



311 Contact Center Monthly Report

October 2012

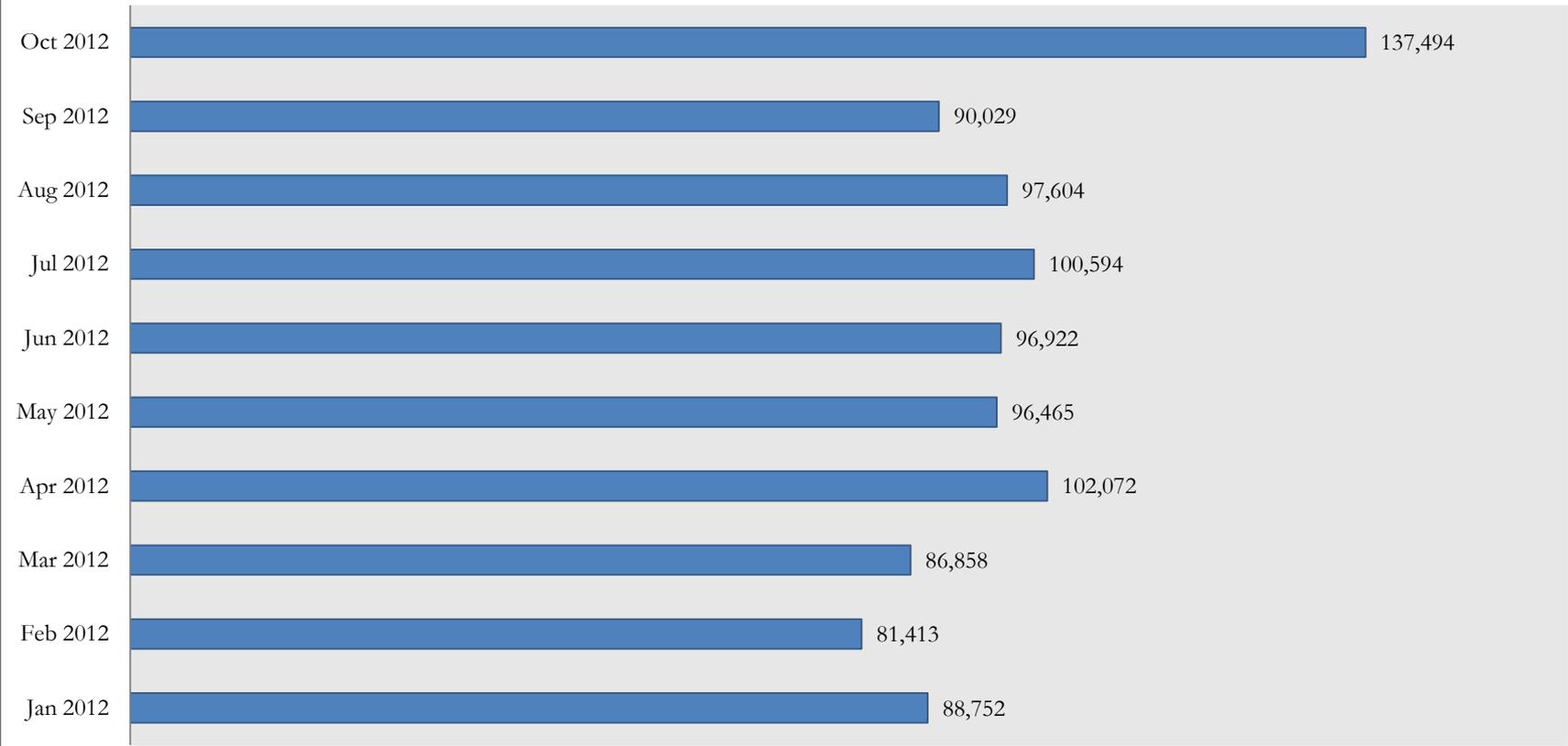
Public

Observations & Analysis

October's higher than usual call volume is attributed to the widespread concerns and effects of Hurricane Sandy. Normal office hours being Monday through Friday 8am-8pm; Philly311 operated in 24hr mode from Saturday 10/27/12 to Monday 10/29/12 to effectively handle the increased call volume.



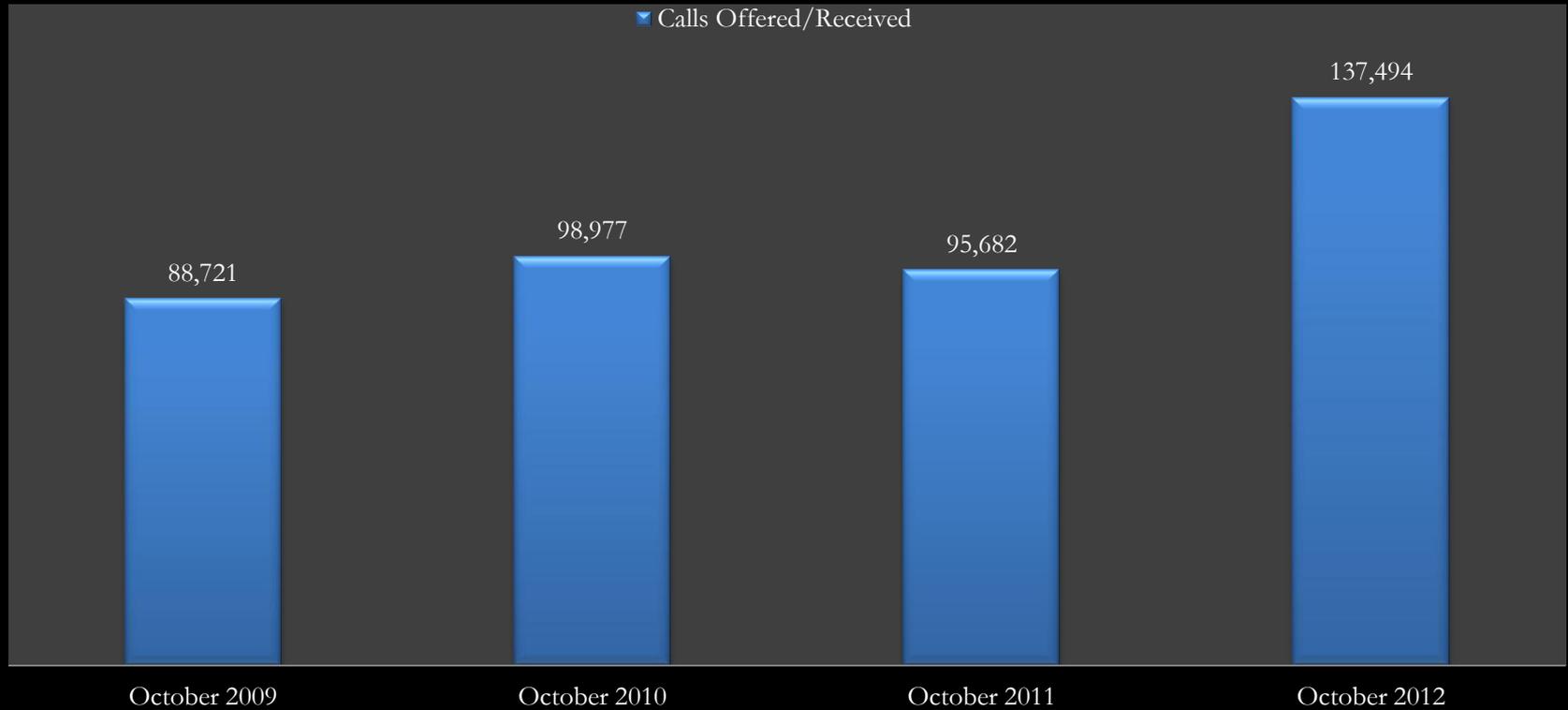
2012 Call Volume by Month



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



October 2009-2012 Call Volume Comparison



October 2009

October 2010

October 2011

October 2012

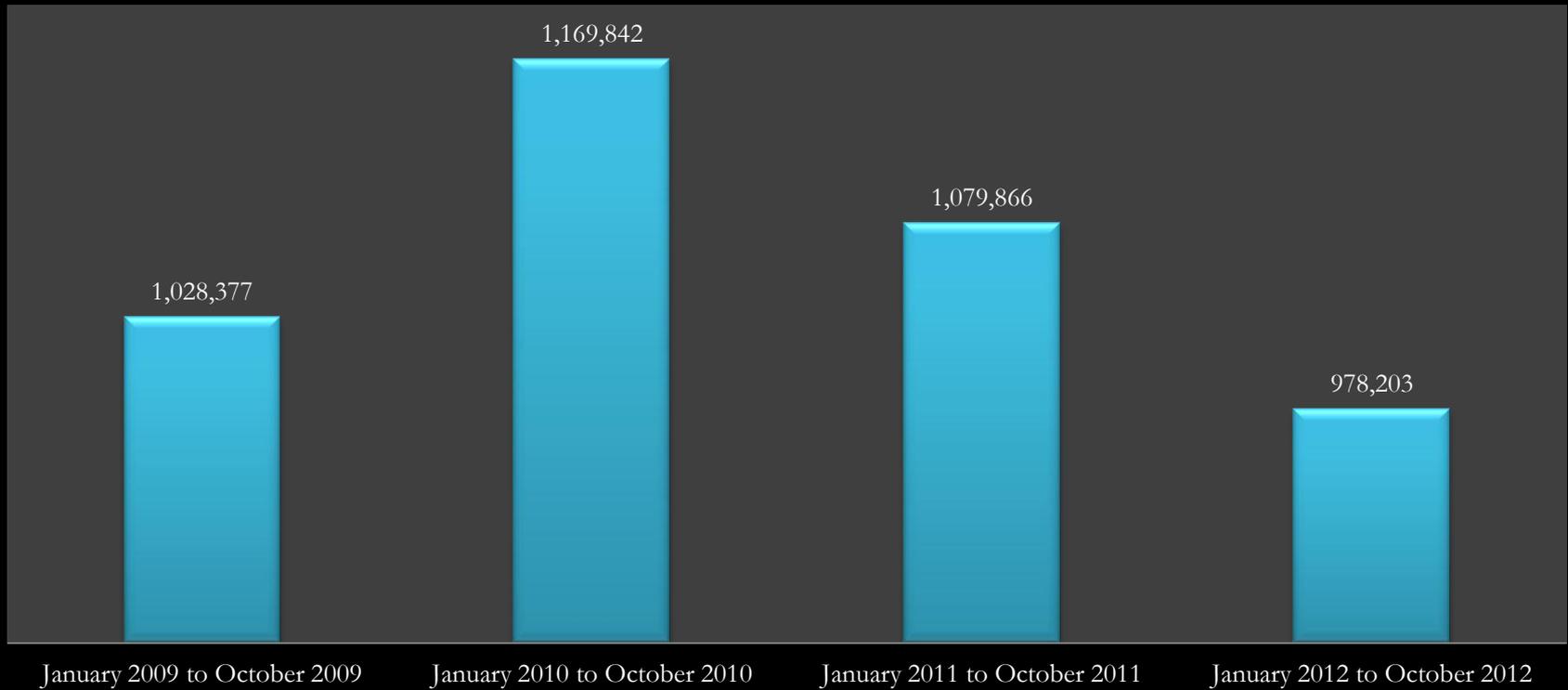


Year
October 2009
October 2010
October 2011
October 2012

Calls Offered/Received
88,721
98,977
95,682
137,494

Call Volume by Period

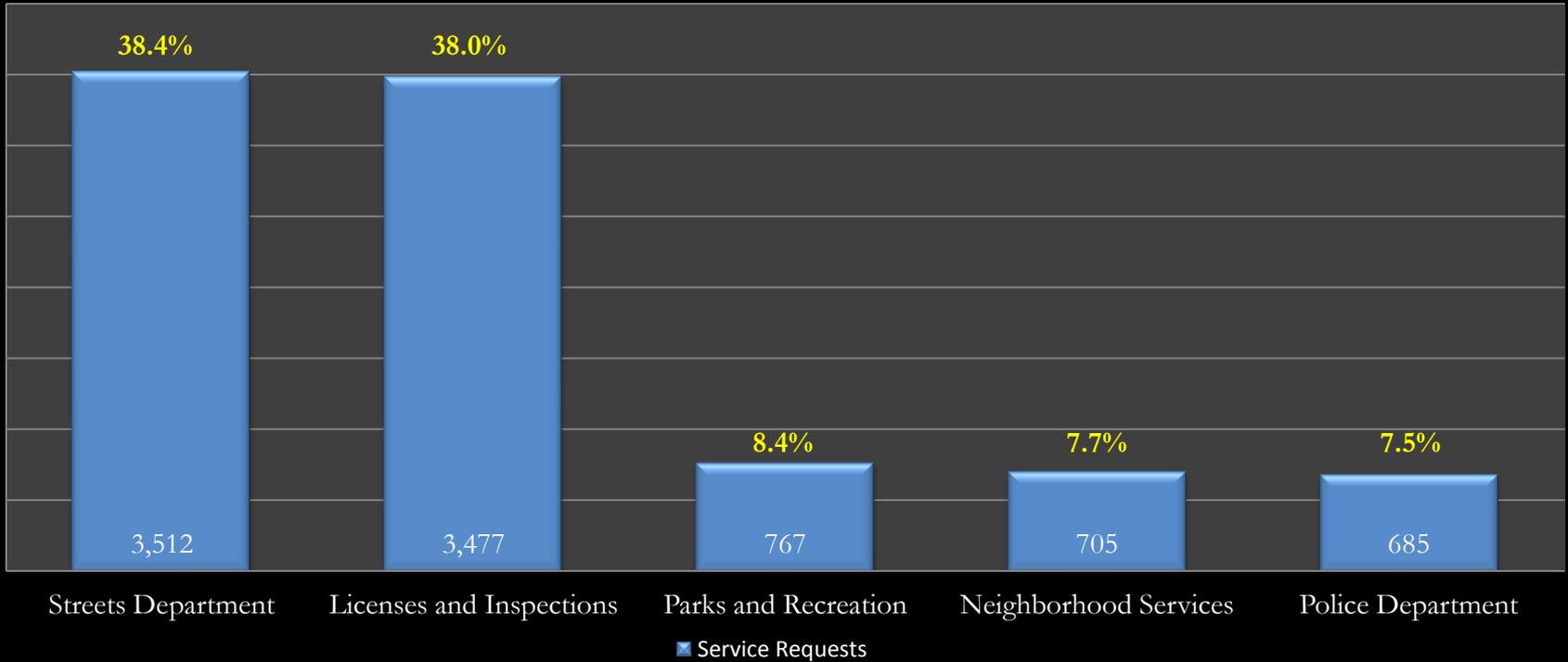
■ Calls Offered/Received



Period	Calls Offered/Received
January 2009 to October 2009	1,028,377
January 2010 to October 2010	1,169,842
January 2011 to October 2011	1,079,866
January 2012 to October 2012	978,203



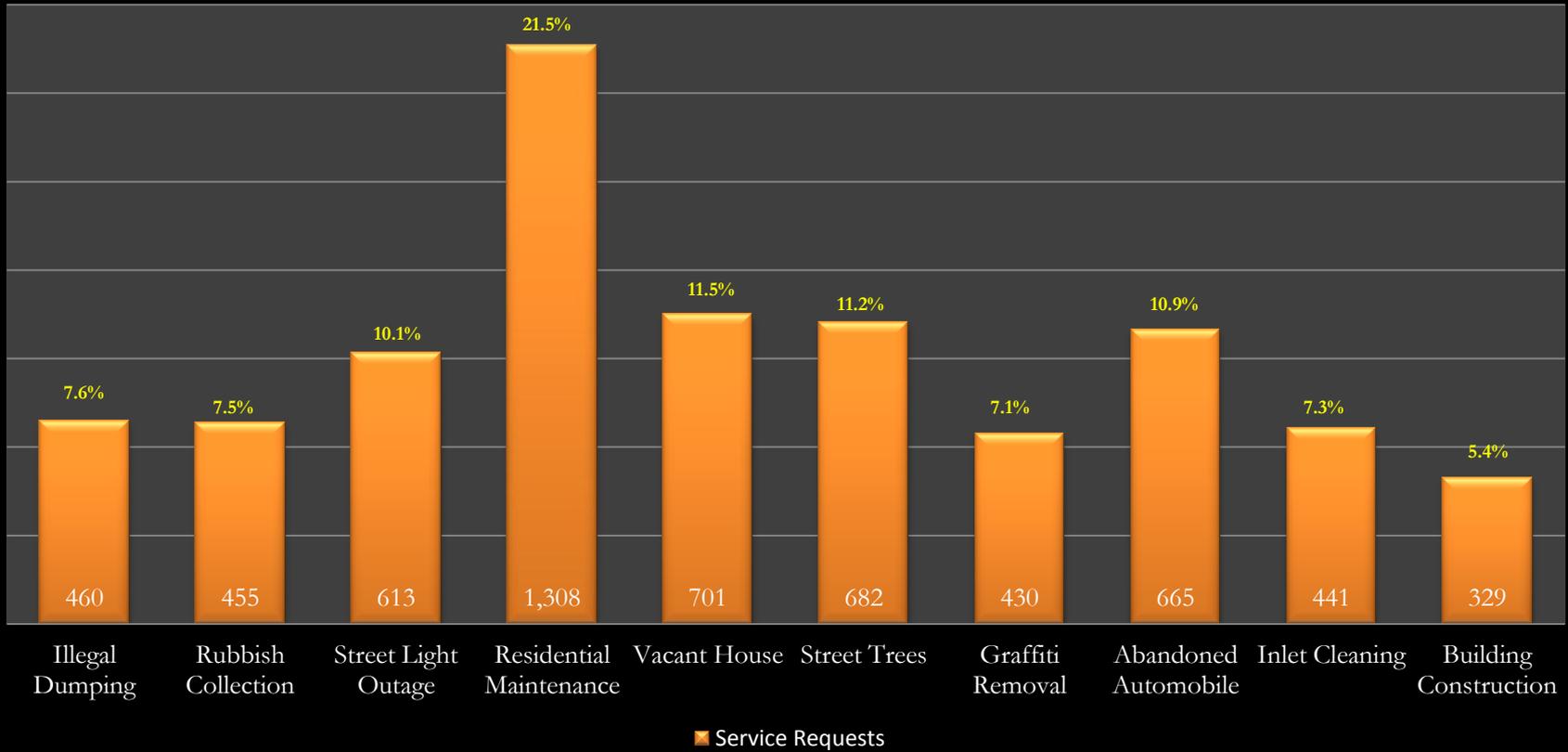
October 2012 Top 5 Departments



Top 5 Departments	# Service Requests	% Service Requests
Streets Department	3,512	38.40%
Licenses and Inspections	3,477	38.02%
Parks and Recreation	767	8.39%
Neighborhood Services	705	7.71%
Police Department	685	7.49%



October 2012 Top 10 Service Requests by Category



Top 10 Service Requests	# Service Requests	% Service Requests
Illegal Dumping	460	7.56%
Rubbish Collection	455	7.48%
Street Light Outage	613	10.08%
Residential Maintenance	1,308	21.50%
Vacant House	701	11.52%
Street Trees	682	11.21%
Graffiti Removal	430	7.07%
Abandoned Automobile	665	10.93%
Inlet Cleaning	441	7.25%
Building Construction	329	5.41%



Definitions

- **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

