

## Legislation Text

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**File #:** 180853, **Version:** 0

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Authorizing the Committee on Legislative Oversight to hold hearings regarding the operation of Philadelphia's 311 non-emergency hotline.

WHEREAS, Philly311 is a vitally important tool for constituent communication. It provides the public quick access to government services and information. By collecting and analyzing data on the service requests that it receives, 311 also assists agencies and departments in improving service delivery; and

WHEREAS, Philly311 is accessible via phone, walk-in, internet, email, and social media forums. Philly311 handles a substantial volume of service requests, over 200,000 a year. Half of this volume consists of requests for information, while constituent requests for City services accounted for the remainder. In August 2018 alone, Philly311 received 27,363 requests, with the most common service requests being those related to property maintenance and illegal dumping; and

WHEREAS, The installation of new Executive Director Graham Quinn is an ideal time to evaluate the Philly311 system and identify opportunities to enhance its efficacy and customer service; now, therefore, be it

RESOLVED, THAT THE COUNCIL OF THE CITY OF PHILADELPHIA, Hereby authorizes the Committee on Legislative Oversight to hold hearings regarding the operation of Philadelphia's 311 non-emergency hotline.