

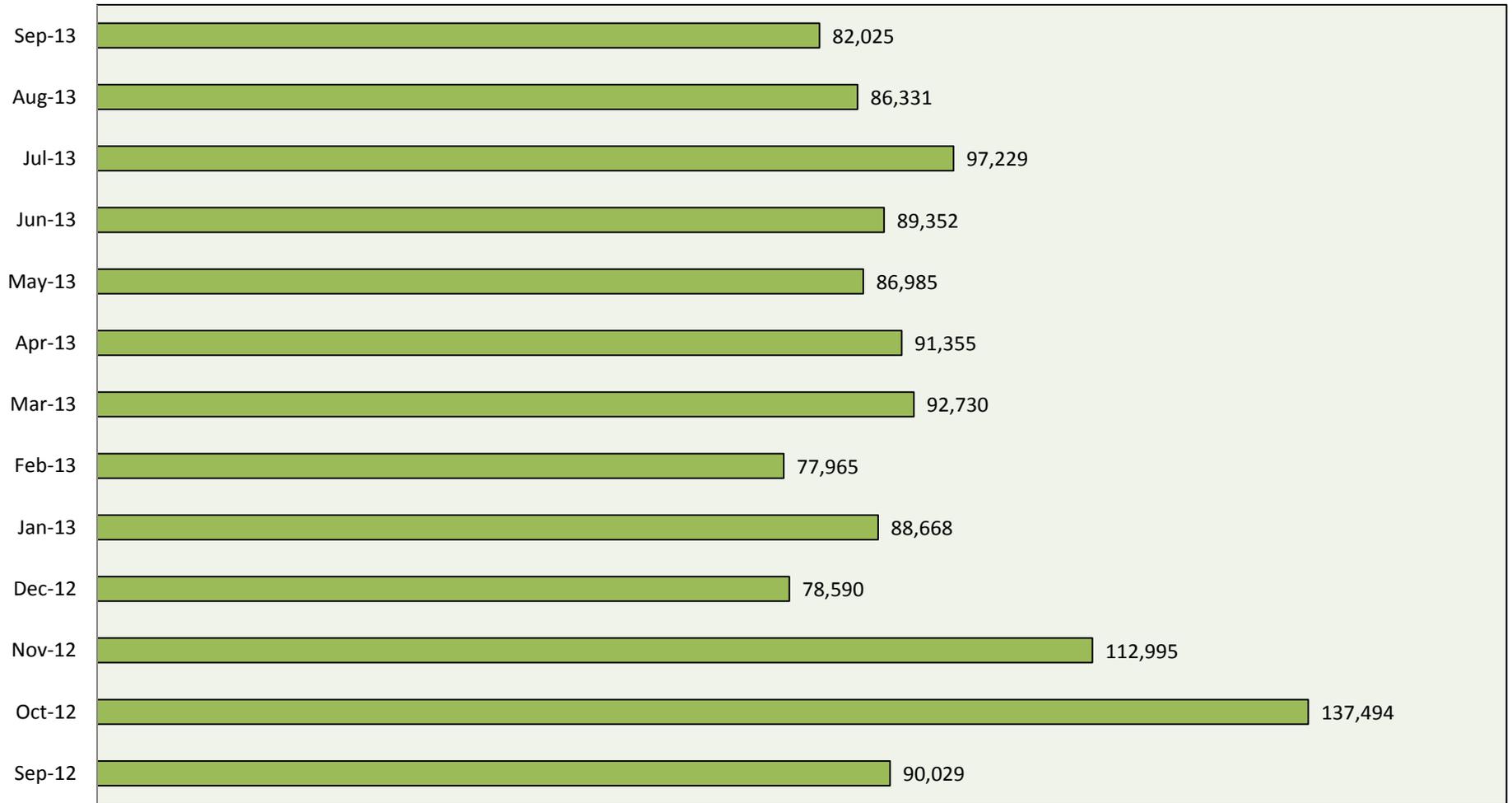


311 Contact Center Monthly Report

September 2013

Public

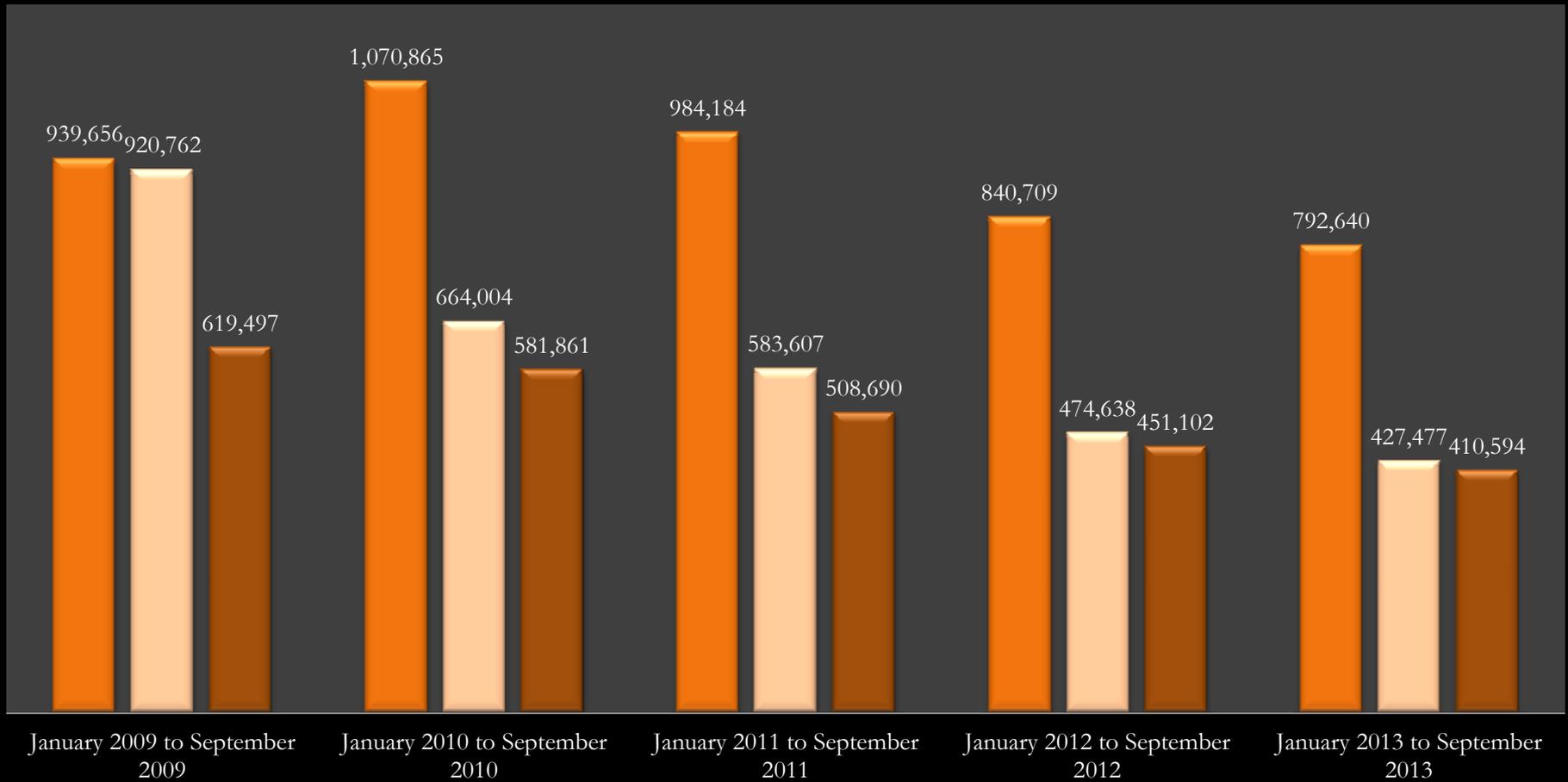
Last 13 Months of Call Volume by Month



Month	Calls Offered/Received	Average Weekday Call Volume
Sep-13	82,025	4,101

Call Volume and Performance Levels by Period

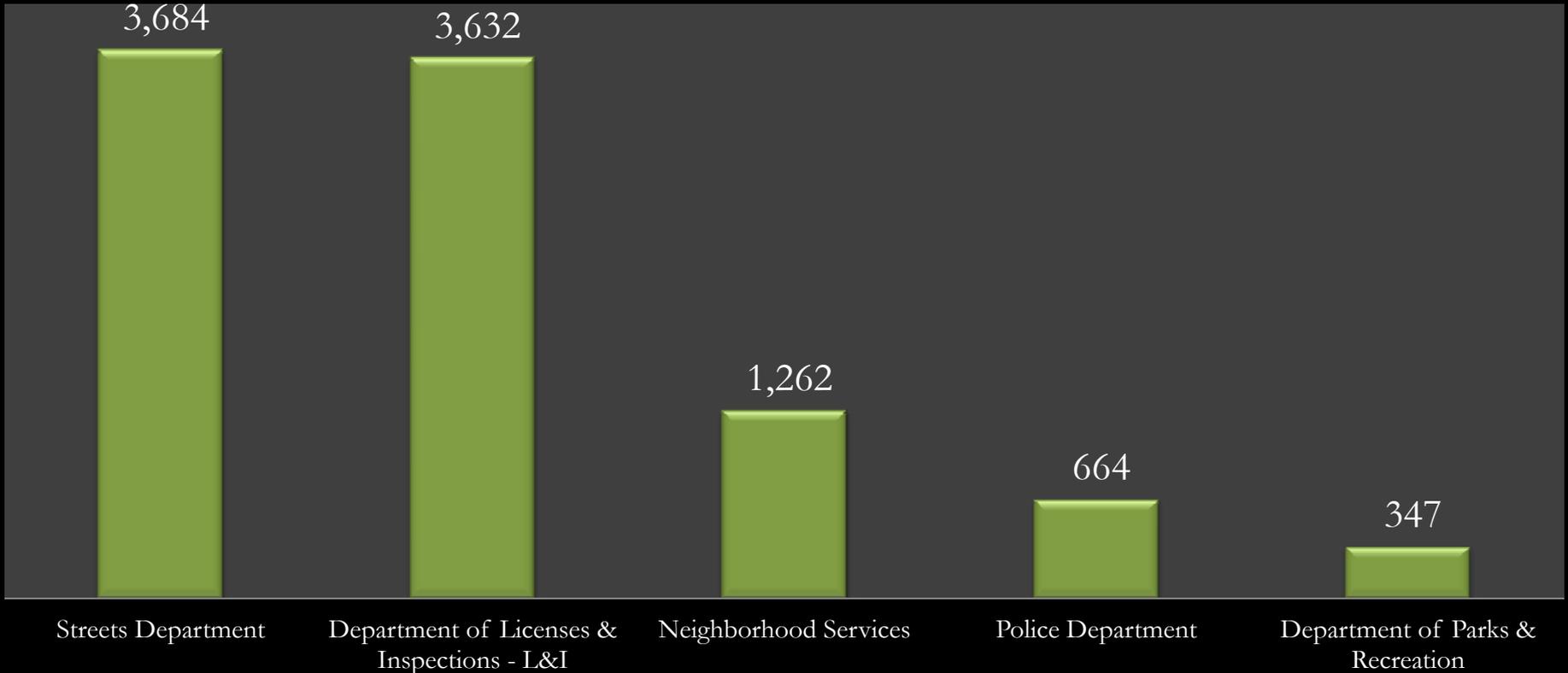
■ Calls Offered/Received
 ■ Calls Accepted
 ■ Calls Answered



Period	Calls Offered/Received	Calls Accepted	Calls Answered	% Answered
January 2009 to September 2009	939,656	920,762	619,497	67%
January 2010 to September 2010	1,070,865	664,004	581,861	88%
January 2011 to September 2011	984,184	583,607	508,690	87%
January 2012 to September 2012	840,709	474,638	451,102	95%
January 2013 to September 2013	792,640	427,477	410,594	96%

September 2013 Top 5 Service Requests by Department

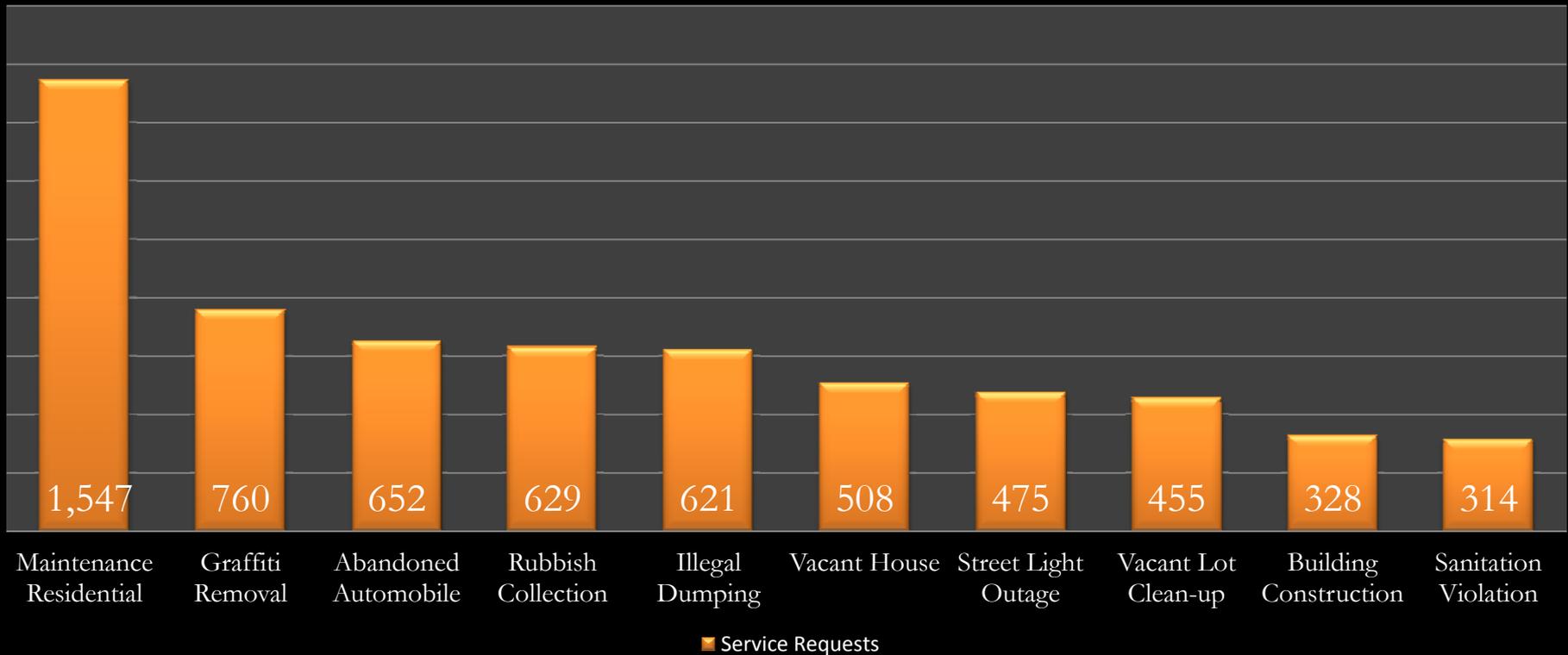
■ Service Requests



Top 5 Departments	Service Requests	% Service Requests
Streets Department	3,684	38.42%
Department of Licenses & Inspections - L&I	3,632	37.88%
Neighborhood Services	1,262	13.16%
Police Department	664	6.92%
Department of Parks & Recreation	347	3.62%



September 2013 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1,547	24.60%
Graffiti Removal	760	12.08%
Abandoned Automobile	652	10.37%
Rubbish Collection	629	10.00%
Illegal Dumping	621	9.87%
Vacant House	508	8.08%
Street Light Outage	475	7.55%
Vacant Lot Clean-up	455	7.23%
Building Construction	328	5.22%
Sanitation Violation	314	4.99%



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

