

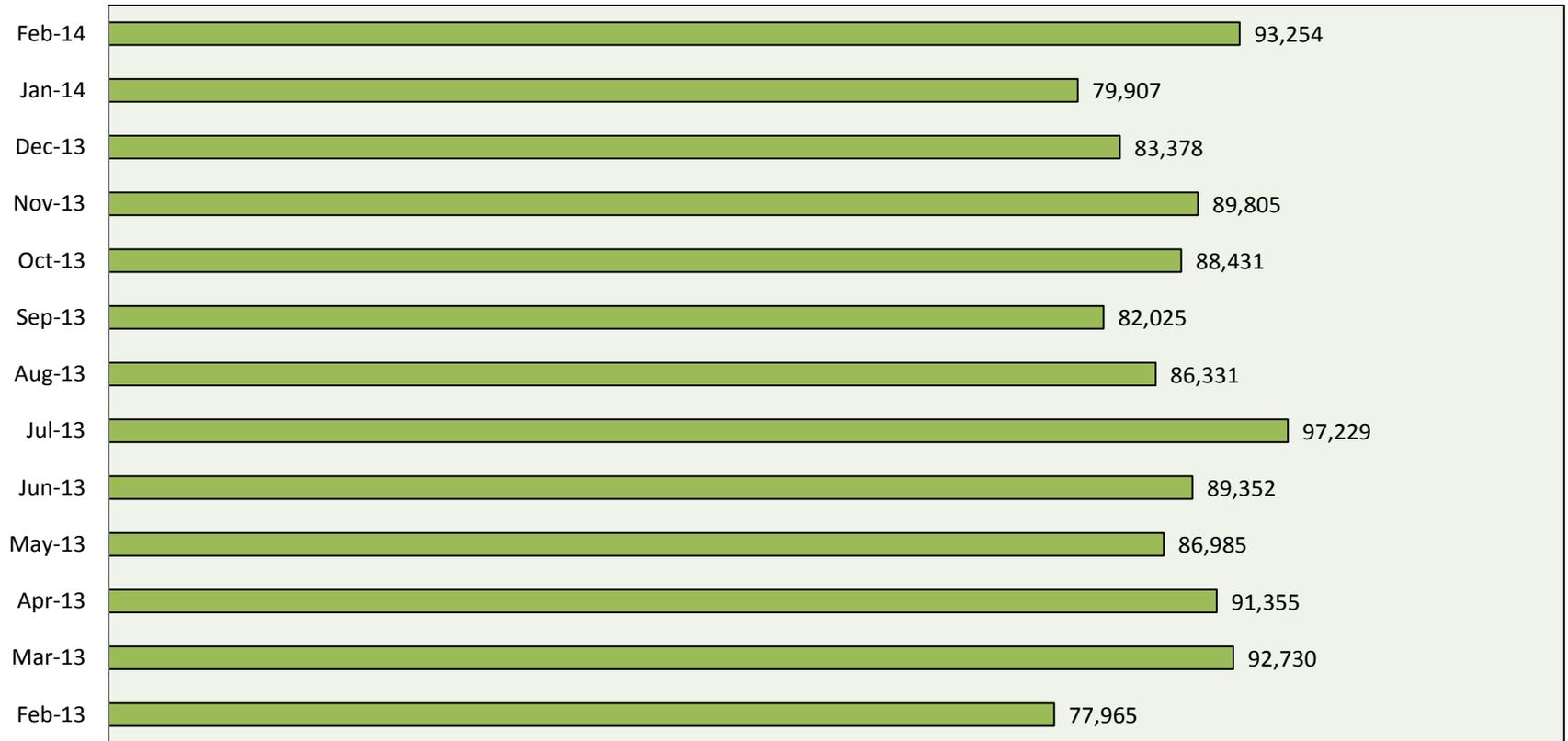


# 311 Contact Center Monthly Report

February 2014

*Public*

## Last 13 Months' of Call Volume by Month

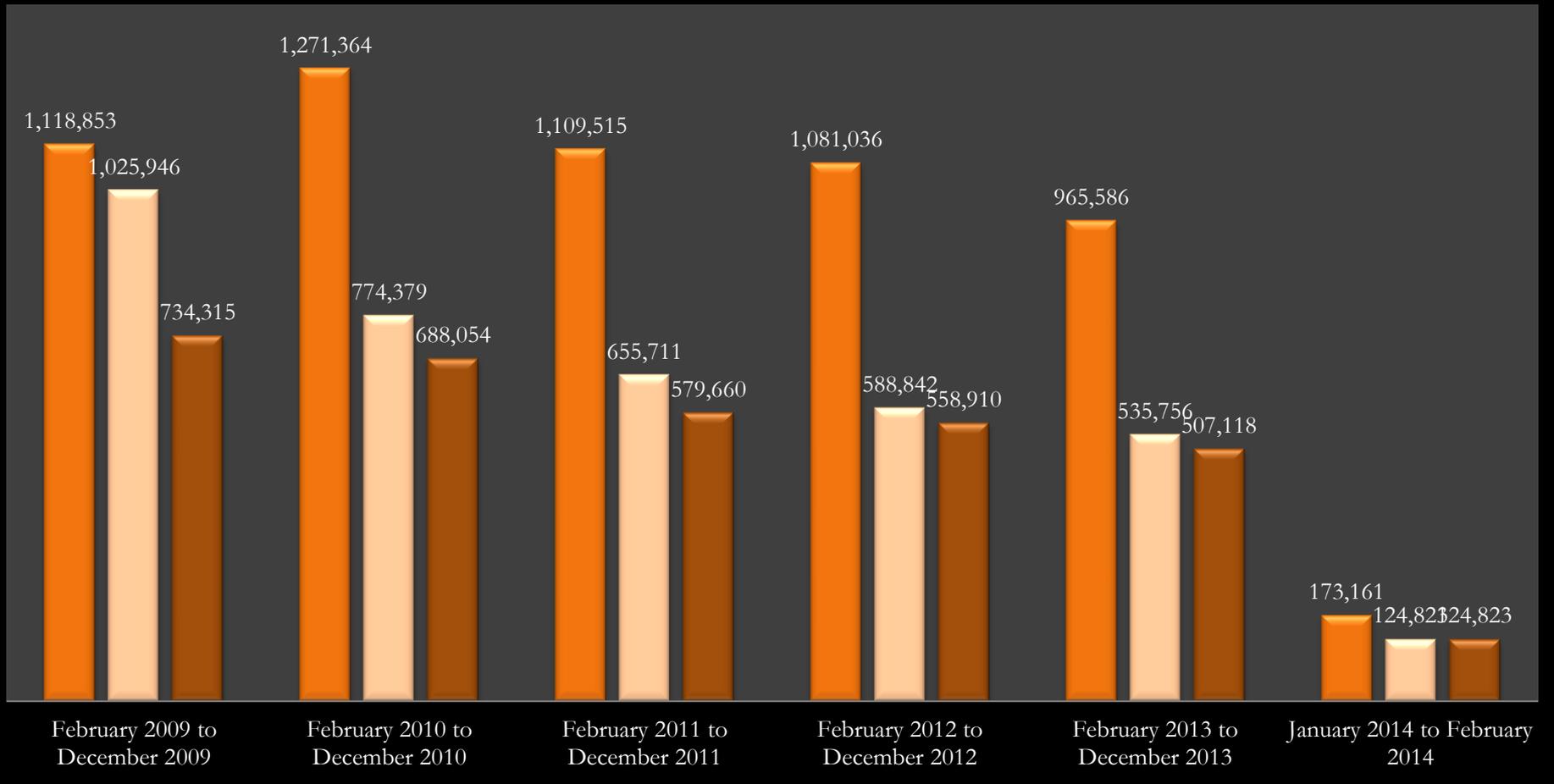


Month	Calls Offered/Received	Average Weekday Call Volume
Feb-14	93,254	4,908



# Call Volume and Performance Levels by Period

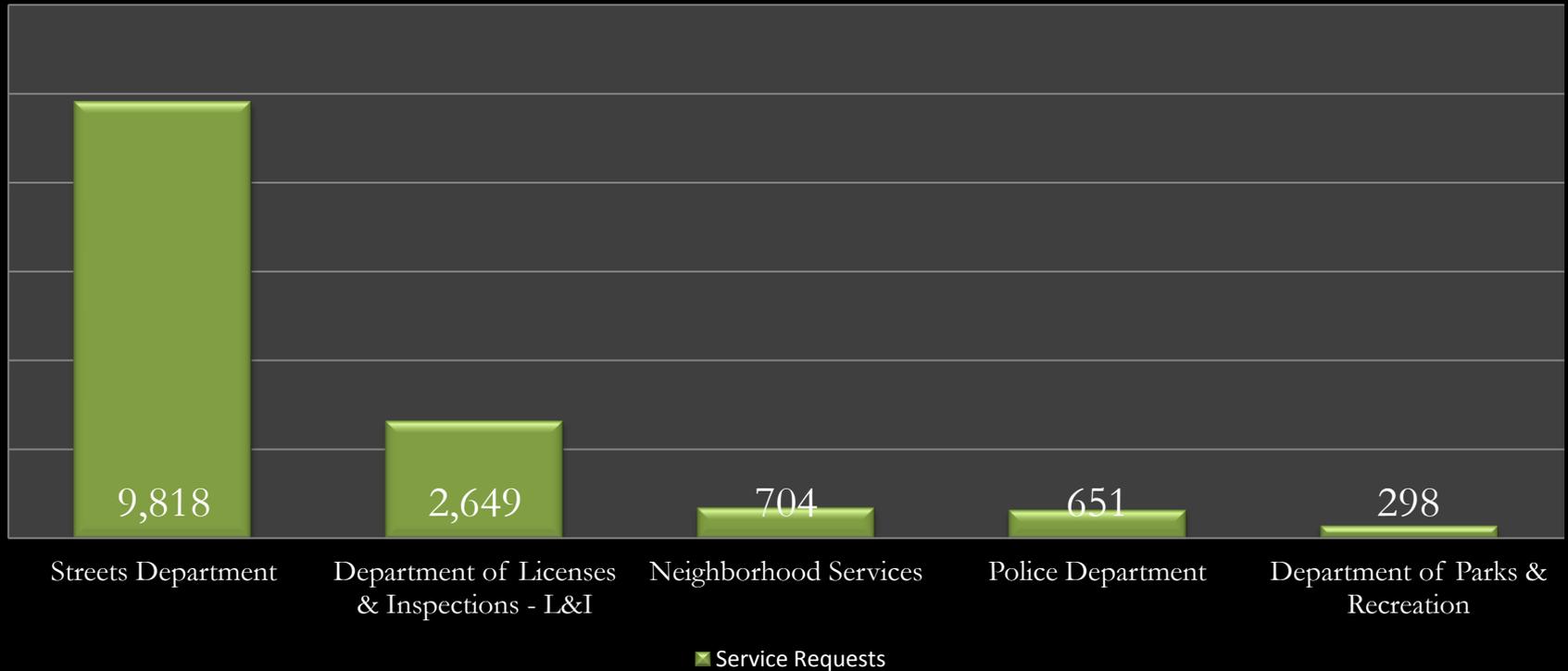
■ Calls Offered/Received  
 ■ Calls Accepted  
 ■ Calls Answered



Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
February 2009 to December 2009	1,118,853	1,025,946	734,315	72%
February 2010 to December 2010	1,271,364	774,379	688,054	89%
February 2011 to December 2011	1,109,515	655,711	579,660	88%
February 2012 to December 2012	1,081,036	588,842	558,910	95%
February 2013 to December 2013	965,586	535,756	507,118	95%
January 2014 to February 2014	173,161	124,823	124,823	100%



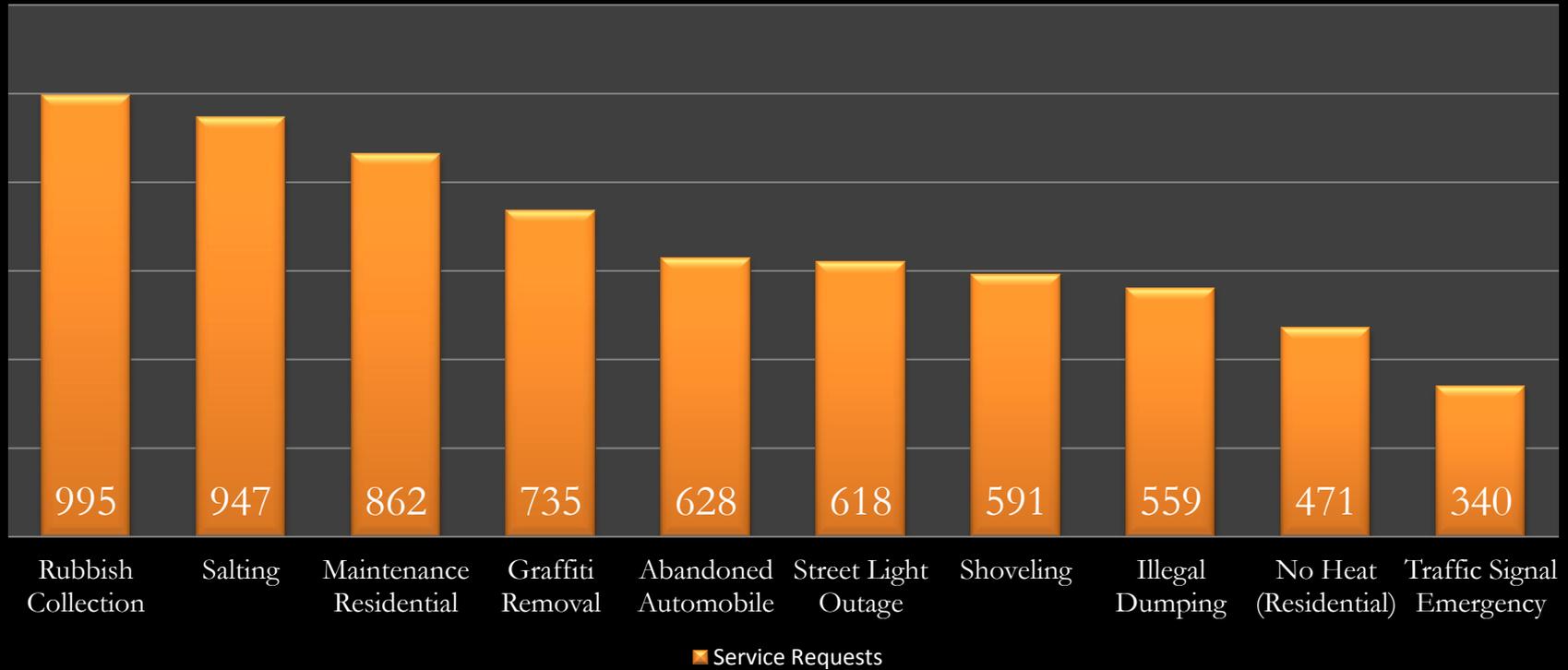
# February 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	9,818	69.53%
Department of Licenses & Inspections - L&I	2,649	18.76%
Neighborhood Services	704	4.99%
Police Department	651	4.61%
Department of Parks & Recreation	298	2.11%



# February 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Rubbish Collection	995	14.75%
Salting	947	14.04%
Maintenance Residential	862	12.78%
Graffiti Removal	735	10.90%
Abandoned Automobile	628	9.31%
Street Light Outage	618	9.16%
Shoveling	591	8.76%
Illegal Dumping	559	8.29%
No Heat (Residential)	471	6.98%
Traffic Signal Emergency	340	5.04%



# 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

