

# TRANSFORMING CITY GOVERNMENT THROUGH CUSTOMER SERVICE

## CHALLENGE

### PHILADELPHIA, PA



Philadelphia is the fifth largest city in the U.S., with a diverse population of more than 1.5 million. The City saw an increasing volume of resident requests and a growing demand for information in its community. The City needed to empower staff to respond to residents faster, and residents needed more than a call center to connect with their local government.

## SOLUTION

The City implemented Philly311, powered by the Accela communications system, which provides:

### RESIDENT MOBILE TOOLS

Residents can access Philly311 online, on the app, or via phone and SMS if they don't have digital access. The app also delivers information like events and news through customizable widgets.

### SEAMLESS THIRD PARTY SYSTEM INTEGRATION

GIS data for requests submitted to Accela is validated with the City's internal address database in real time. This ensures that all location data is transferred to the City's internal asset management and work order systems accurately.

### INSTANT TRANSLATIONS

21% of Philadelphia residents are non-English speakers. Our One Voice Translation automatically enables a dialogue with the government in 17 languages.

## RESULTS



50% +

Cost savings\*



90%

Closure rate\*



15%

Fewer calls to the call center\*

### TOP REQUEST TYPES

1. Graffiti removal
2. Illegal dumping
3. Residential maintenance
4. Abandoned automobiles
5. Broken street lights

"Philadelphia is aiming to become one of the safest cities in America and we are committed to working more efficiently and effectively, with integrity and responsiveness."

– Mayor Nutter

\* Philly311 and Accela 2014

## CONTACT US TO LEARN HOW WE CAN HELP YOUR COMMUNITY