

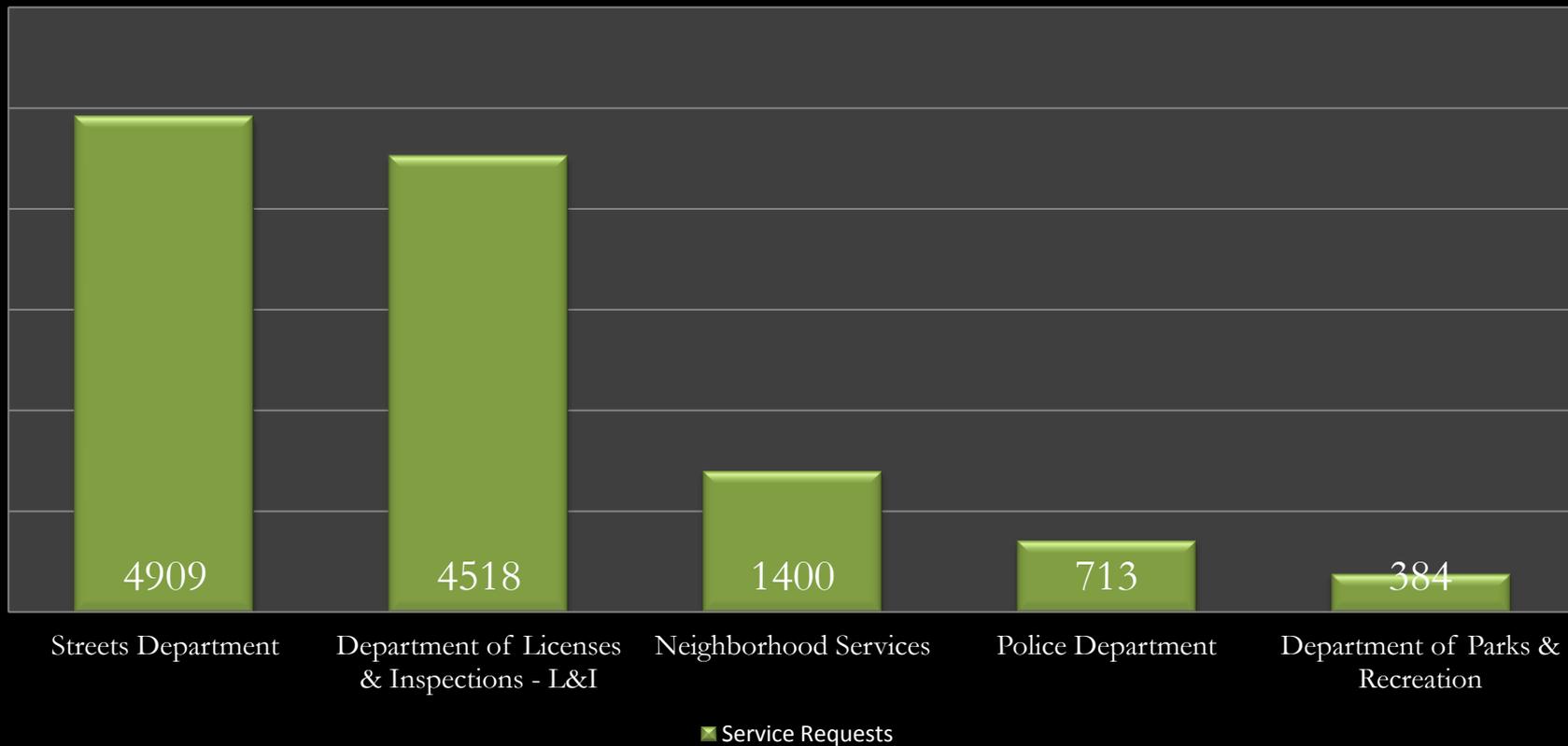


# **311 Contact Center Monthly Report**

**May 2014**

*Public*

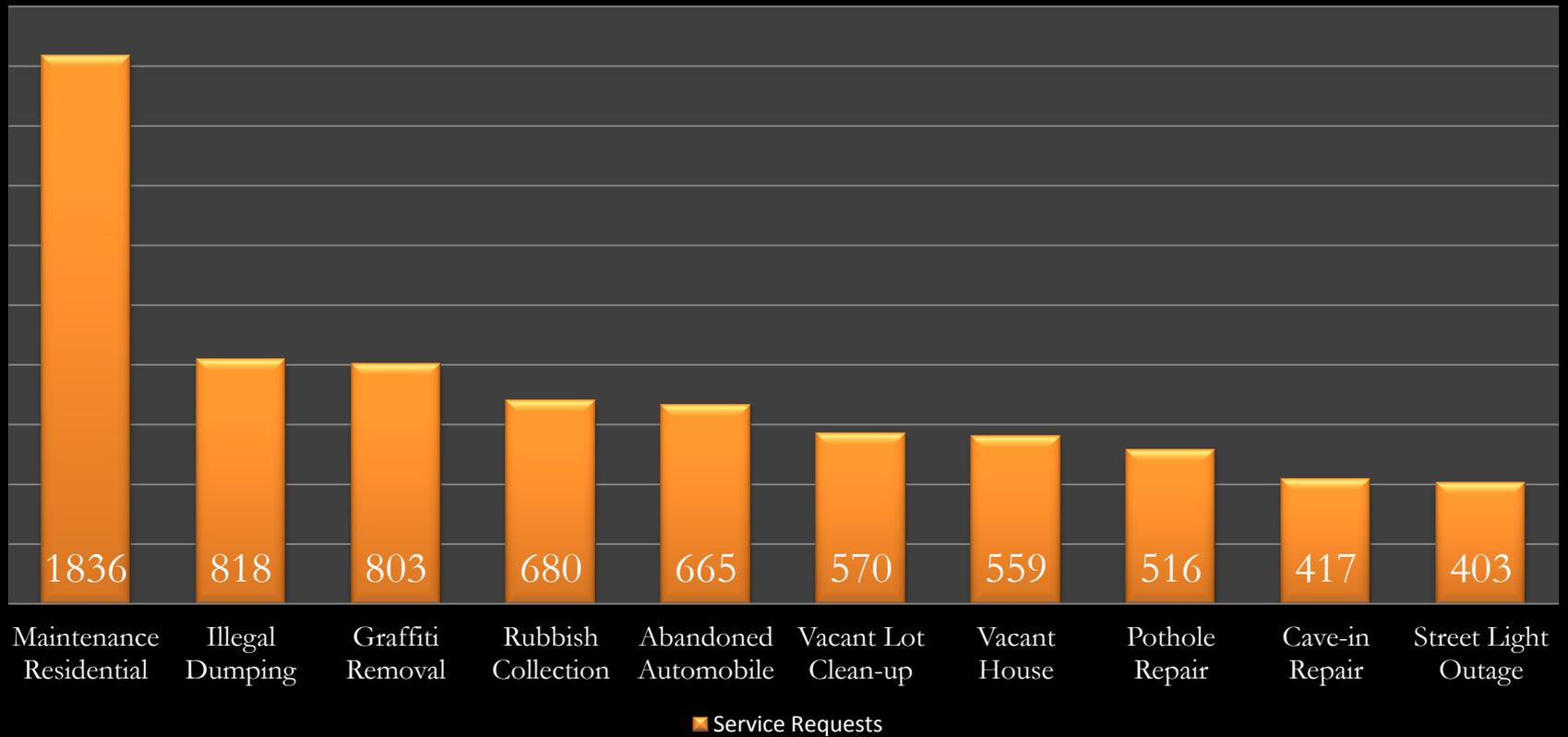
# May 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	4909	41.17%
Department of Licenses & Inspections - L&I	4518	37.89%
Neighborhood Services	1400	11.74%
Police Department	713	5.98%
Department of Parks & Recreation	384	3.22%



# May 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1836	25.26%
Illegal Dumping	818	11.26%
Graffiti Removal	803	11.05%
Rubbish Collection	680	9.36%
Abandoned Automobile	665	9.15%
Vacant Lot Clean-up	570	7.84%
Vacant House	559	7.69%
Pothole Repair	516	7.10%
Cave-in Repair	417	5.74%
Street Light Outage	403	5.55%



# 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

