



311 Contact Center

Weekly Update

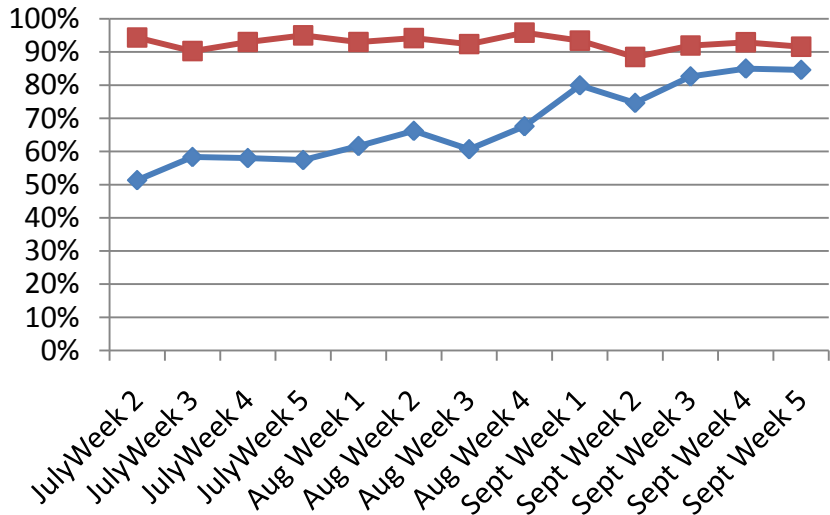
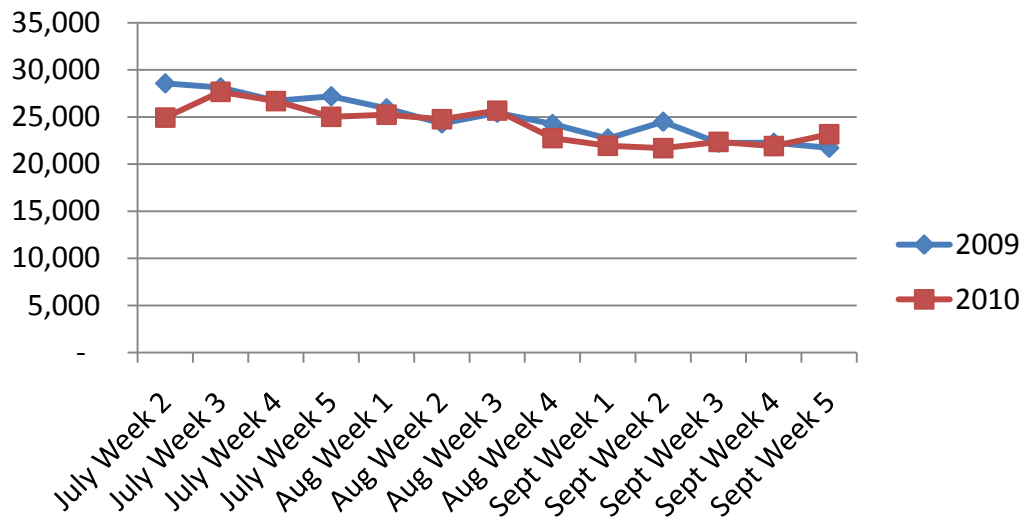
**SEPTEMBER 26TH – OCTOBER 2ND
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

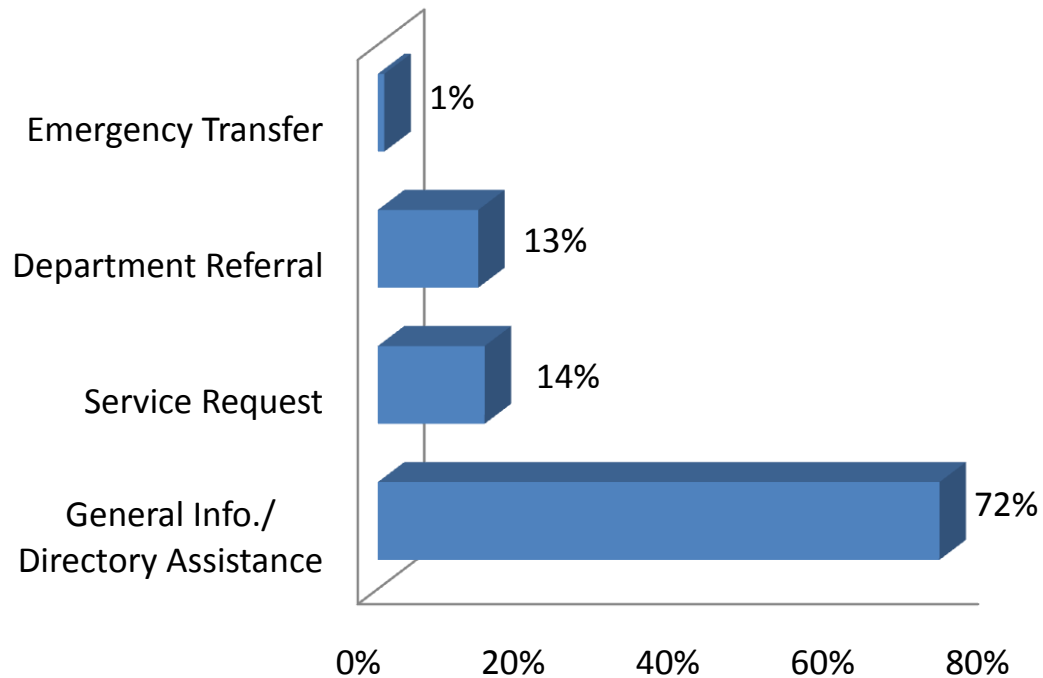
2010 Data

Performance Measure	September 26 - October 2	September 19-25	September Average 2009	2010 YTD
Calls Offered	23,187	21,854	21,165	1,076,265
Average Weekday Call Volume	4,249	4,024	3,756	5,010
Percent of Calls Answered	90%	93%	80%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

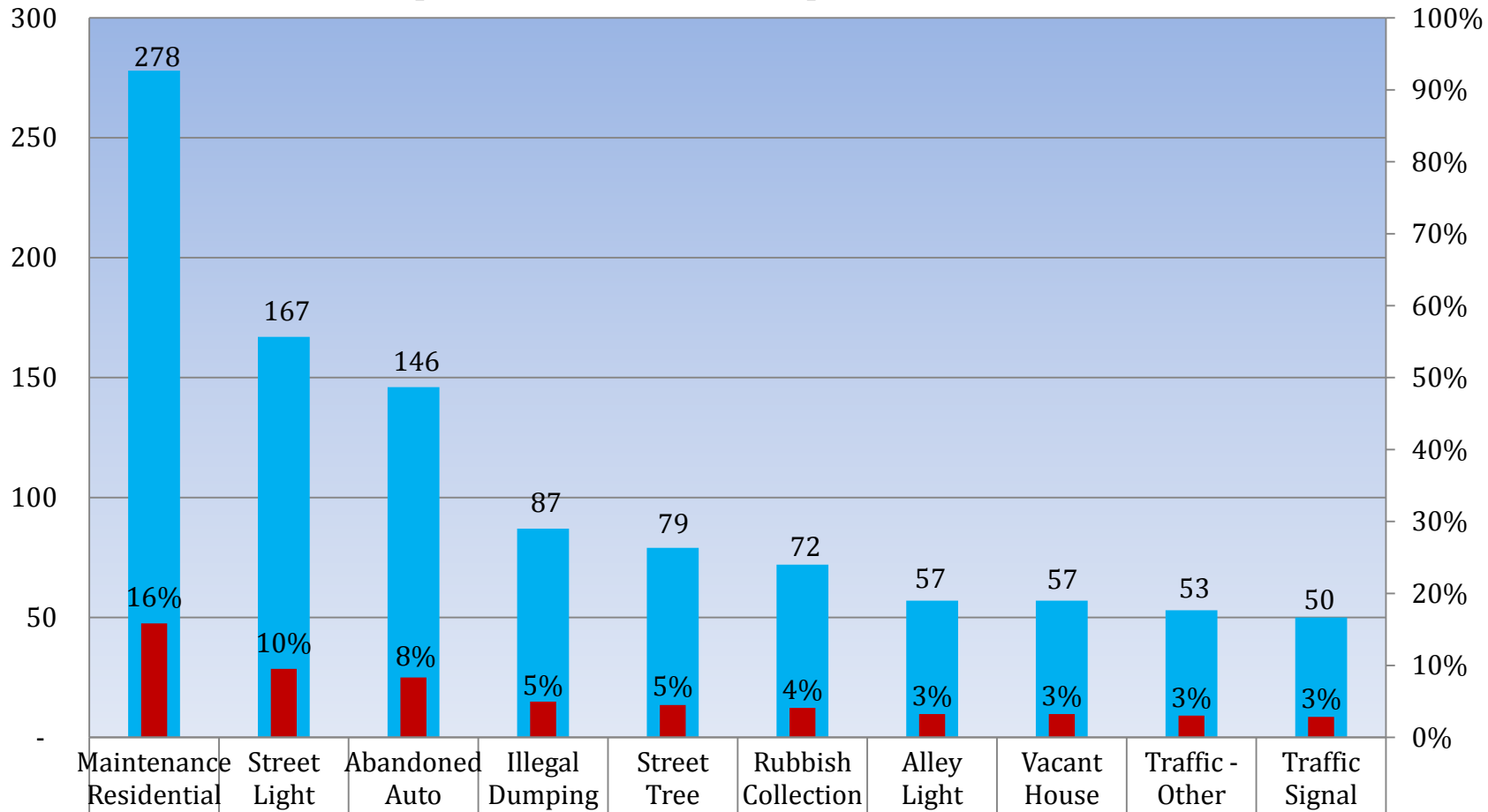
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

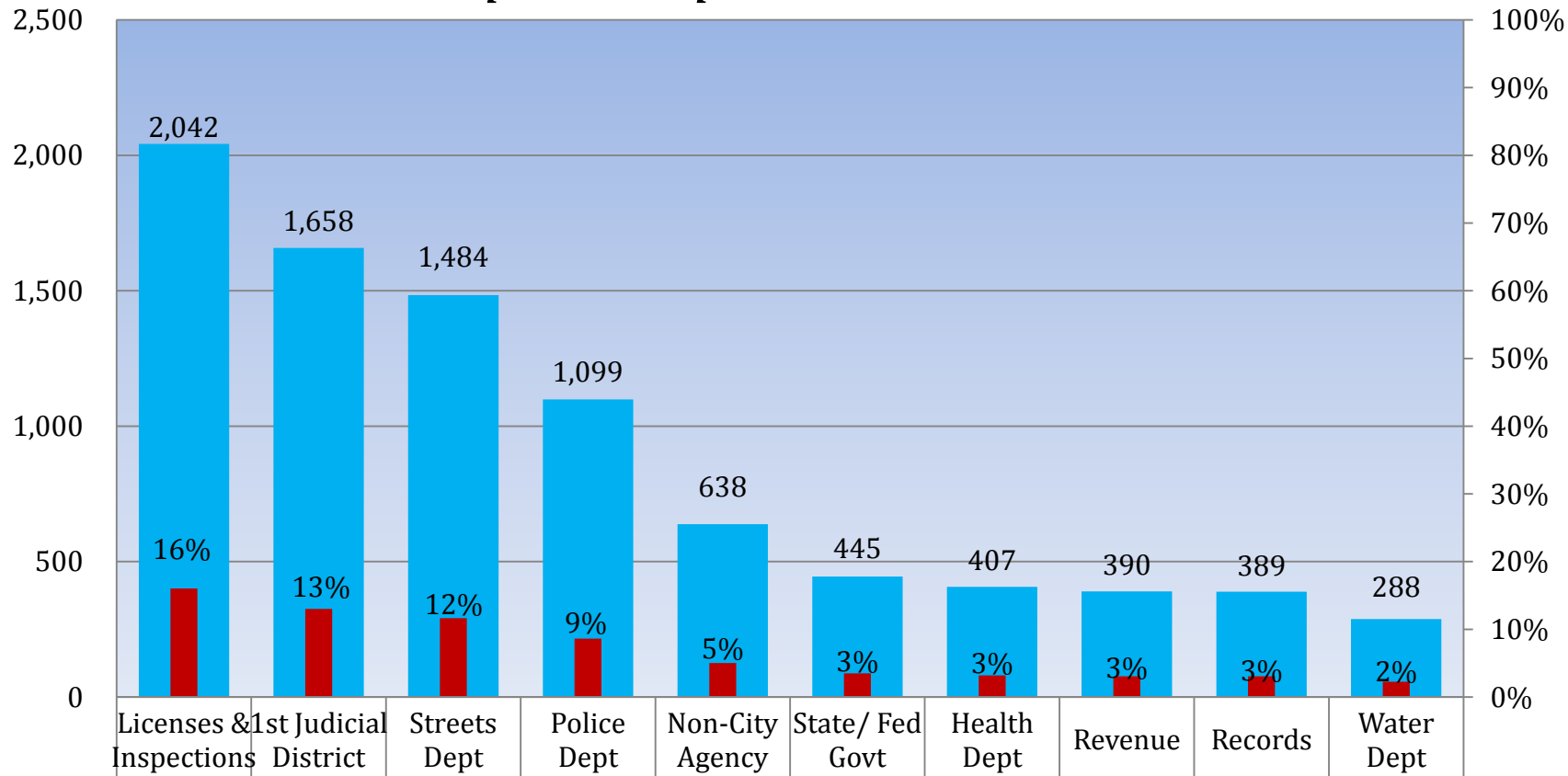


■ Week Ending 10/2	278	167	146	87	79	72	57	57	53	50
■ Service Request %	16%	10%	8%	5%	5%	4%	3%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



■ Week Ending 10/2	2,042	1,658	1,484	1,099	638	445	407	390	389	288
■ Department %	16%	13%	12%	9%	5%	3%	3%	3%	3%	2%

Revenue Split: Water Revenue - 254
Other Revenue - 34



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.