



311 Contact Center Monthly Report

November 2012

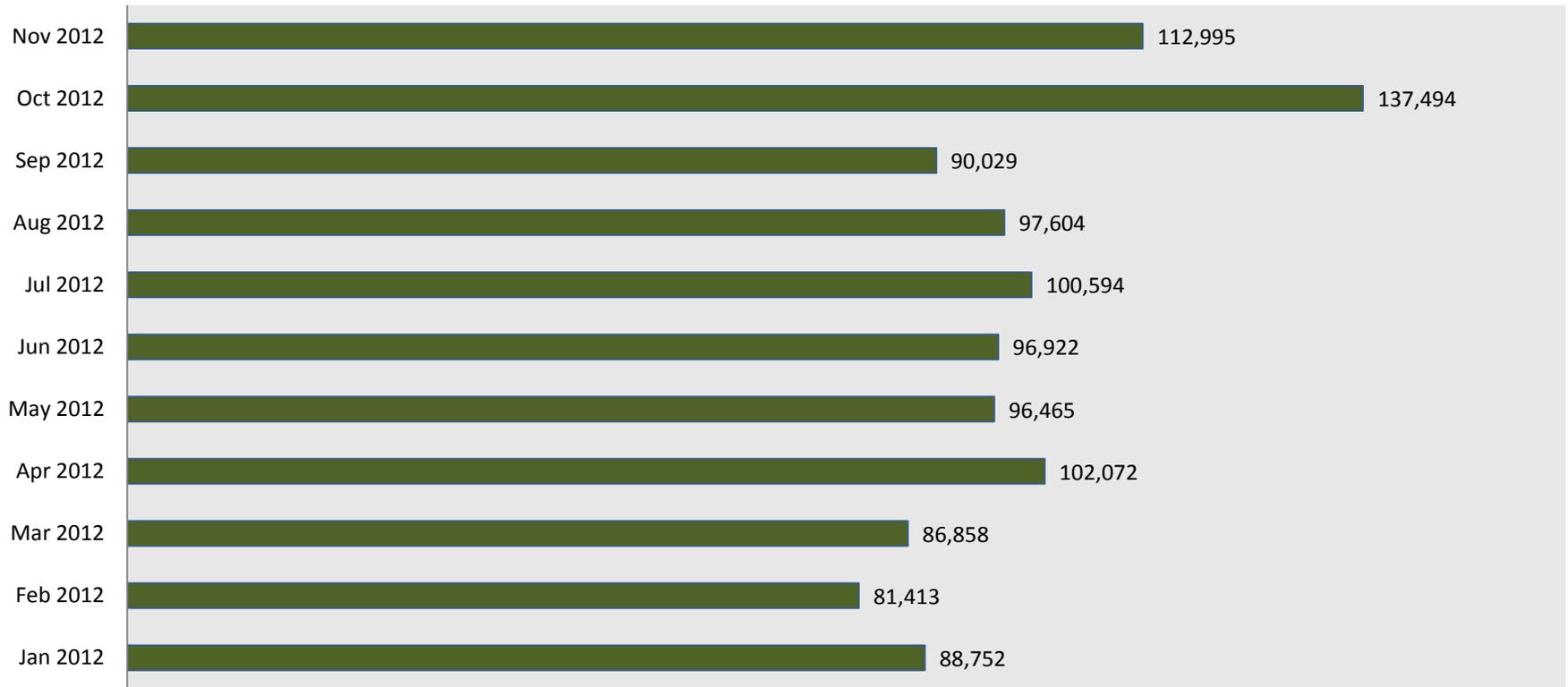
Public

Observations & Analysis

This month's higher than normal call volume for a November is attributed to the 2012 Presidential Election. Philly311 operated during normal office hours Monday through Friday 8am-8pm for the entire month of November.



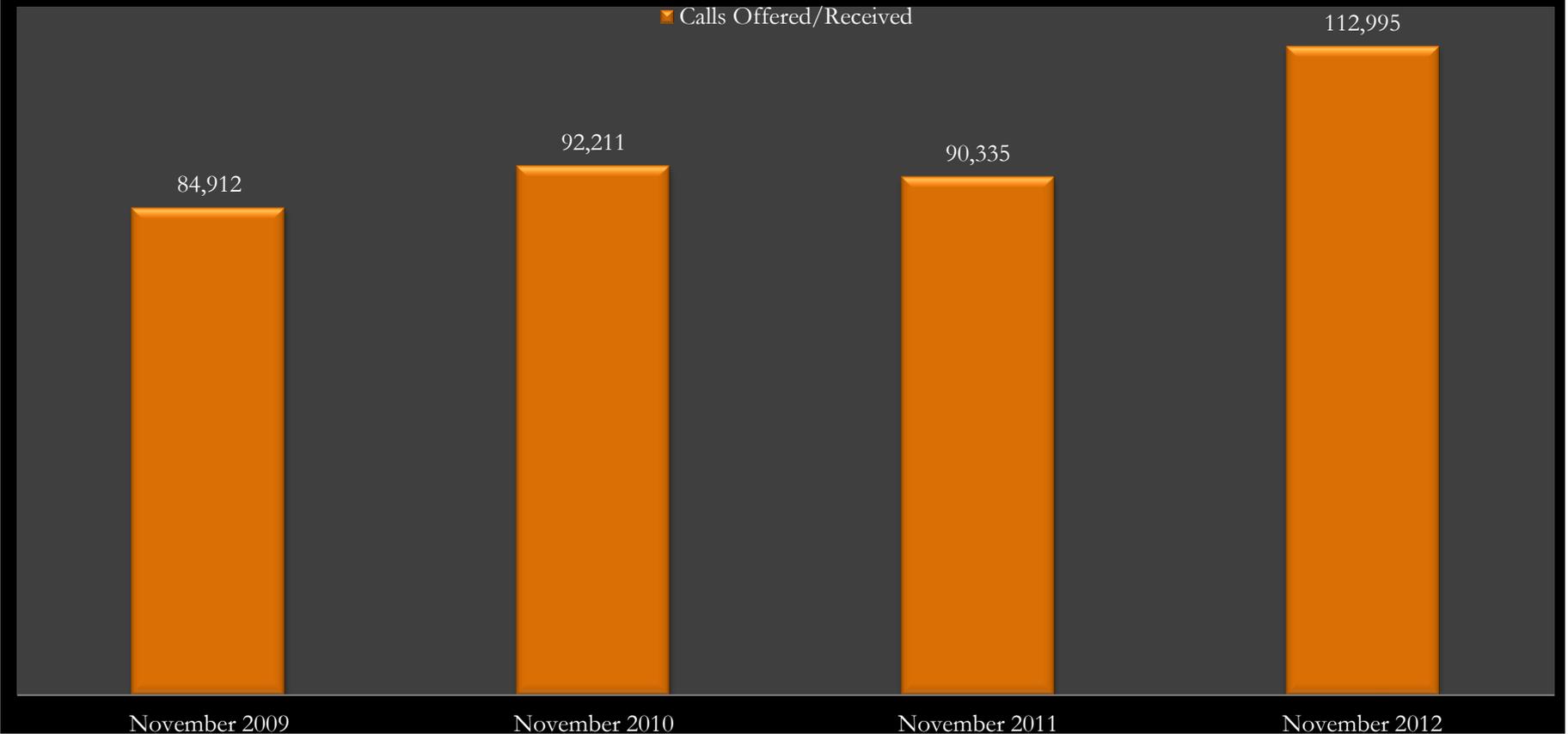
2012 Call Volume by Month



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



November 2009-2012 Call Volume Comparison

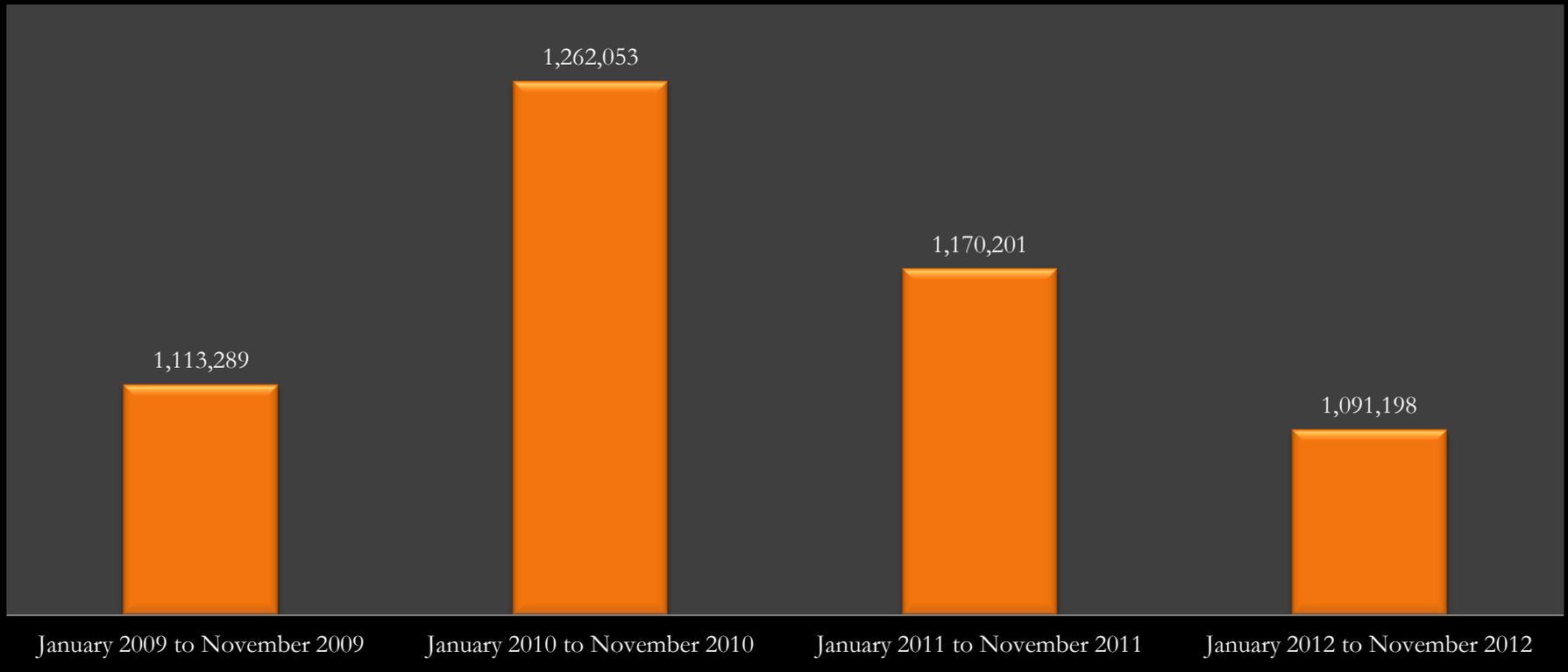


Year	Calls Offered/Received
November 2009	84,912
November 2010	92,211
November 2011	90,335
November 2012	112,995



Call Volume Period

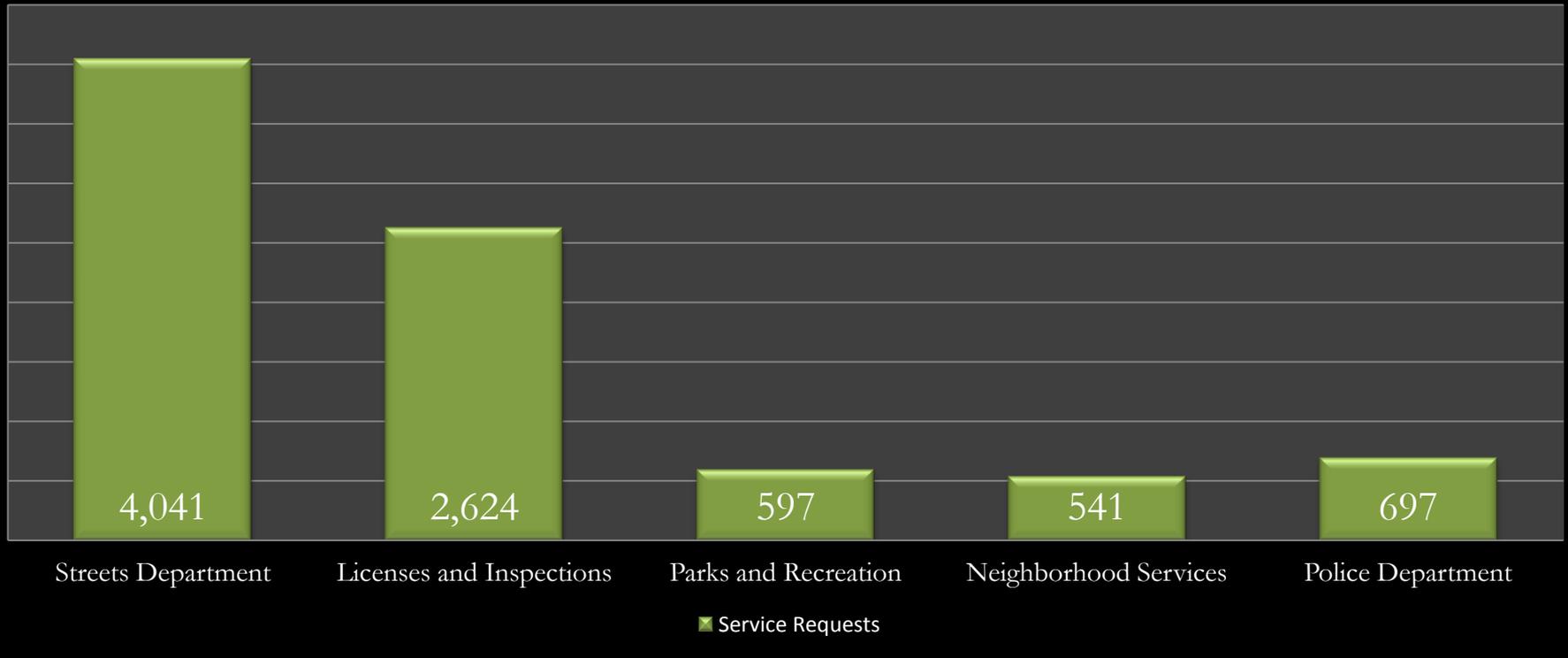
■ Calls Offered/Received



Period	Calls Offered/Received
January 2009 to November 2009	1,113,289
January 2010 to November 2010	1,262,053
January 2011 to November 2011	1,170,201
January 2012 to November 2012	1,091,198



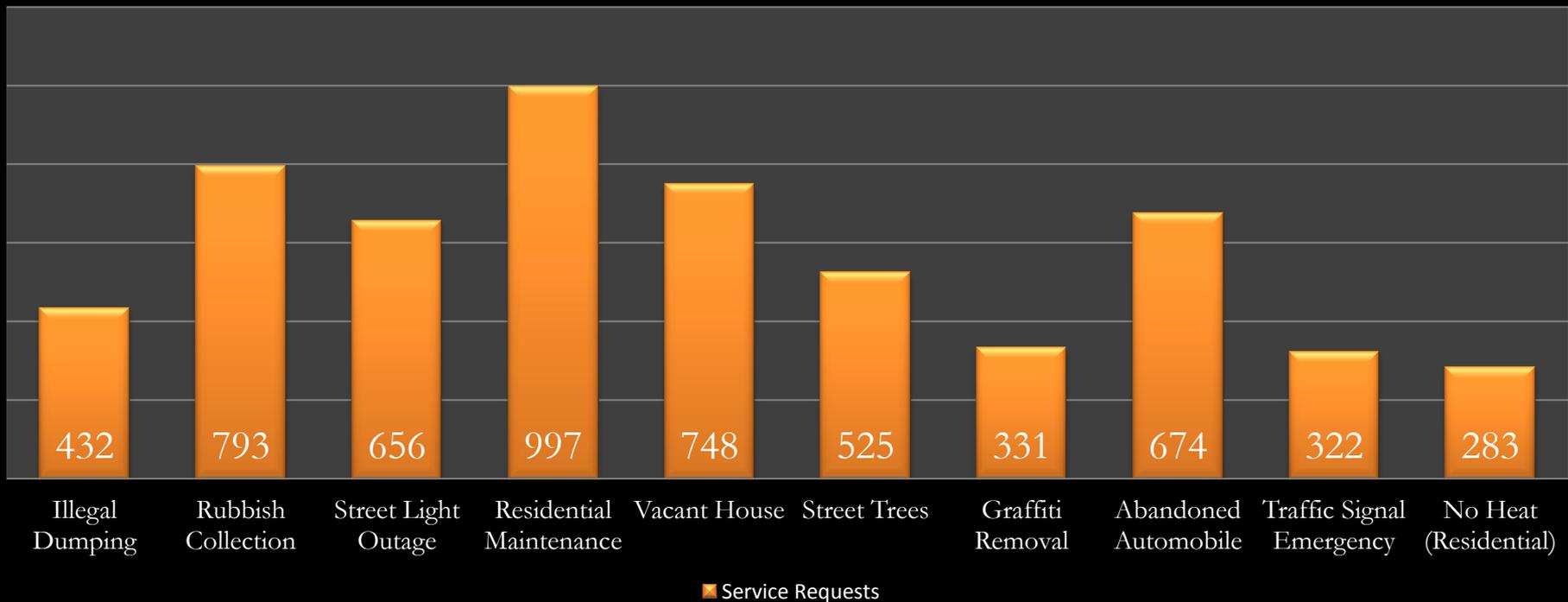
November 2012 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	4,041	47.54%
Licenses and Inspections	2,624	30.87%
Parks and Recreation	597	7.02%
Neighborhood Services	541	6.36%
Police Department	697	8.20%



November 2012 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Illegal Dumping	432	7.50%
Rubbish Collection	793	13.76%
Street Light Outage	656	11.39%
Residential Maintenance	997	17.31%
Vacant House	748	12.98%
Street Trees	525	9.11%
Graffiti Removal	331	5.75%
Abandoned Automobile	674	11.70%
Traffic Signal Emergency	322	5.59%
No Heat (Residential)	283	4.91%



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

