

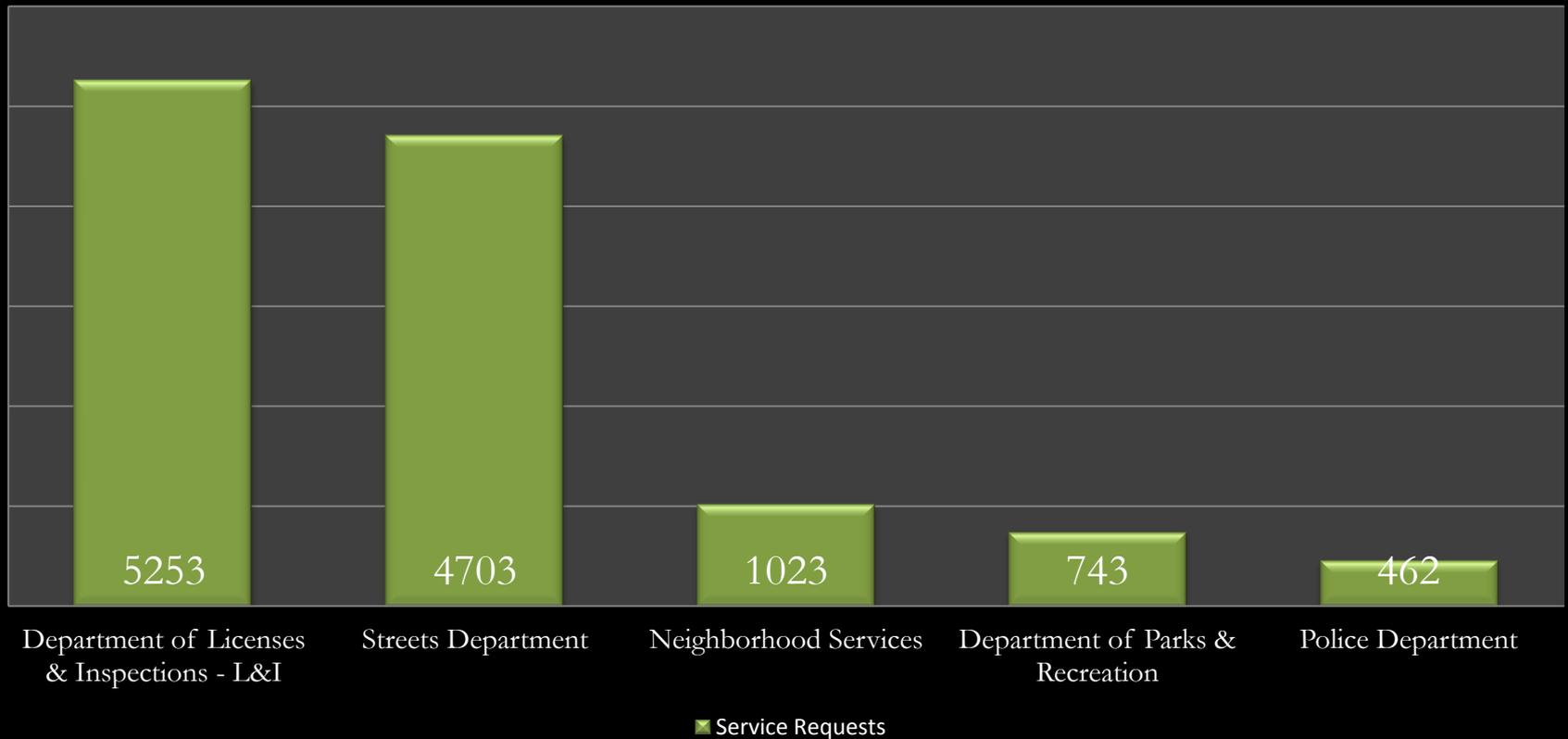


# 311 Contact Center Monthly Report

July 2014

*Public*

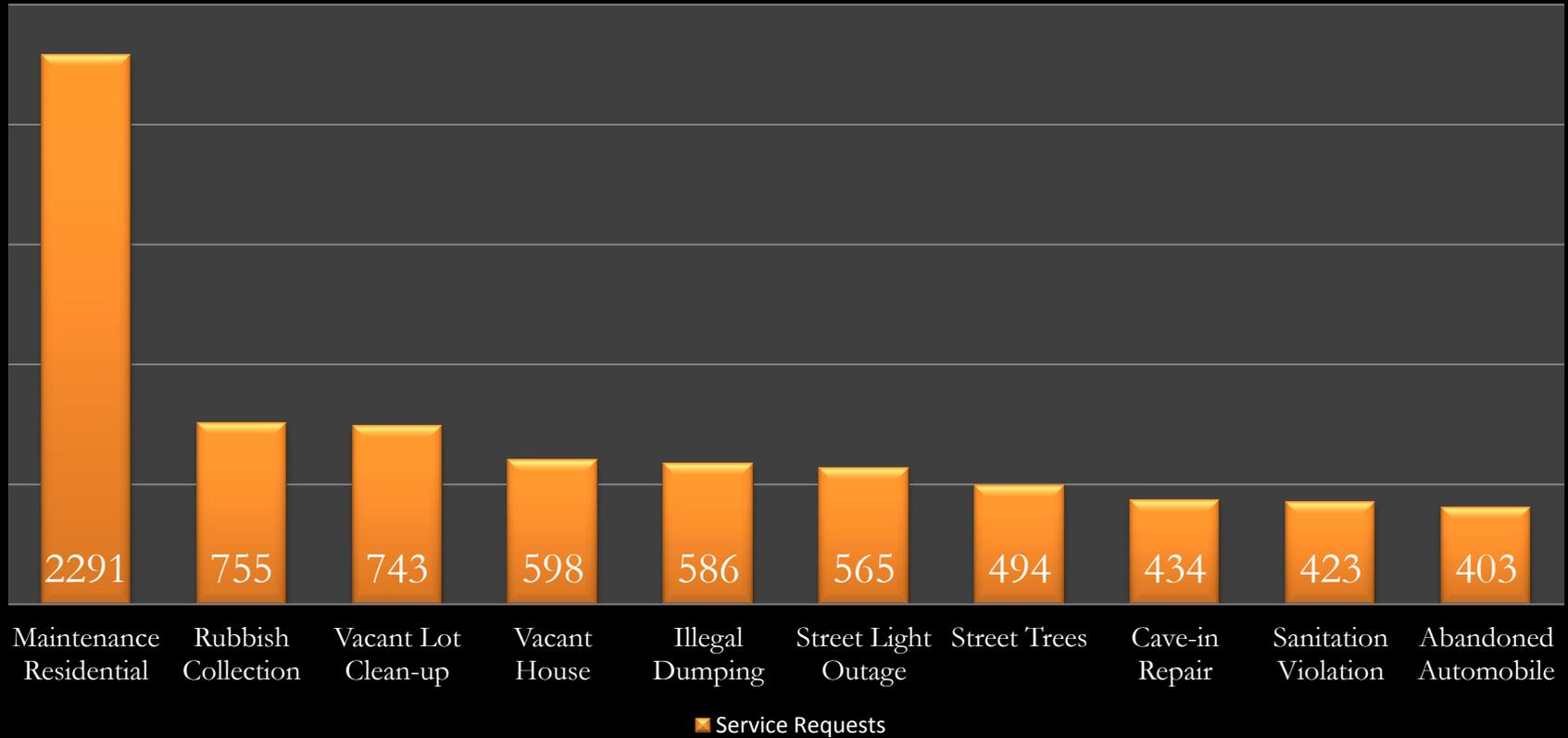
# July 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Department of Licenses & Inspections - L&I	5253	43.11%
Streets Department	4703	38.60%
Neighborhood Services	1023	8.40%
Department of Parks & Recreation	743	6.10%
Police Department	462	3.79%



# July 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	2291	31.42%
Rubbish Collection	755	10.35%
Vacant Lot Clean-up	743	10.19%
Vacant House	598	8.20%
Illegal Dumping	586	8.04%
Street Light Outage	565	7.75%
Street Trees	494	6.77%
Cave-in Repair	434	5.95%
Sanitation Violation	423	5.80%
Abandoned Automobile	403	5.53%



# 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

