



# 311 Contact Center Monthly Report

April 2013

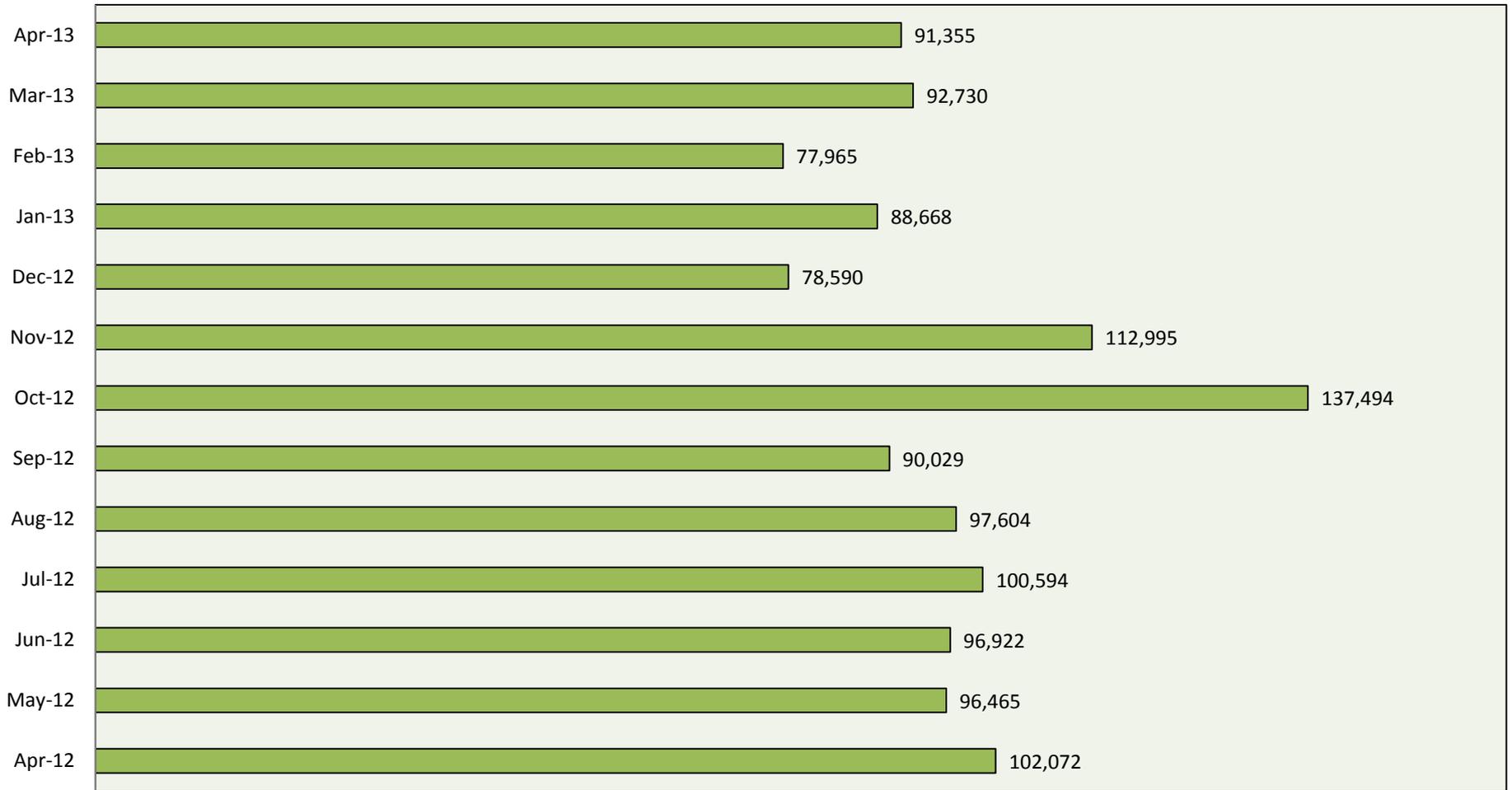
*Public*

# Observations & Analysis

This month's call volume was steady compared to March and attributed to the increased use of the Mobile App, Social Media, and the Philly311 website for customers to report concerns and service requests.

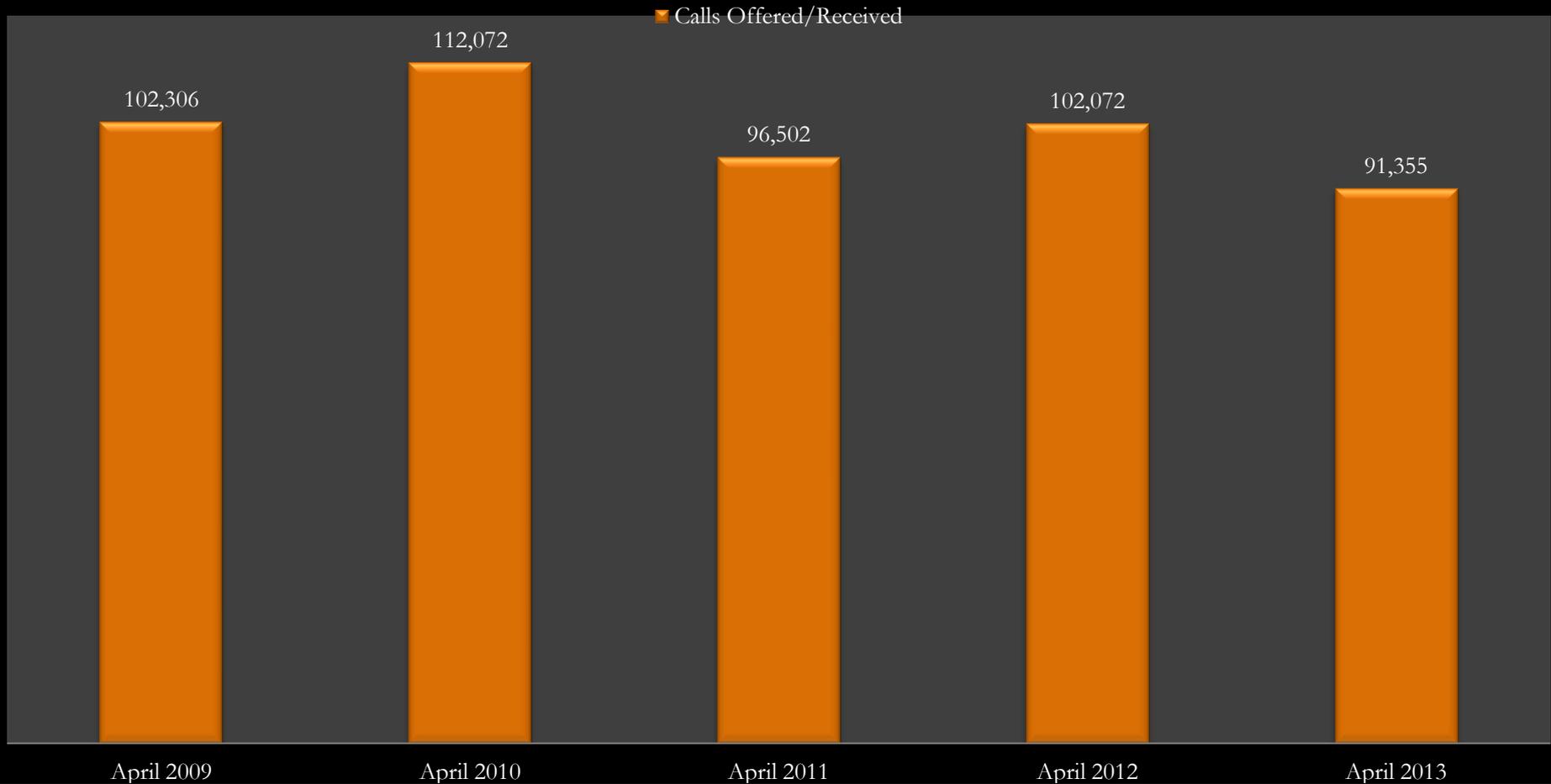


## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Apr-13	91,355	4,153

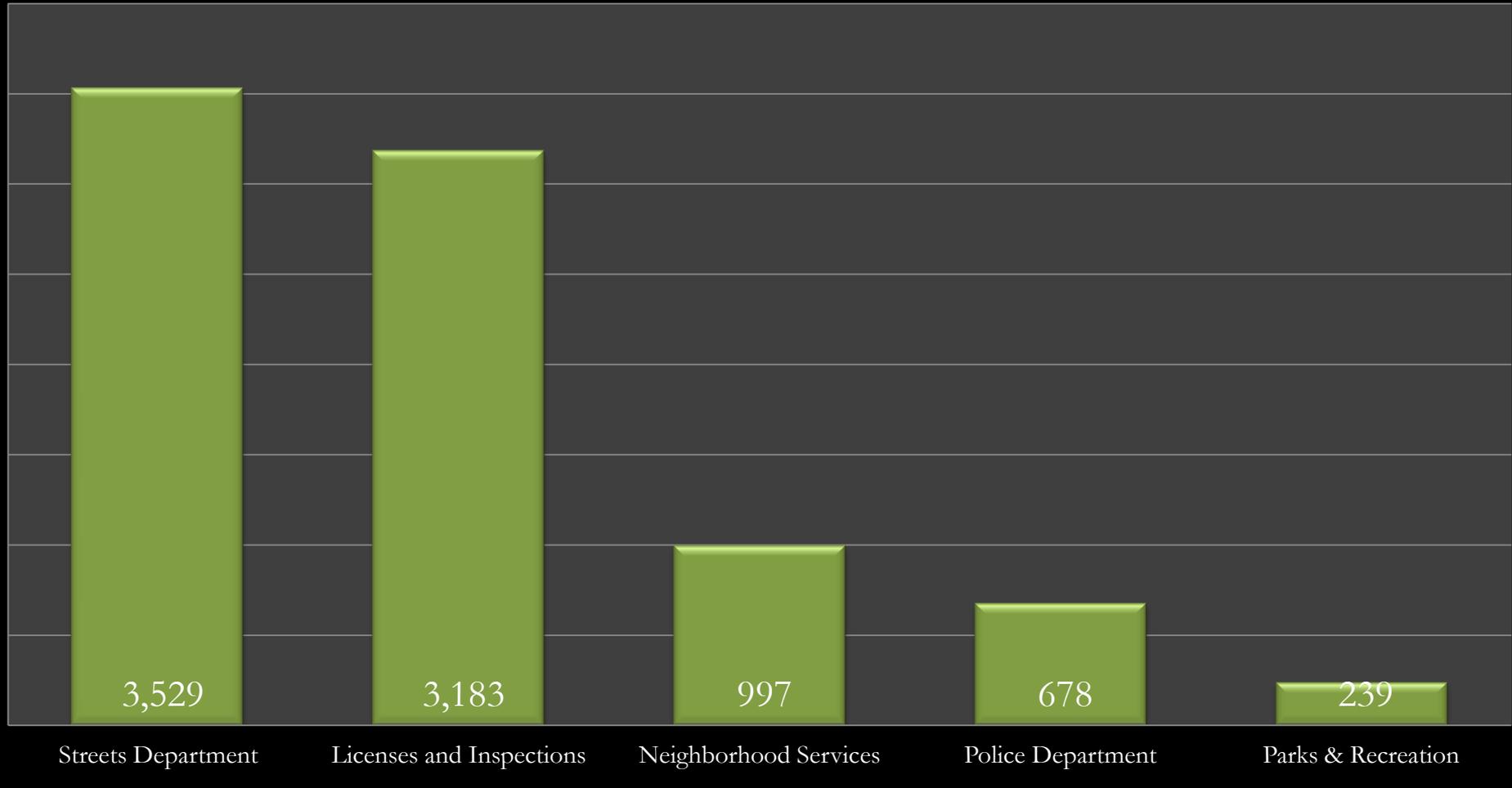
# April 2009-2013 Call Volume Comparison



Year	Calls Offered/Received
April 2009	102,306
April 2010	112,072
April 2011	96,502
April 2012	102,072
April 2013	91,355



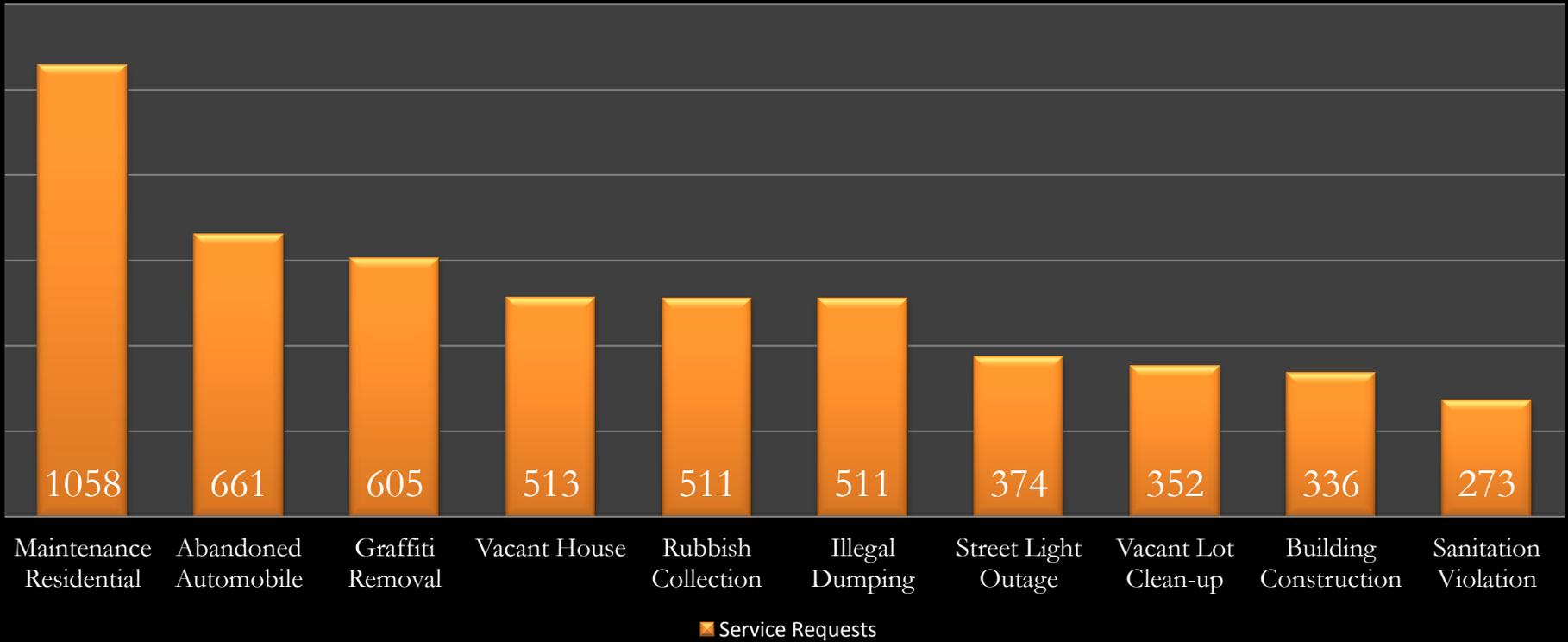
# April 2013 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	3,529	38.55%
Licenses and Inspections	3,183	34.85%
Neighborhood Services	997	10.81%
Police Department	678	8.13%
Parks & Recreation	239	2.89%



# April 2013 Top 10 Service Requests by Category

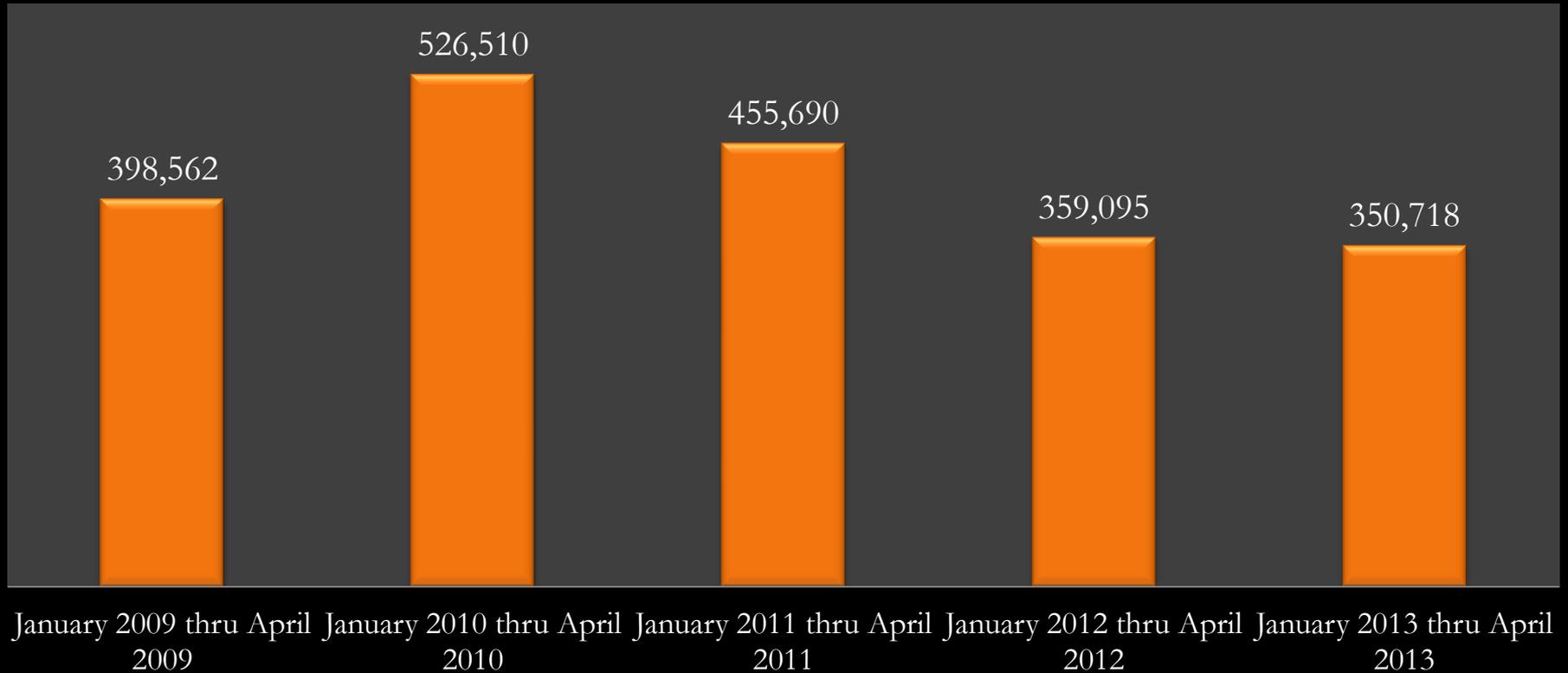


Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1058	11.71%
Abandoned Automobile	661	7.32%
Graffiti Removal	605	6.70%
Vacant House	513	5.68%
Rubbish Collection	511	5.66%
Illegal Dumping	511	5.66%
Street Light Outage	374	4.14%
Vacant Lot Clean-up	352	3.90%
Building Construction	336	3.72%
Sanitation Violation	273	3.02%



# Call Volume Period

■ Calls Offered/Received



Period	Calls Offered/Received
January 2009 thru April 2009	398,562
January 2010 thru April 2010	526,510
January 2011 thru April 2011	455,690
January 2012 thru April 2012	359,095
January 2013 thru April 2013	350,718



# 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

