



311 Contact Center Monthly Report

July 2013

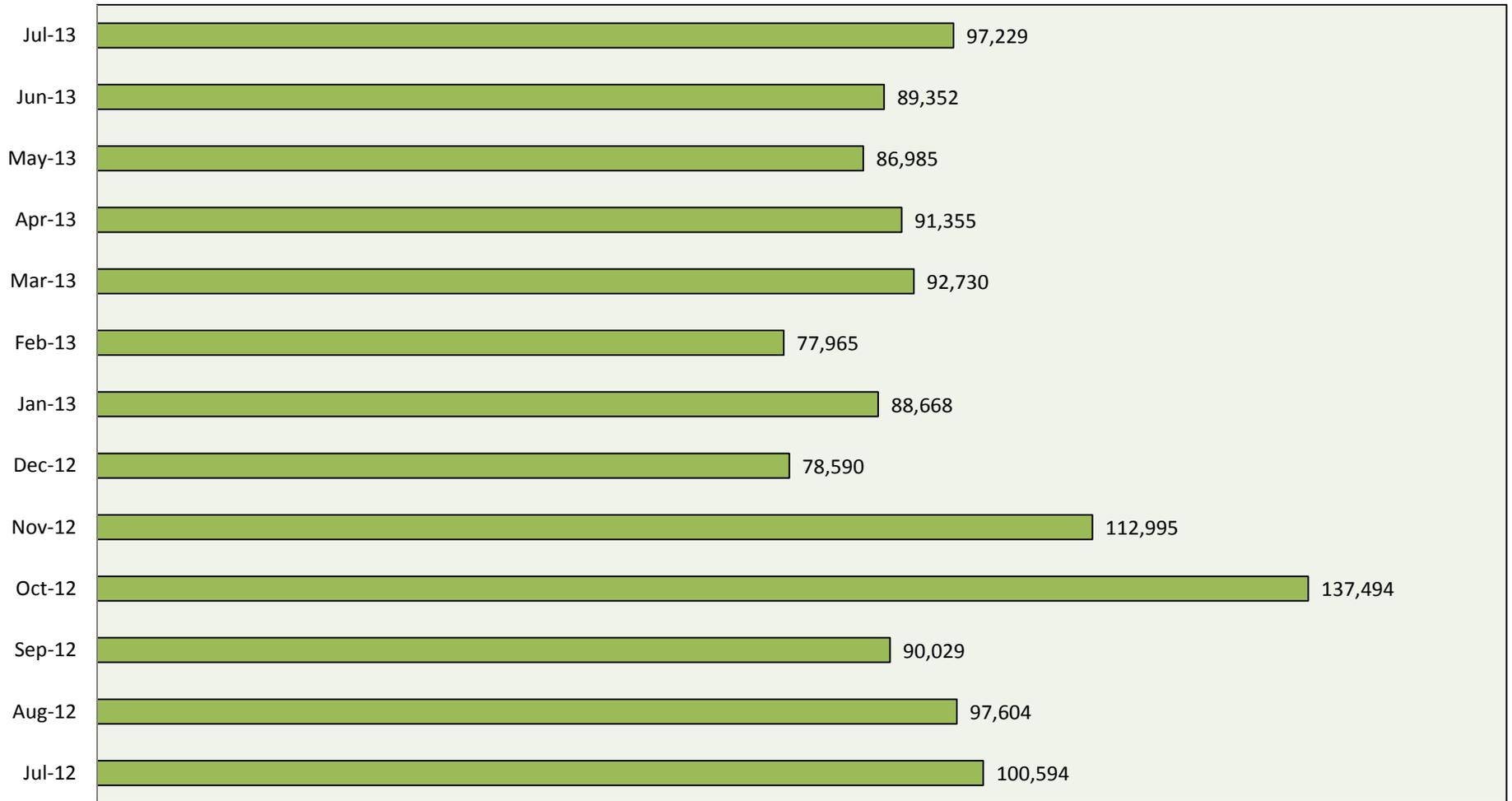
Public

Observations & Analysis

This month's call volume was steady compared to June and attributed to the increased use of the Mobile App, Social Media, and the Philly311 website for customers to report concerns and service requests.



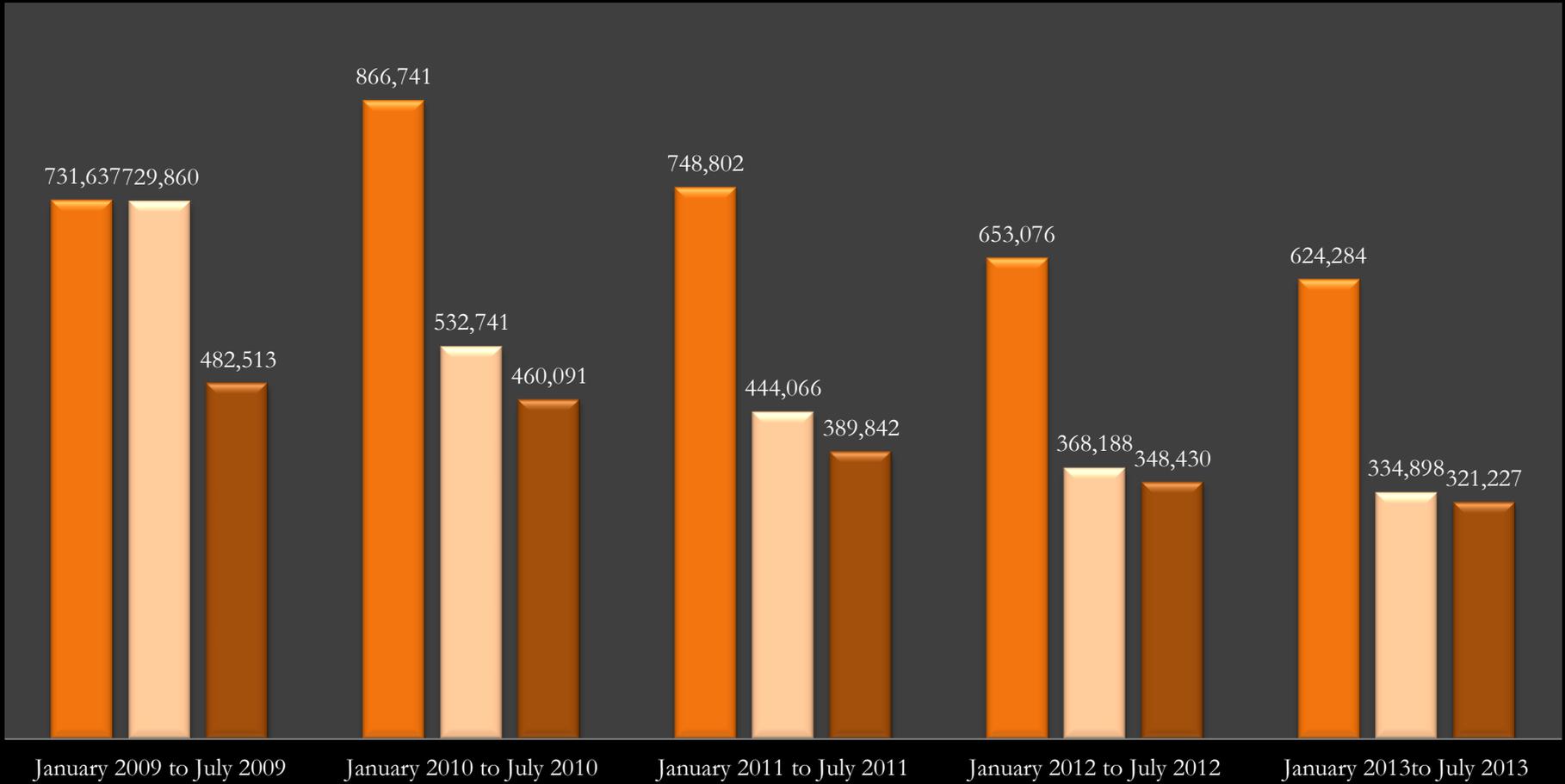
Last 13 Months of Call Volume by Month



| Month | Calls Offered/Received | Average Weekday Call Volume |
|--------|------------------------|-----------------------------|
| Jul-13 | 97,229 | 4,420 |

Call Volume and Performance Levels by Period

■ Calls Offered/Received
 ■ Calls Accepted
 ■ Calls Answered

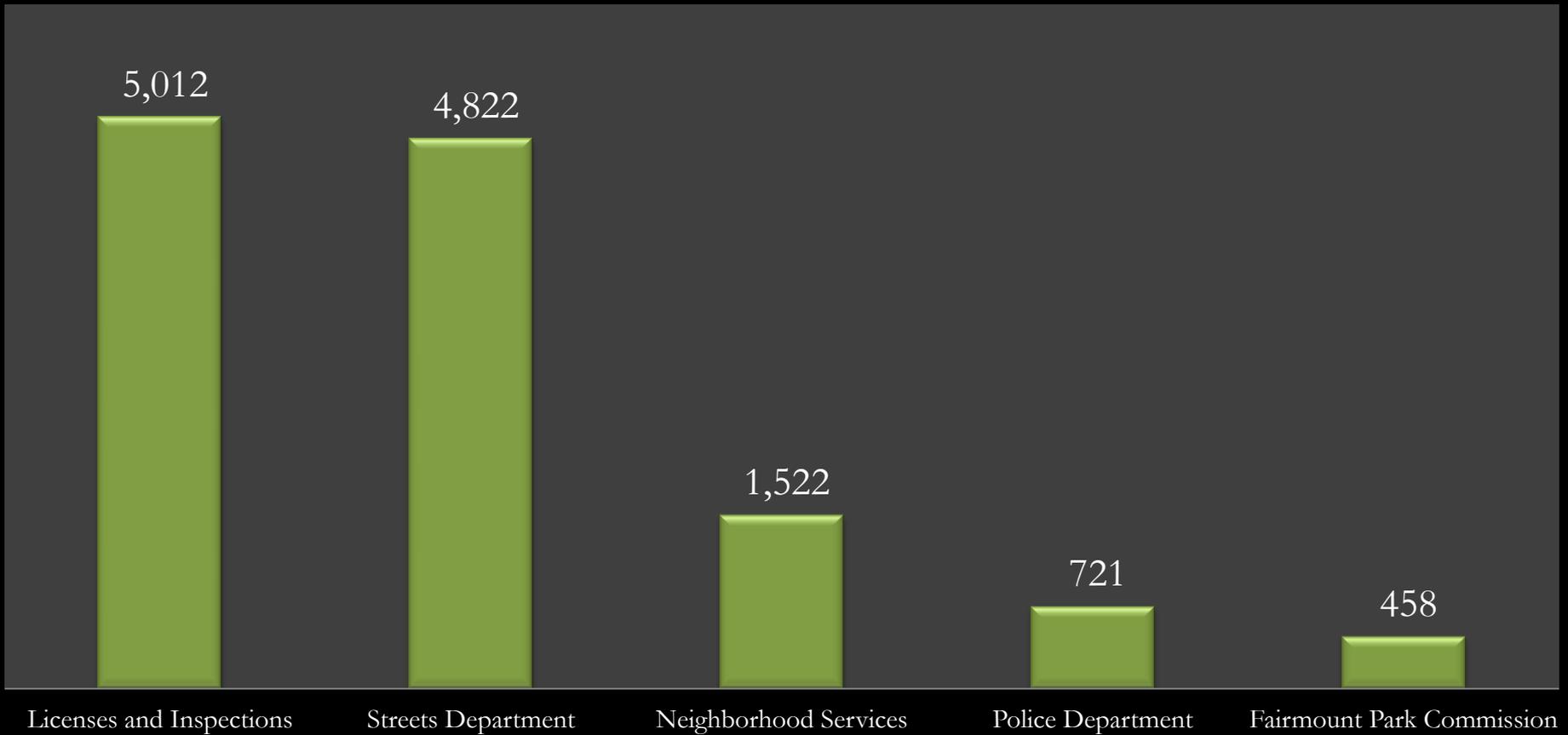


| Period | Calls Offered/Received | Calls Accepted | Calls Answered | % Answered |
|---------------------------|------------------------|----------------|----------------|------------|
| January 2009 to July 2009 | 731,637 | 729,860 | 482,513 | 66% |
| January 2010 to July 2010 | 866,741 | 532,741 | 460,091 | 86% |
| January 2011 to July 2011 | 748,802 | 444,066 | 389,842 | 88% |
| January 2012 to July 2012 | 653,076 | 368,188 | 348,430 | 95% |
| January 2013 to July 2013 | 624,284 | 334,898 | 321,227 | 96% |



July 2013 Top 5 Service Requests by Department

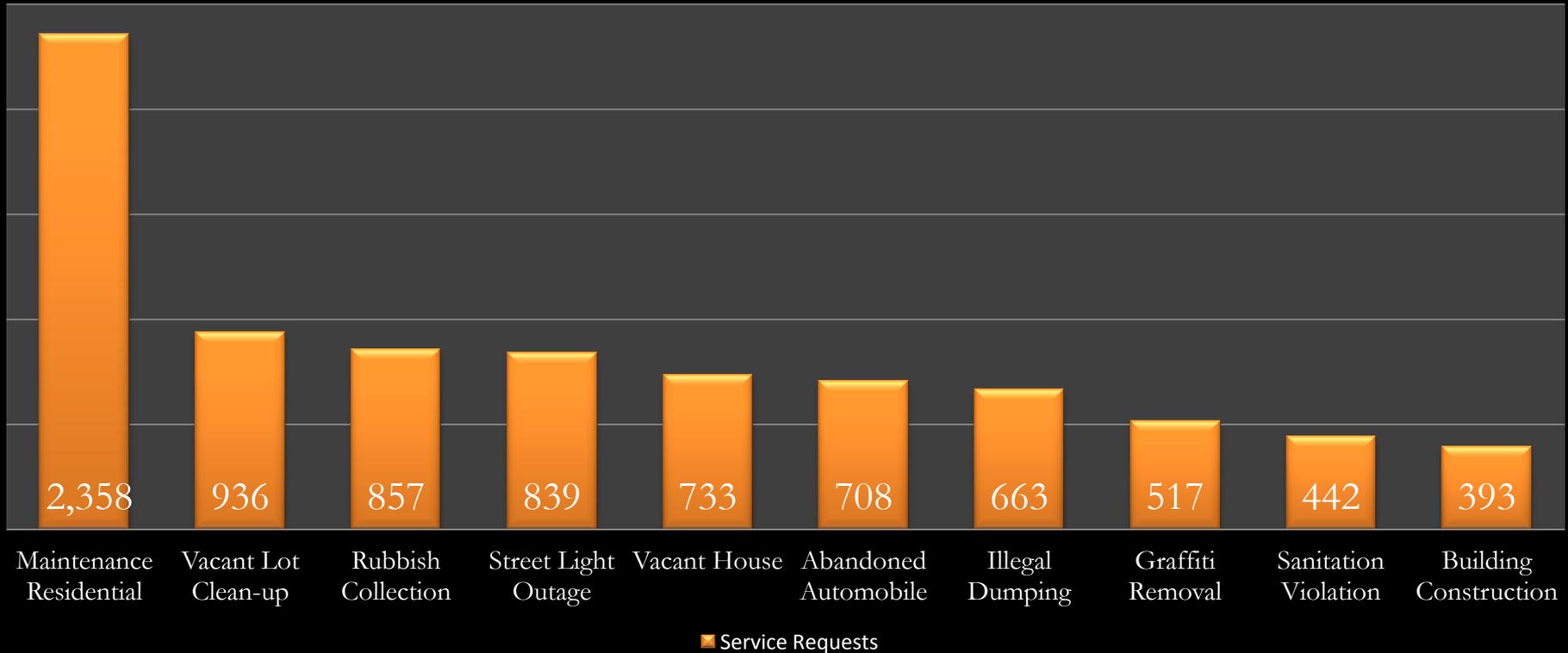
■ Service Requests



| Top 5 Departments | Service Requests | % Service Requests |
|---------------------------|------------------|--------------------|
| Licenses and Inspections | 5,012 | 39.98% |
| Streets Department | 4,822 | 38.47% |
| Neighborhood Services | 1,522 | 12.14% |
| Police Department | 721 | 5.75% |
| Fairmount Park Commission | 458 | 3.65% |



July 2013 Top 10 Service Requests by Category



| Top 10 Service Requests | Service Requests | % Service Requests |
|-------------------------|------------------|--------------------|
| Maintenance Residential | 2,358 | 27.92% |
| Vacant Lot Clean-up | 936 | 11.08% |
| Rubbish Collection | 857 | 10.15% |
| Street Light Outage | 839 | 9.93% |
| Vacant House | 733 | 8.68% |
| Abandoned Automobile | 708 | 8.38% |
| Illegal Dumping | 663 | 7.85% |
| Graffiti Removal | 517 | 6.12% |
| Sanitation Violation | 442 | 5.23% |
| Building Construction | 393 | 4.65% |



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

