

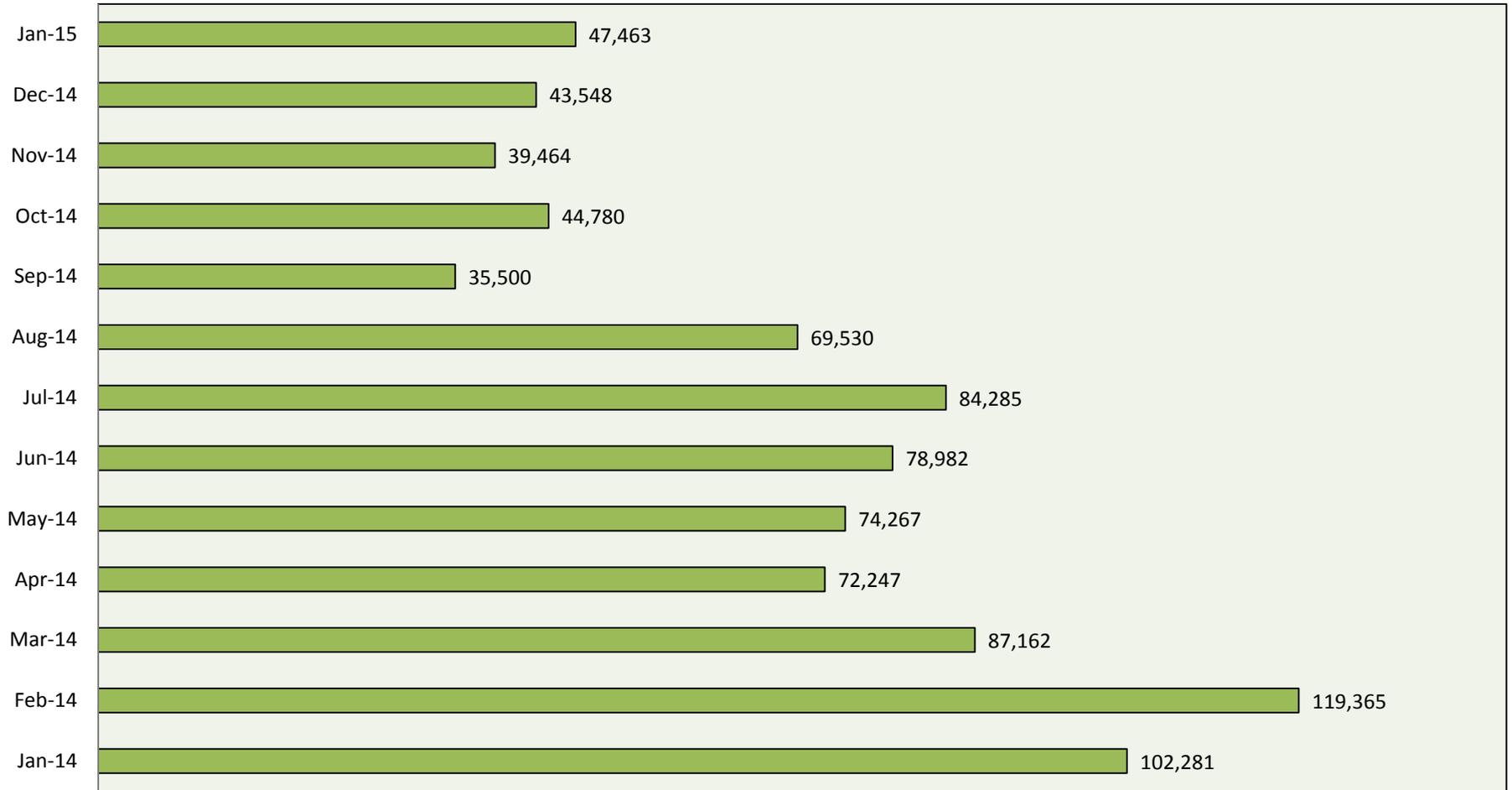


# **311 Contact Center Monthly Report**

**January 2015**

*Public*

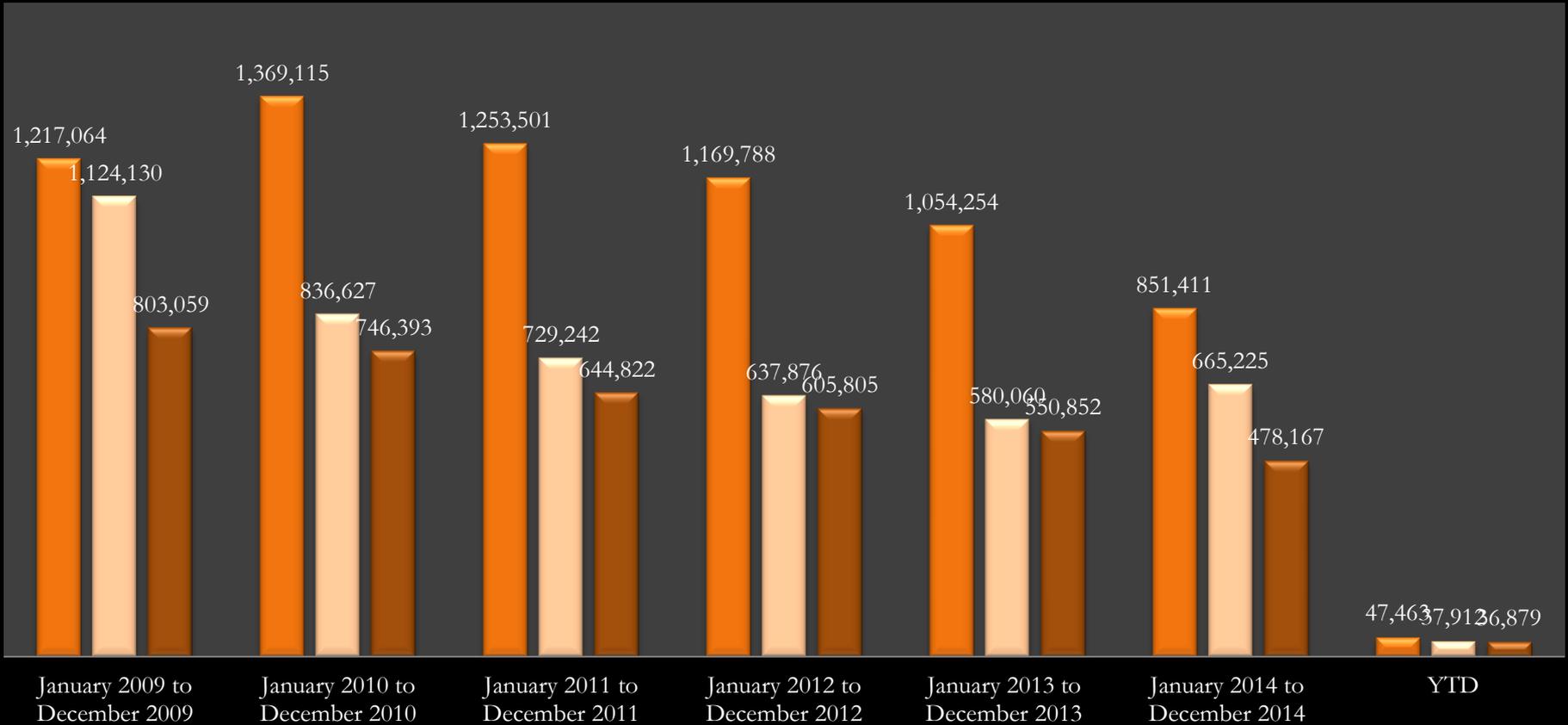
## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Jan-15	47,463	2,373

# Call Volume and Performance Levels by Period

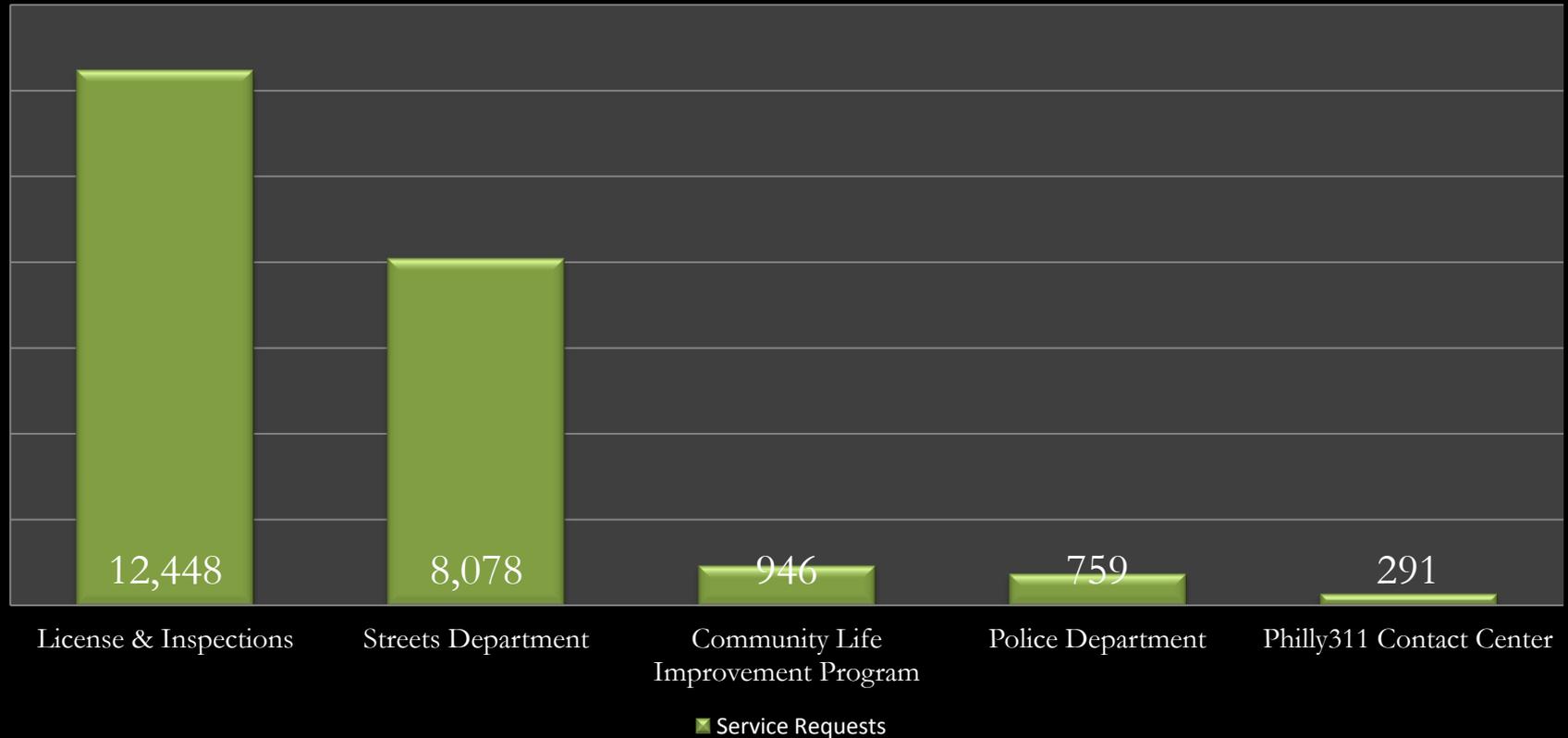
■ Calls Offered/Received   
 ■ Calls Accepted   
 ■ Calls Answered



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 December 2014	851,411	665,225	478,167	72%
YTD	47,463	37,912	36,879	97%



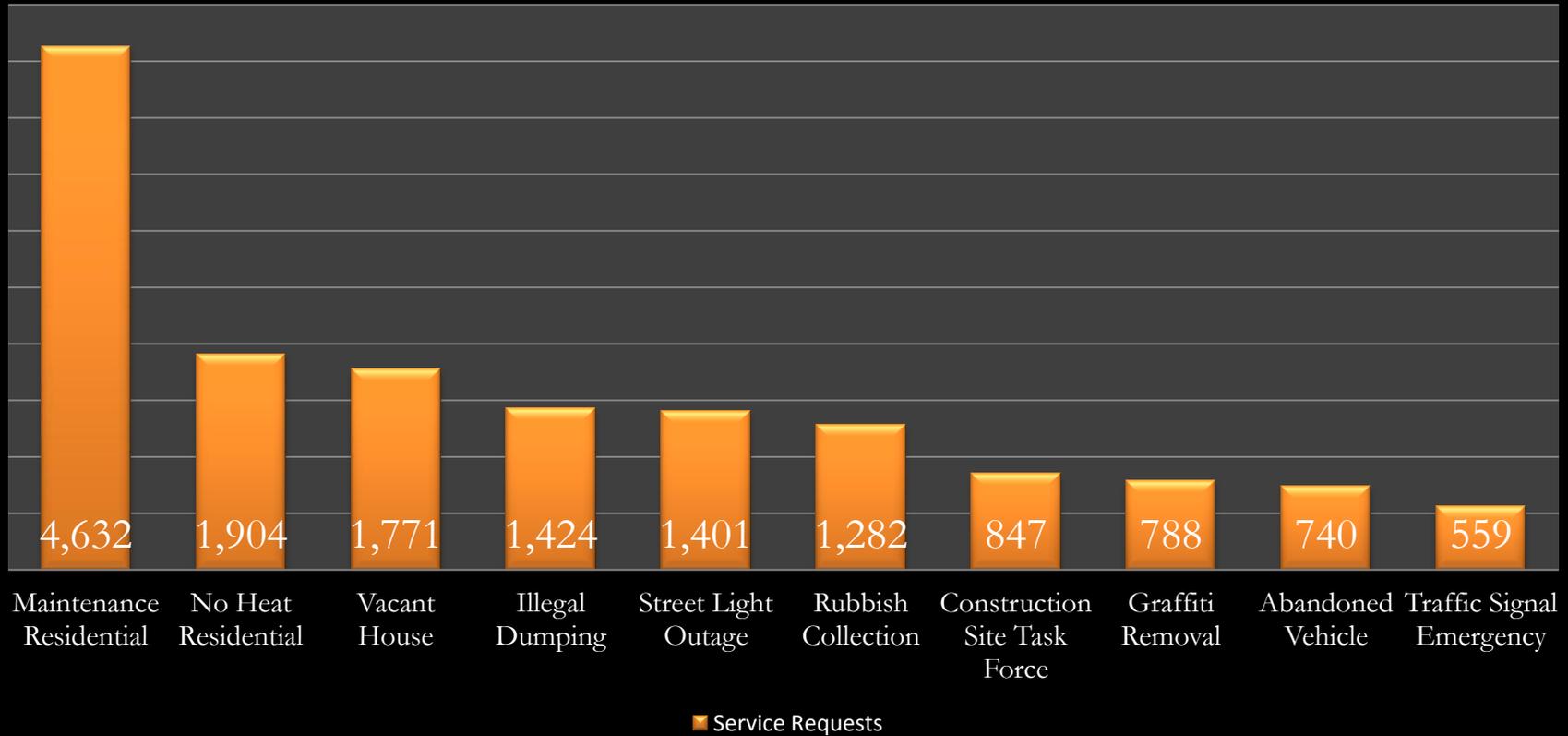
# January 2015 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
License & Inspections	12,448	55.27%
Streets Department	8,078	35.87%
Community Life Improvement Program	946	4.20%
Police Department	759	3.37%
Philly311 Contact Center	291	1.29%



# January 2015 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	4,632	30.18%
No Heat Residential	1,904	12.41%
Vacant House	1,771	11.54%
Illegal Dumping	1,424	9.28%
Street Light Outage	1,401	9.13%
Rubbish Collection	1,282	8.35%
Construction Site Task Force	847	5.52%
Graffiti Removal	788	5.13%
Abandoned Vehicle	740	4.82%
Traffic Signal Emergency	559	3.64%



# 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

