



**311 Contact Center
Monthly Report**

JANUARY 2011

Observations & Analysis

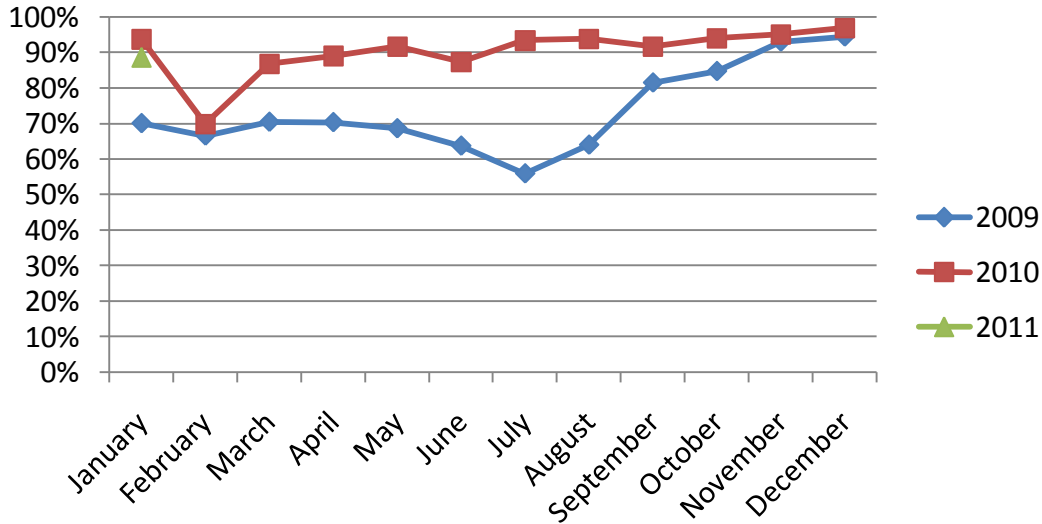
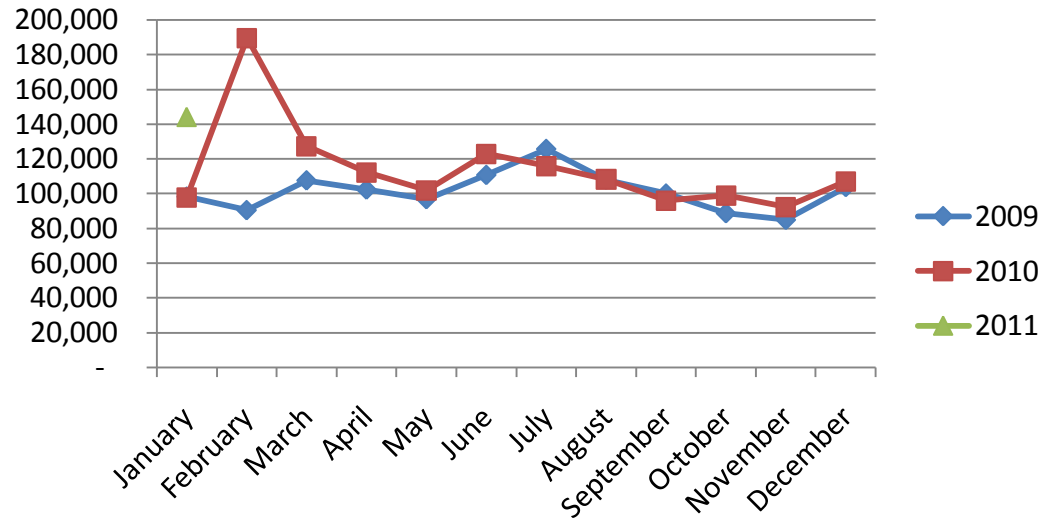
As shown on slide #3, this month's call volume is significantly higher than the same month in 2009 and 2010. However, even with multiple snow storms this month, the call volume is still considerably lower than that of February 2010 (when Philadelphia received over 2 ft. of snow).



Call Volumes and Performance Levels

2009 - 2010 Comparison

Calls Offered



% Calls Answered



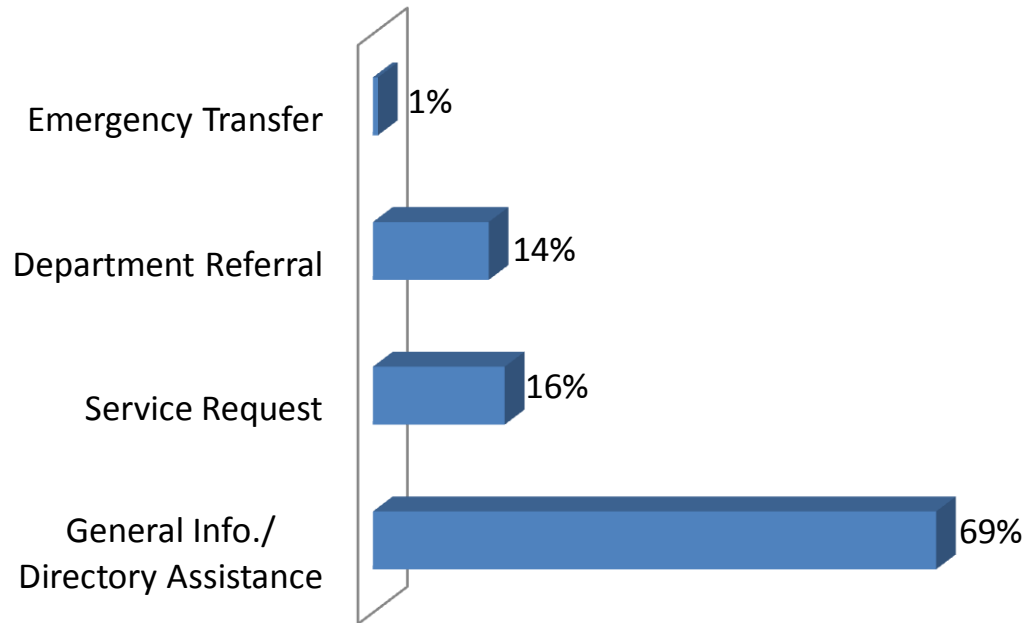
Call Volumes and Performance Levels

Performance Measure	January 2011	January 2010	2011 Total
Calls Offered	143,986	97,751	143,986
Average Weekday Call Volume	6,354	4,378	6,354
Percent of Calls Answered	88%	93%	88%
Emergency Transfers	1%	1%	1%



Customer Contacts Logged

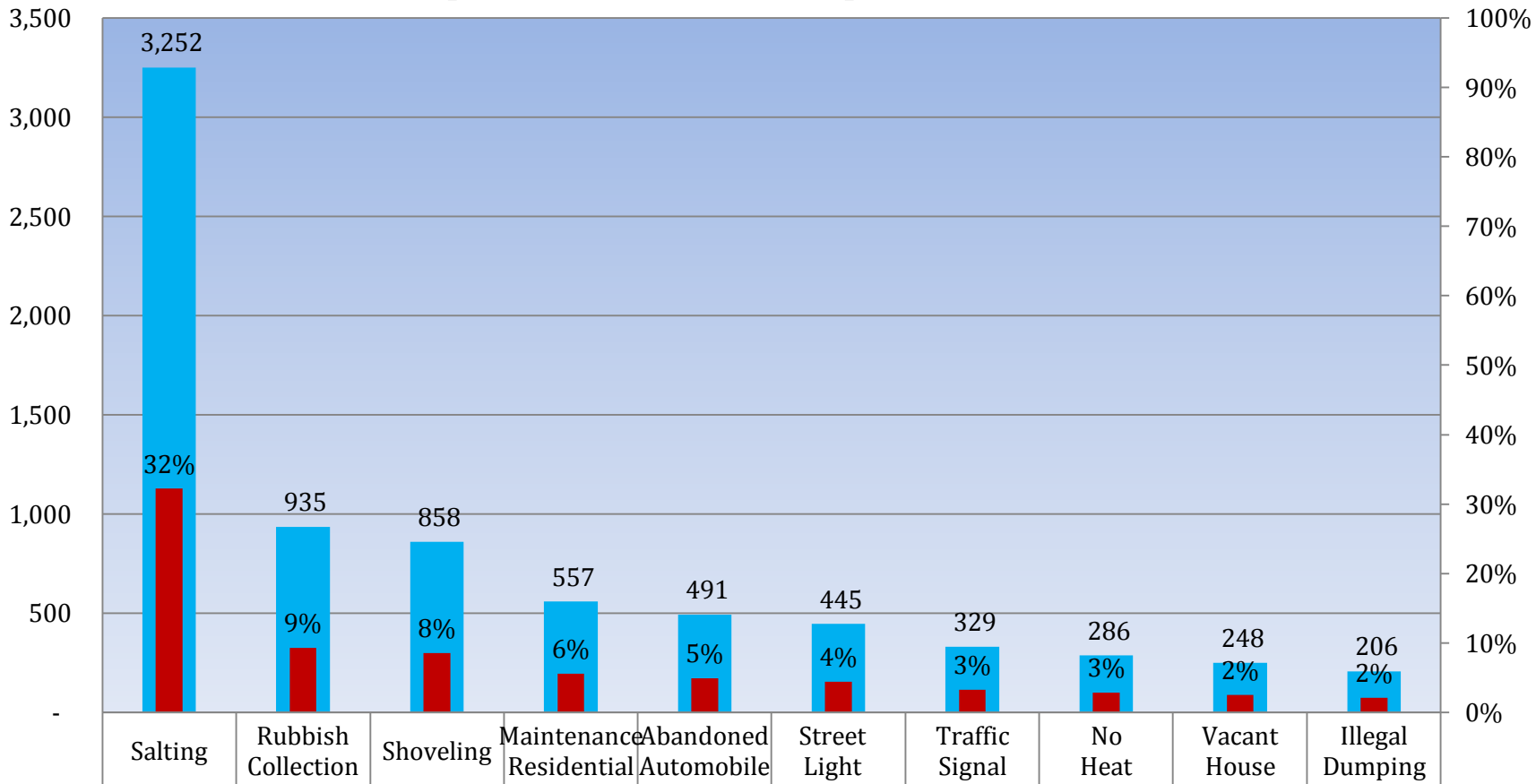
Request Type Distribution





Customer Contacts Logged

Top Ten Service Requests

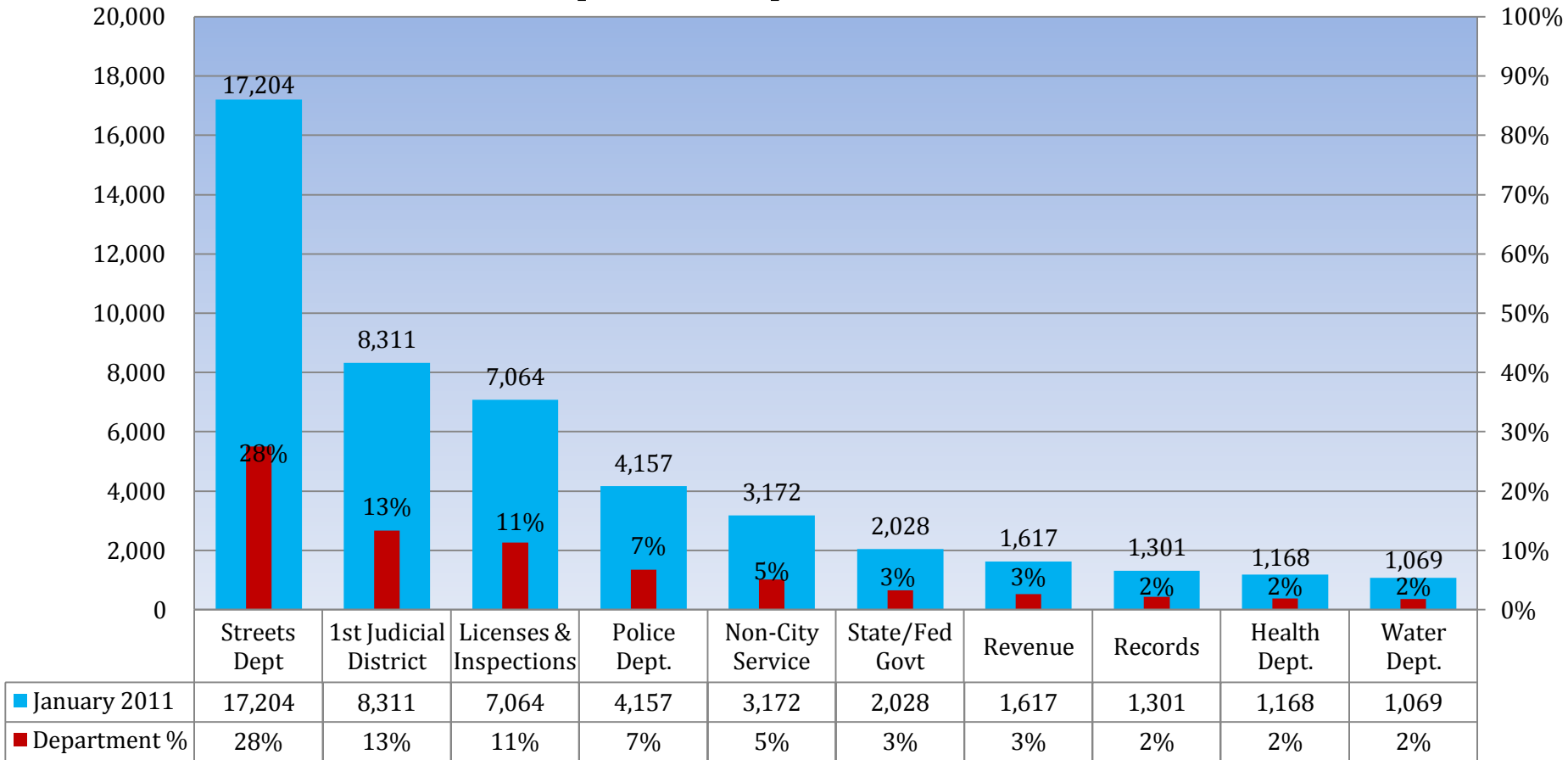


■ January 2011	3,252	935	858	557	491	445	329	286	248	206
■ Service Request %	32%	9%	8%	6%	5%	4%	3%	3%	2%	2%



Customer Contacts Logged

Top Ten Departments



Revenue Split: Water Revenue - 449
Other Revenue - 1,168



Appendix A: Definitions

- **Calls Offered**: Number of calls that came in to 311.
- **General Information**: A customer inquiry that can be resolved using the 311 knowledge database.
- **Department Referral**: A customer inquiry that cannot be resolved using the 311 knowledge database and is escalated to a City Department.
- **Service Request**: One of a specific list of requests for City service that the 311 Contact Center accepts and distributes to the appropriate department by automation. These requests are given a reference number and can be tracked on our website.