

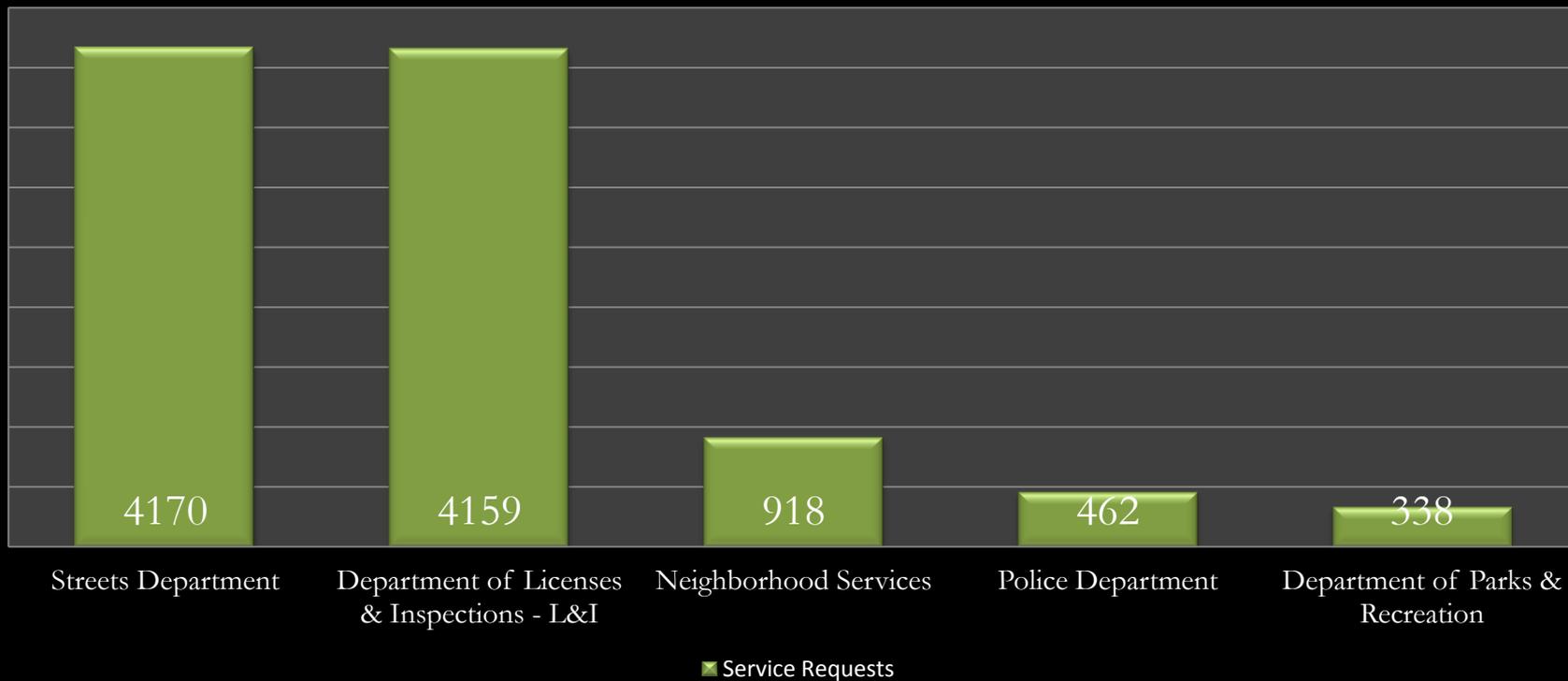


# 311 Contact Center Monthly Report

August 2014

*Public*

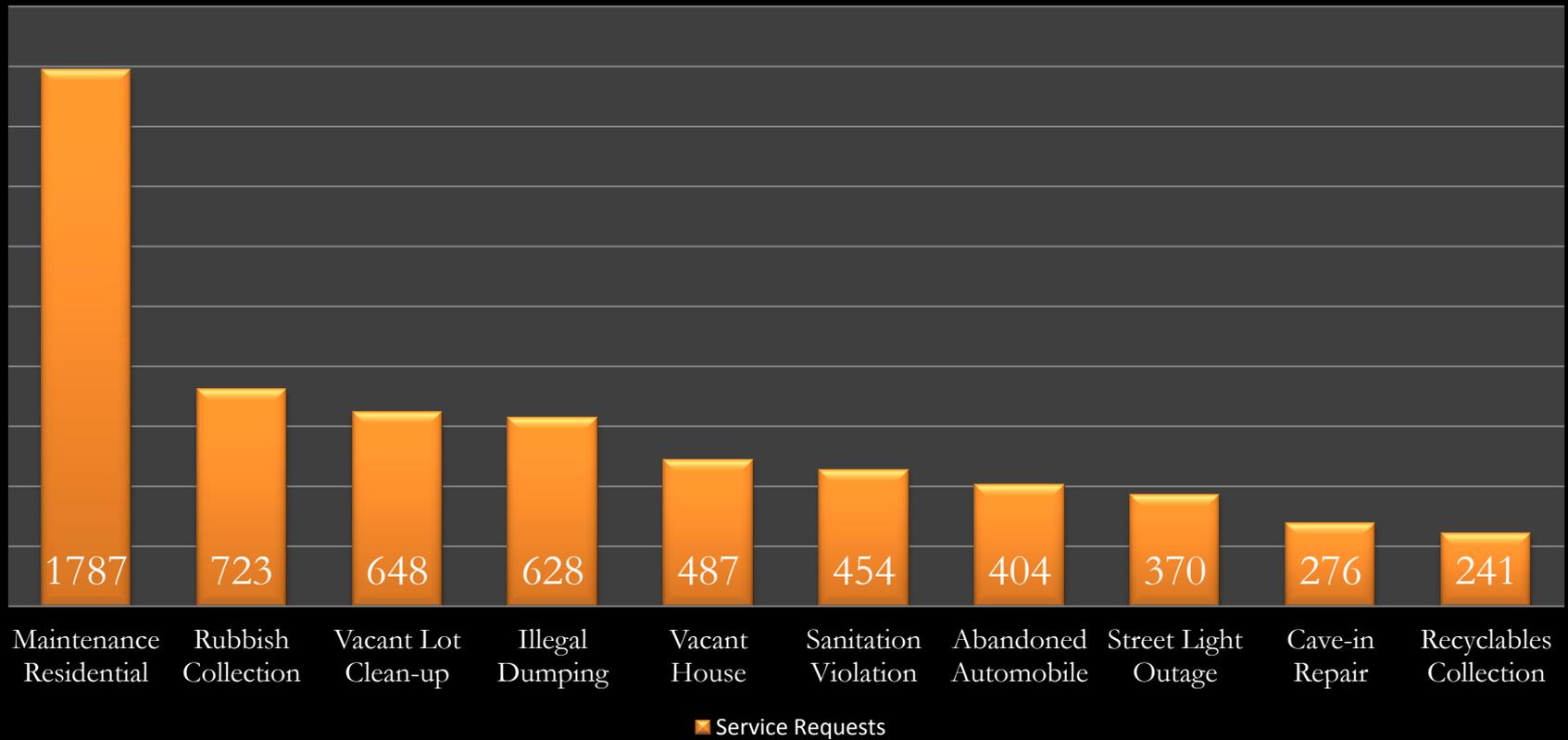
# August 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	4170	41.50%
Department of Licenses & Inspections - L&I	4159	41.40%
Neighborhood Services	918	9.14%
Police Department	462	4.60%
Department of Parks & Recreation	338	3.36%



# August 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1787	29.69%
Rubbish Collection	723	12.01%
Vacant Lot Clean-up	648	10.77%
Illegal Dumping	628	10.44%
Vacant House	487	8.09%
Sanitation Violation	454	7.54%
Abandoned Automobile	404	6.71%
Street Light Outage	370	6.15%
Cave-in Repair	276	4.59%
Recyclables Collection	241	4.00%



# 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

