

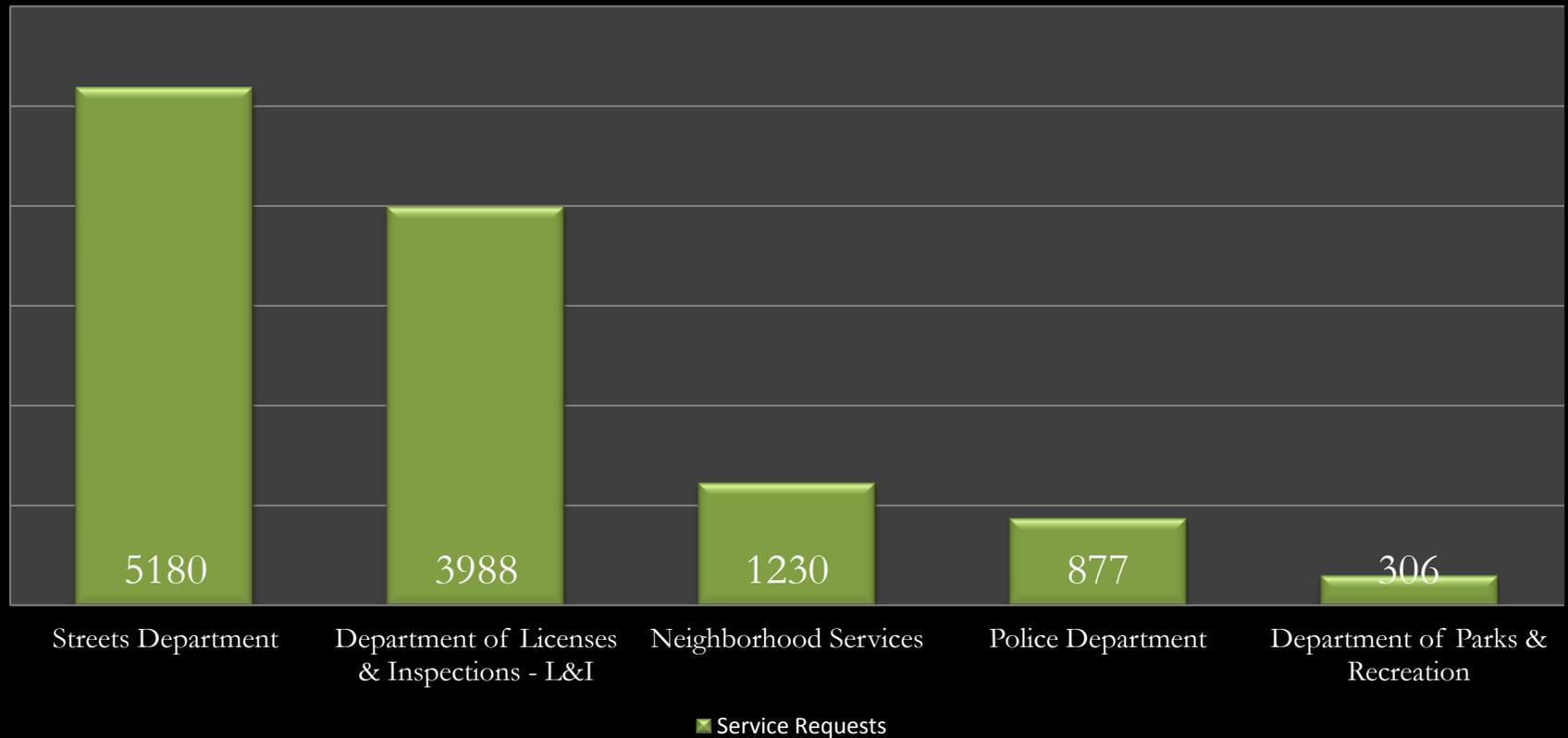


# 311 Contact Center Monthly Report

April 2014

*Public*

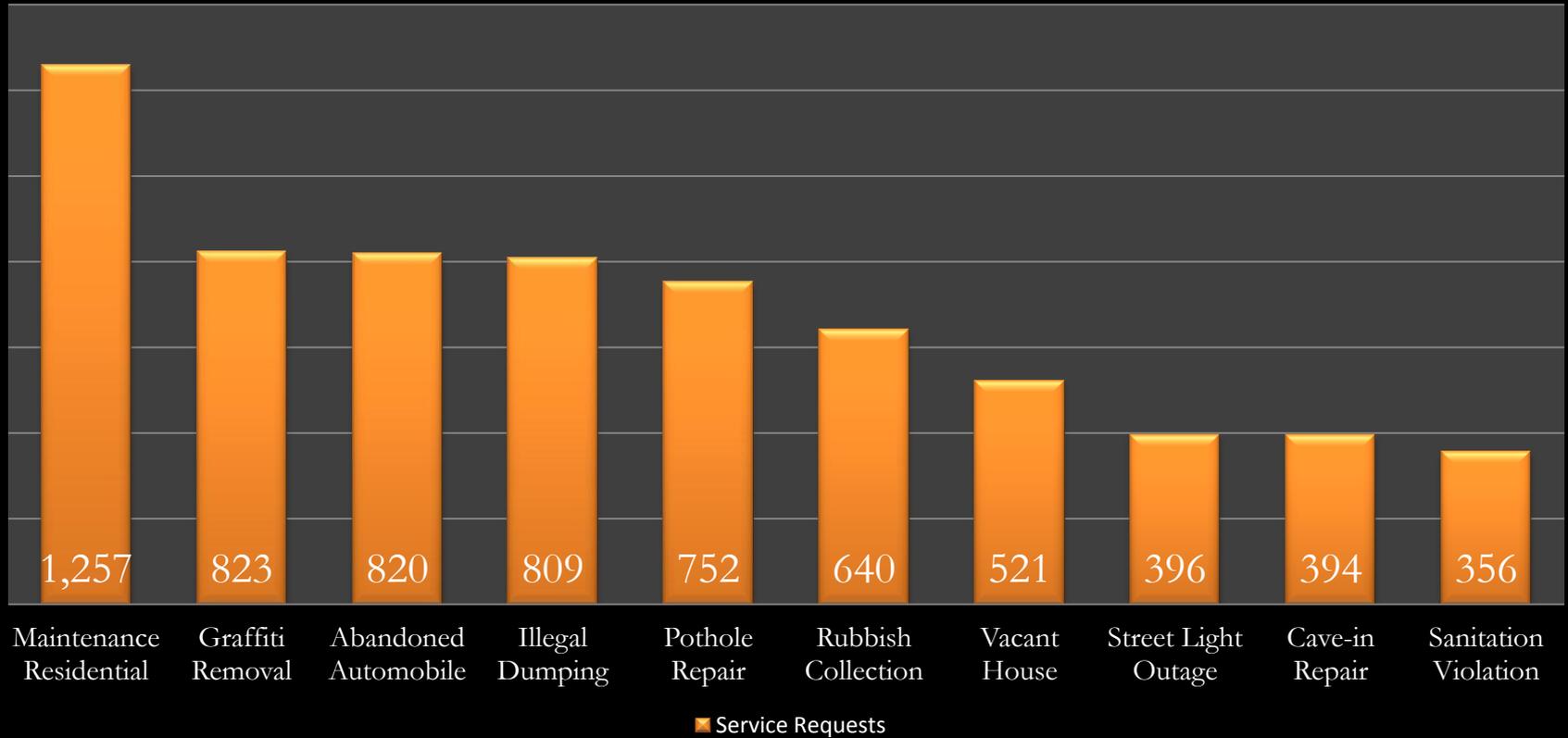
# April 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	5,180	44.73%
Department of Licenses & Inspections - L&I	3,988	34.44%
Neighborhood Services	1230	10.62%
Police Department	877	7.57%
Department of Parks & Recreation	306	2.64%



# April 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1,257	18.57%
Graffiti Removal	823	12.16%
Abandoned Automobile	820	12.12%
Illegal Dumping	809	11.95%
Pothole Repair	752	11.11%
Rubbish Collection	640	9.46%
Vacant House	521	7.70%
Street Light Outage	396	5.85%
Cave-in Repair	394	5.82%
Sanitation Violation	356	5.26%



# Glossary

- **Calls Offered/Received:** total number of calls that came in to the Philly311 call center
- **Service Request:** a form completed by call center agents or city residents seeking assistance for a specific type of repair or other action. Once the form is completed; the request automatically transfers to a city department who then sends out workers to the site to investigate and fulfill the request

