

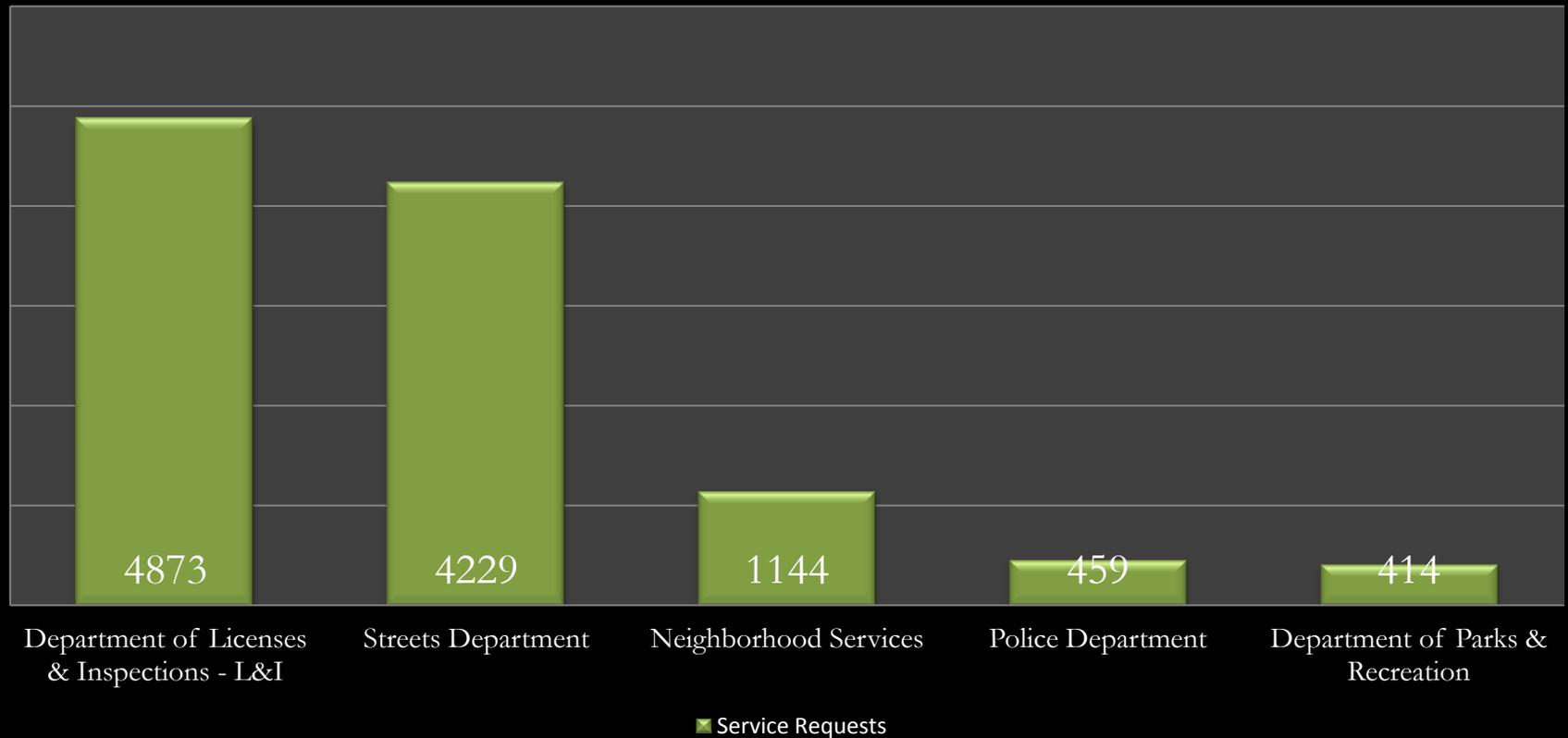


311 Contact Center Monthly Report

June 2014

Public

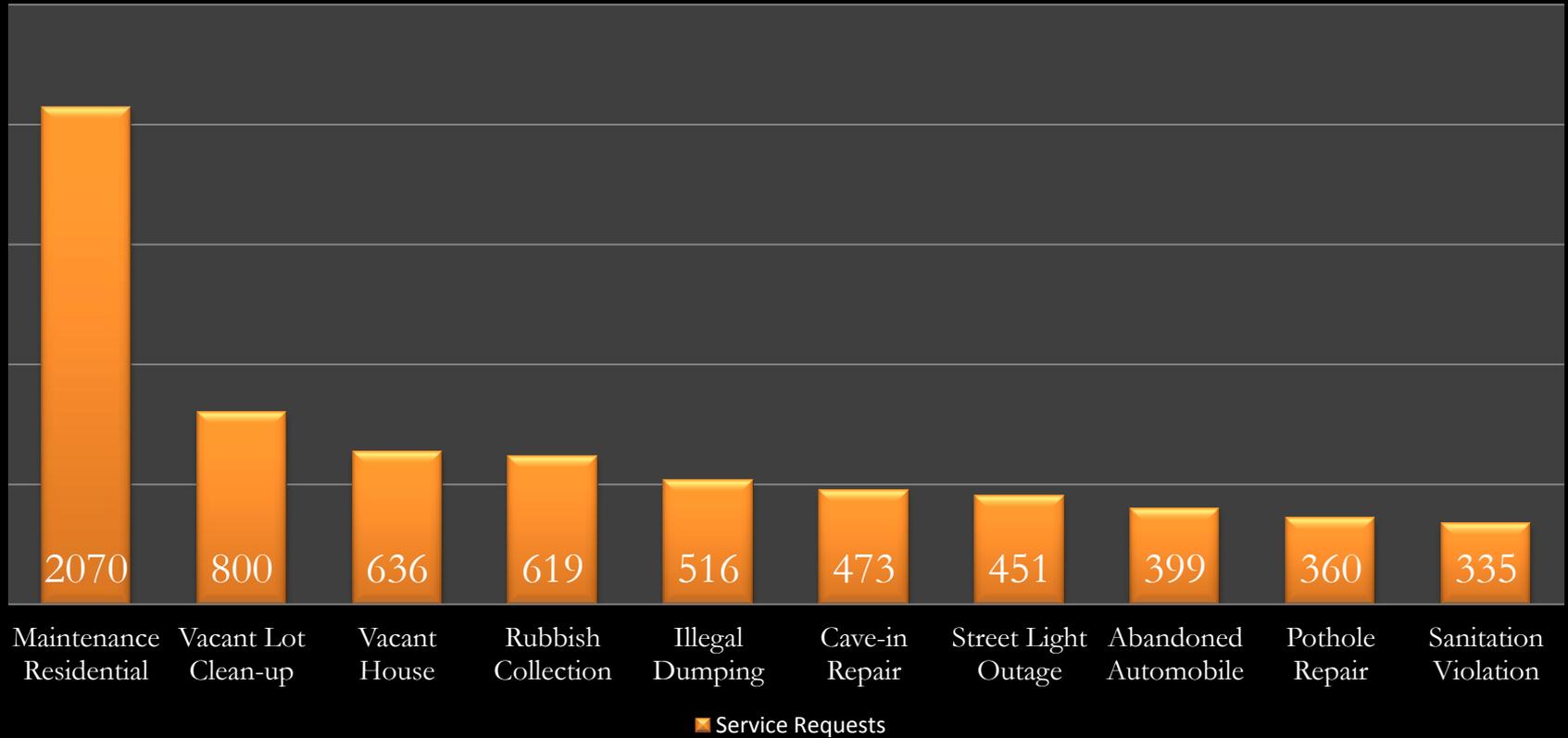
June 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Department of Licenses & Inspections - L&I	4873	43.83%
Streets Department	4229	38.03%
Neighborhood Services	1144	10.29%
Police Department	459	4.13%
Department of Parks & Recreation	414	3.72%



June 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	2070	31.09%
Vacant Lot Clean-up	800	12.01%
Vacant House	636	9.55%
Rubbish Collection	619	9.30%
Illegal Dumping	516	7.75%
Cave-in Repair	473	7.10%
Street Light Outage	451	6.77%
Abandoned Automobile	399	5.99%
Pothole Repair	360	5.41%
Sanitation Violation	335	5.03%



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

