



311 Contact Center Monthly Report

May 2013

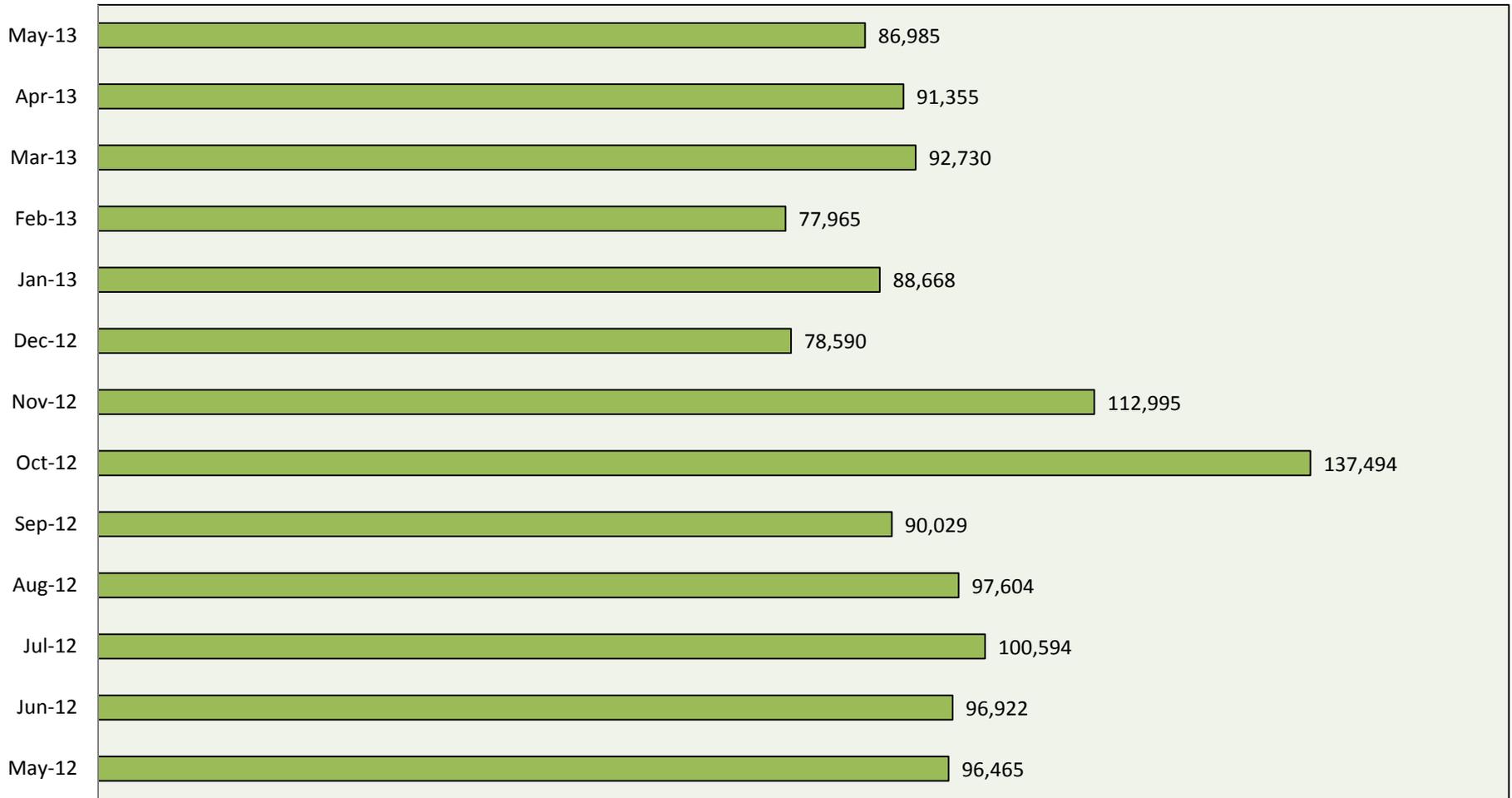
Public

Observations & Analysis

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

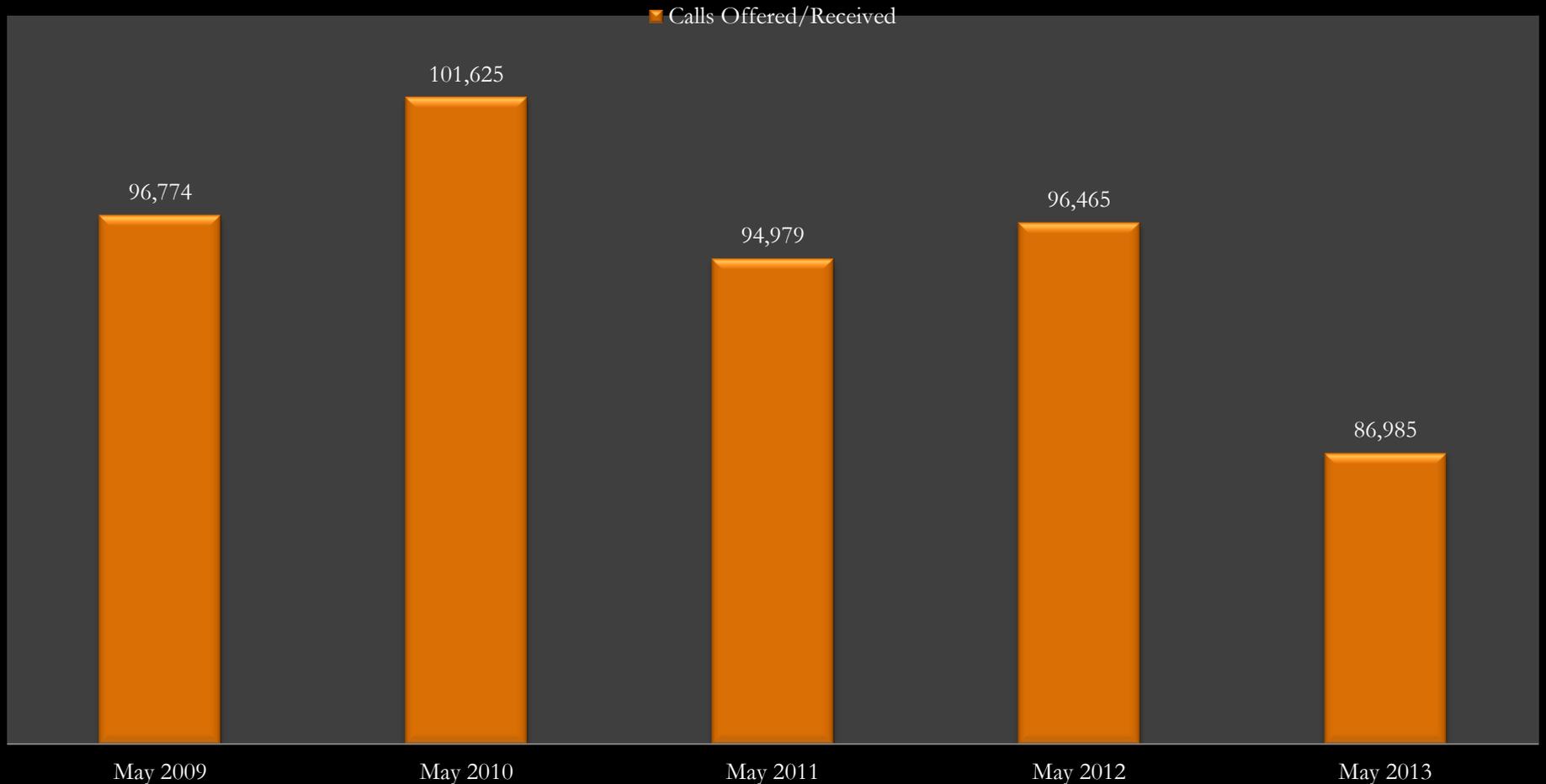


Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
May-13	86,985	3,954

May 2009-2013 Call Volume Comparison

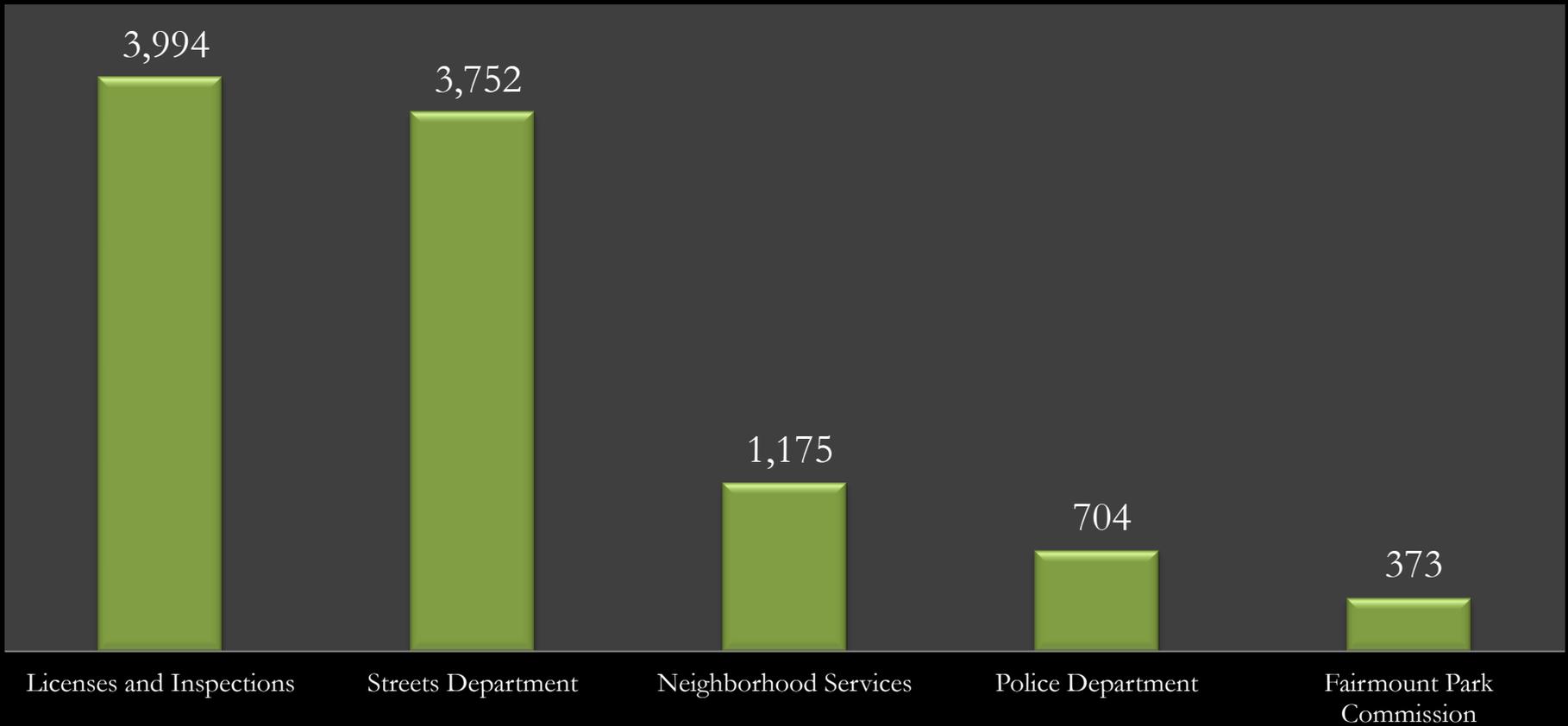


Year	Calls Offered/Received
May 2009	96,774
May 2010	101,625
May 2011	94,979
May 2012	96,465
May 2013	86,985



May 2013 Top 5 Service Requests by Department

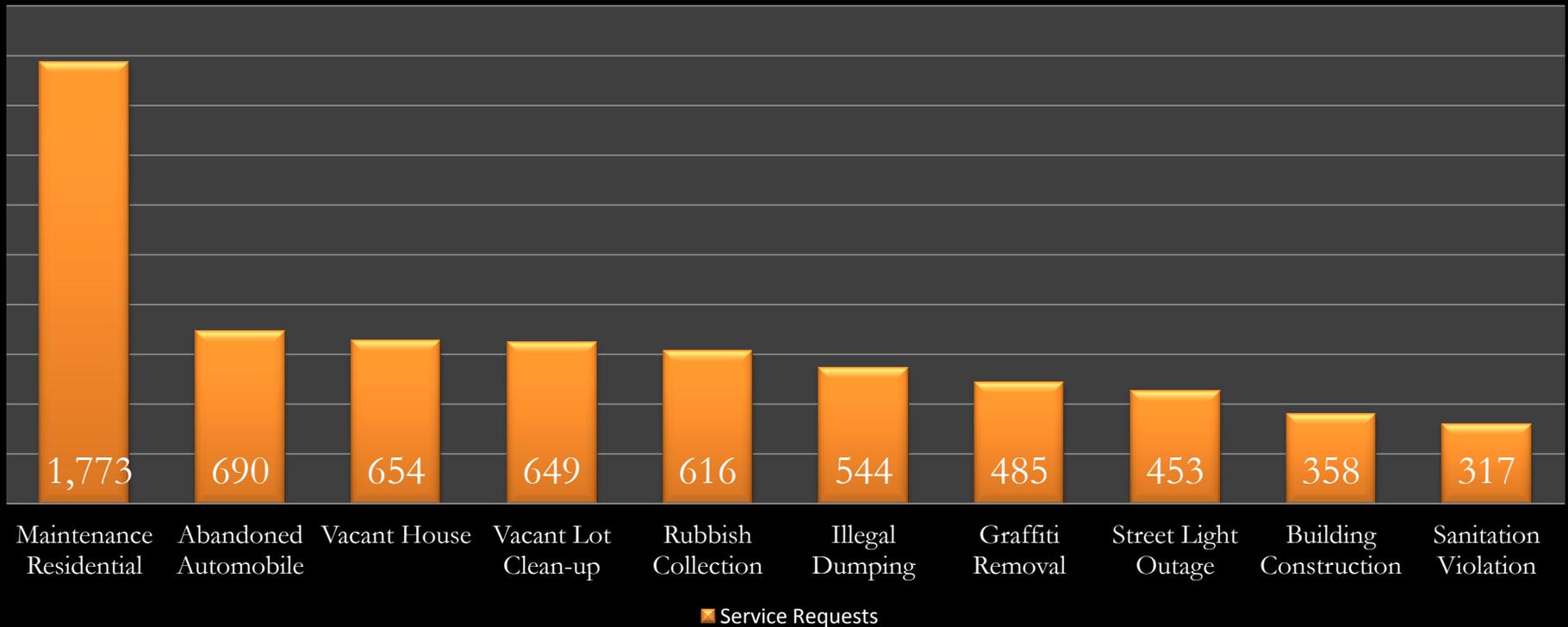
■ Service Requests



Top 5 Departments	Service Requests	% Service Requests
Licenses and Inspections	3,994	38.31%
Streets Department	3,752	35.99%
Neighborhood Services	1,175	11.27%
Police Department	704	6.75%
Fairmount Park Commission	373	3.58%



May 2013 Top 10 Service Requests by Category

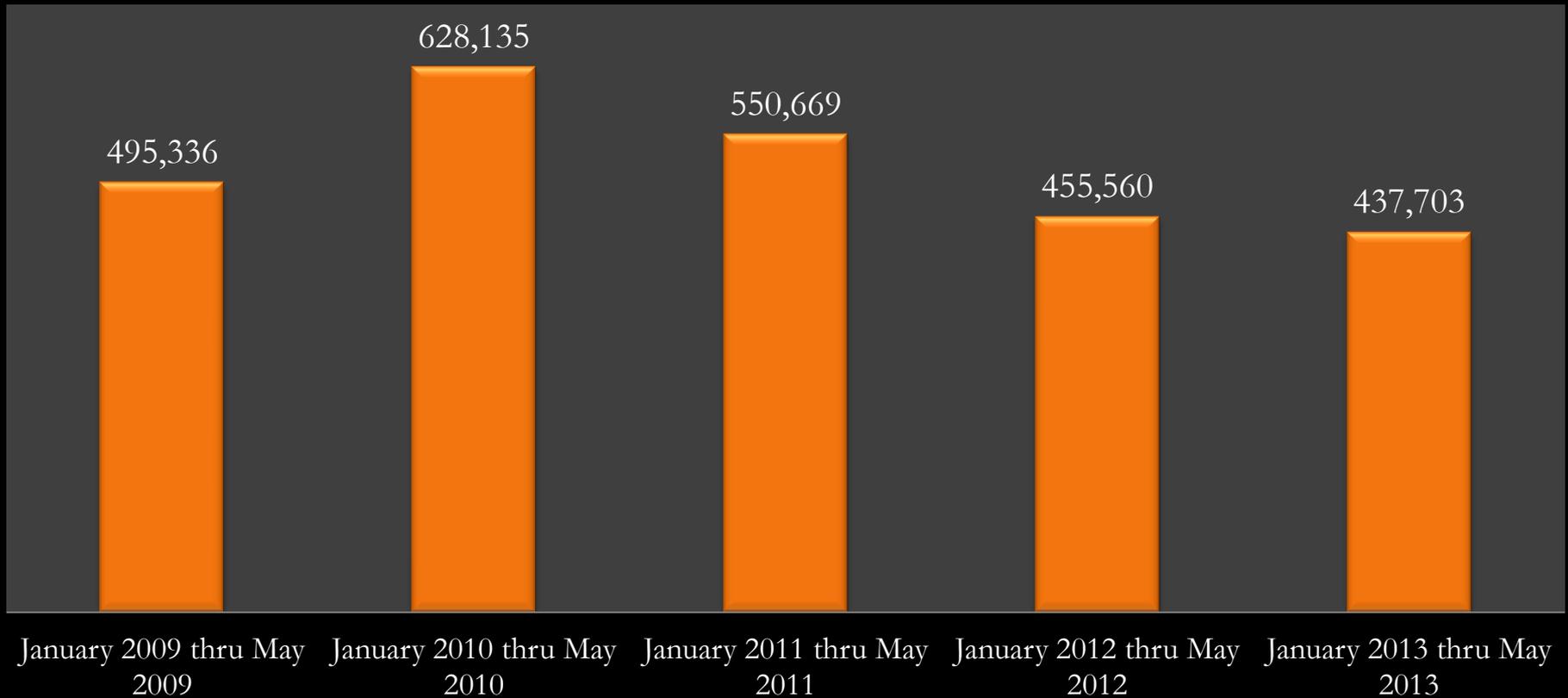


Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1,773	17.01%
Abandoned Automobile	690	6.62%
Vacant House	654	6.27%
Vacant Lot Clean-up	649	6.22%
Rubbish Collection	616	5.91%
Illegal Dumping	544	5.22%
Graffiti Removal	485	4.65%
Street Light Outage	453	4.34%
Building Construction	358	3.43%
Sanitation Violation	317	3.04%



Call Volume Period

■ Calls Offered/Received



Period	Calls Offered/Received
January 2009 thru May 2009	495,336
January 2010 thru May 2010	628,135
January 2011 thru May 2011	550,669
January 2012 thru May 2012	455,560
January 2013 thru May 2013	437,703



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

