

3-1-1 Monthly Performance Analysis

	Performance Targets	FY 2007-2008	MAR	APR	MAY	JUNE	JULY	AUGUST	SEPTEMBER	AVERAGES	CHANGE FROM FY07-08
Calls Answered		106791	8690	8750	7463	7794	10430	7794	7014	8301	-6%
311 English		70%	60%	61%	65%	63%	52%	62%	65%	62%	-8%
311 Spanish		5%	4%	4%	4%	4%	3%	4%	5%	4%	-1%
Tax Overflow		25%	36%	35%	31%	33%	45%	34%	30%	34%	9%
Days Open		284	22	21	20	22	22	21	21		
Average Calls Answered per Day		376	395	417	373	354	474	371	334	406	30
Average Service Level	90%	96%	96%	96%	96%	95%	96%	95%	95%	96%	0%
Peak Day Volume		628	481	522	469	491	584	477	386		
Peak Date		2/13/2008	3/17/2009	4/16/2009	5/18/2009	6/29/2009	7/20/2009	8/3/2009	9/8/2009		
First Call Resolution	70%	87%	89%	88%	85%	85%	82%	86%	87%	88%	0%
% of Calls Delayed in Queue (All Agents Busy)	25%		14%	14%	11%	17%	22%	14%	10%		
Average Wait Time in Queue	45 sec	55	48	49	29	46	47	44	42	42	-13
Average Call Length	120 sec	106	82	83	87	112	133	109	101	84	-22