

311 SERVICE REQUEST OVERVIEW  
FOR CITY COUNCIL  
MONTH APRIL, 2012



Dear Council Members,

311 is an important component of Philadelphia's customer service strategy. The following report provides information about the service requests for which your constituents are contacting 311 . We have used incident addresses to map calls, e-mails, etc. from your district and have provided the Top Ten (10) service related reasons people contacted 311 during the month of April 2012.

Appendix A provides information related to the specific data gathering approach.

Appendix B provides additional information on each "Top 10" category – including a breakdown of which districts drive calls for that service request. This data might be powerful for you when addressing interest groups or considering focus points.

Appendix C provides definitions of the service requests referred to in this report.

We would be pleased to host a 311 center visit or come to your neighborhood meetings to describe more about our customer service approach more broadly and 311 more specifically. We would also be happy to answer any questions about this report.

Regards,

***Sheryl Johnson***

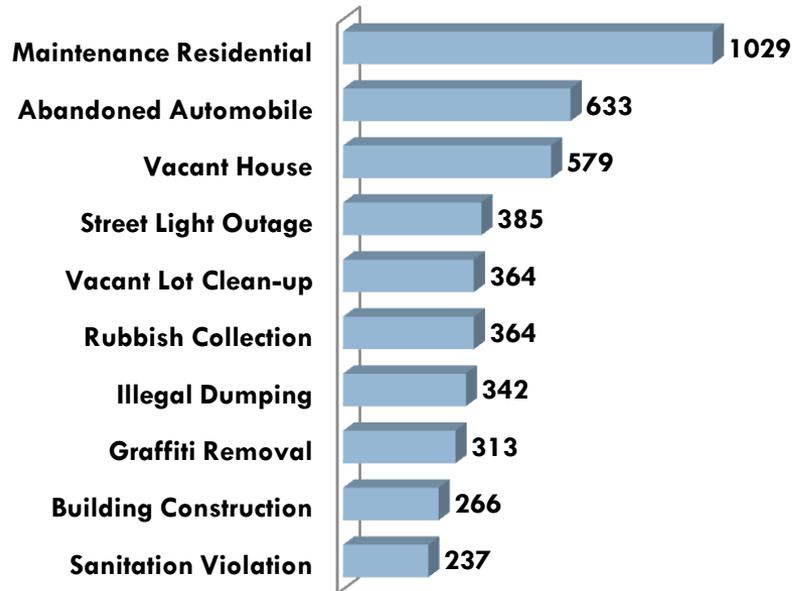
311 Contact Center Operation

# 311 Overview: City of Philadelphia

## Month Ending April 30, 2012

**Summary for City of Philadelphia:** All data included for the City of Philadelphia, as well as each City Council District is compiled from valid Philadelphia addresses only. If an invalid address was given, that data is not included. See Data Definition Appendix A at the end of this presentation.

### Top Ten Service Requests



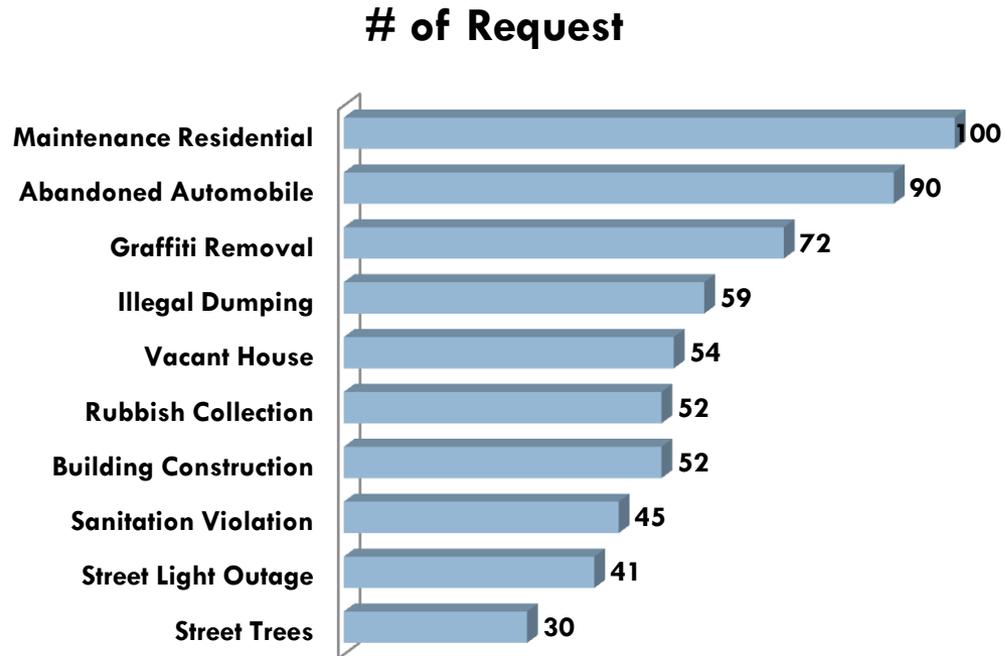
<b>Total Top 10 Requests</b>	<b>4512</b>
<b>Total All Requests</b>	<b>7450</b>

\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 1

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests



<b>Total Top 10 Requests</b>	<b>595</b>
<b>Total All Requests</b>	<b>978</b>

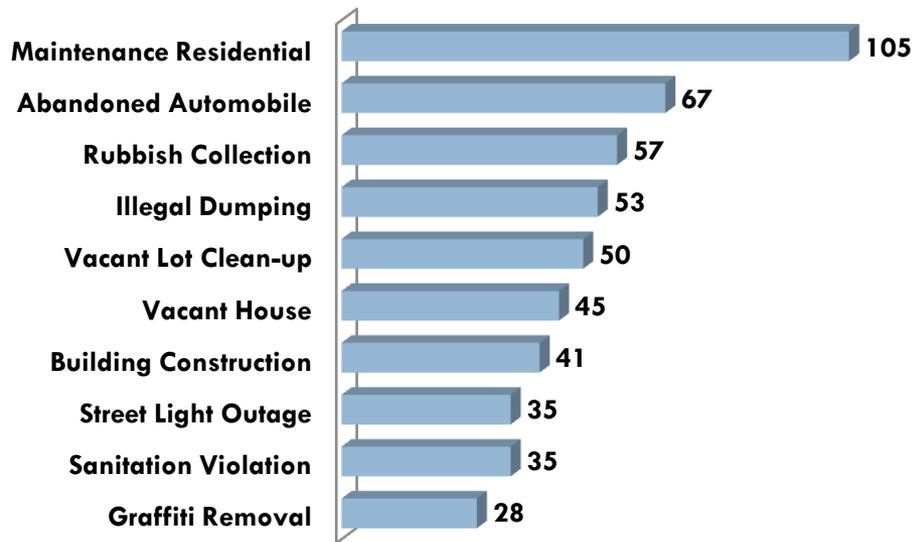
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 2

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

### # of Request



Total Top 10 Requests	516
Total All Requests	859

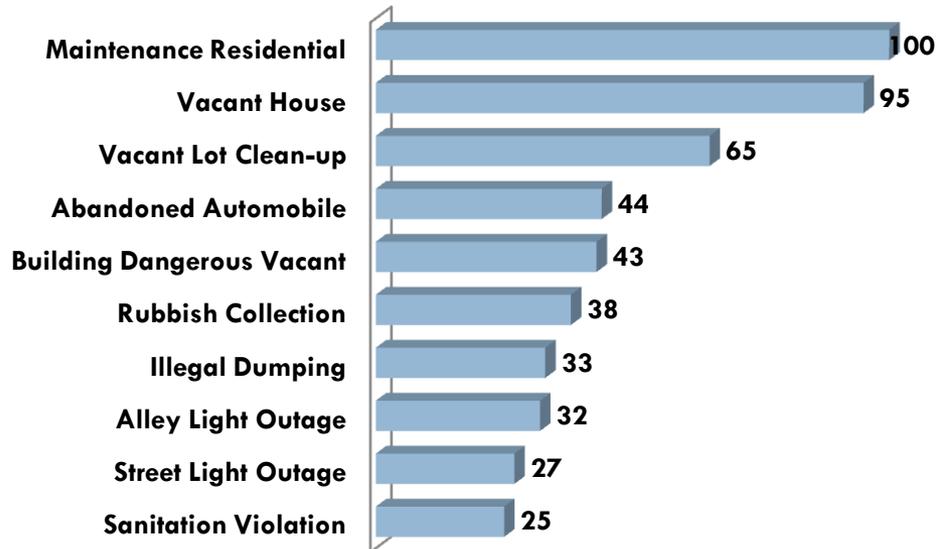
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 3

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

# of Request



Total Top 10 Requests	502
Total All Requests	791

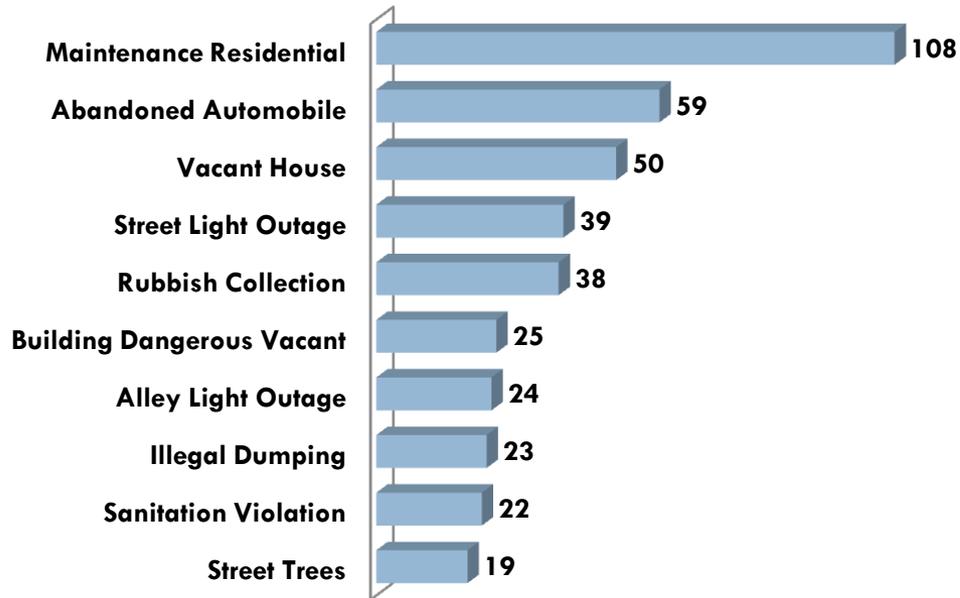
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 4

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

# of Request



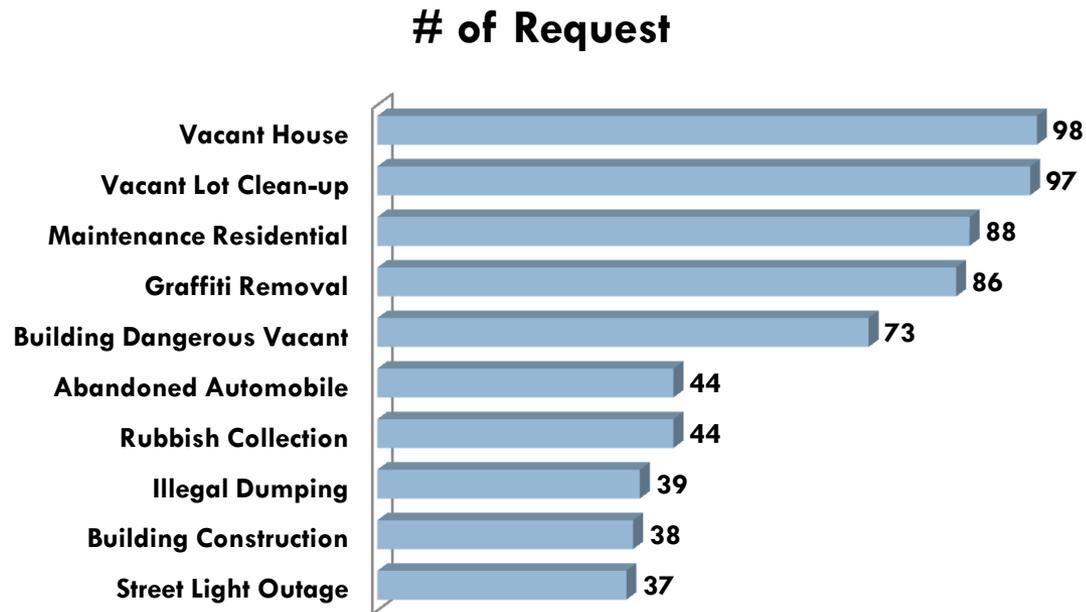
Total Top 10 Requests	407
Total All Requests	682

\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 5

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests



Total Top 10 Requests	644
Total All Requests	947

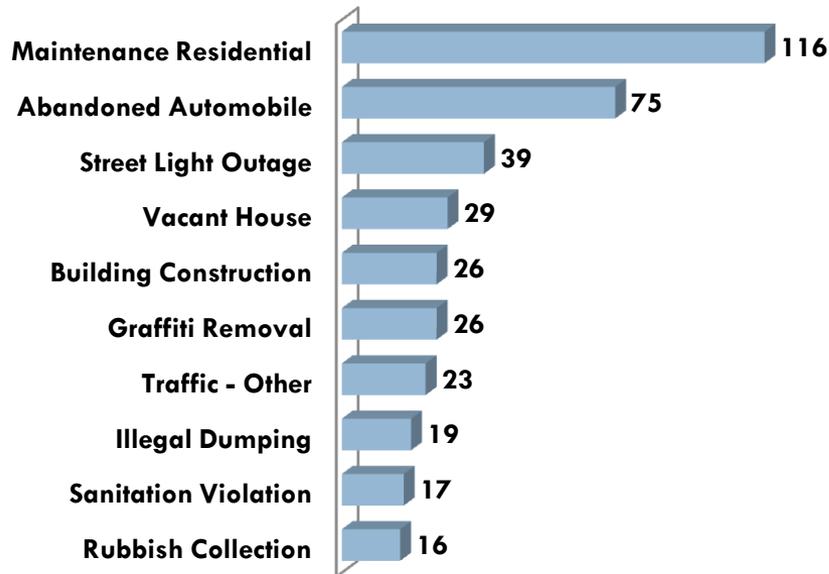
\* please refer to Appendix B for additional data on each “Top 10” category

# 311 Overview: District 6

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

# of Request



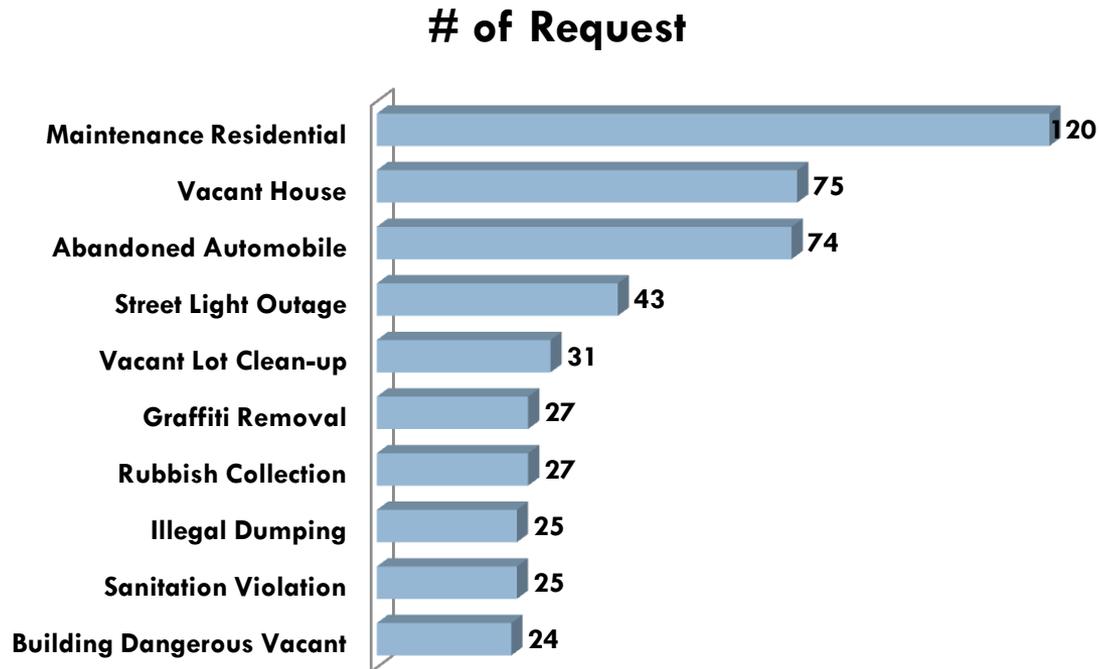
Total Top 10 Requests	386
Total All Requests	594

\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 7

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests



Total Top 10 Requests	471
Total All Requests	737

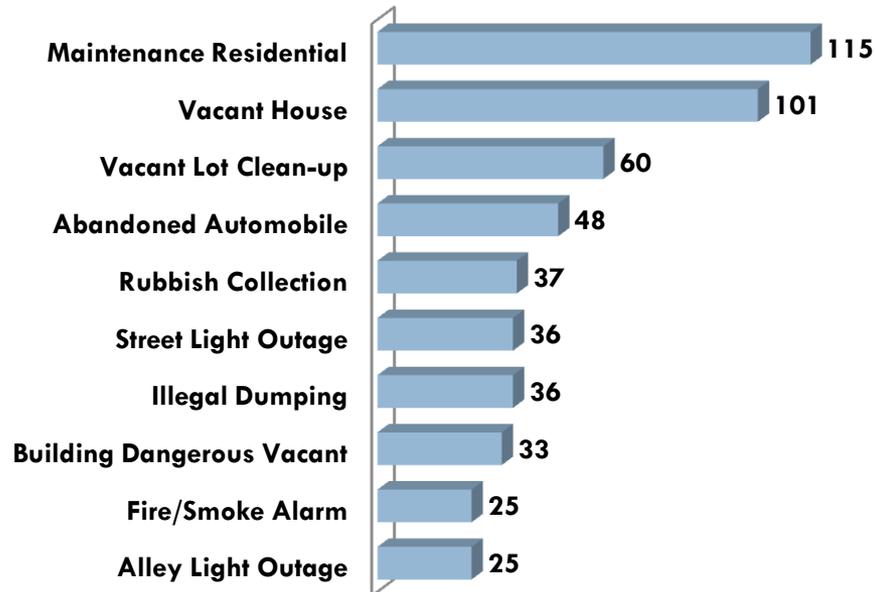
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 8

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

# of Request



Total Top 10 Requests	516
Total All Requests	780

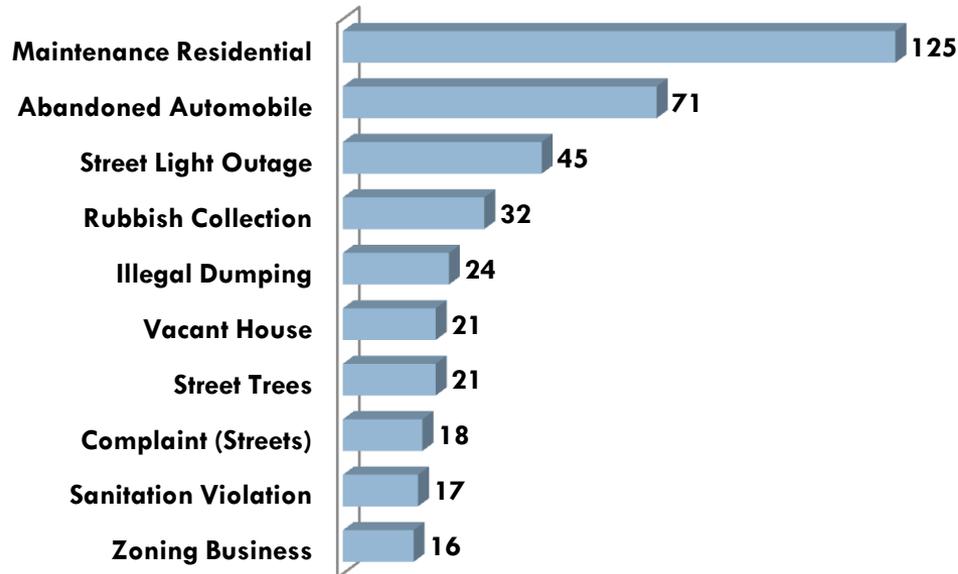
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 9

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

# of Request



Total Top 10 Requests	390
Total All Requests	596

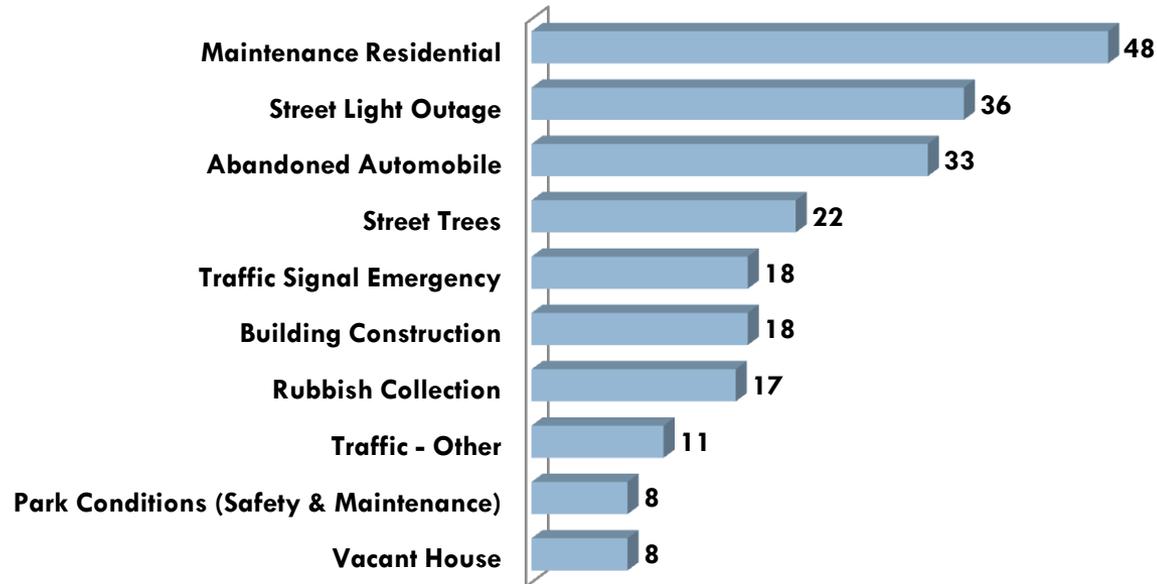
\* please refer to Appendix B for additional data on each "Top 10" category

# 311 Overview: District 10

The following 311 data provides an overview of customer requests for service from 4/1/12 – 4/30/12

## Top Ten Service Requests

### # of Request



Total Top 10 Requests	219
Total All Requests	308

\* please refer to Appendix B for additional data on each "Top 10" category

# Appendix A: Data Definition

## How the figures and charts are derived

**311 is able to identify district activity by tracking the incident address for calls, in-person visits, etc. regarding requests for services. In mapping the activity to Council districts, we took the following approach:**

1. We pull data from the 311 Database for all Service Request added during the month. GIS mapping software determines the Council District for each request based on the Incident Address.
2. NOTE: 2% of service requests for the period 4/1/12 – 4/30/12 contained an address not recognized by GIS. These are not included in the reports. However, please be assured that service was provided for these requests.

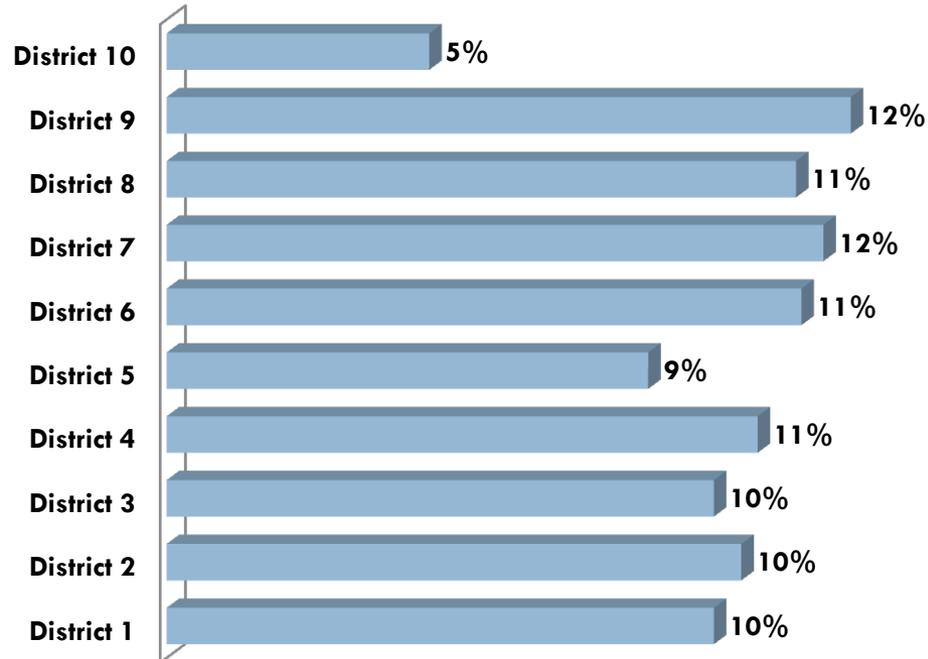
# Appendix B

## Maintenance Residential

(first on the list of top 10 Service Request)

This slide provides an overview of maintenance residential requests by district

**% of Total**



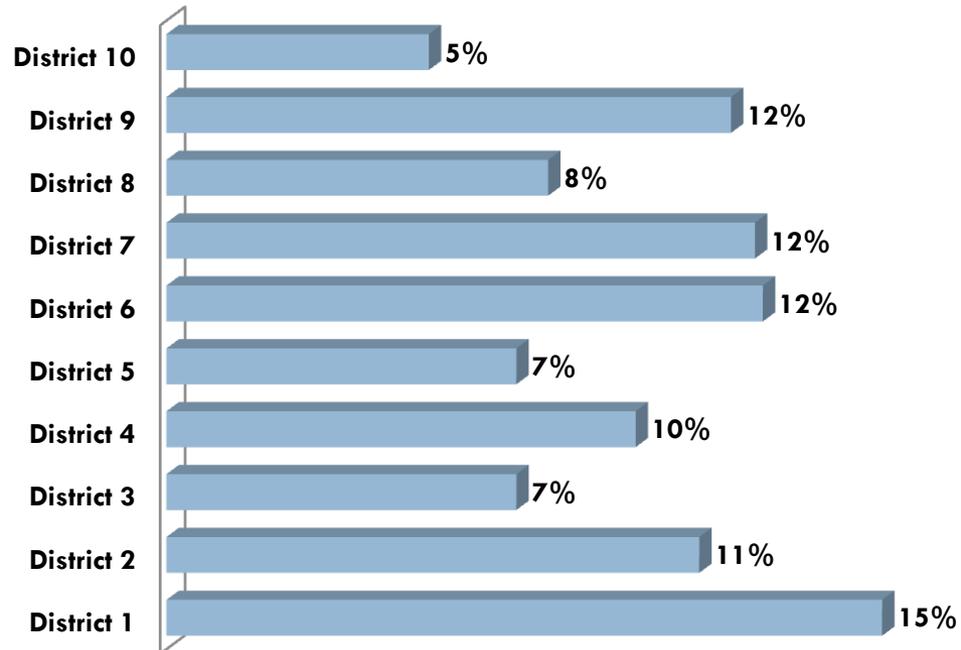
# Appendix B

## Abandoned Auto

(included on 2 of 10 Council Districts' Top 10 lists)

This slide provides an overview of abandoned auto requests by district.

### % of Total



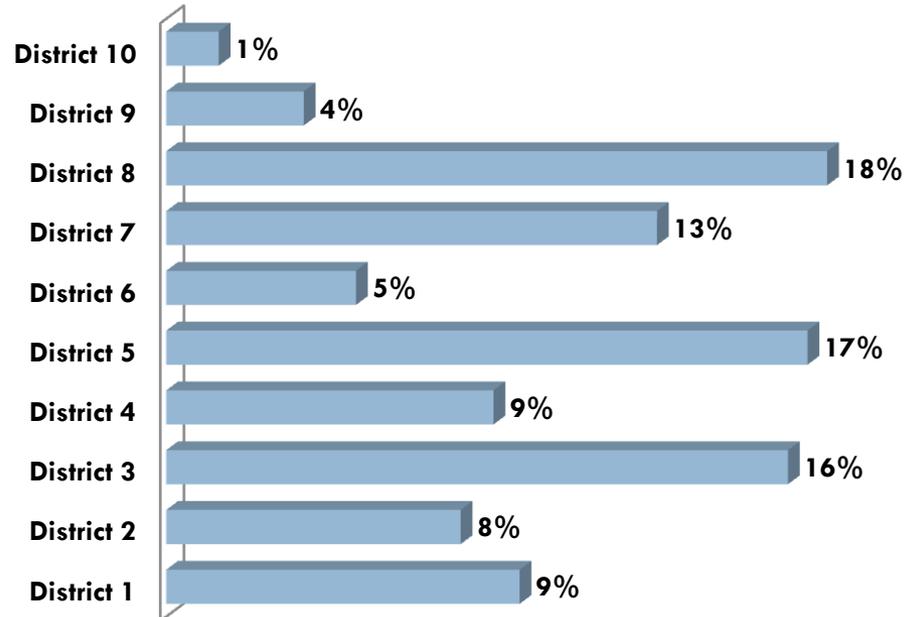
# Appendix B

## Vacant House

(included on 3 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant house requests by district.

**% of Total**



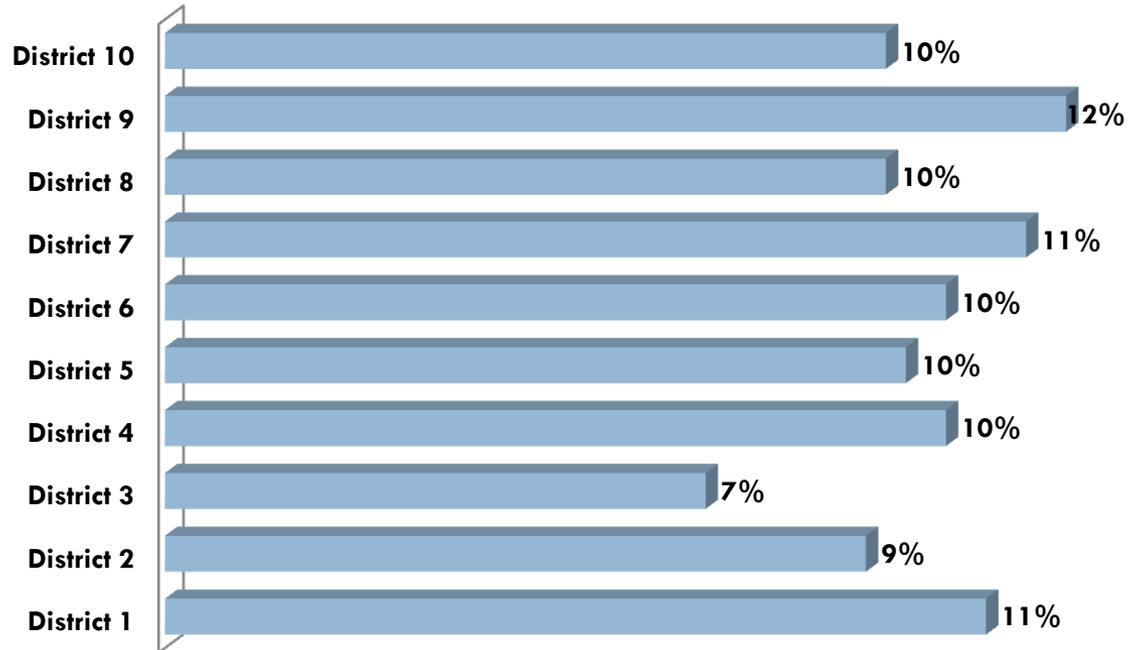
# Appendix B

## Street Light Outage

(included on 4 of 10 Council Districts' Top 10 lists)

This slide provides an overview of street light outage requests by district.

**% of Total**



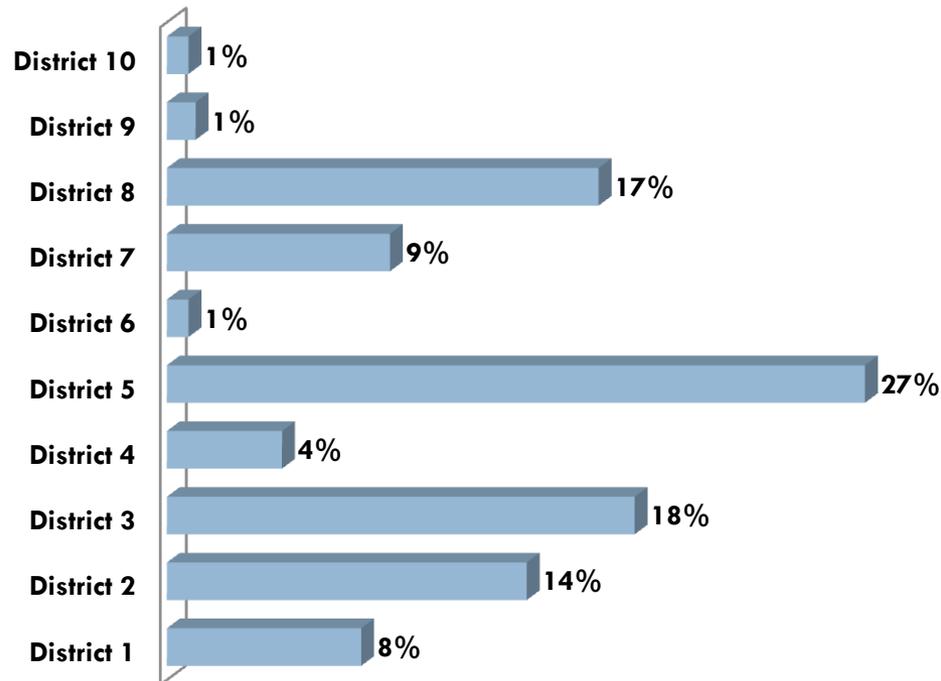
# Appendix B

## Vacant Lot

(included on 5 of 10 Council Districts' Top 10 lists)

This slide provides an overview of sanitation violation requests by district.

**% of Total**



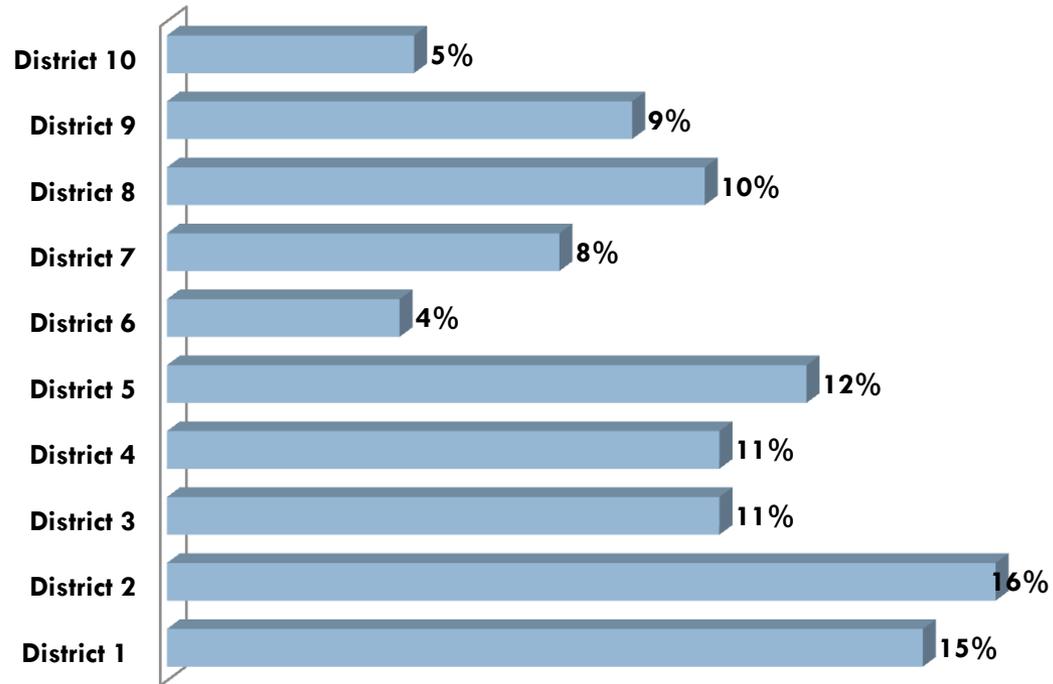
# Appendix B

## Rubbish Collection

(included on 6 of 10 Council Districts' Top 10 lists)

This slide provides an overview of rubbish collection requests by district.

### % of Total



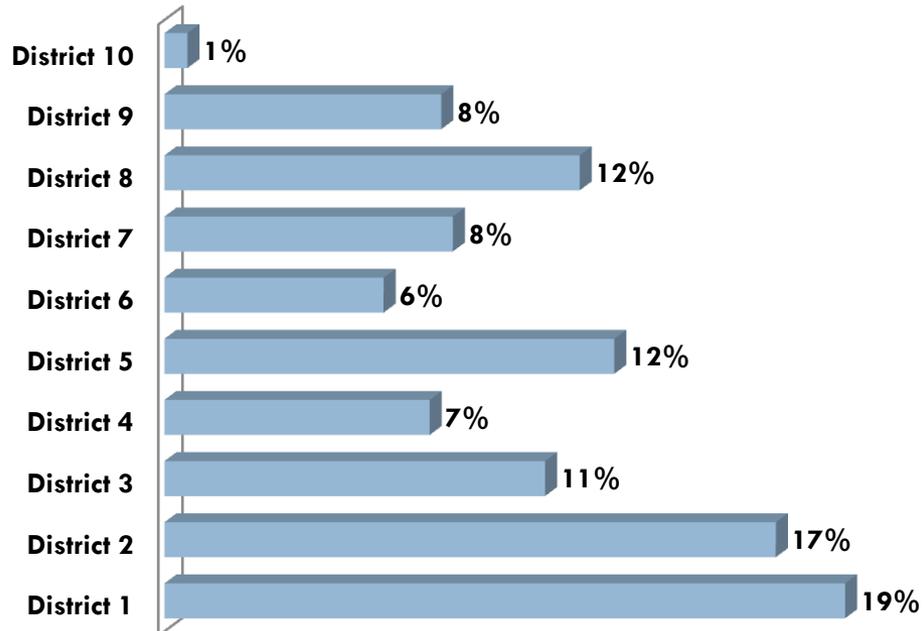
# Appendix B

## Illegal Dumping

(included on 7 of 10 Council Districts' Top 10 lists)

This slide provides an overview of illegal dumping requests by district.

### % of Total



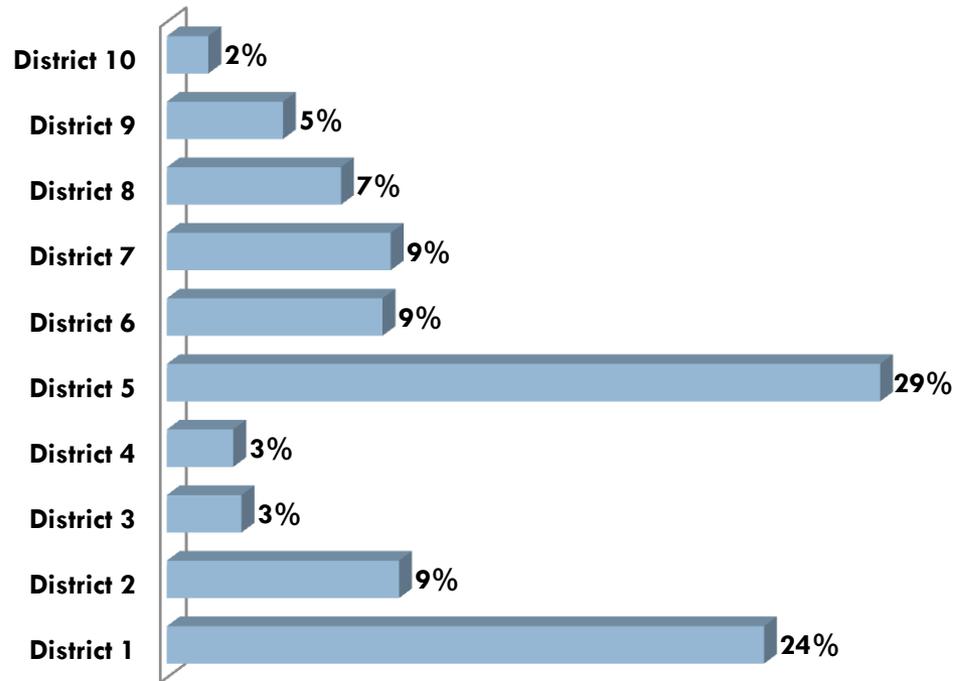
# Appendix B

## Graffiti Removal

(included on 8 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant lot requests by district.

**% of Total**

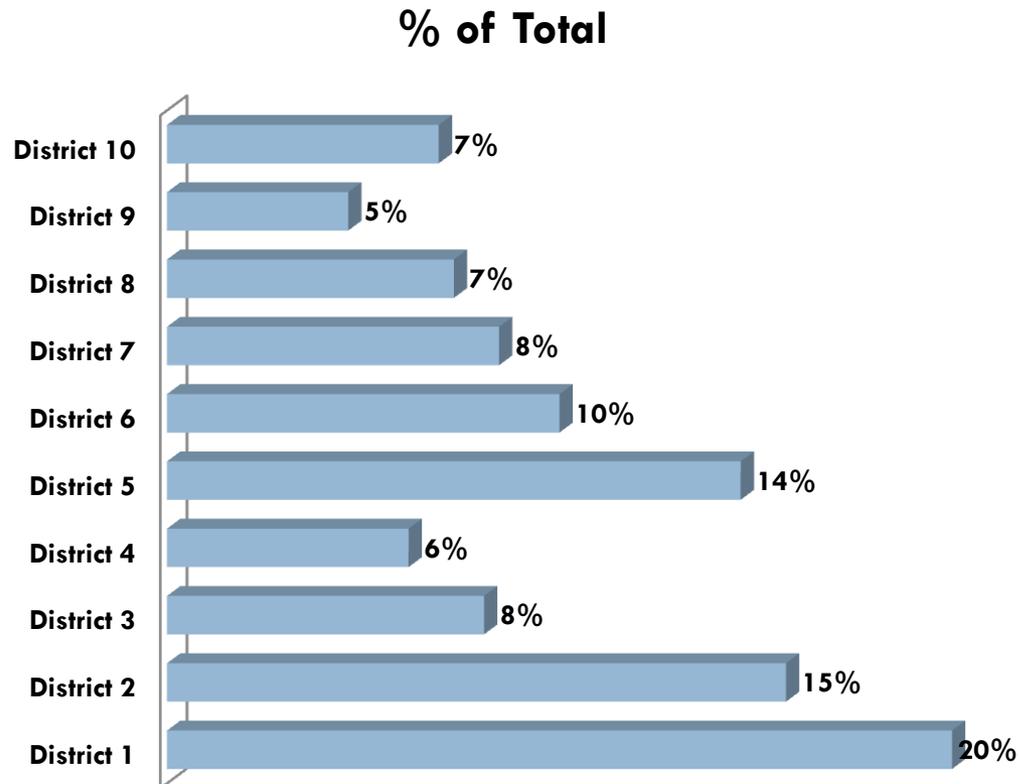


# Appendix B

## Building Construction

(included on 9 of 10 Council Districts' Top 10 lists)

This slide provides an overview of dangerous building requests by district.



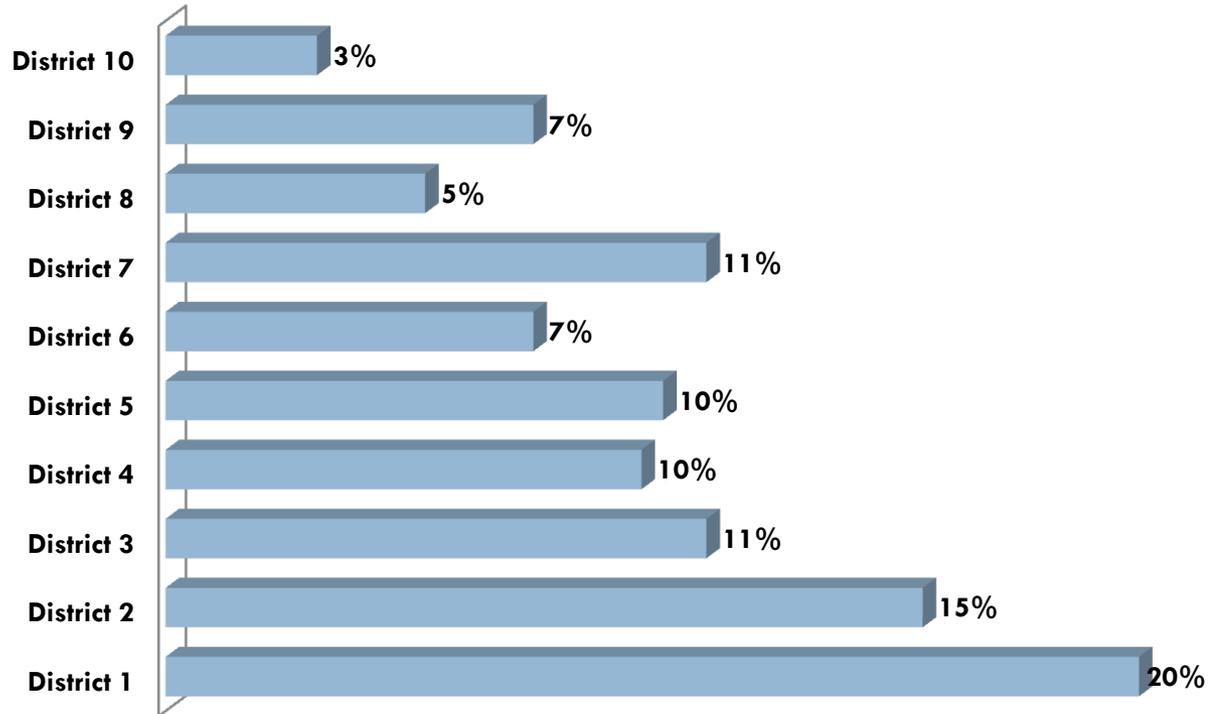
# Appendix B

## Sanitation Violation

(included on 10 of 10 Council Districts' Top 10 lists)

This slide provides an overview of street tree requests by district.

**% of Total**



# Appendix C: Service Request Definitions

- ❑ **Abandoned Auto:** Vehicle that appears to be abandoned
- ❑ **Building Construction:** Problems with building construction including no permits
- ❑ **Building Dangerous:** Building causing a possible dangerous situation
- ❑ **Dangerous Tree:** Live tree causing damage to adjoining property
- ❑ **Ditch:** Man-made hole in street needing repair
- ❑ **Drainage Maintenance:** Property with external sewage issues
- ❑ **Illegal Dumping:** Dumping of debris on street or public area
- ❑ **Graffiti Removal:** Building or other surface needing graffiti removed
- ❑ **Maintenance Residential:** Residence with Interior or External maintenance issues
- ❑ **Rubbish Collection:** Trash that was not picked up on designated trash day
- ❑ **Sanitation Violation:** Trash that was not put out correctly
- ❑ **Street Light – Other:** Street light needing wiring or other type of work

# Appendix C: Service Request Definitions

- ❑ **Street Light Outage:** Street light needing bulb replacement
- ❑ **Street Tree:** Tree between sidewalk & curb needing maintenance
- ❑ **Traffic Other:** Traffic light request where immediate repair is not needed
- ❑ **Traffic Signal Emergency:** Traffic signal needing immediate repair
- ❑ **Vacant House:** Building that needs to be cleaned & sealed
- ❑ **Vacant Lot Clean-up:** Vacant lot needing clean-up or debris removal
- ❑ **Zoning Business:** A business operating without proper licenses or zoning