



311 Contact Center Monthly Report

December 2012

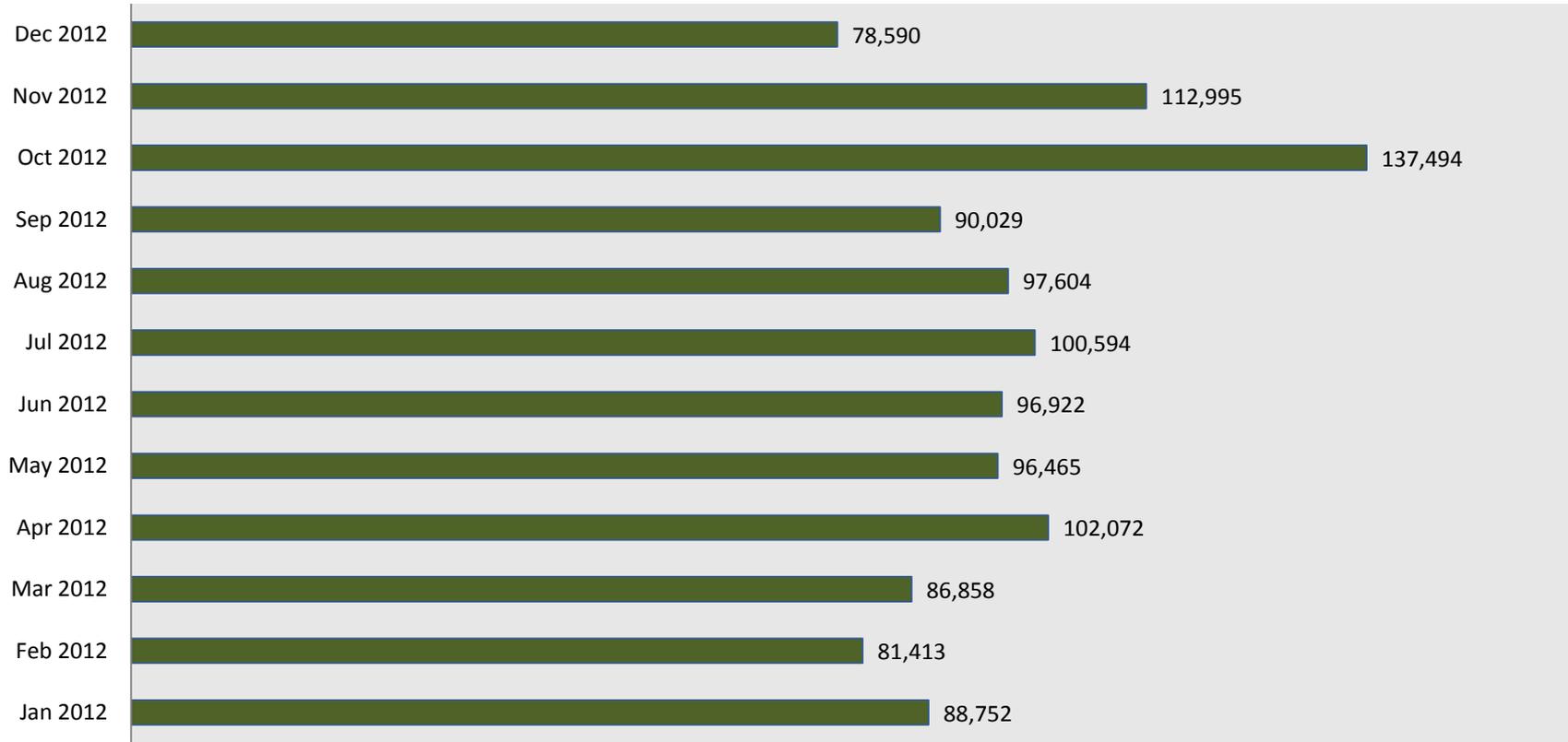
Public

Observations & Analysis

This month's lower than normal call volume for a December is attributed to the mild winter weather and the increased use of the Mobile App, Social Media, and the Philly311 website for customers to report concerns and initiate service requests.



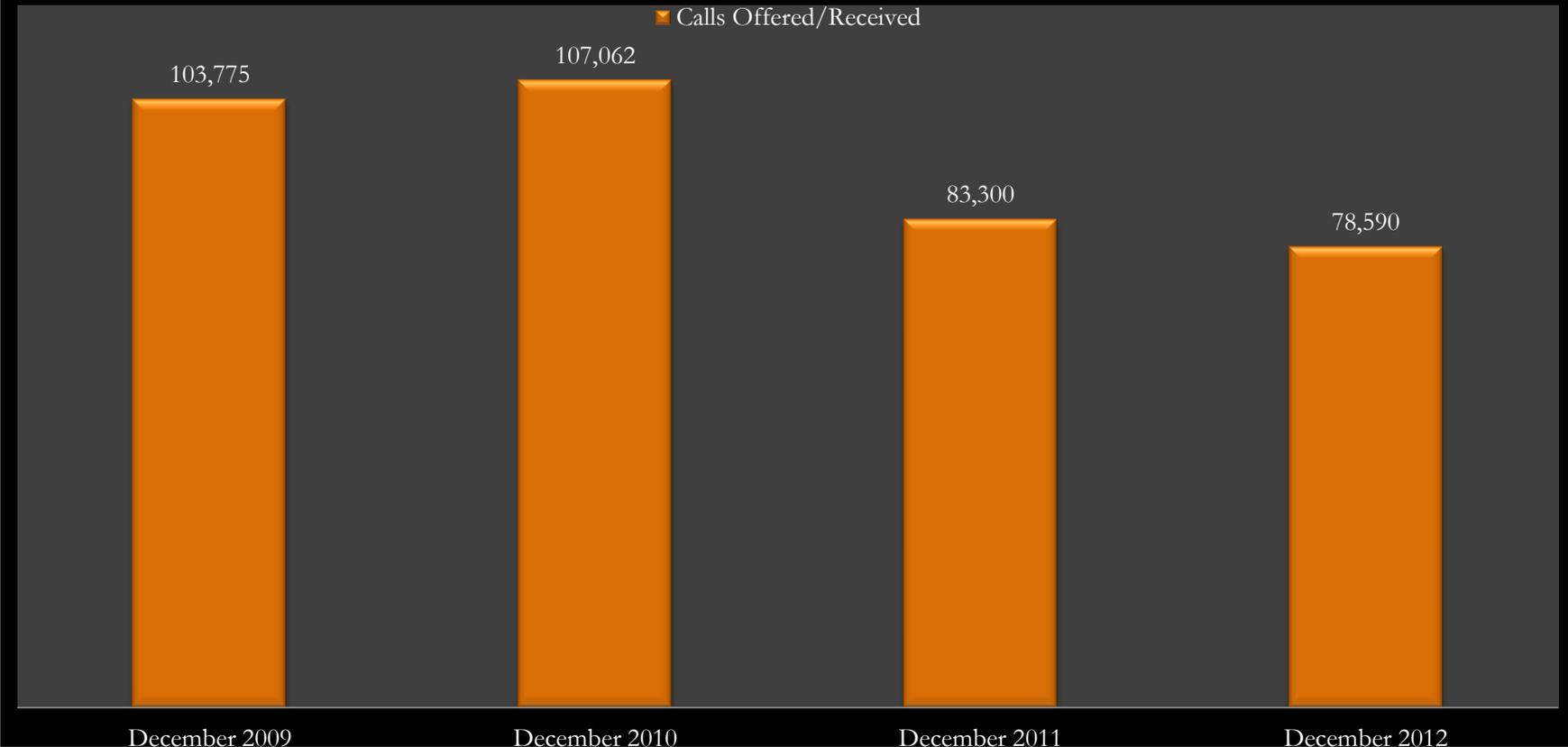
2012 Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Jan 2012	88,752	4,034
Feb 2012	81,413	3,877
Mar 2012	86,858	3,948
Apr 2012	102,072	4,861
May 2012	96,465	4,194
Jun 2012	96,922	4,615
Jul 2012	100,594	4,572
Aug 2012	97,604	4,244
Sep 2012	90,029	4,501
Oct 2012	137,494	5,978
Nov 2012	112,995	4,913
Dec 2012	78,590	3,417



December 2009-2012 Call Volume Comparison

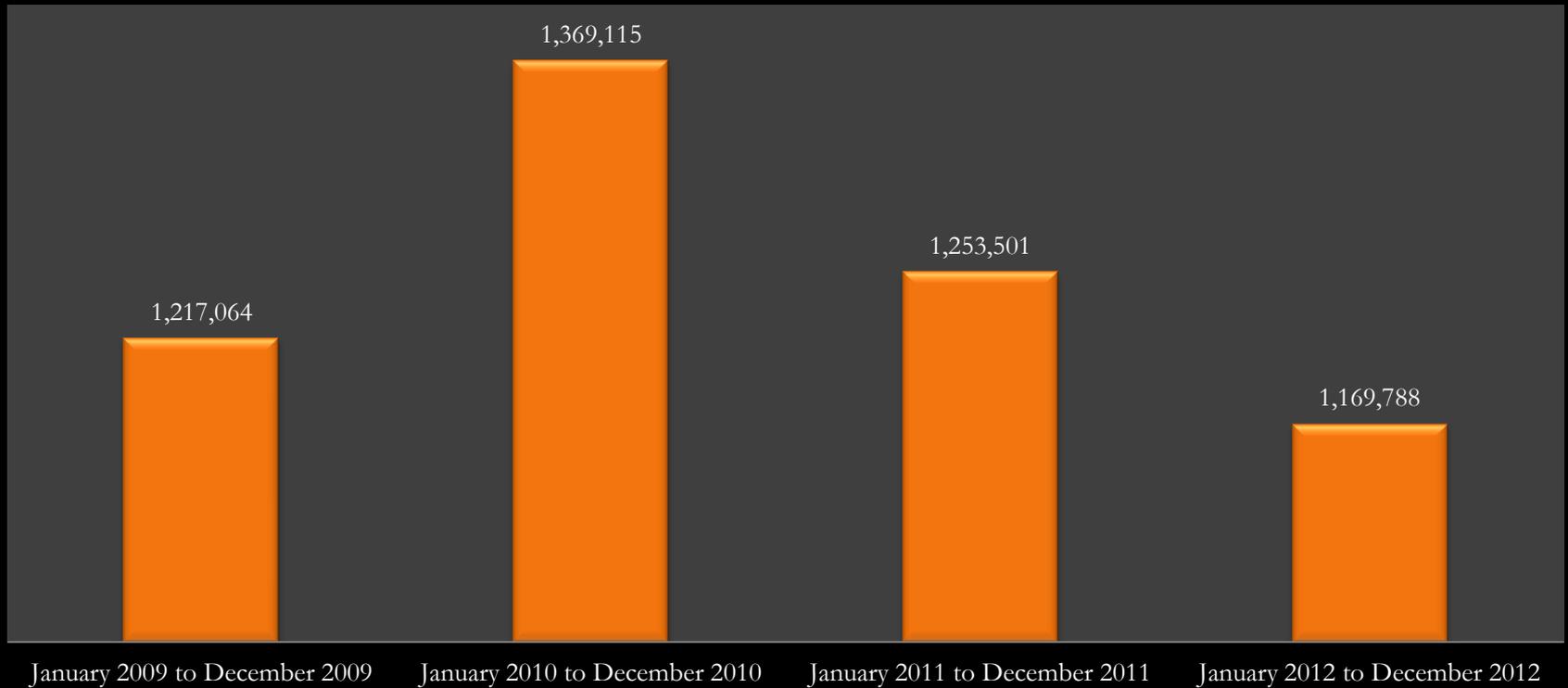


Year	Calls Offered/Received
December 2009	103,775
December 2010	107,062
December 2011	83,300
December 2012	78,590



Call Volume Period

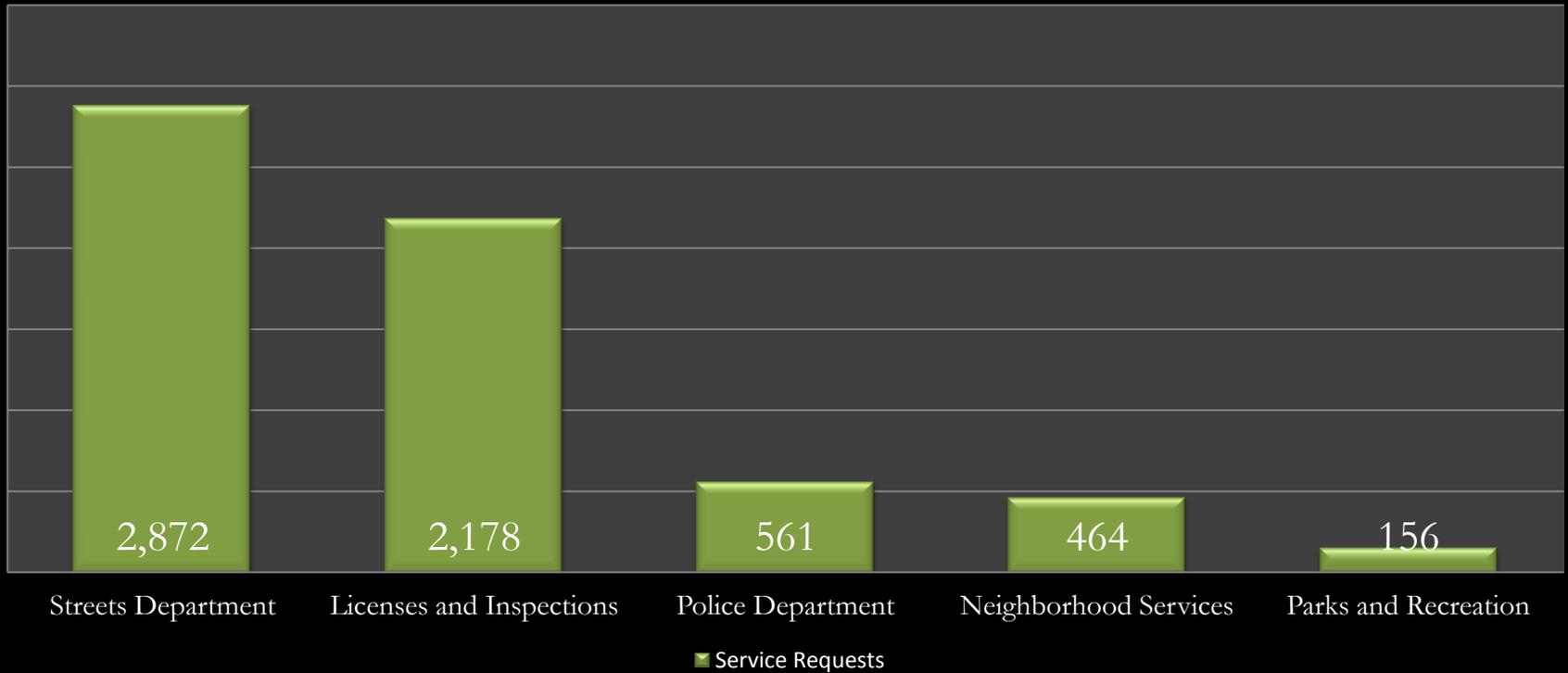
■ Calls Offered/Received



Period	Calls Offered/Received
January 2009 to December 2009	1,217,064
January 2010 to December 2010	1,369,115
January 2011 to December 2011	1,253,501
January 2012 to December 2012	1,169,788



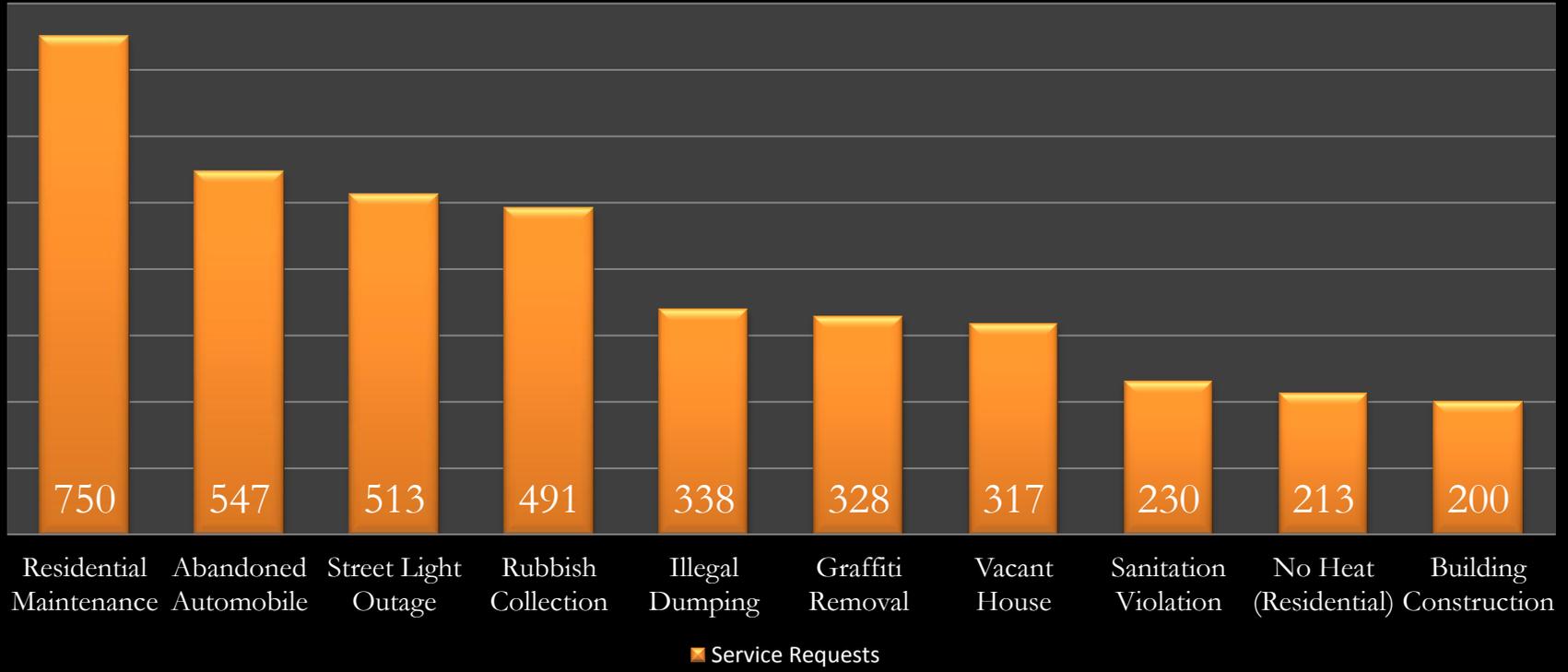
December 2012 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	2,872	46.09%
Licenses and Inspections	2,178	34.95%
Police Department	561	9.00%
Neighborhood Services	464	7.45%
Parks and Recreation	156	2.50%



December 2012 Top 10 Service Requests by Category



Top 10 Service Requests

Residential Maintenance
 Abandoned Automobile
 Street Light Outage
 Rubbish Collection
 Illegal Dumping
 Graffiti Removal
 Vacant House
 Sanitation Violation
 No Heat (Residential)
 Building Construction

Service Requests

750
 547
 513
 491
 338
 328
 317
 230
 213
 200

% Service Requests

19.10%
 13.93%
 13.06%
 12.50%
 8.61%
 8.35%
 8.07%
 5.86%
 5.42%
 5.09%



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

