

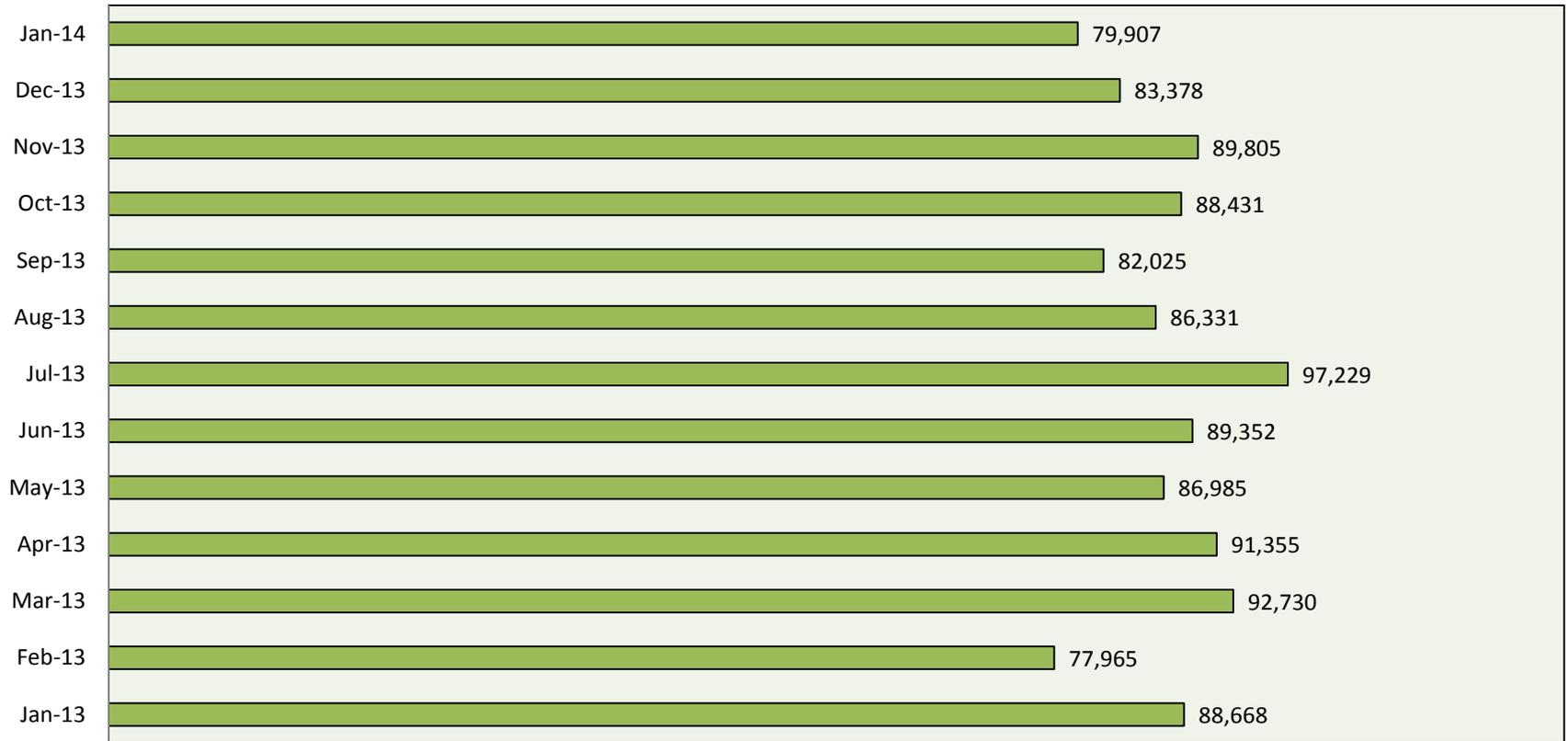


311 Contact Center Monthly Report

January 2014

Public

Last 13 Months' of Call Volume by Month

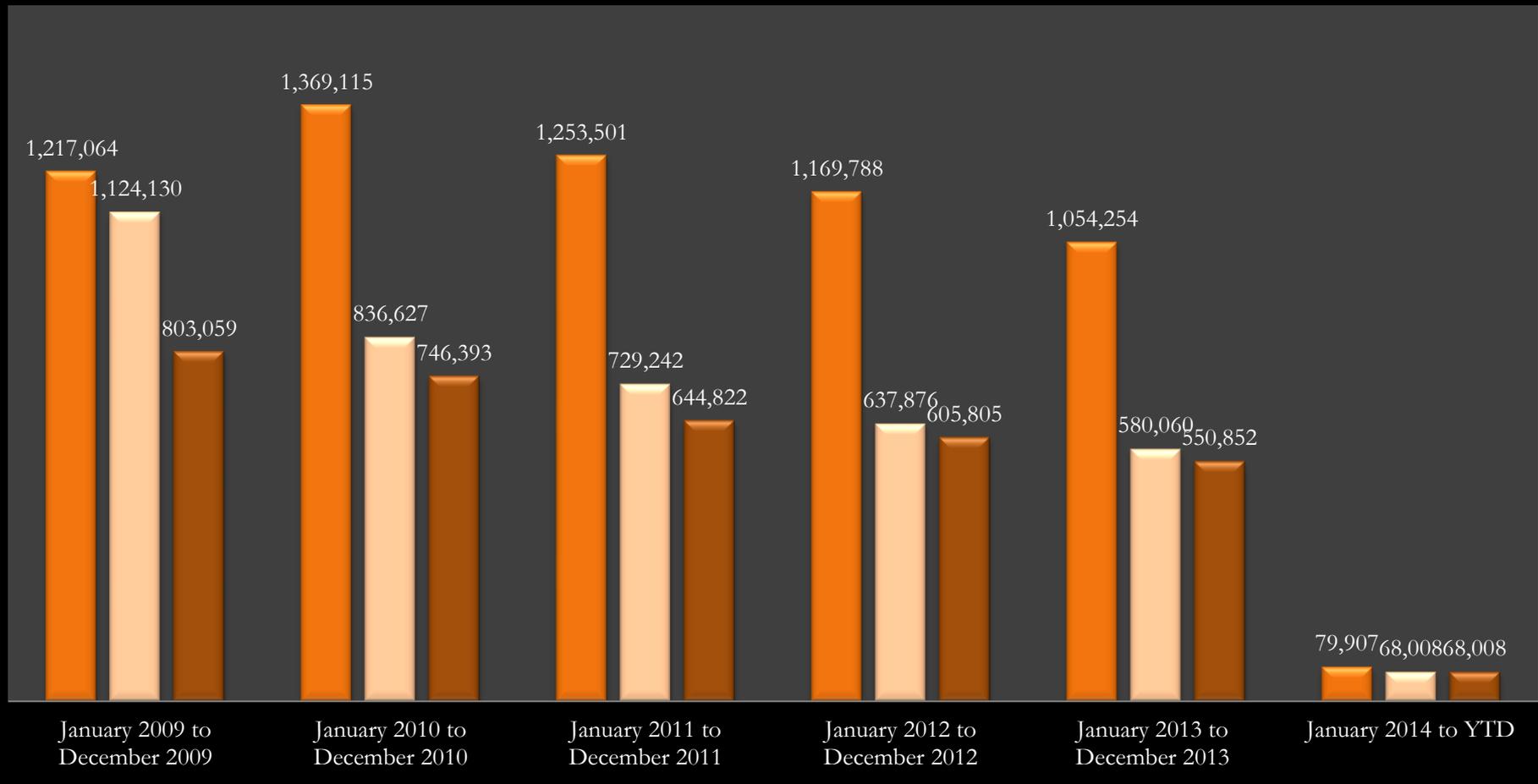


Month	Calls Offered/Received	Average Weekday Call Volume
Jan-14	79,907	3,632



Call Volume and Performance Levels by Period

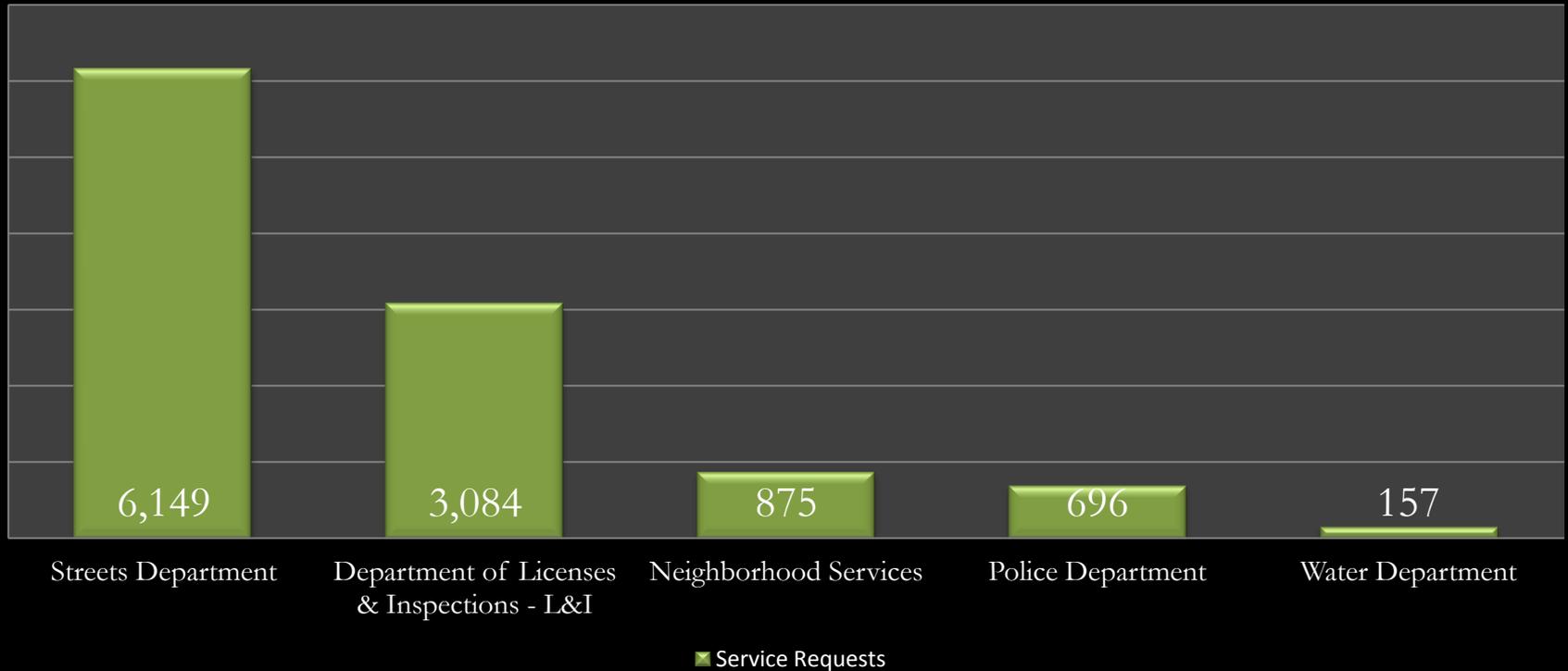
■ Calls Offered/Received
 ■ Calls Accepted
 ■ Calls Answered



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%
January 2014 to YTD	79,907	68,008	68,008	100%



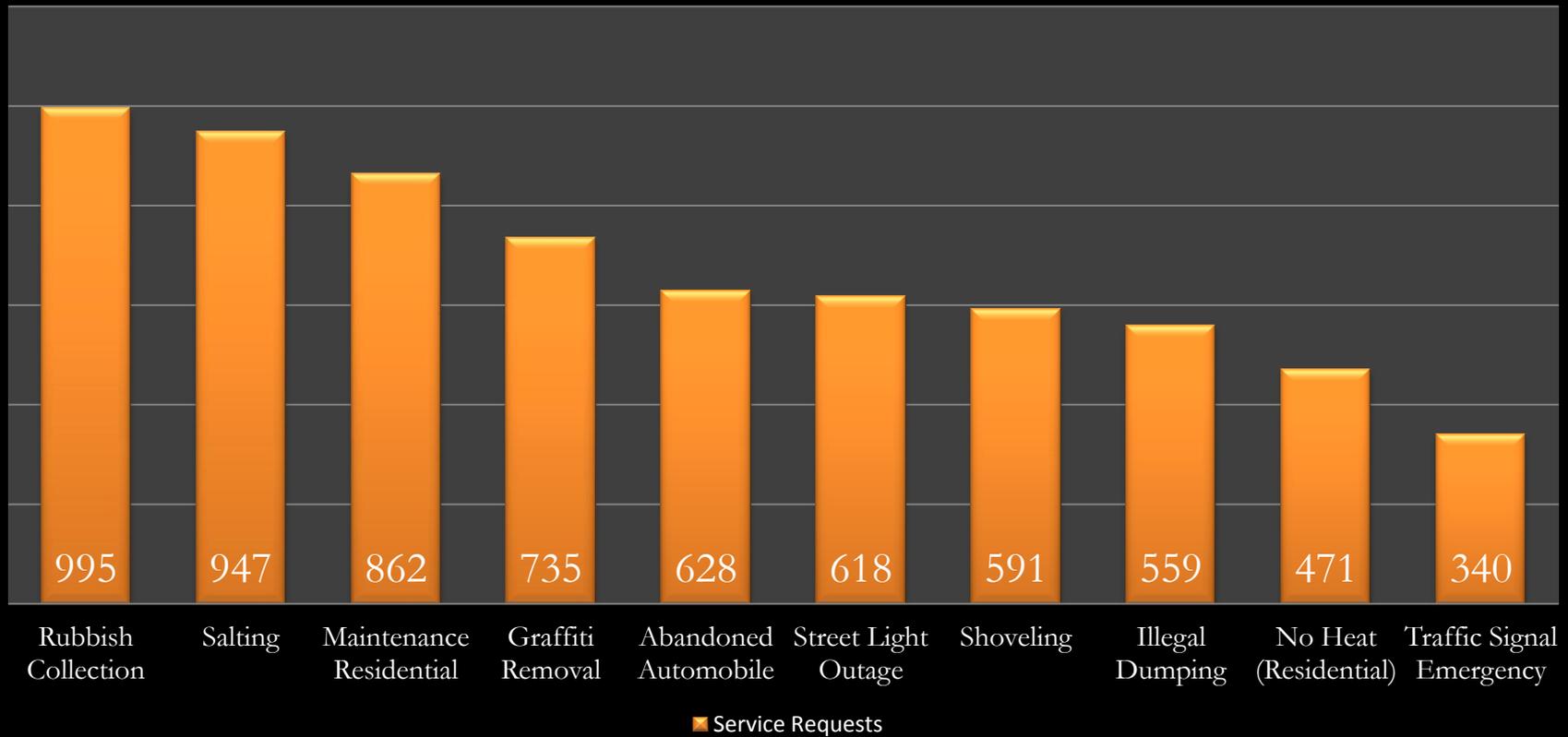
January 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	6,149	56.10%
Department of Licenses & Inspections - L&I	3,084	28.14%
Neighborhood Services	875	7.98%
Police Department	696	6.35%
Water Department	157	1.43%



January 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

