



**Launched December 31, 2008**

## **Philly311 Operational Accomplishments - First Year of Operation**

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### **PHASED CONSOLIDATION OPERATIONS**

- \*MAYOR'S ACTION CENTER
- \*CITY SWITCHBOARD OPERATIONS
- \*LICENSES & INSPECTIONS CALL CENTER

### **IMPROVED TECHNOLOGY OFFERINGS**

- \*Interactive Voice Response (IVR) Application
- \*Constituent Service Request GIS Mapping

### **CREATED SOCIAL NETWORKING OPPORTUNITIES**

- \*311 Twitter
- \*311 Facebook,
- \*311 MySpace
- \*311 LinkedIn
- \*311 YouTube Channel

### **EXPAND PHILLY311 WEBSITE SERVICE OFFERINGS**

- \*Service Request Tracking
- \*Knowledge Base Search (3,000 articles)
- \*Neighborhood Liaison Program
- \*Mystery Shopper Program
- \*Speaking Tours and Community Events Calendar
- \*Frequently Asked Questions
- \*311 Operational Reports

### **IMPLEMENTED WEB-SELF SERVICE PORTAL**

- \*City Council
- \*City Employees
- \*Penn Police,
- \*Police Service Area Police District 26 (pilot test)

### **RECOGNIZED NATIONALLY FOR OUTSTANDING ACHIEVEMENTS**

- \* National Public Radio (NPR)
- \* International City Manager Association (ICMA)
- \*Numerous speaking engagements, workshops and events

### **ACTIVATED EMERGENCY INFORMATION CENTER**

- \*Citizen Plan C Budget Impact Hotline
- \*Snow Emergency
- \*SEPTA Strike

### **CREATED ONGOING OPERATIONAL PROGRESS REPORTS**

- \*PhillyStat
- \*Executive Summary Reports
- \*Council District Service Request Report
- \*Council District Service Request Maps

### **CREATED ONGOING KNOWLEDGE SHARING ENVIRONMENT**

- \*City Council Training
- \*City Operations 311 Training
- \*Departmental Liaison Knowledgebase Training
- \*Service Requests Training
- \*311/License & Inspections CRM training
- \*Advance Customer Service Soft skills Training

### **PARTNERED WITH EXTERNAL STAKEHOLDERS**

- \*Independence Blue Cross/Blue Shield
- \*Verizon
- \*Philadelphia Workforce Development Corp(PWDC)
- \*United Parcel Services (UPS)

### **PARTICIPATED IN COMMUNITY OUTREACH ACTIVITIES**

- \*Attended over **35** community meetings
- \*Joined the City-wide Clean-up
- \*Activated 311 Community Outreach Mobile Squad
- \*Created Neighborhood Liaison Program

Launch Year-to-Date	Goals	
<b>311 CONTACT CENTER ACTIVITIES</b>		
Inbound Call Volume	<b>1,200,000</b>	N/A
Department 311 Service Requests	<b>60,000</b>	N/A
*Average Speed of Answer	<b>16 seconds</b>	30 seconds
*Average Call Length	<b>2:47</b>	N/A
*Average Percentage Abandoned Calls	<b>5%</b>	10%
<b>NON TELEPHONE CONTACT SUPPORT SERVICES</b>		
Online Self-Service Cases Created	<b>850</b>	N/A
Customer Generated Emails (philly311@phila.gov)	<b>1,800</b>	N/A
Visits to Walk-in Facilities	<b>9,900</b>	N/A
Citizen Satisfaction Rating (post call surveys = 1,024)	<b>89%</b>	85%

\*as of December 2009

<b>311 Most Popular Citizen Service Request Type By Department</b>		
1. License & Inspections	<b>9,104</b>	Exterior and/or Interior Property Maintenance Complaints
2. Streets	<b>5,203</b>	Street Light Outage Repair
3. Police	<b>4,402</b>	Abandoned Vehicle Complaint
4. Neighborhood Services	<b>2,491</b>	Vacant Lot Cleanup
5. Parks & Recreation	<b>1,642</b>	Street Tree Maintenance
6. Water	<b>524</b>	Inlet Cleaning Repair



### 311 Top 10 Calls By Department

1. Police Department	<b>71,587</b>	Police District or Report Request
2. First Judicial District	<b>66,029</b>	Court location or Judge Information
3. License and Inspections	<b>38,877</b>	Code Violations or Licensing
4. Streets Department	<b>38,396</b>	Trash or Recycling Information
5. Prisons	<b>18,270</b>	Facilities/Inmate Locator
6. Philadelphia Parking Authority	<b>12,166</b>	Parking Violations/Towing Locations
7. Revenue	<b>11,914</b>	City Tax Information
8. Philadelphia Water Department	<b>10,811</b>	Problem with water pipes or inlets (emergency transfers)
9. Water Revenue	<b>10,383</b>	Water Billing
10. Human Services	<b>9,137</b>	Child Services
Honorable Mention: City Council	<b>8,004</b>	Directory Assistance or Legislation Inquiries