

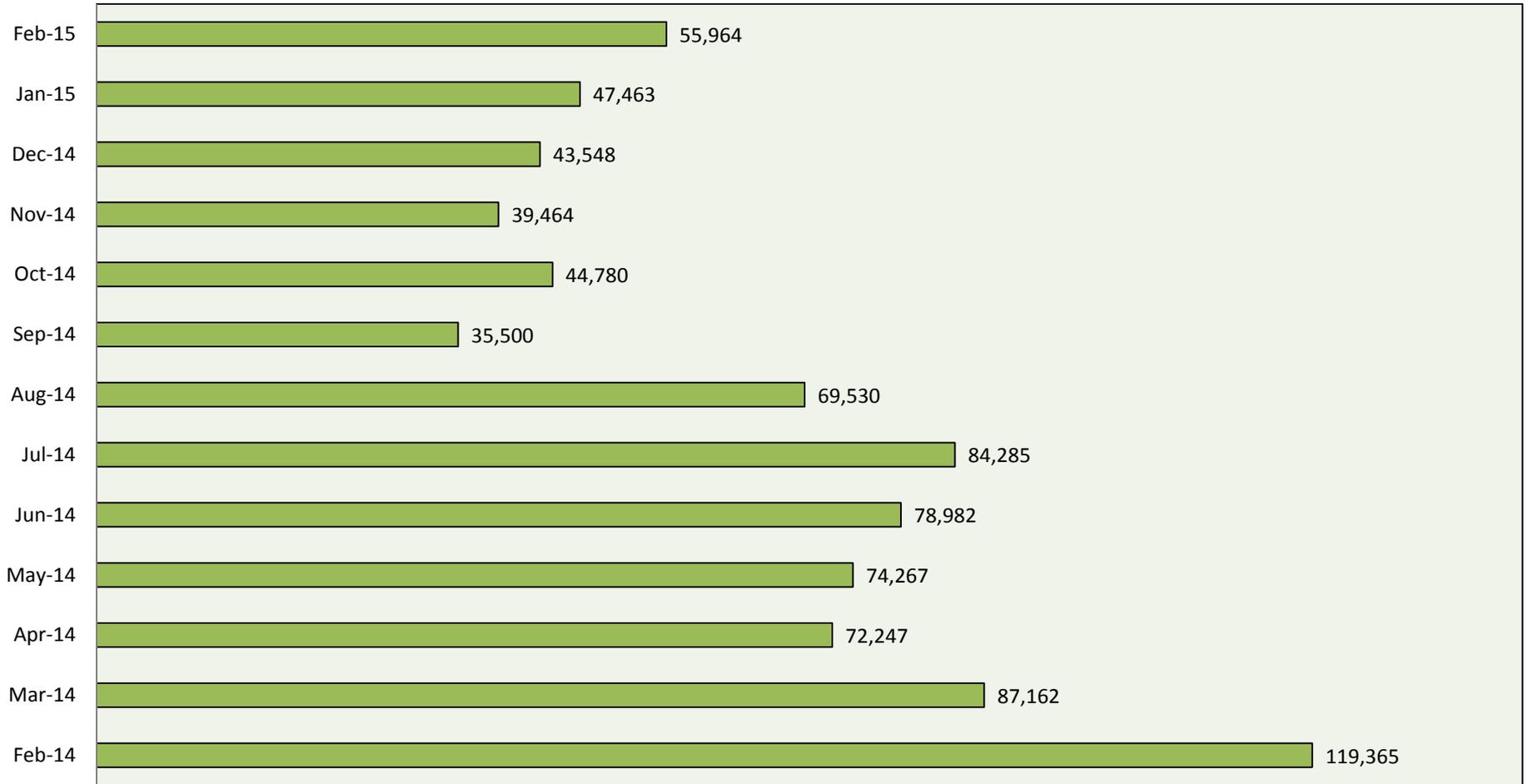


# 311 Contact Center Monthly Report

February 2015

*Public*

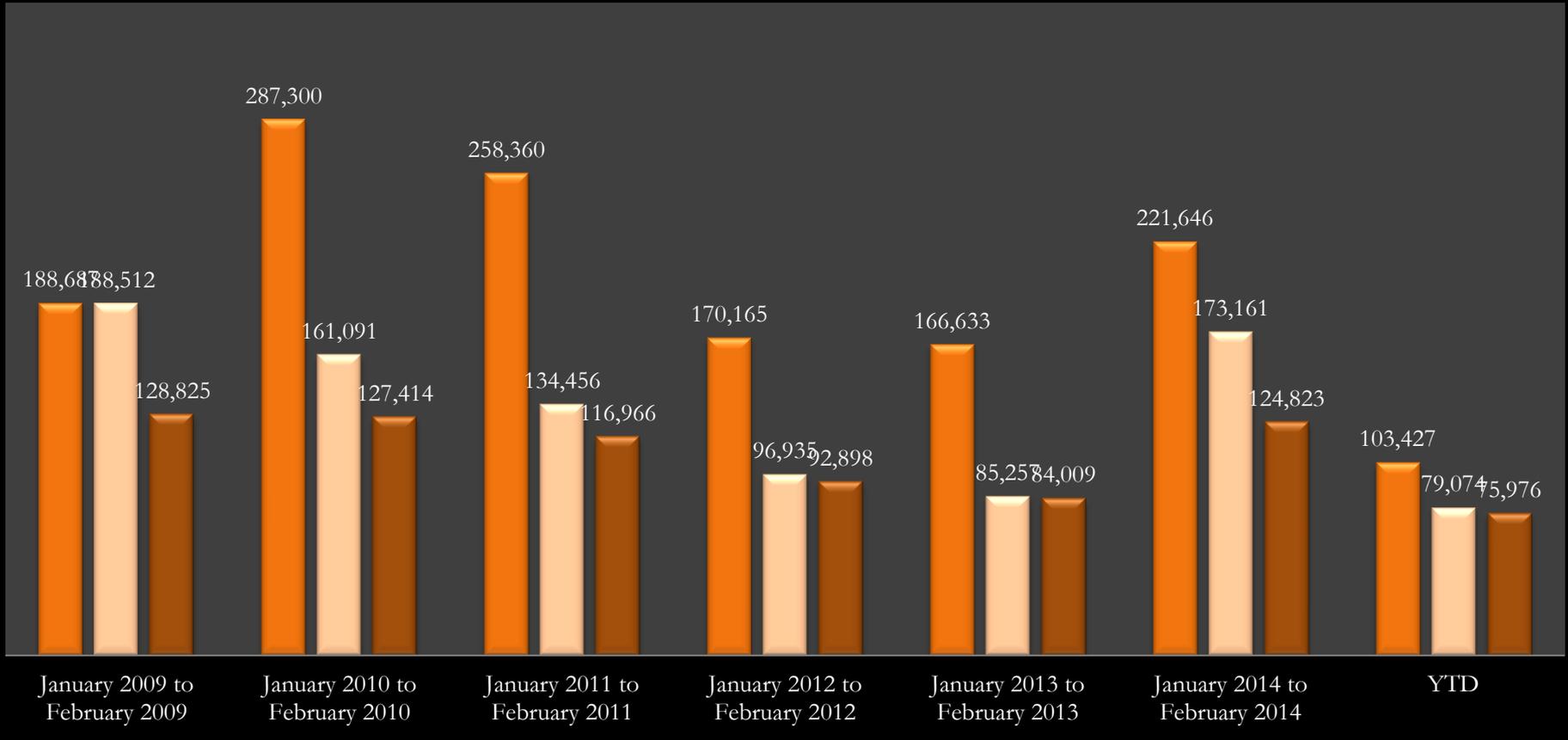
## Last 13 Months of Call Volume by Month



| Month  | Calls Offered/Received | Average Weekday Call Volume |
|--------|------------------------|-----------------------------|
| Feb-15 | 55,964                 | 2,945                       |

# Call Volume and Performance Levels by Period

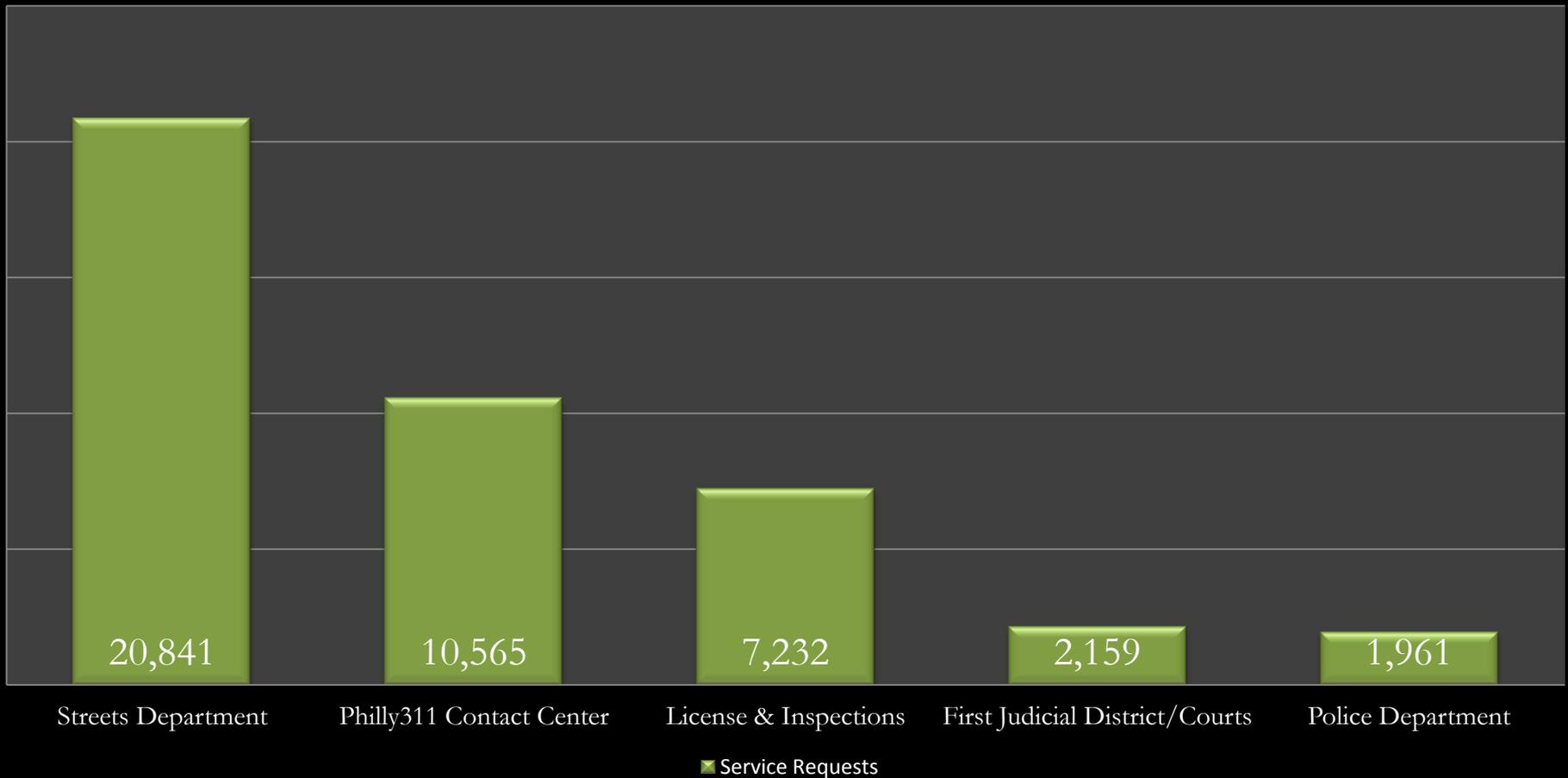
■ Calls Offered/Received   
 ■ Calls Accepted   
 ■ Calls Answered



| Period                        | Calls Offered/Received | Calls Accepted | Calls Answered | % Answered |
|-------------------------------|------------------------|----------------|----------------|------------|
| January 2009 to February 2009 | 188,687                | 188,512        | 128,825        | 68%        |
| January 2010 to February 2010 | 287,300                | 161,091        | 127,414        | 79%        |
| January 2011 to February 2011 | 258,360                | 134,456        | 116,966        | 87%        |
| January 2012 to February 2012 | 170,165                | 96,935         | 92,898         | 96%        |
| January 2013 to February 2013 | 166,633                | 85,257         | 84,009         | 99%        |
| January 2014 to February 2014 | 221,646                | 173,161        | 124,823        | 72%        |
| YTD                           | 103,427                | 79,074         | 75,976         | 96%        |



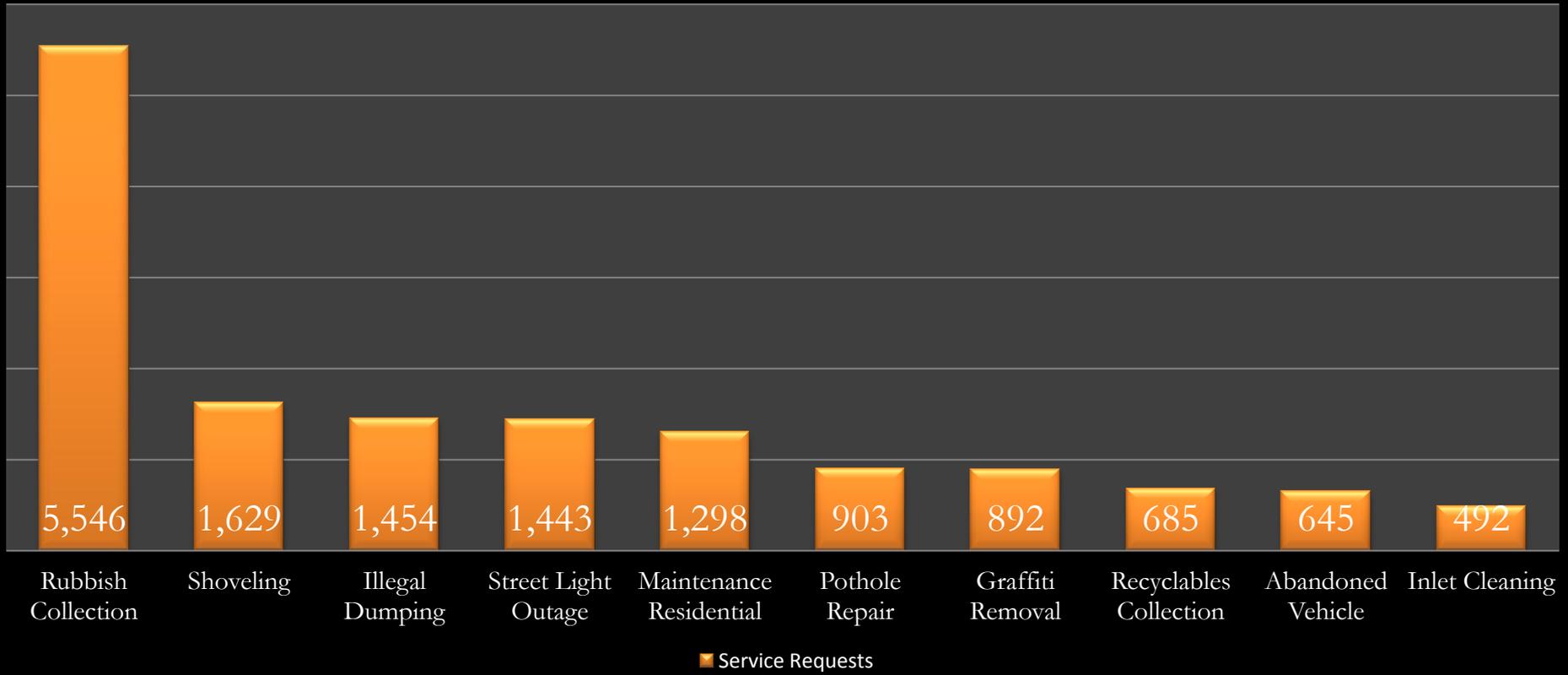
# February 2015 Top 5 Service Requests by Department



| Top 5 Departments              | Service Requests | % Service Requests |
|--------------------------------|------------------|--------------------|
| Streets Department             | 20,841           | 48.74%             |
| Philly311 Contact Center       | 10,565           | 24.71%             |
| License & Inspections          | 7,232            | 16.91%             |
| First Judicial District/Courts | 2,159            | 5.05%              |
| Police Department              | 1,961            | 4.59%              |



# February 2015 Top 10 Service Requests by Category



| Top 10 Service Requests | Service Requests | % Service Requests |
|-------------------------|------------------|--------------------|
| Rubbish Collection      | 5,546            | 37.01%             |
| Shoveling               | 1,629            | 10.87%             |
| Illegal Dumping         | 1,454            | 9.70%              |
| Street Light Outage     | 1,443            | 9.63%              |
| Maintenance Residential | 1,298            | 8.66%              |
| Pothole Repair          | 903              | 6.03%              |
| Graffiti Removal        | 892              | 5.95%              |
| Recyclables Collection  | 685              | 4.57%              |
| Abandoned Vehicle       | 645              | 4.30%              |
| Inlet Cleaning          | 492              | 3.28%              |



# 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

