



311 Contact Center

Weekly Update

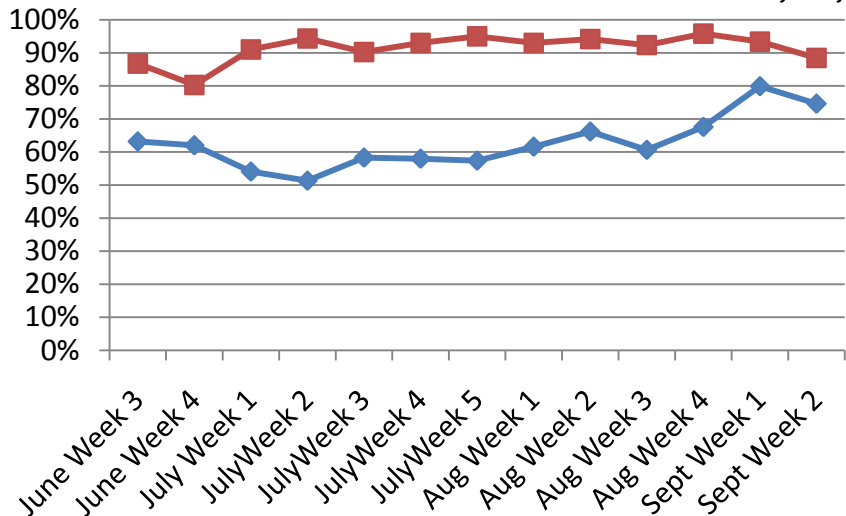
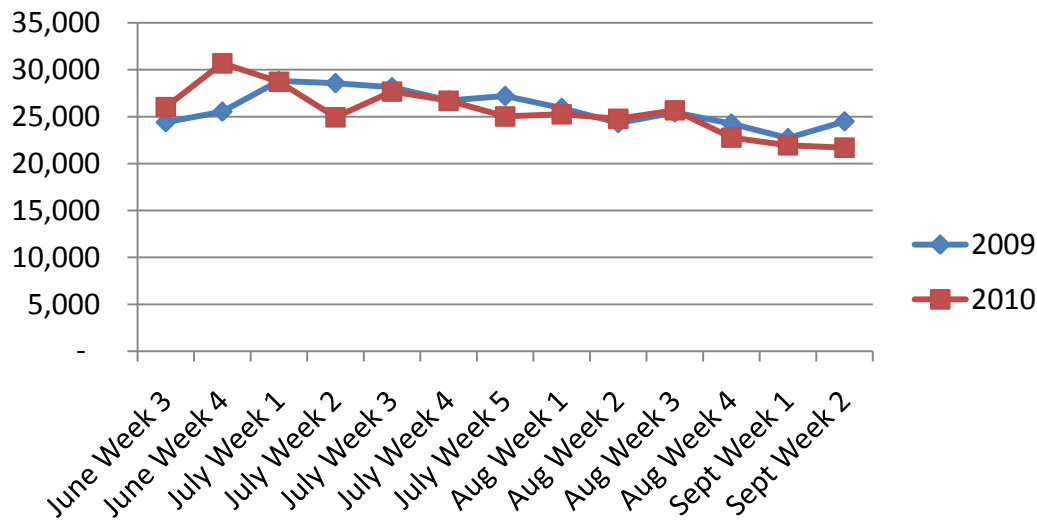
**SEPTEMBER 5TH - 11TH
2010**



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



Call Volumes and Performance Levels

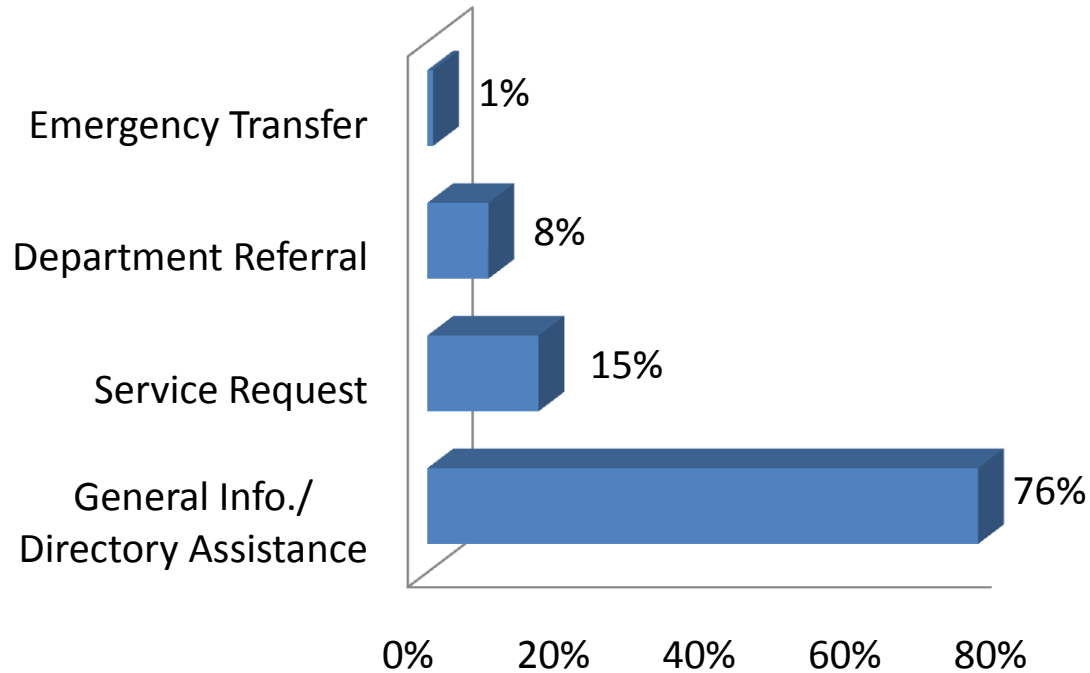
2010 Data

Performance Measure	Sep 5-11, 2010	Aug 29- Sep 4, 2010	Sep Average 2009	2010 YTD
Calls Offered	21,664	22,635	21,165	1,008,811
Average Weekday Call Volume	4,602	4,046	3,756	5,083
Percent of Calls Answered	89%	93%	80%	90%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

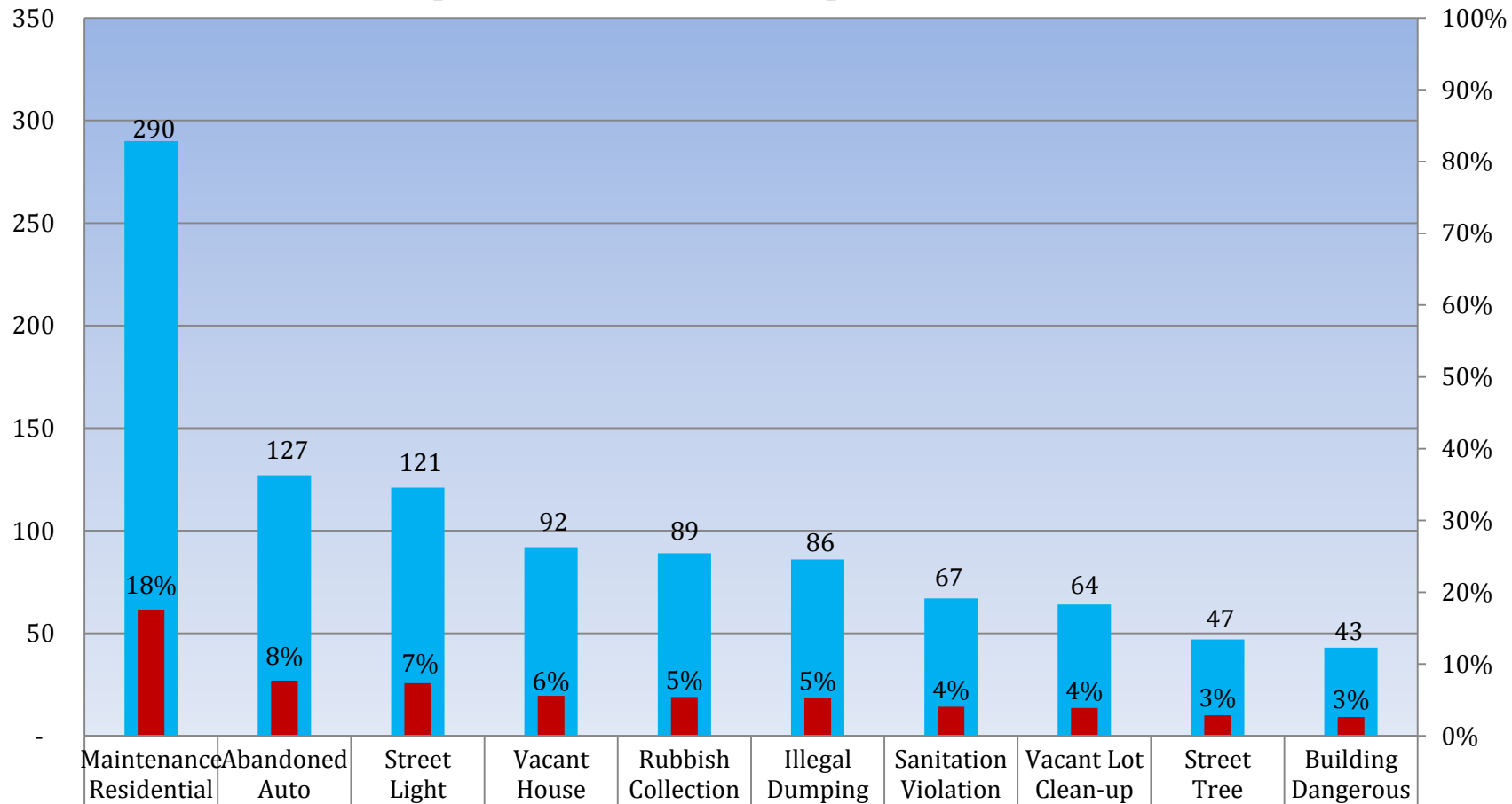
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

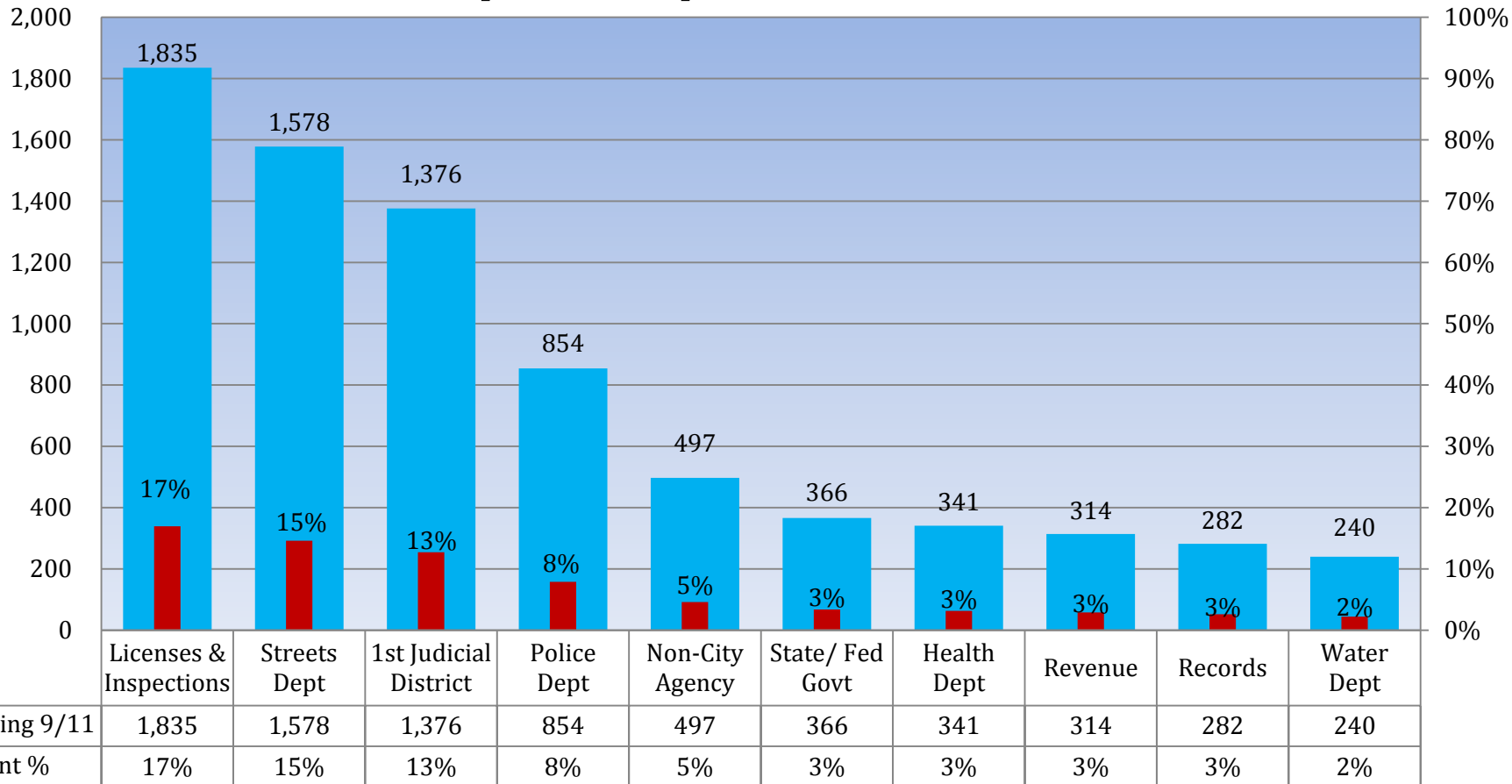


■ Week Ending 9/11	290	127	121	92	89	86	67	64	47	43
■ Service Request %	18%	8%	7%	6%	5%	5%	4%	4%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 207
Other Revenue - 33



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.