



311 Contact Center Monthly Report

January 2013

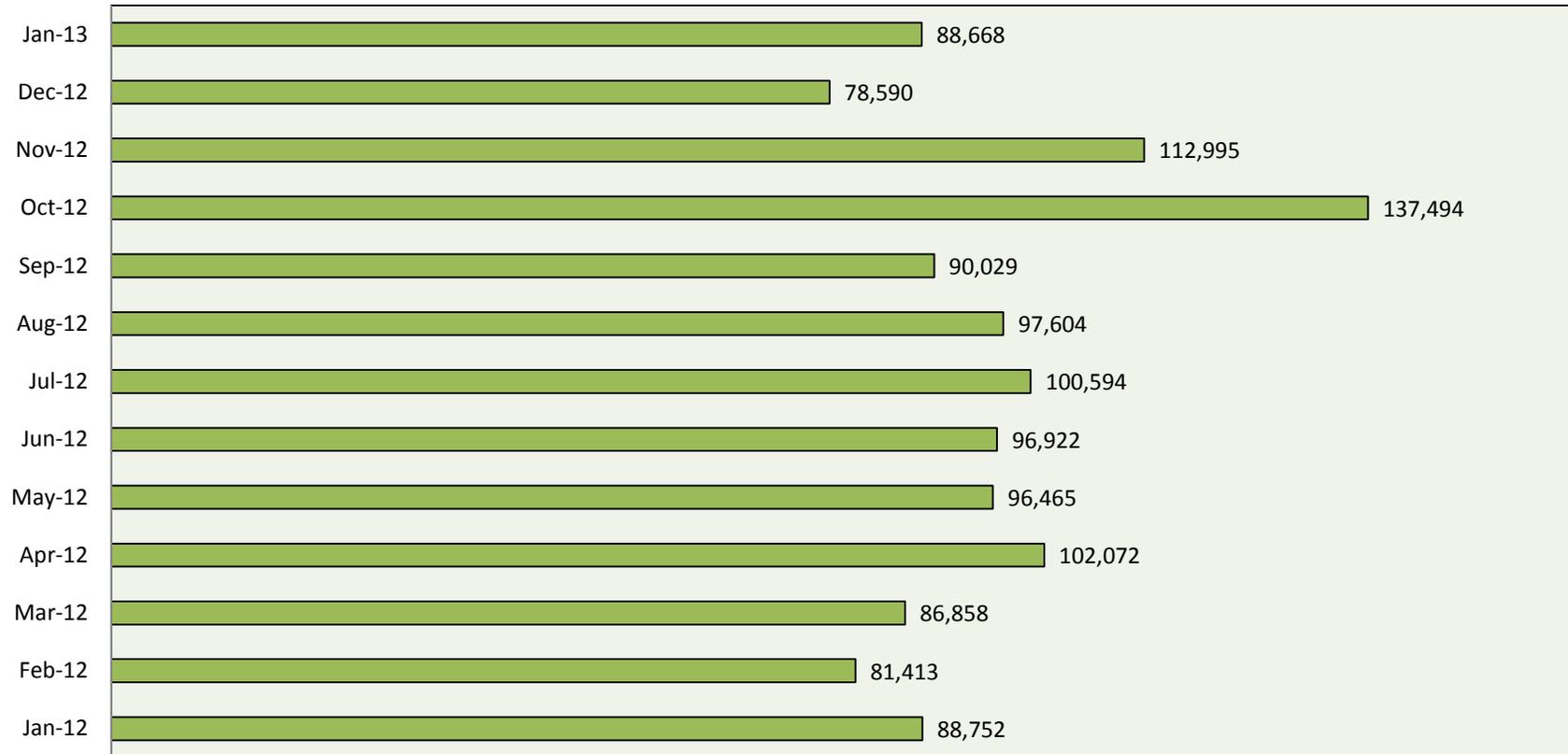
Public

Observations & Analysis

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



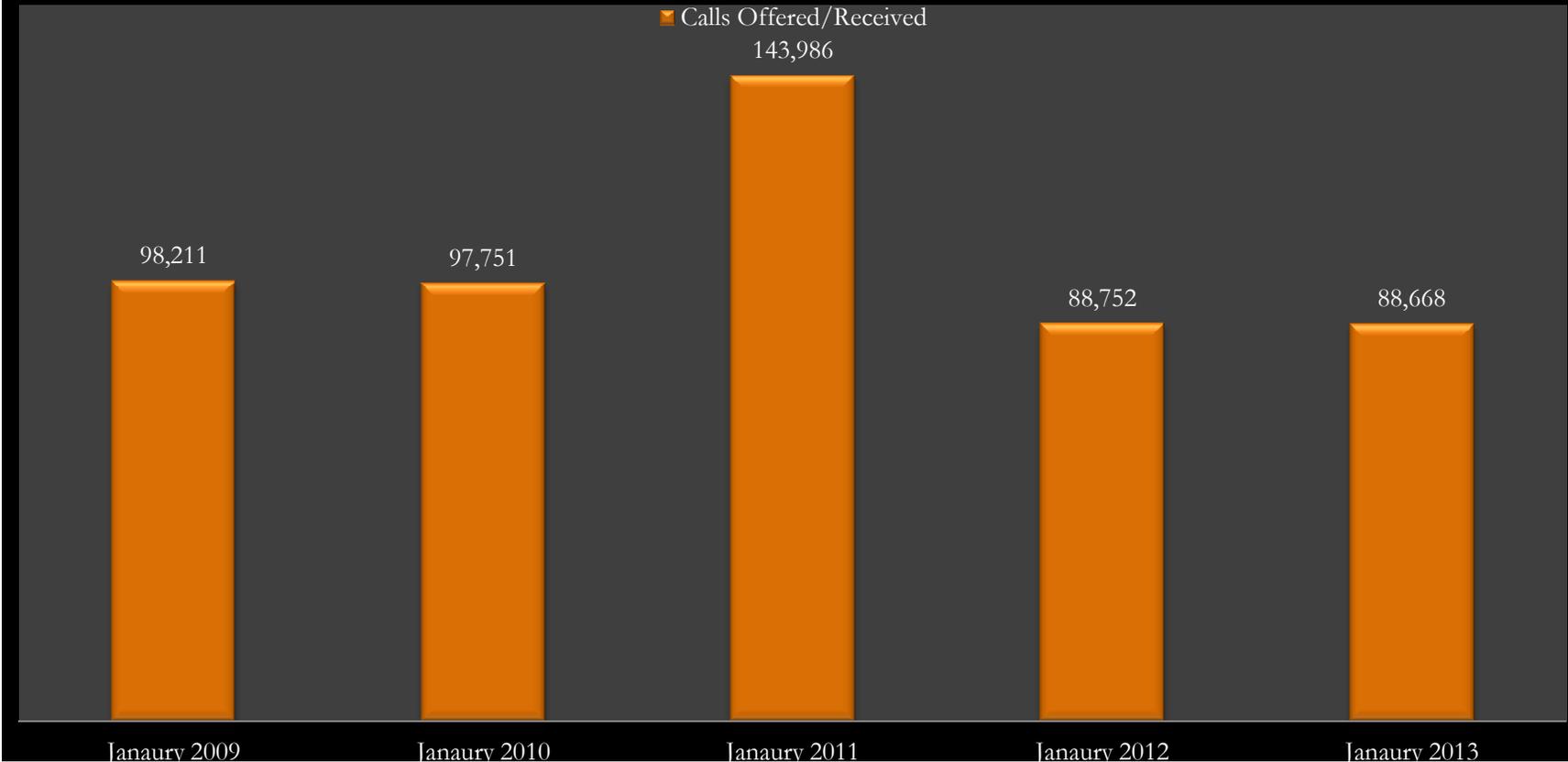
Last 13 Months' of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Jan-13	88,668	4,222



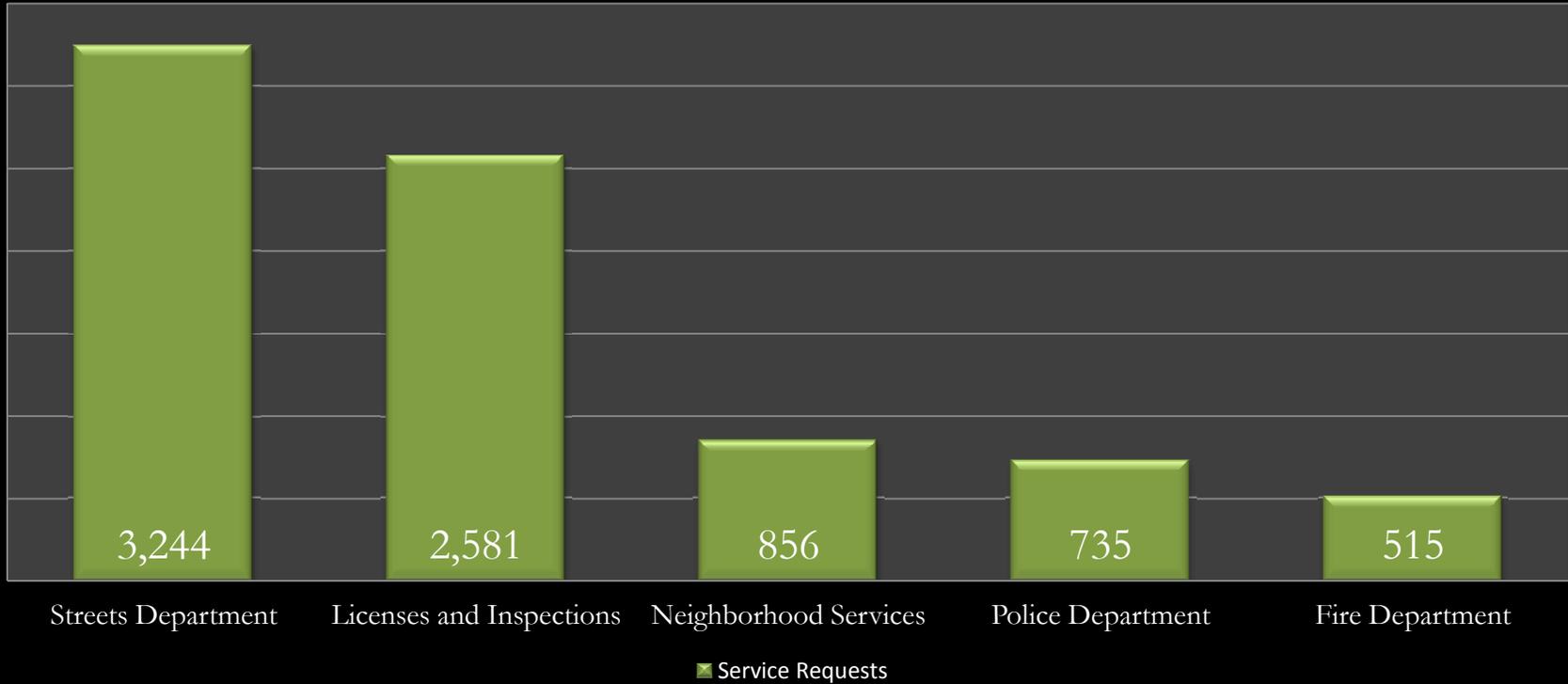
January 2009-2013 Call Volume Comparison



Year	Calls Offered/Received
January 2009	98,211
January 2010	97,751
January 2011	143,986
January 2012	88,752
January 2013	88,668



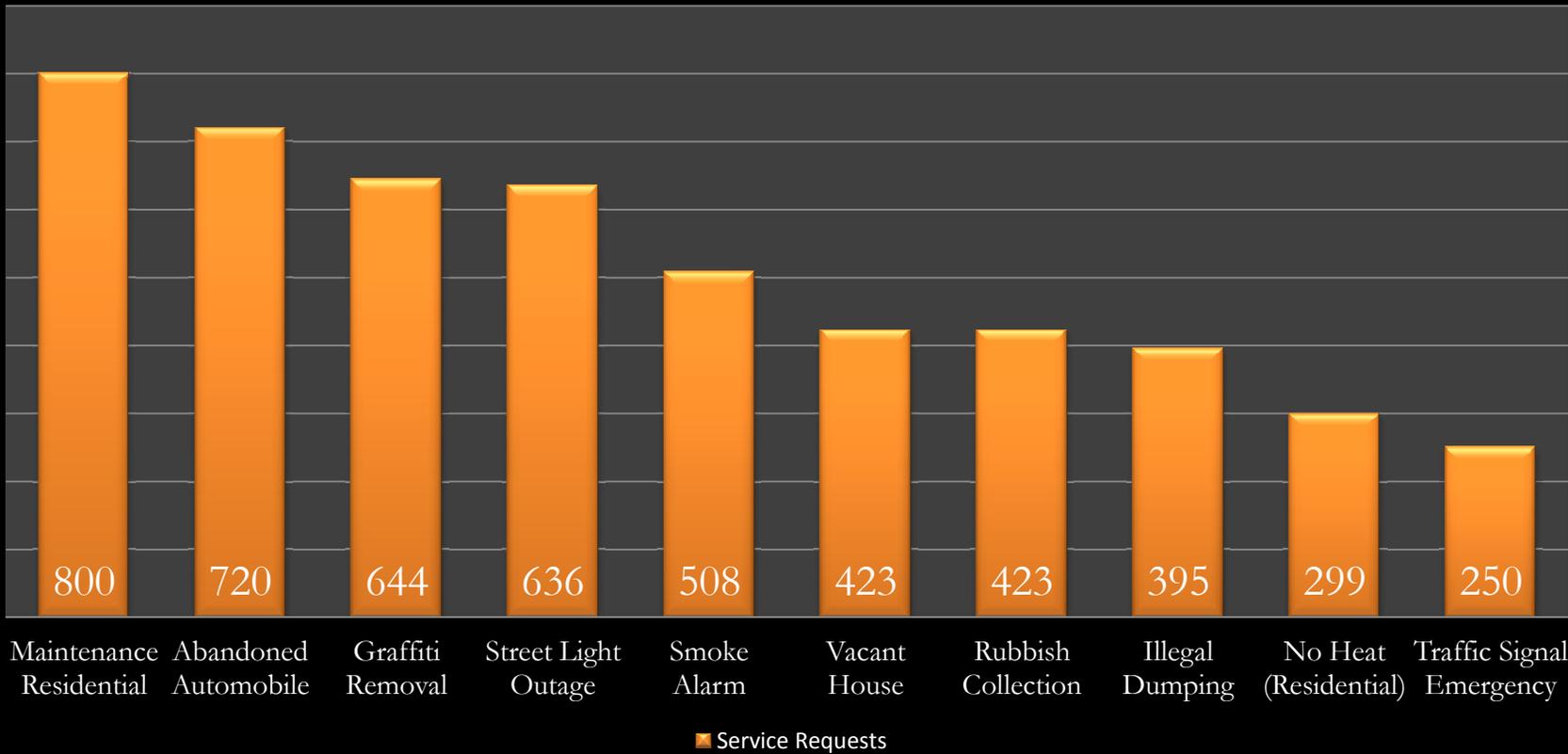
January 2013 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	3,244	40.90%
Licenses and Inspections	2,581	32.54%
Neighborhood Services	856	10.79%
Police Department	735	9.27%
Fire Department	515	6.49%



January 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	800	15.69%
Abandoned Automobile	720	14.12%
Graffiti Removal	644	12.63%
Street Light Outage	636	12.48%
Smoke Alarm	508	9.96%
Vacant House	423	8.30%
Rubbish Collection	423	8.30%
Illegal Dumping	395	7.75%
No Heat (Residential)	299	5.87%
Traffic Signal Emergency	250	4.90%



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

