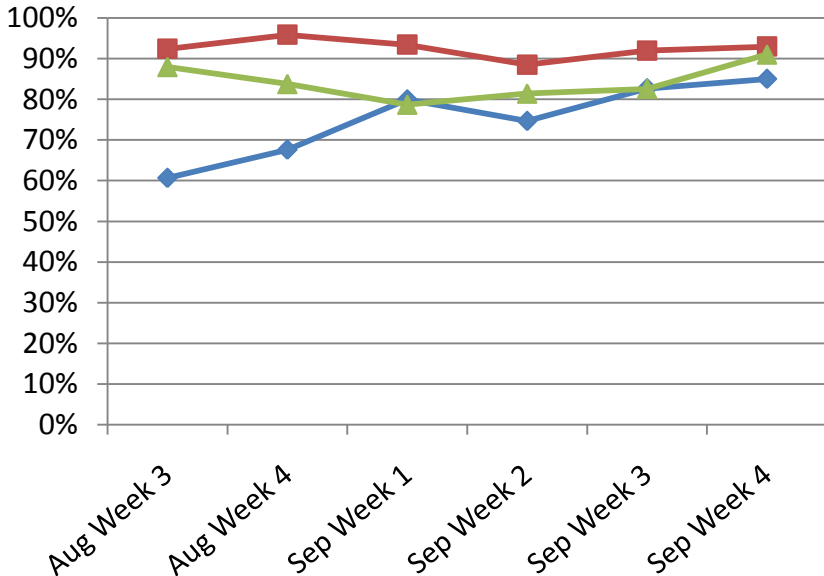
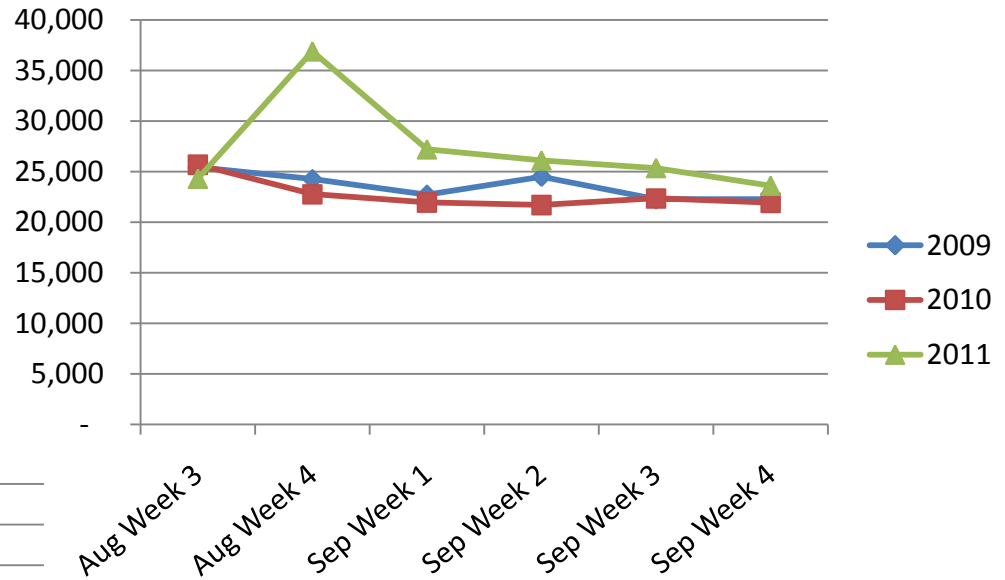
**SEPTEMBER 19TH - 25TH
2011**



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

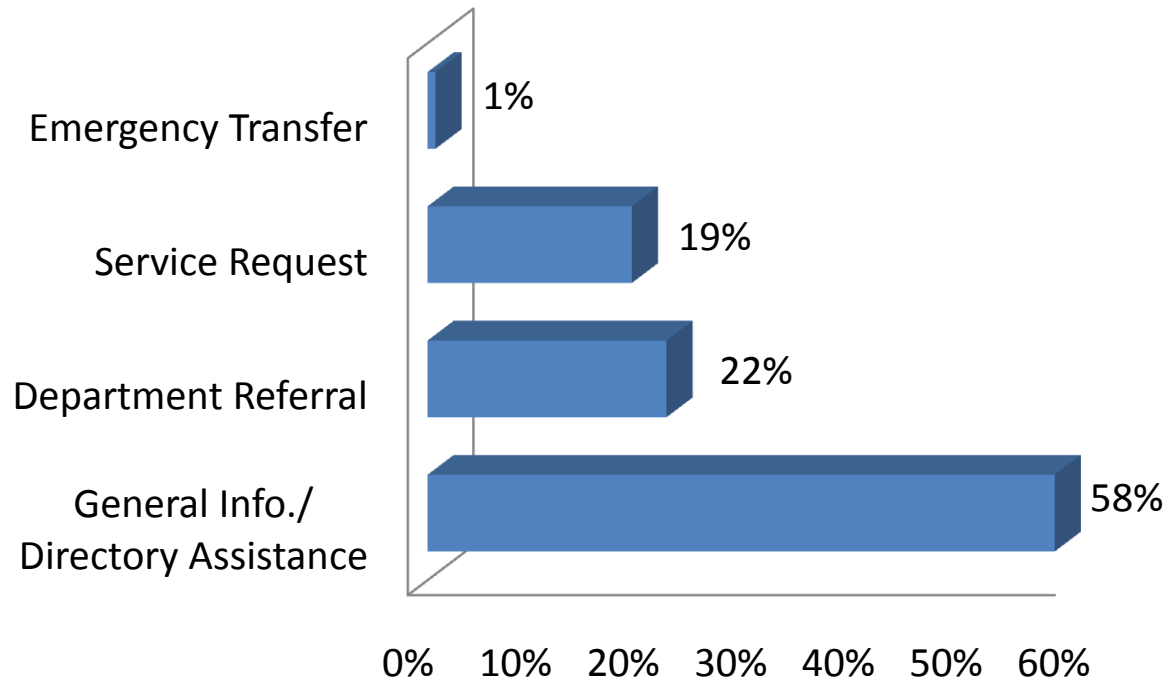
2011 Data

Performance Measure	Sep 19-25	Sep 12-18	September Average 2010	2011 YTD
Calls Offered	23,605	25,348	22,378	954,763
Average Weekday Call Volume	4,112	4,634	4,159	4,479
Percent of Calls Answered	91%	84%	92%	87%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

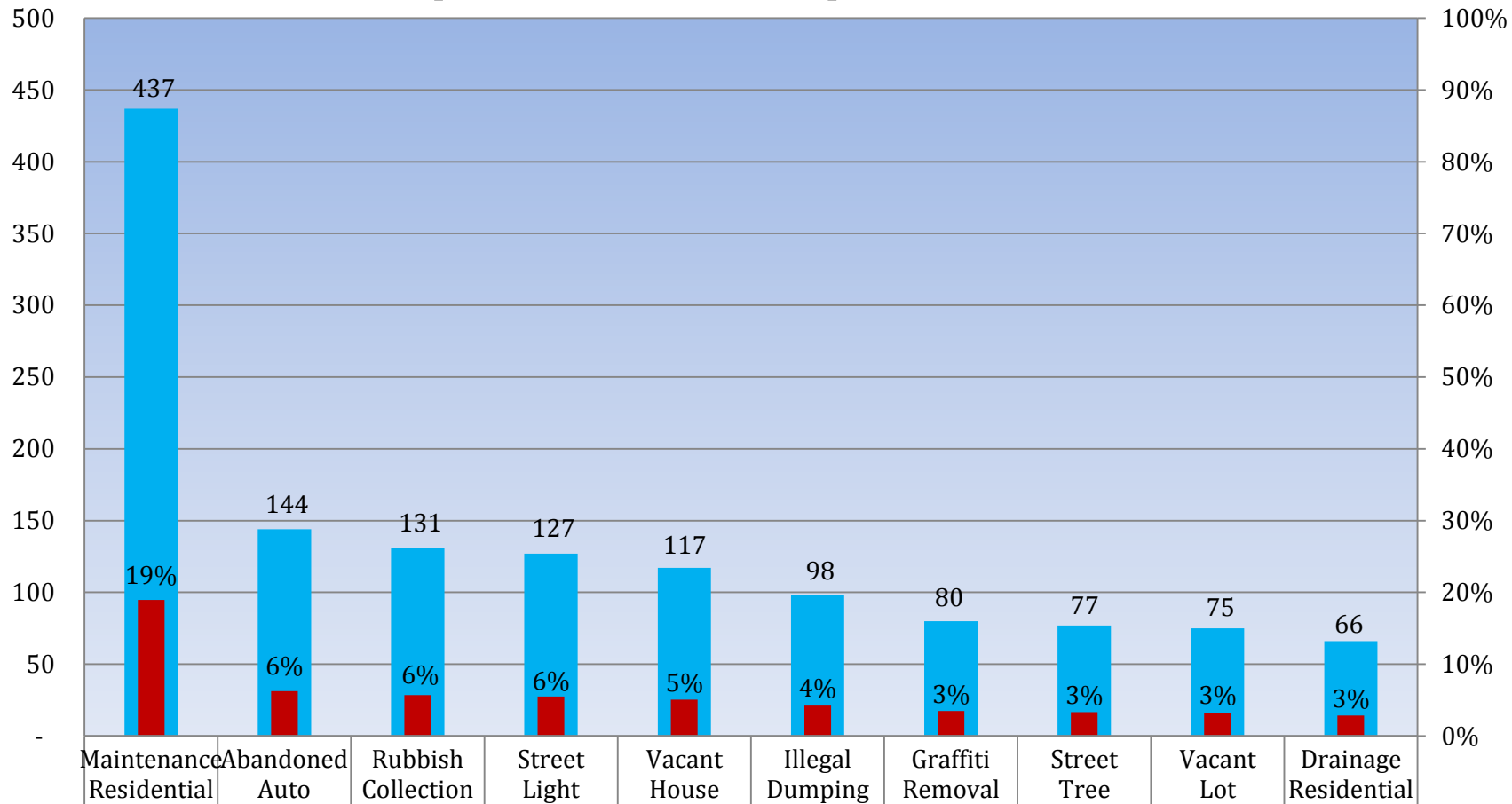
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

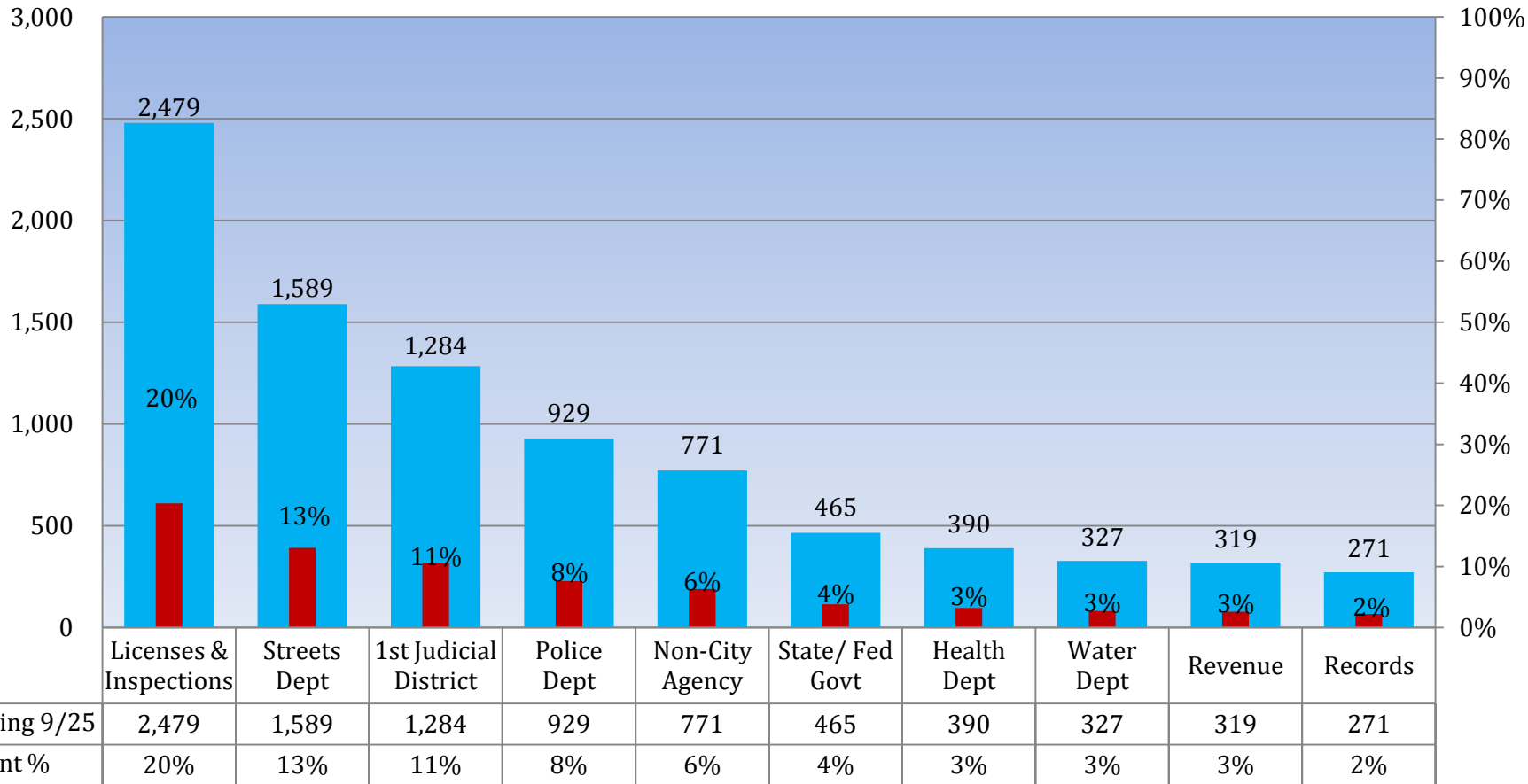


■ Week Ending 9/25	437	144	131	127	117	98	80	77	75	66
■ Service Request %	19%	6%	6%	6%	5%	4%	3%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 182
Other Revenue - 137



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.