

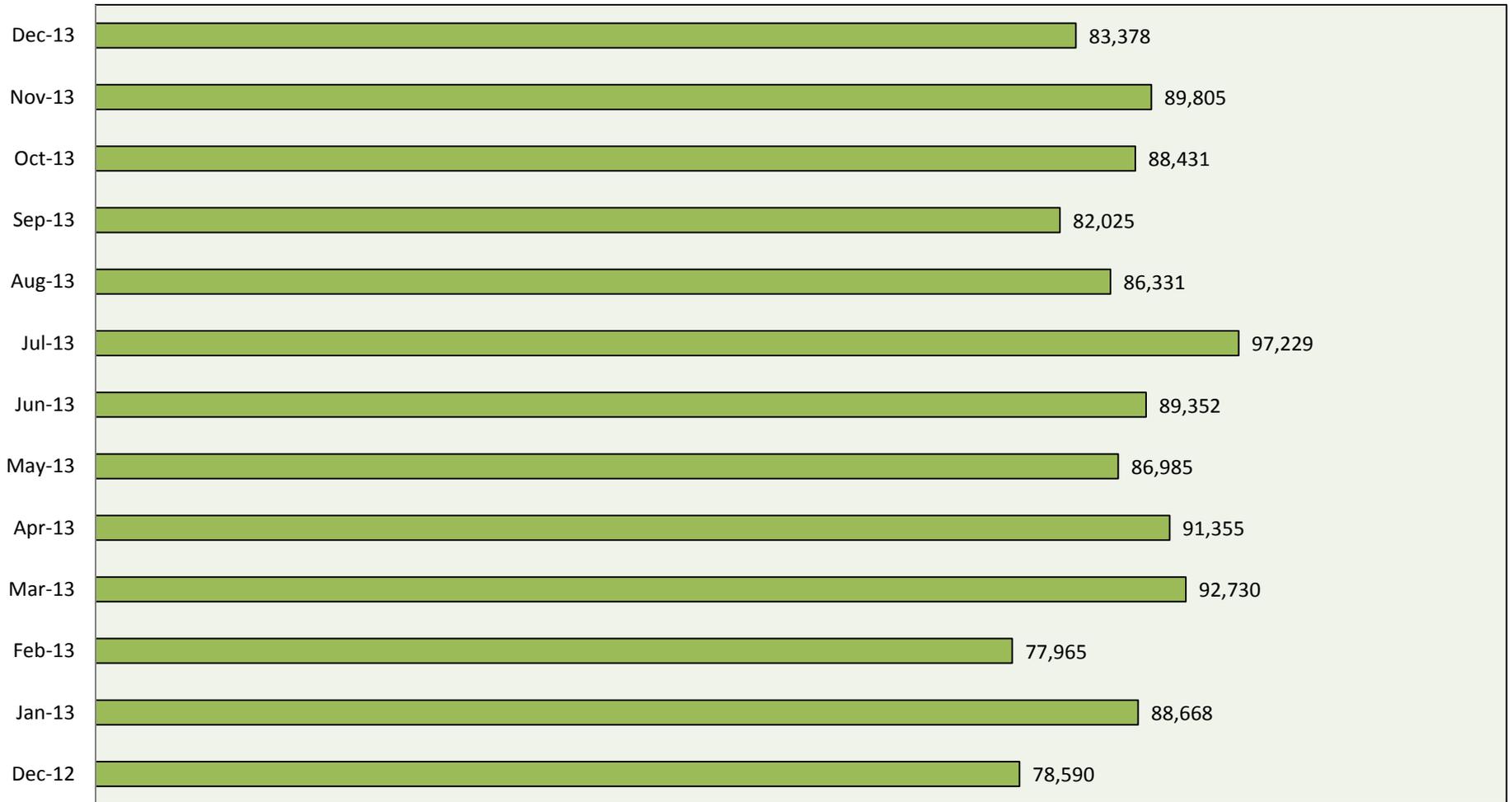


**311 Contact Center  
Monthly Report**

**December 2013**

*Public*

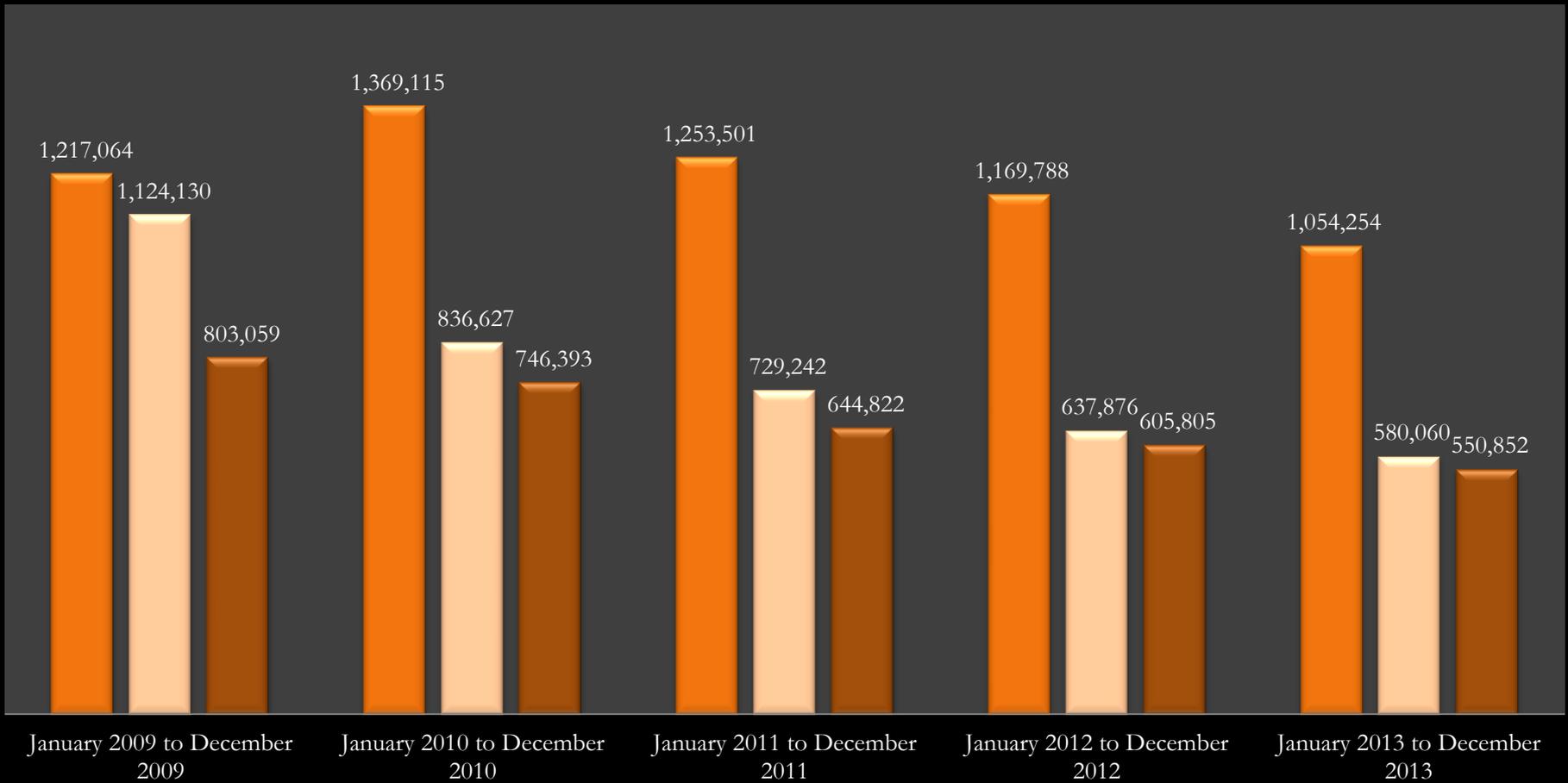
## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Dec-13	83,378	3,970

# Call Volume and Performance Levels by Period

■ Calls Offered/Received  
 ■ Calls Accepted  
 ■ Calls Answered

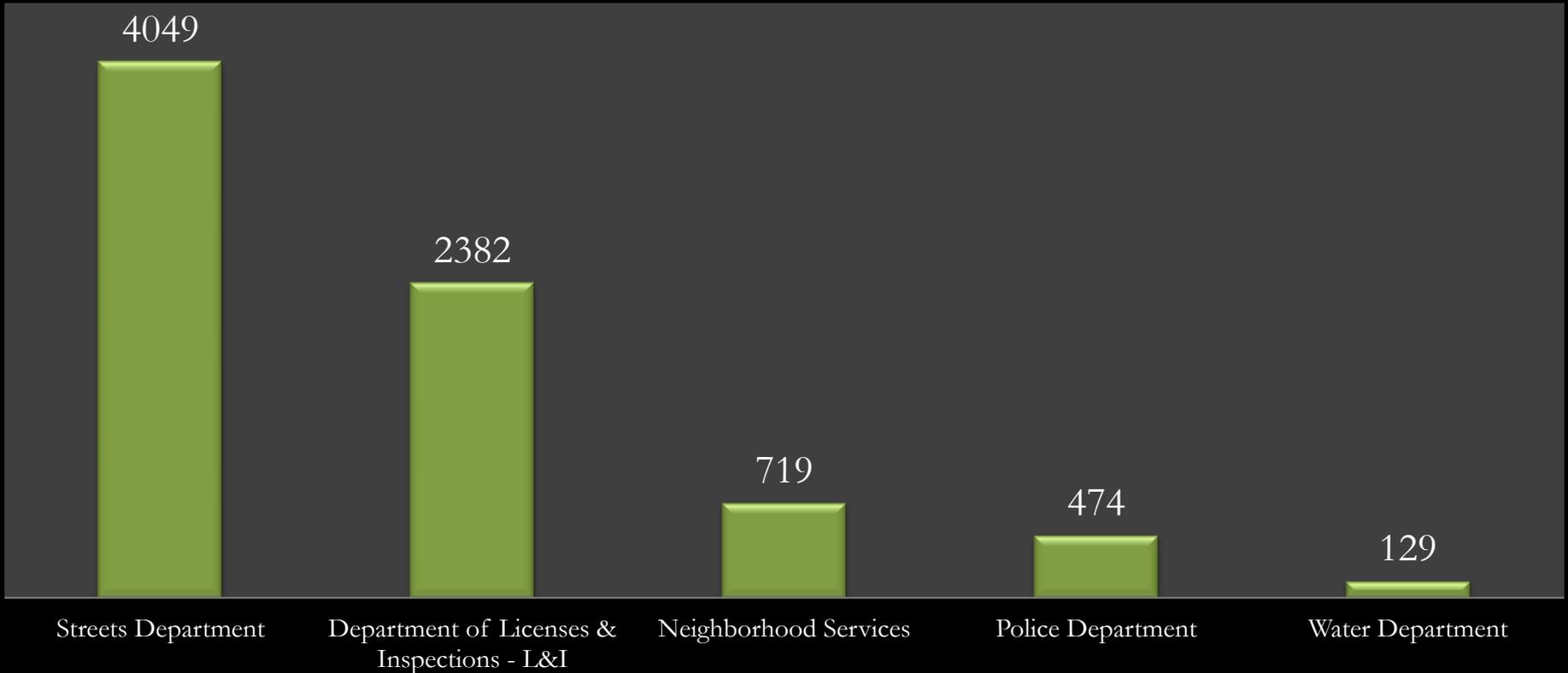


Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
January 2009 to December 2009	1,217,064	1,124,130	803,059	71%
January 2010 to December 2010	1,369,115	836,627	746,393	89%
January 2011 to December 2011	1,253,501	729,242	644,822	88%
January 2012 to December 2012	1,169,788	637,876	605,805	95%
January 2013 to December 2013	1,054,254	580,060	550,852	95%



# December 2013 Top 5 Service Requests by Department

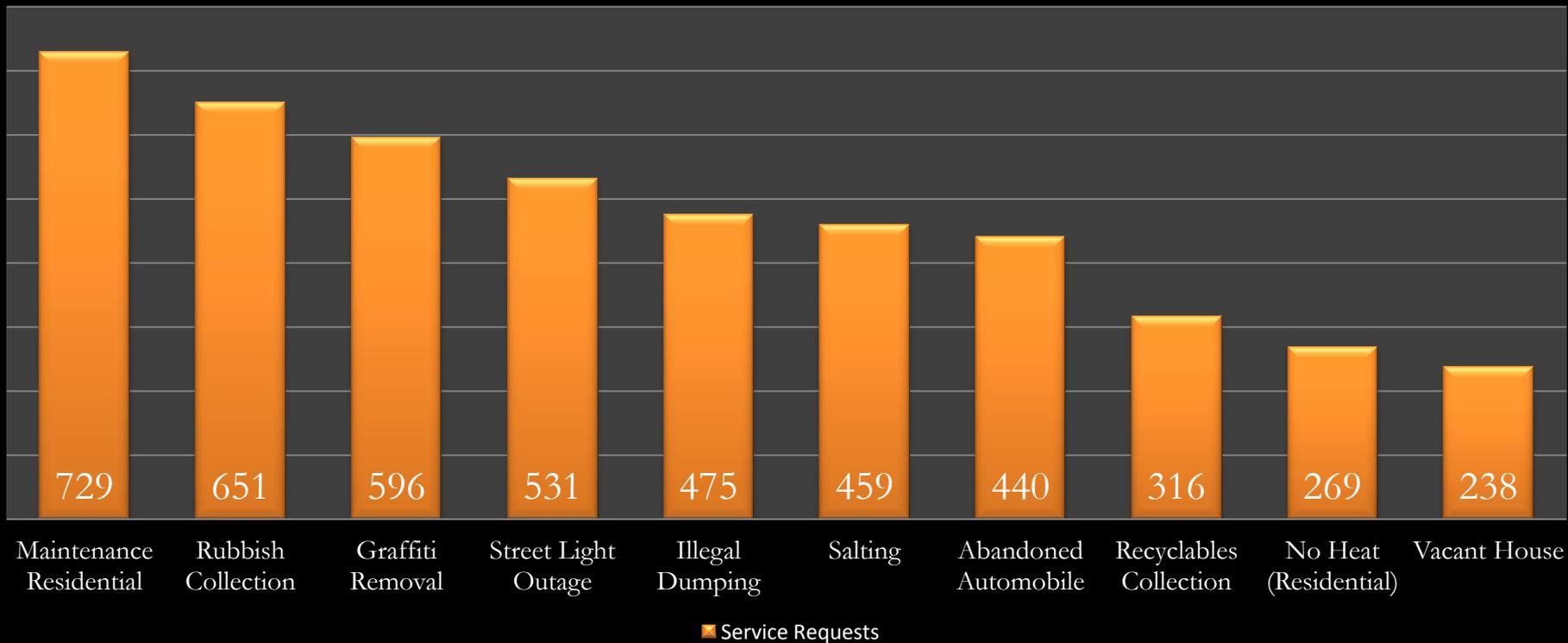
■ Service Requests



Top 5 Departments	Service Requests	% Service Requests
Streets Department	4049	52.22%
Department of Licenses & Inspections - L&I	2382	30.72%
Neighborhood Services	719	9.27%
Police Department	474	6.11%
Water Department	129	1.66%



# December 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests
Maintenance Residential	729
Rubbish Collection	651
Graffiti Removal	596
Street Light Outage	531
Illegal Dumping	475
Salting	459
Abandoned Automobile	440
Recyclables Collection	316
No Heat (Residential)	269
Vacant House	238



# 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

