



**311 Contact Center
Weekly Update**

**SEPTEMBER 5TH - 11TH
2011**

Observations & Analysis

As a result of continued rain and flooding, calls for the Water Department, Drainage Maintenance, and Dangerous Buildings were higher than average.

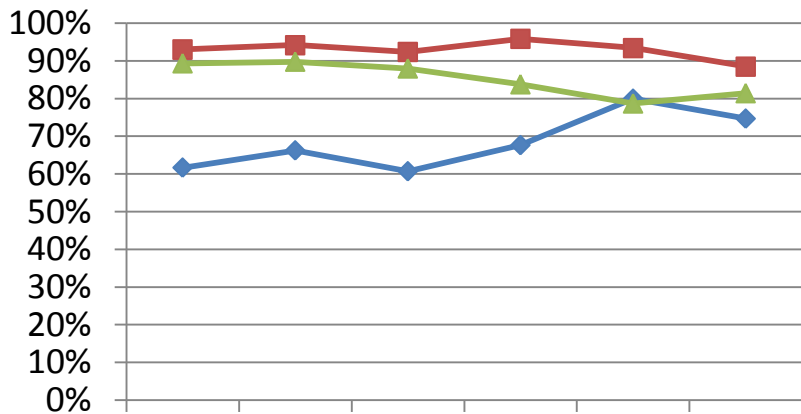
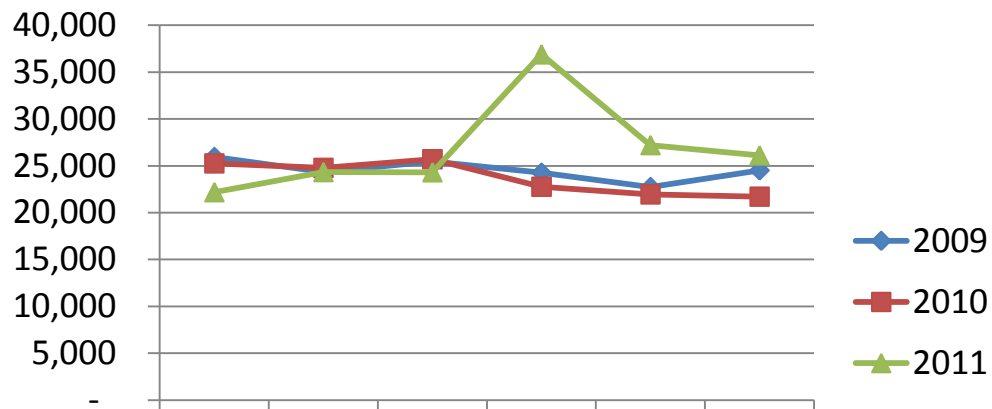
Also, Rubbish Collection was a top call driver due to the Labor Day holiday as well as delays due to flooding.



Call Volumes and Performance Levels

2009 - 2011 Comparison

Calls Offered



Aug Week 1
Aug Week 2
Aug Week 3
Aug Week 4
Sep Week 1
Sep Week 2

Aug Week 1
Aug Week 2
Aug Week 3
Aug Week 4
Sep Week 1
Sep Week 2

% Calls Answered

2009
2010
2011



Call Volumes and Performance Levels

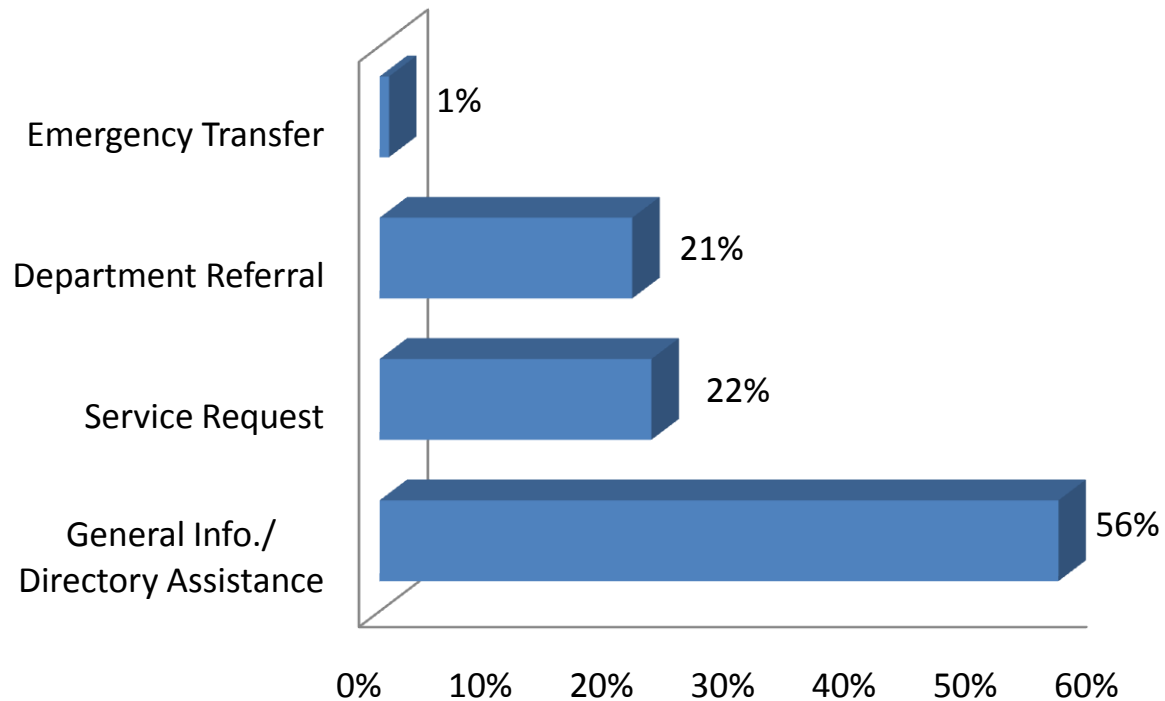
2011 Data

Performance Measure	Sep 5-11	Aug 29-Sep 4	September Average 2010	2011 YTD
Calls Offered	26,098	27,194	22,378	907,011
Average Weekday Call Volume	5,217	4,730	4,159	4,500
Percent of Calls Answered	82%	80%	92%	87%
Emergency Transfers	1%	1%	1%	1%



Customer Contacts Logged

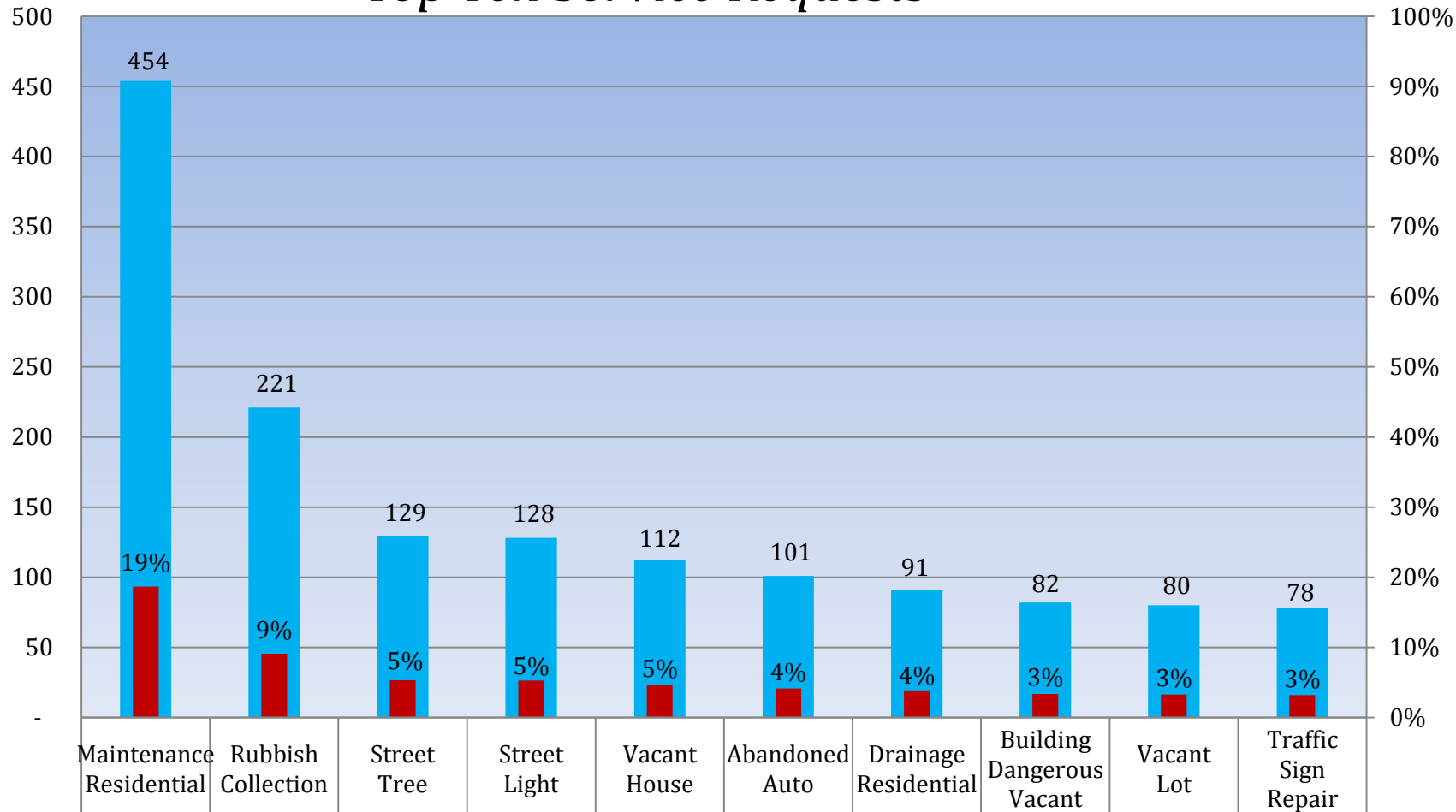
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

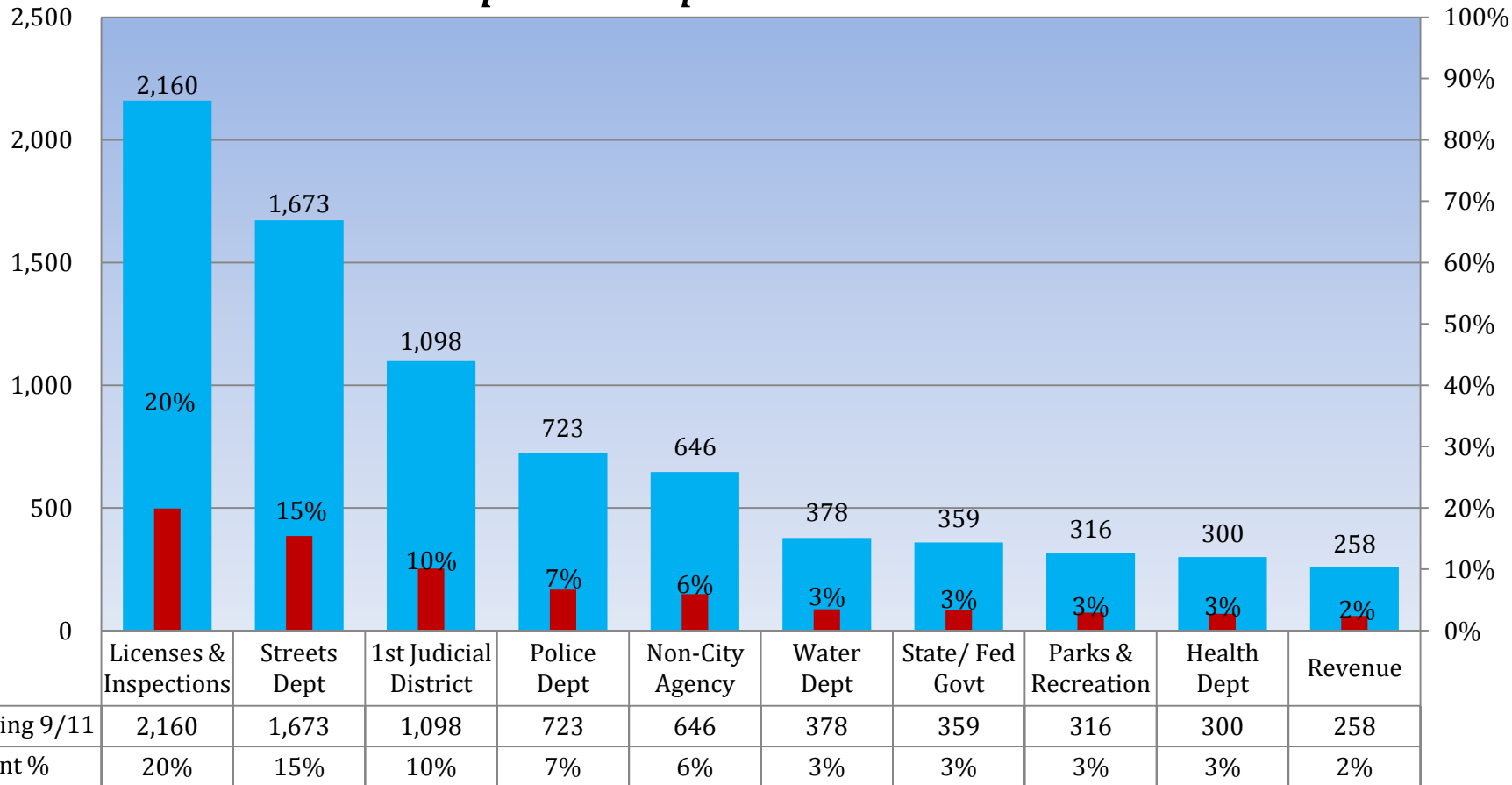


Week Ending 9/11	454	221	129	128	112	101	91	82	80	78
Service Request %	19%	9%	5%	5%	5%	4%	4%	3%	3%	3%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 158
Other Revenue - 100



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.