



# **311 Contact Center Monthly Report**

**March 2013**

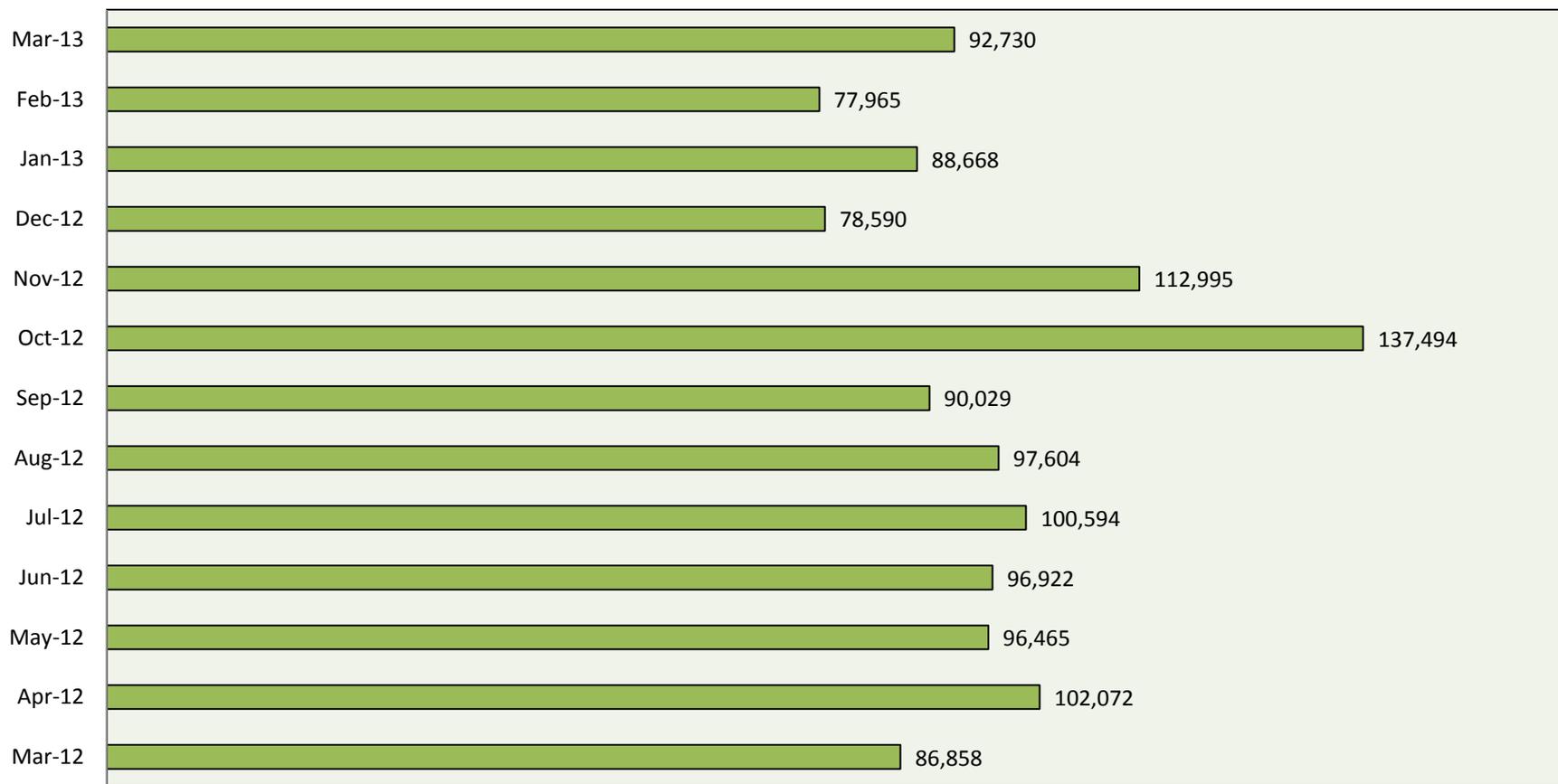
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# Observations & Analysis

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

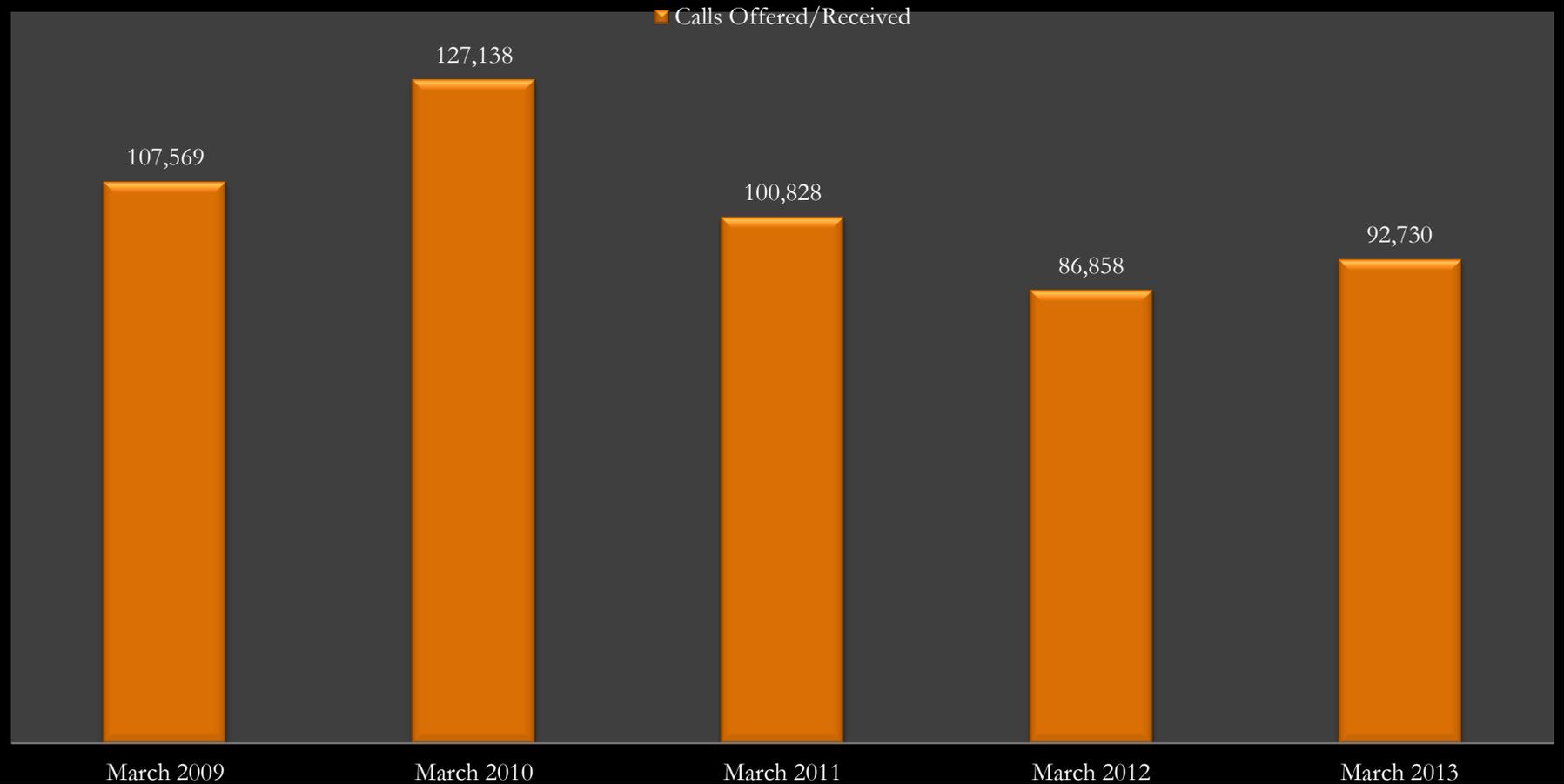


## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Mar-13	92,730	4,637

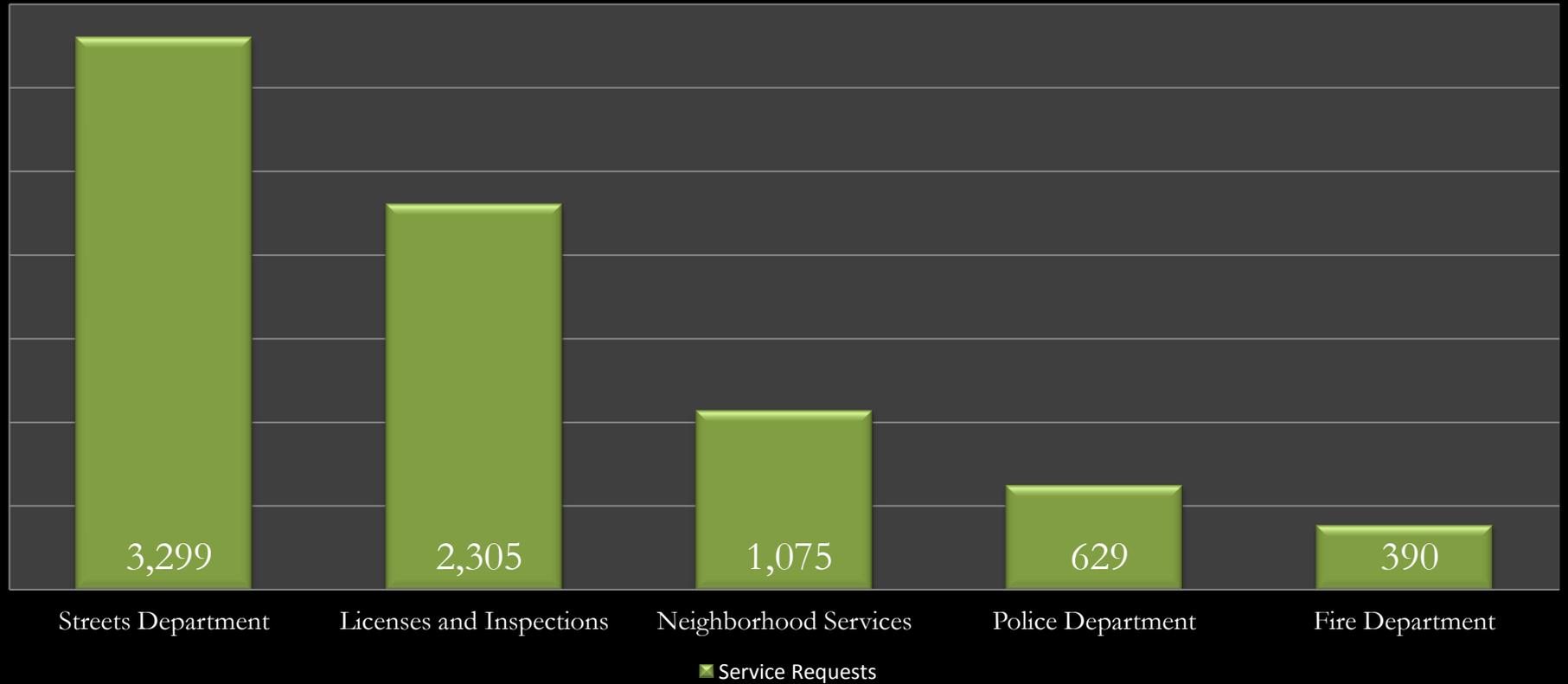
# March 2009-2013 Call Volume Comparison



Year	Calls Offered/Received
Mar-2009	107,569
Mar-2010	127,138
Mar-2011	100,828
Mar-2012	86,858
May-2013	92,730



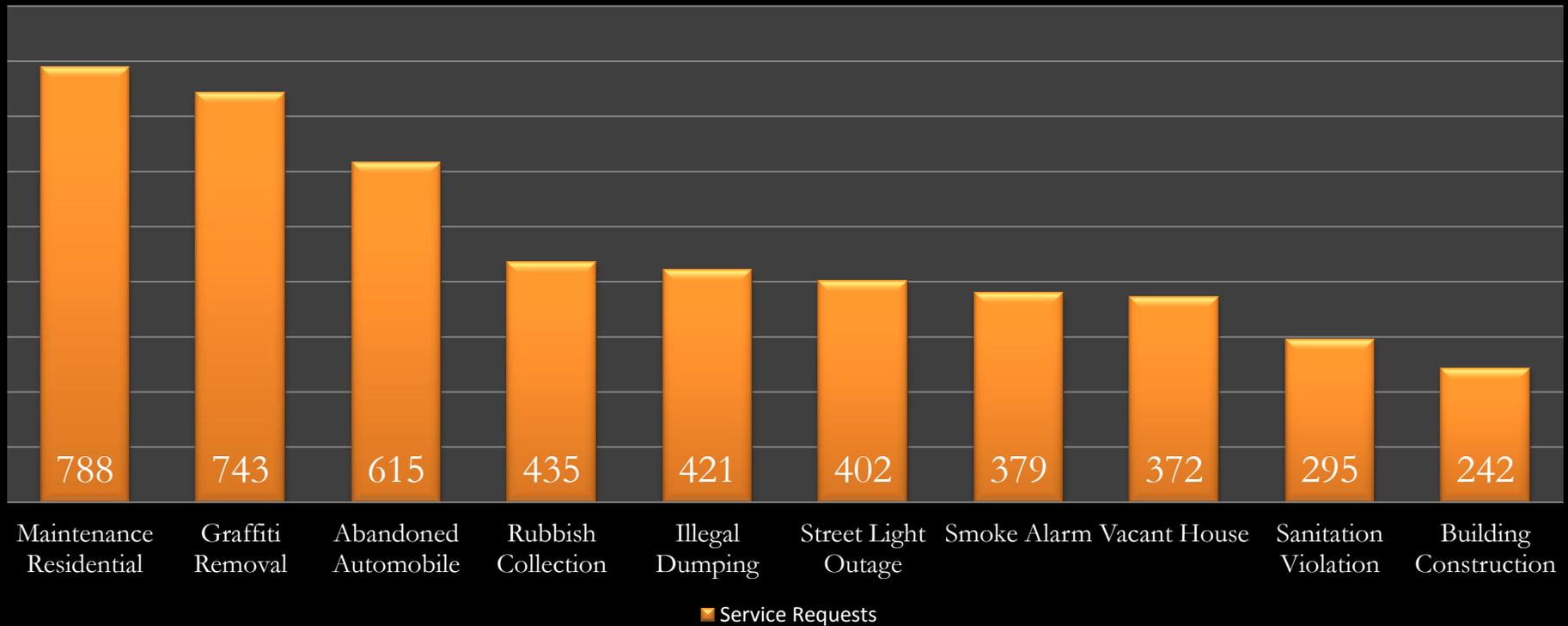
# March 2013 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	3,299	41.66%
Licenses and Inspections	2,305	29.11%
Neighborhood Services	1,075	13.57%
Police Department	629	7.94%
Fire Department	390	4.92%



# March 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	788	9.95%
Graffiti Removal	743	9.38%
Abandoned Automobile	615	7.77%
Rubbish Collection	435	5.49%
Illegal Dumping	421	5.32%
Street Light Outage	402	5.08%
Smoke Alarm	379	4.79%
Vacant House	372	4.70%
Sanitation Violation	295	3.73%
Building Construction	242	3.06%



# 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

