

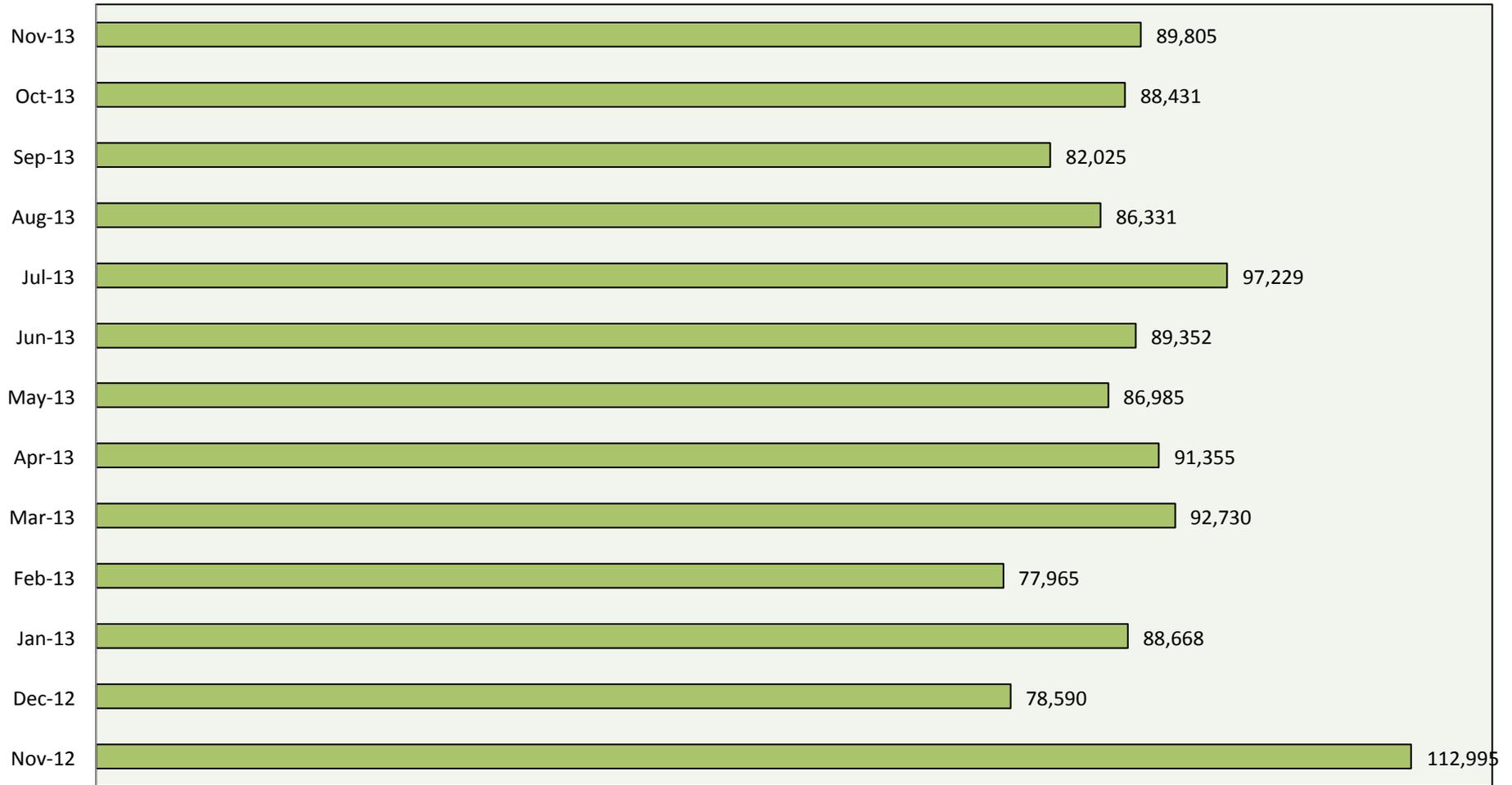


311 Contact Center Monthly Report

November 2013

Public

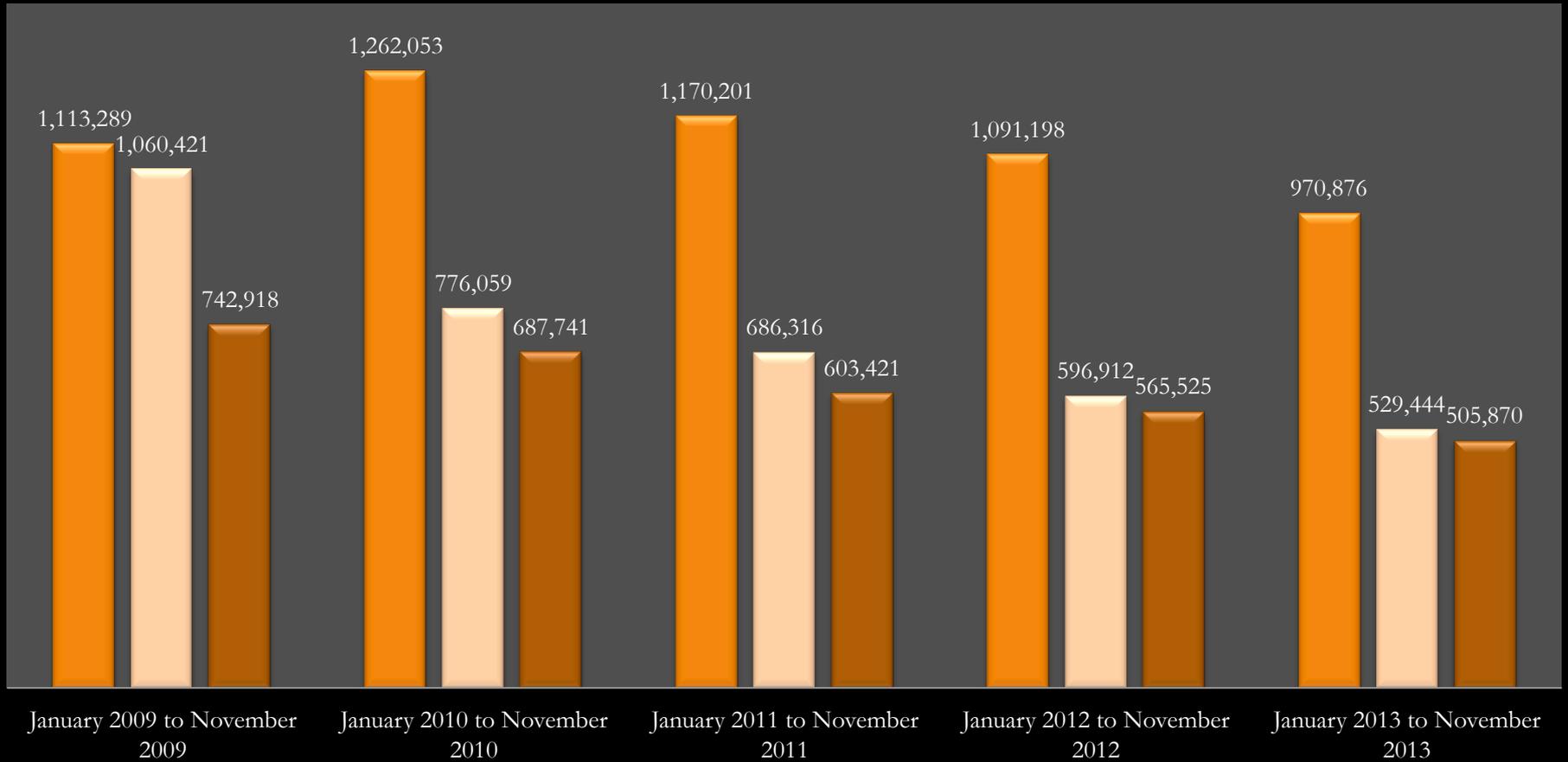
Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Nov-13	89,805	4,727

Call Volume and Performance Levels by Period

■ Calls Offered/Received ■ Calls Accepted ■ Calls Answered

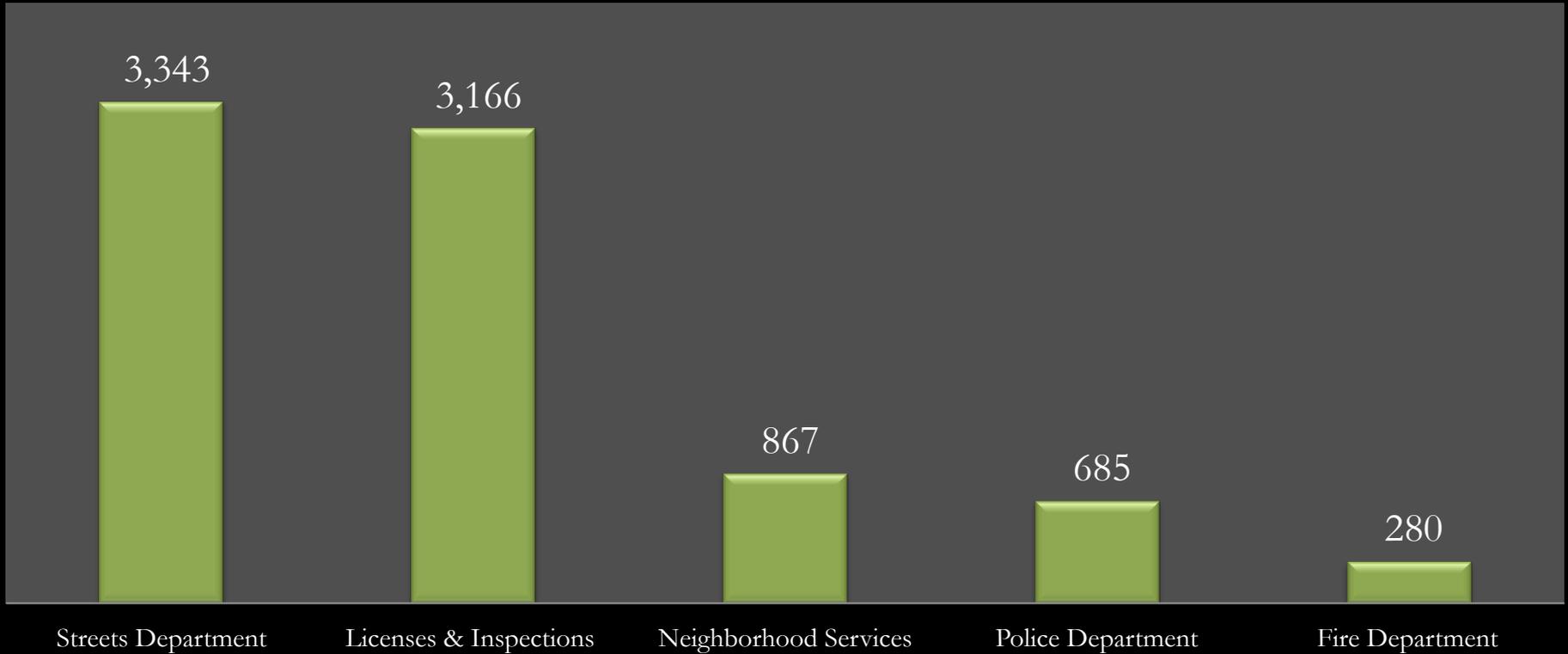


Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
January 2009 to November 2009	1,113,289	1,060,421	742,918	70%
January 2010 to November 2010	1,262,053	776,059	687,741	89%
January 2011 to November 2011	1,170,201	686,316	603,421	88%
January 2012 to November 2012	1,091,198	596,912	565,525	95%
January 2013 to November 2013	970,876	529,444	505,870	96%



November 2013 Top 5 Service Requests by Department

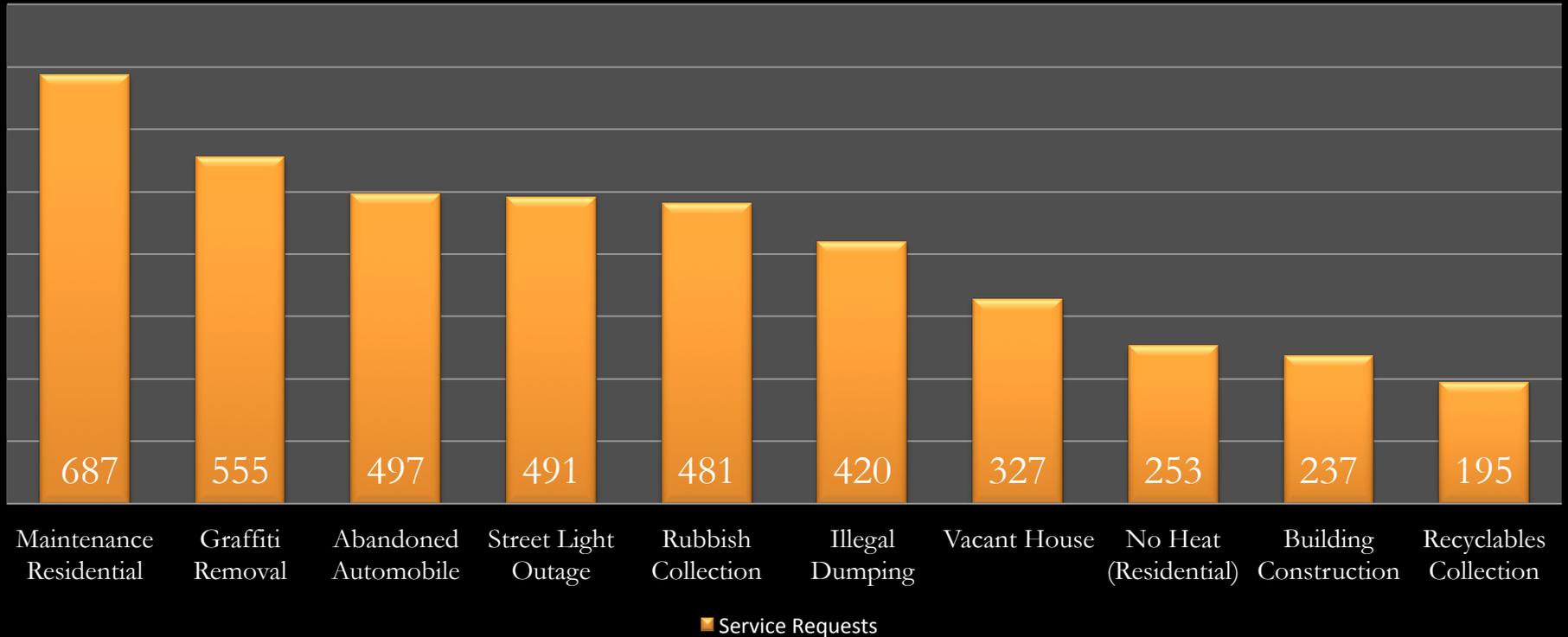
■ Service Requests



Top 5 Departments	Service Requests	% Service Requests
Streets Department	3,343	40.08%
Licenses & Inspections	3,166	37.96%
Neighborhood Services	867	10.39%
Police Department	685	8.21%
Fire Department	280	3.36%



November 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	687	16.58%
Graffiti Removal	555	13.40%
Abandoned Automobile	497	12.00%
Street Light Outage	491	11.85%
Rubbish Collection	481	11.61%
Illegal Dumping	420	10.14%
Vacant House	327	7.89%
No Heat (Residential)	253	6.11%
Building Construction	237	5.72%
Recyclables Collection	195	4.71%



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

