

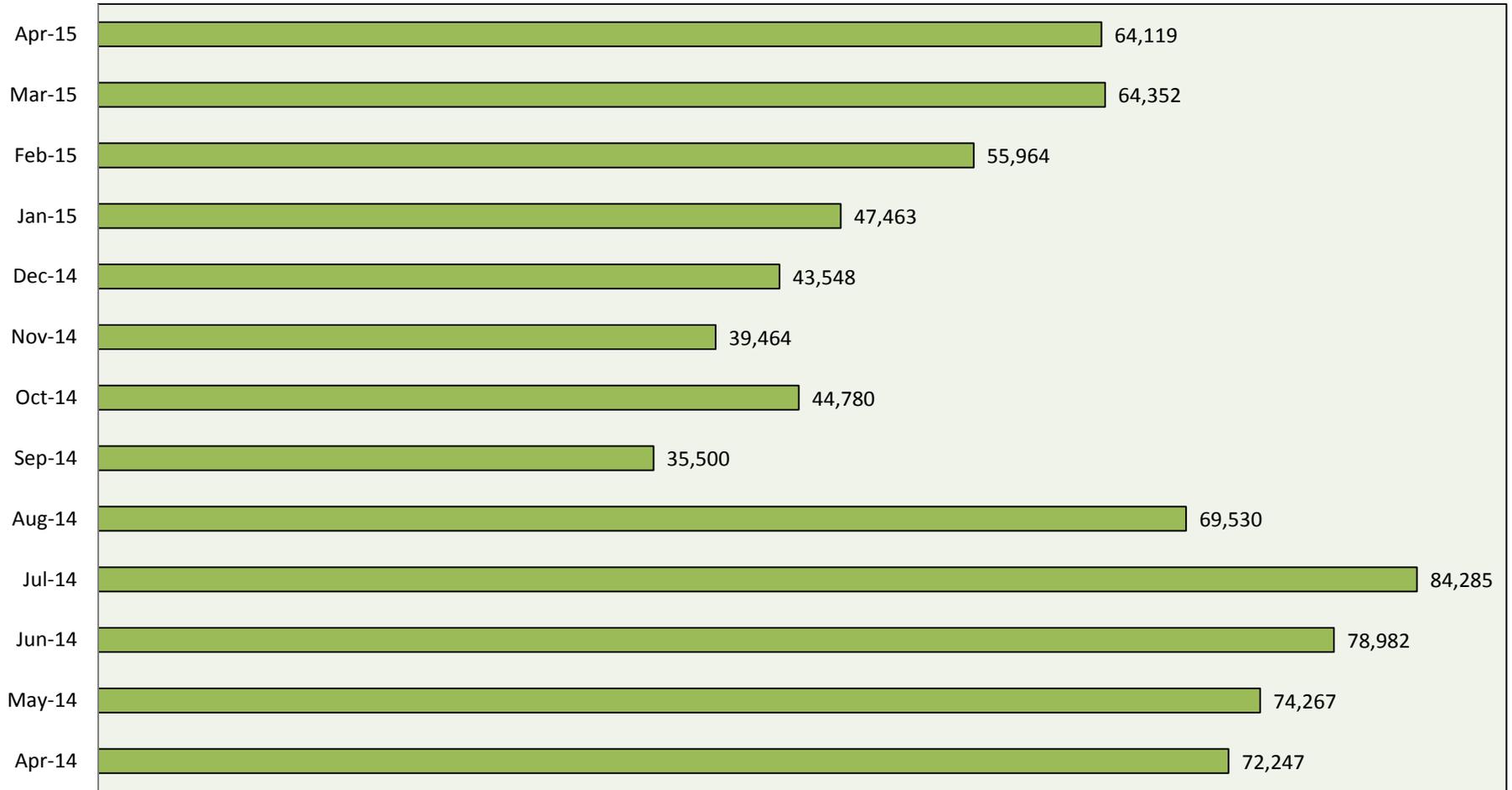


# **311 Contact Center Monthly Report**

**April 2015**

*Public*

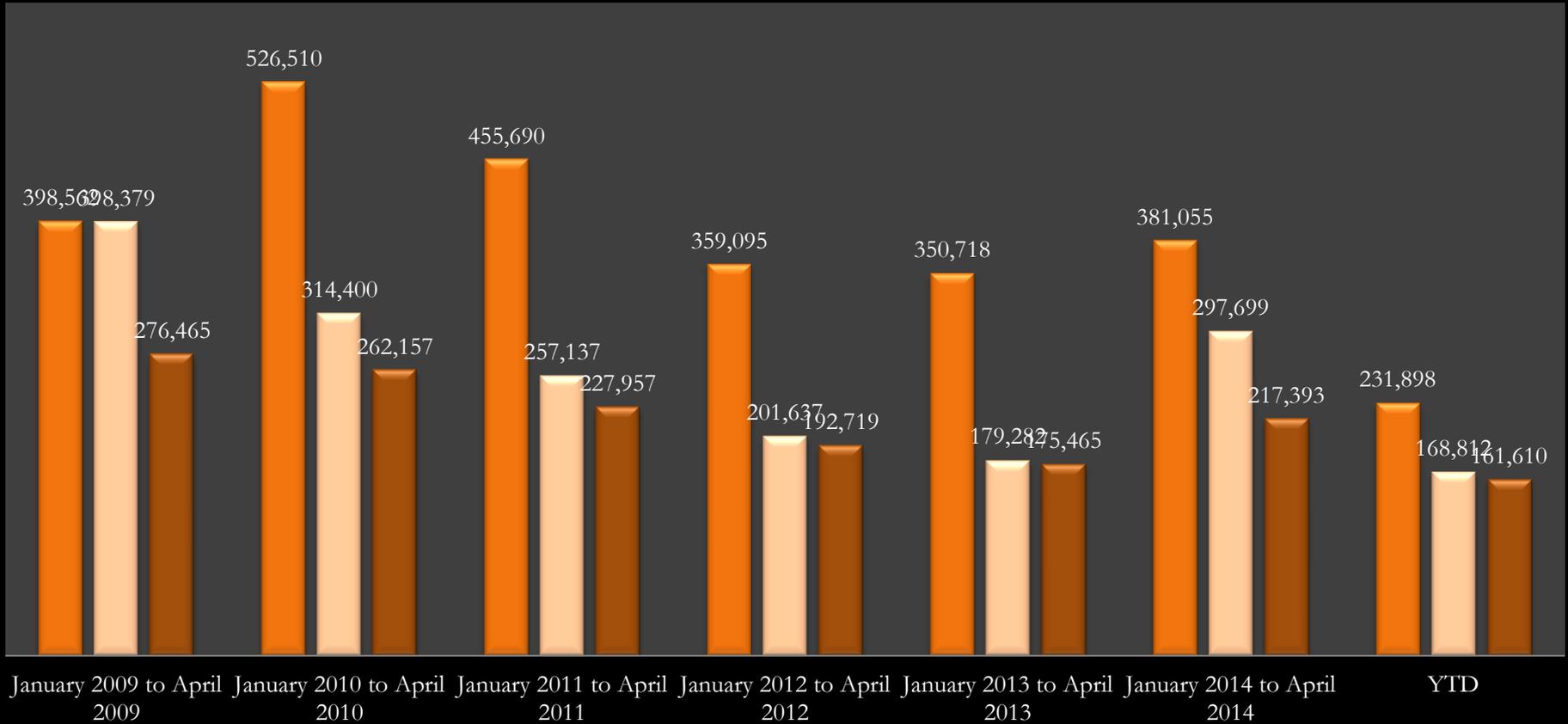
## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Apr-15	64,119	2,915

# Call Volume and Performance Levels by Period

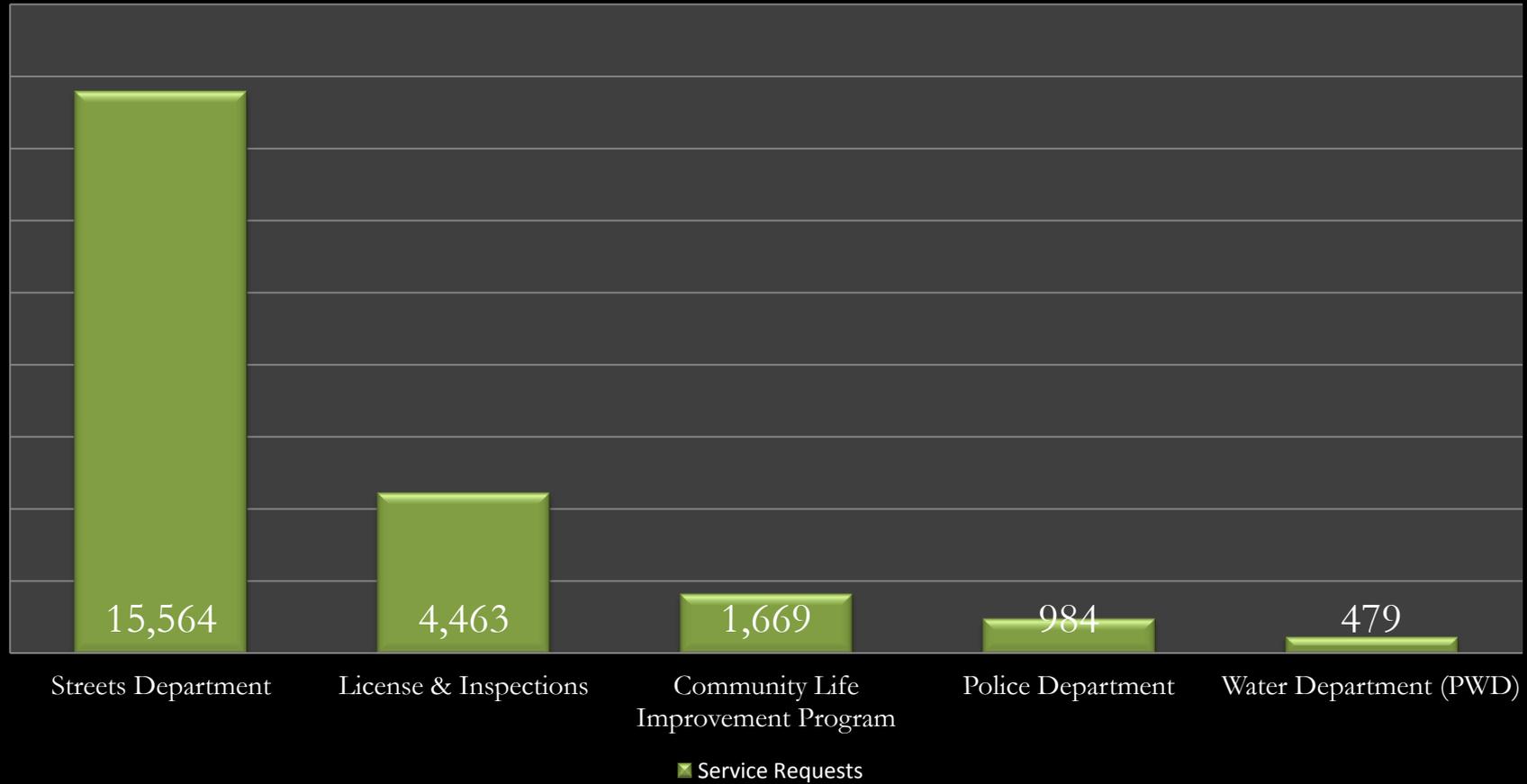
■ Calls Offered/Received   
 ■ Calls Accepted   
 ■ Calls Answered



Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
January 2009 to April 2009	398,562	398,379	276,465	69%
January 2010 to April 2010	526,510	314,400	262,157	83%
January 2011 to April 2011	455,690	257,137	227,957	89%
January 2012 to April 2012	359,095	201,637	192,719	96%
January 2013 to April 2013	350,718	179,282	175,465	98%
January 2014 to April 2014	381,055	297,699	217,393	73%
YTD	231,898	168,812	161,610	96%



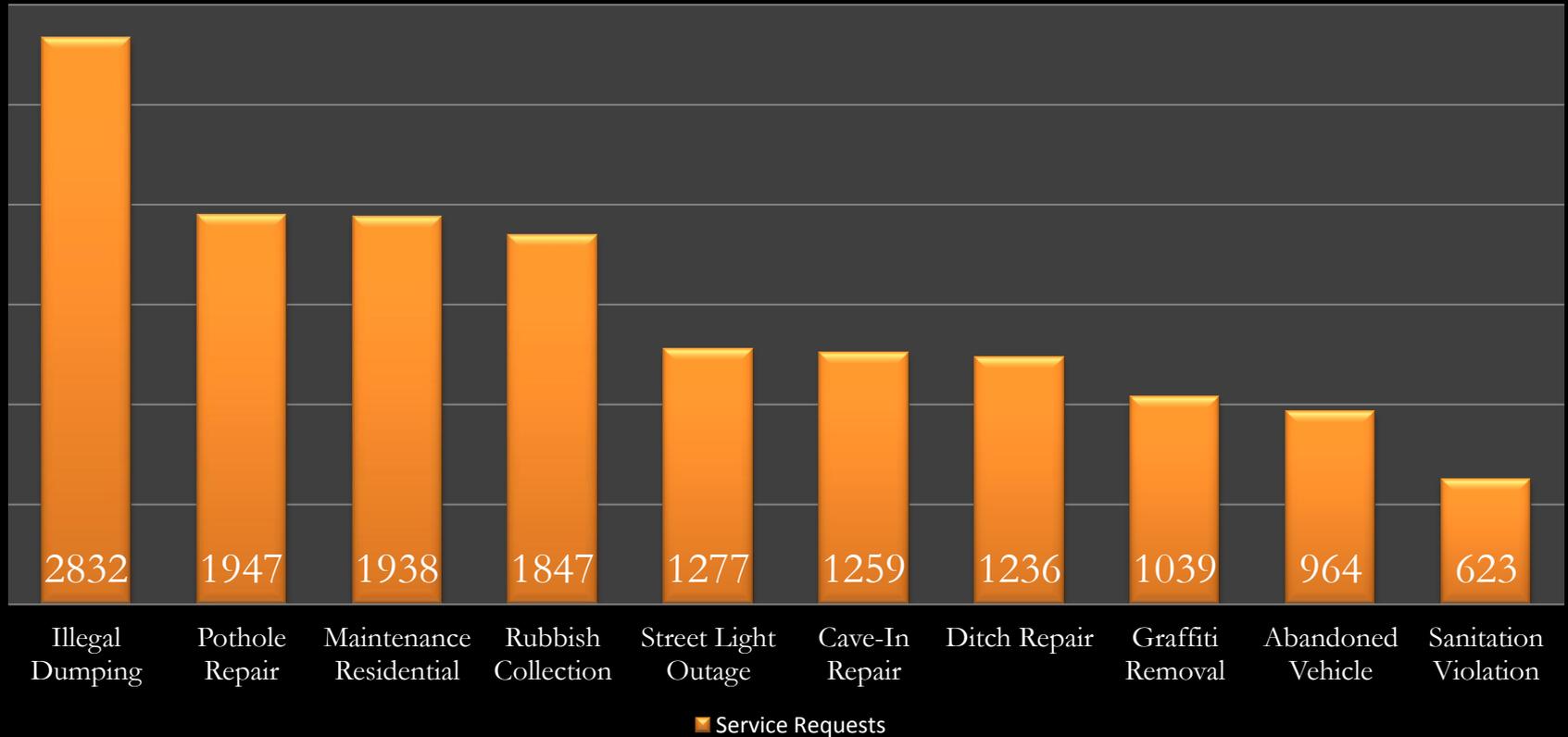
# April 2015 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	15,564	67.20%
License & Inspections	4,463	19.27%
Community Life Improvement Program	1,669	7.21%
Police Department	984	4.25%
Water Department (PWD)	479	2.07%



# April 2015 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Illegal Dumping	2832	18.93%
Pothole Repair	1947	13.01%
Maintenance Residential	1938	12.95%
Rubbish Collection	1847	12.34%
Street Light Outage	1277	8.53%
Cave-In Repair	1259	8.41%
Ditch Repair	1236	8.26%
Graffiti Removal	1039	6.94%
Abandoned Vehicle	964	6.44%
Sanitation Violation	623	4.16%



# Glossary

- **Calls Offered/Received:** total number of calls that came in to the Philly311 call center
- **Service Request:** a form completed by call center agents or city residents seeking assistance for a specific type of repair or other action. Once the form is completed; the request automatically transfers to a city department who then sends out workers to the site to investigate and fulfill the request

