

City of Philadelphia Philadelphia Water Department



Population:
1,573,916 (No. 6)

Govt Employees:
25,000

Address:
City Hall
Philadelphia, PA 19107

Phone:
(215) 686-8686

Email:

Capabilities Statement:
[Link](#)

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474



Site:

<https://www.phila.gov/departments/philly311/>

Mission:

The Philly311 contact center is Philadelphia's customer service center for non-emergency inquiries. Requests for service can be submitted via telephone, mobile application, and web application. We will get your request to the right department and update you as the situation changes. Together, we develop valuable insights that help improve our city.

Philly311 can help you:

- Submit a service request or report an issue.
- Track status updates for requests you submitted.
- Look at nearby community requests.
- Find frequently asked-for information.

Contacts and Stakeholders Information:

Jocelyn Jones - Executive Director
jocelyn.jones@phila.gov

Christina McDonald - CRM Operations Manager
christina.McDonald@phila.gov

Daniela Ramos - Contact Center Manager
daniela.ramos@phila.gov

Lori Roberts - Community Engagement, Partnership
lori.roberts@phila.gov

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized