

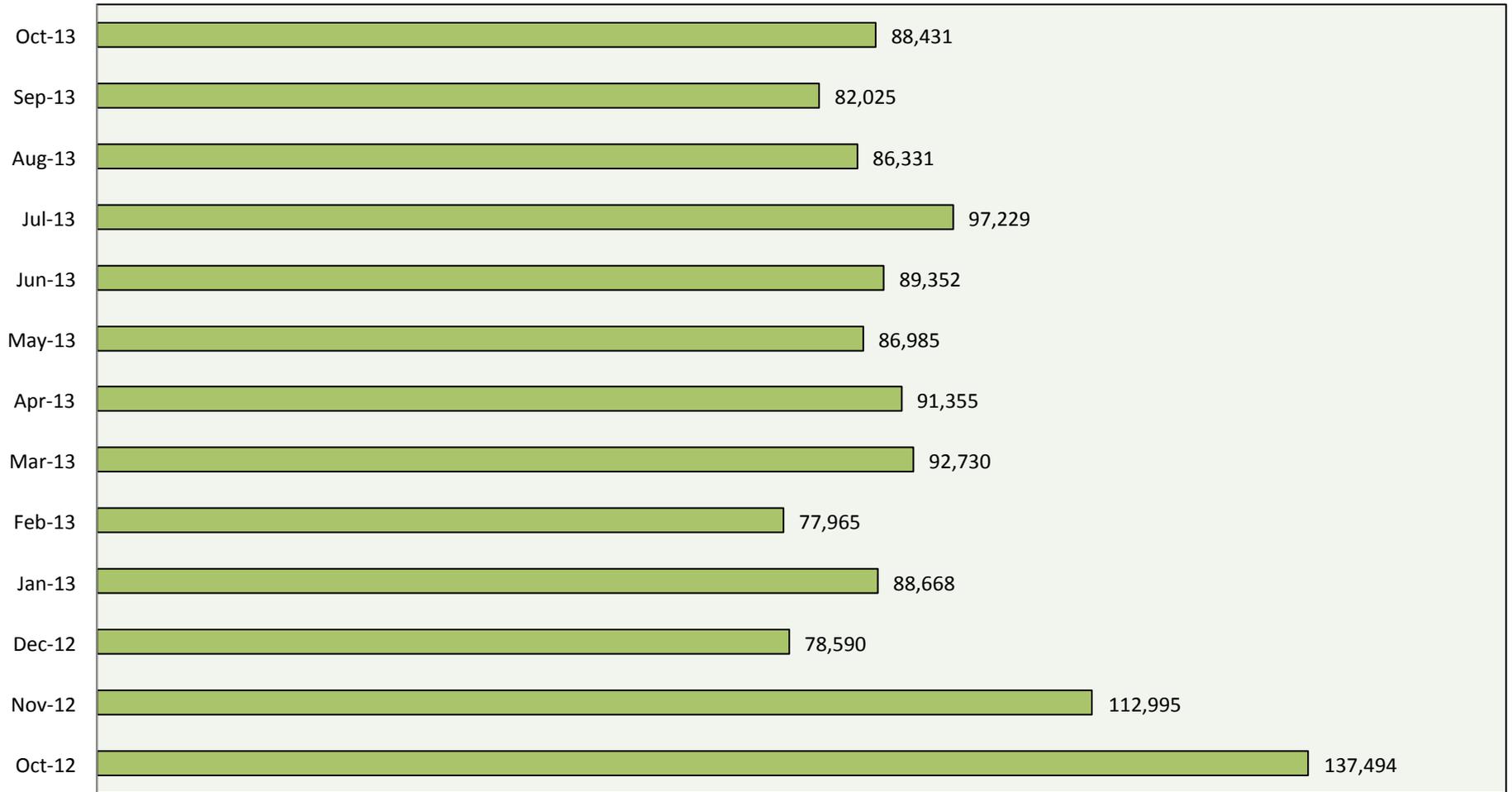


# **311 Contact Center Monthly Report**

**October 2013**

*Public*

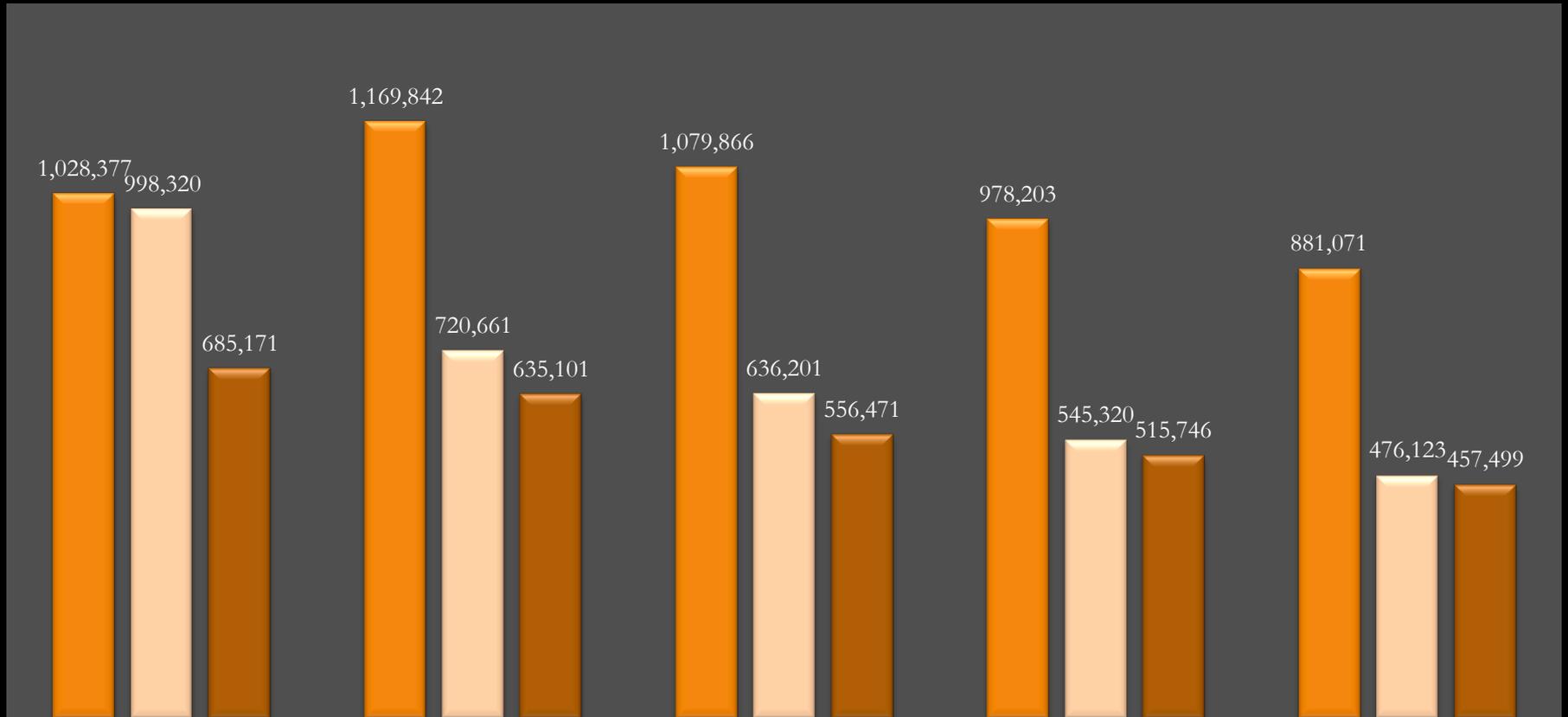
## Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Oct-13	88,431	4,020

# Call Volume and Performance Levels by Period

■ Calls Offered/Received ■ Calls Accepted ■ Calls Answered



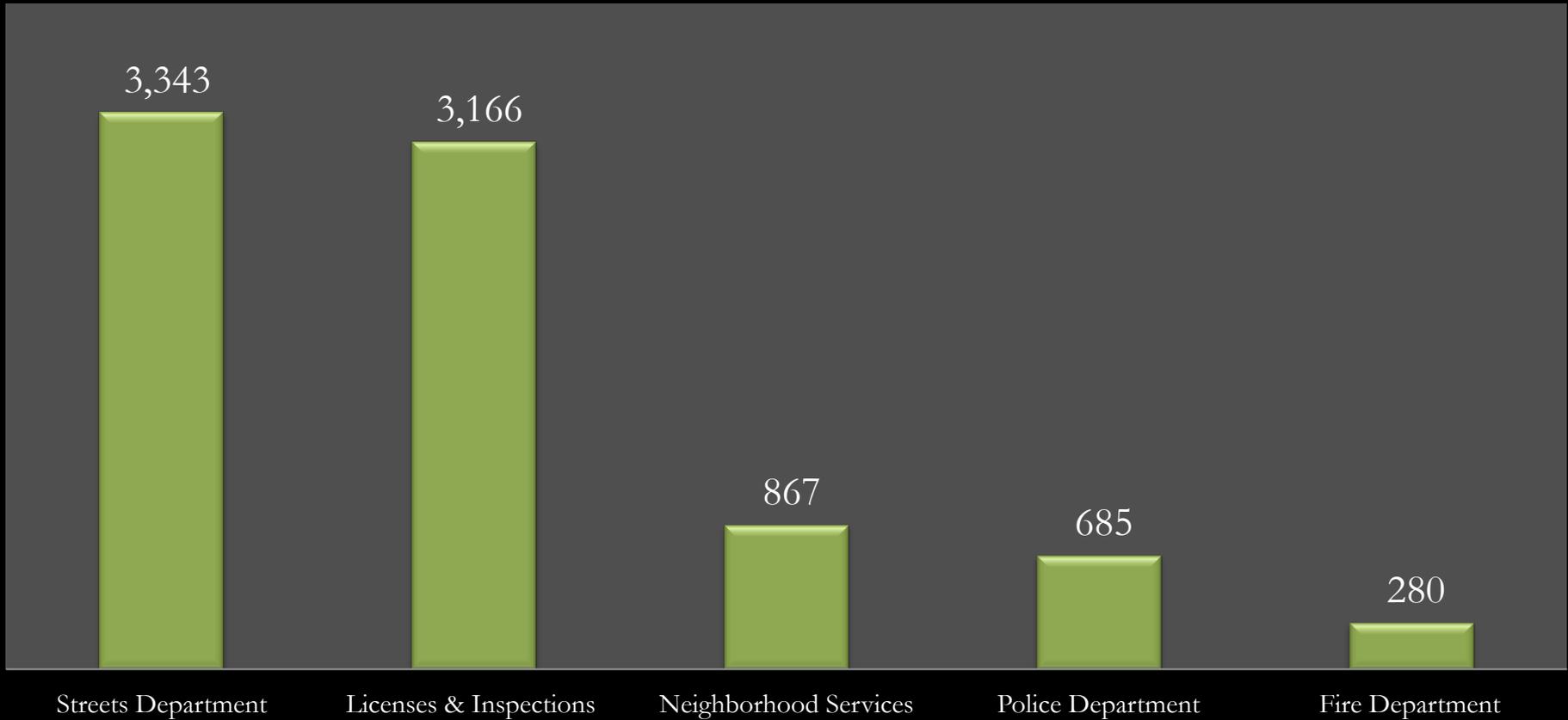
January 2009 to October 2009 January 2010 to October 2010 January 2011 to October 2011 January 2012 to October 2012 January 2013 to October 2013

Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
January 2009 to October 2009	1,028,377	998,320	685,171	69%
January 2010 to October 2010	1,169,842	720,661	635,101	88%
January 2011 to October 2011	1,079,866	636,201	556,471	87%
January 2012 to October 2012	978,203	545,320	515,746	95%
January 2013 to October 2013	881,071	476,123	457,499	96%



# October 2013 Top 5 Service Requests by Department

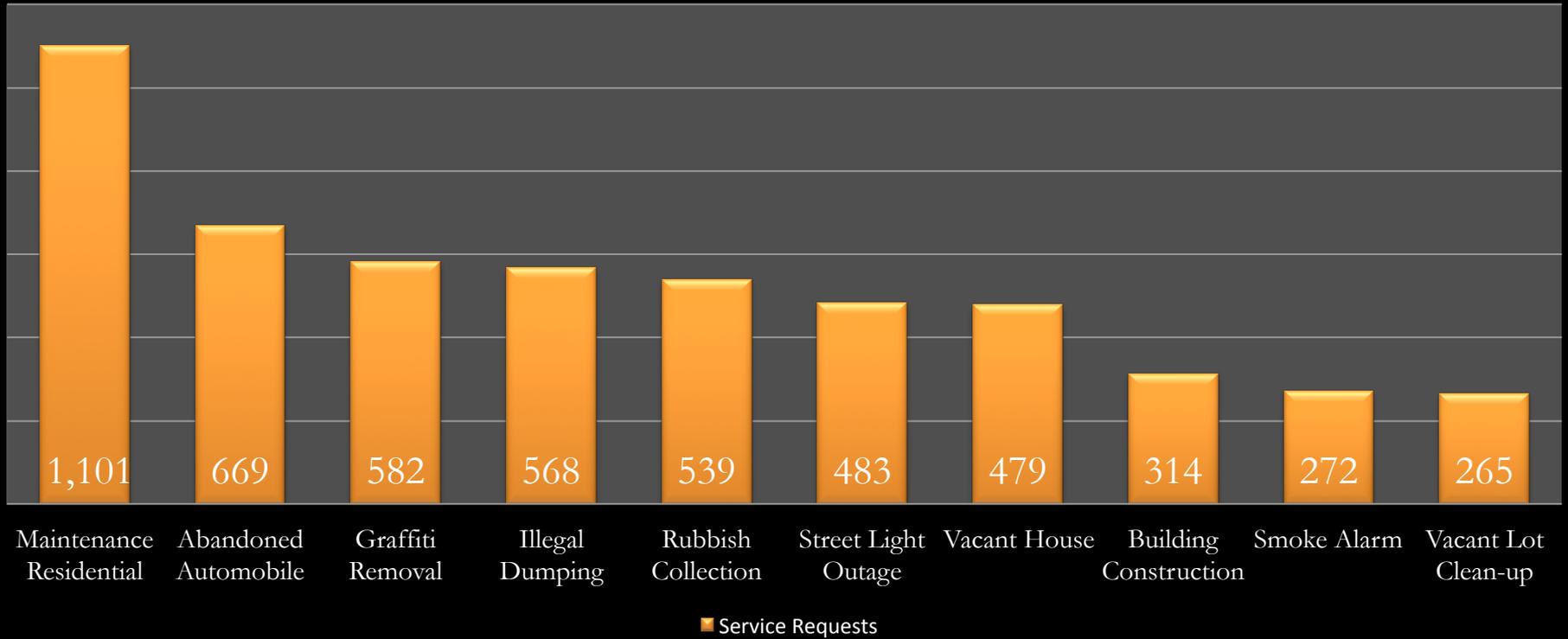
■ Service Requests



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%



# October 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1,101	20.88%
Abandoned Automobile	669	12.69%
Graffiti Removal	582	11.04%
Illegal Dumping	568	10.77%
Rubbish Collection	539	10.22%
Street Light Outage	483	9.16%
Vacant House	479	9.09%
Building Construction	314	5.96%
Smoke Alarm	272	5.16%
Vacant Lot Clean-up	265	5.03%



# 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

