

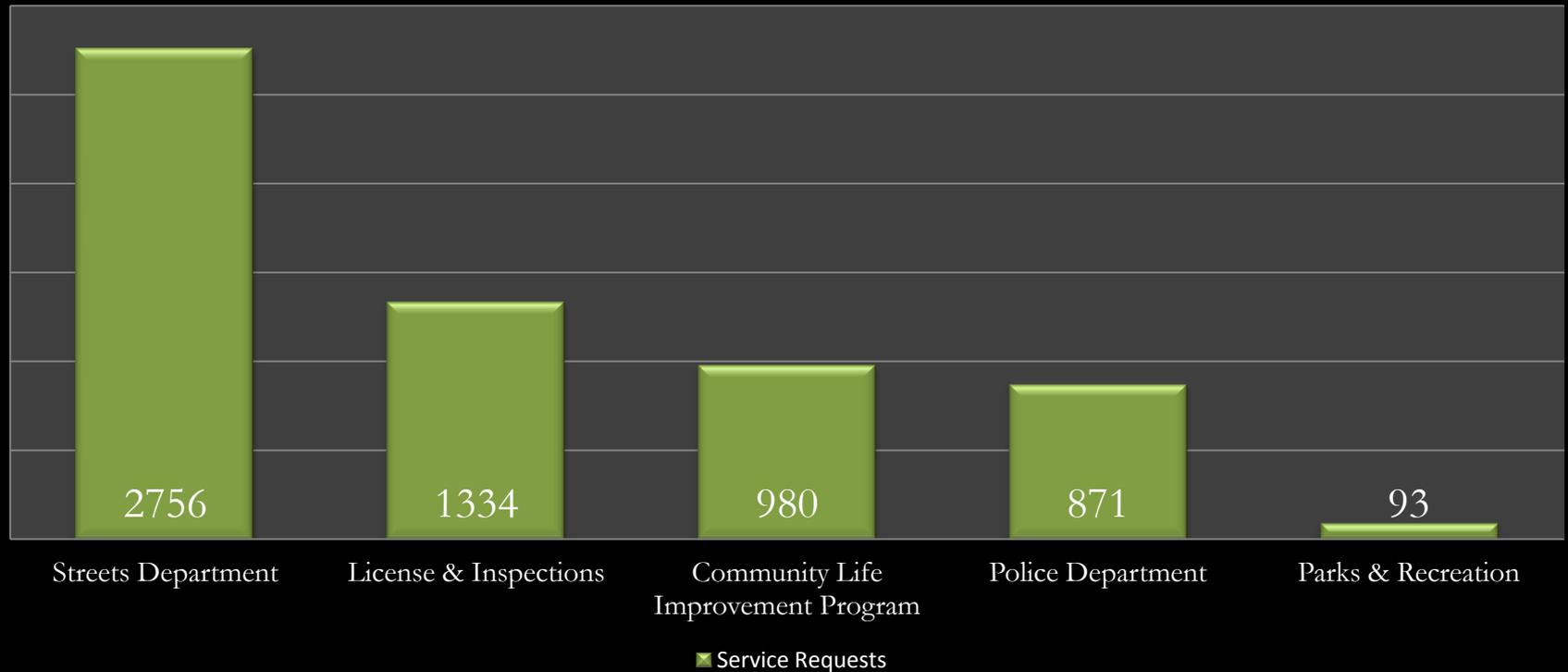


# **311 Contact Center Monthly Report**

**November 2014**

*Internal*

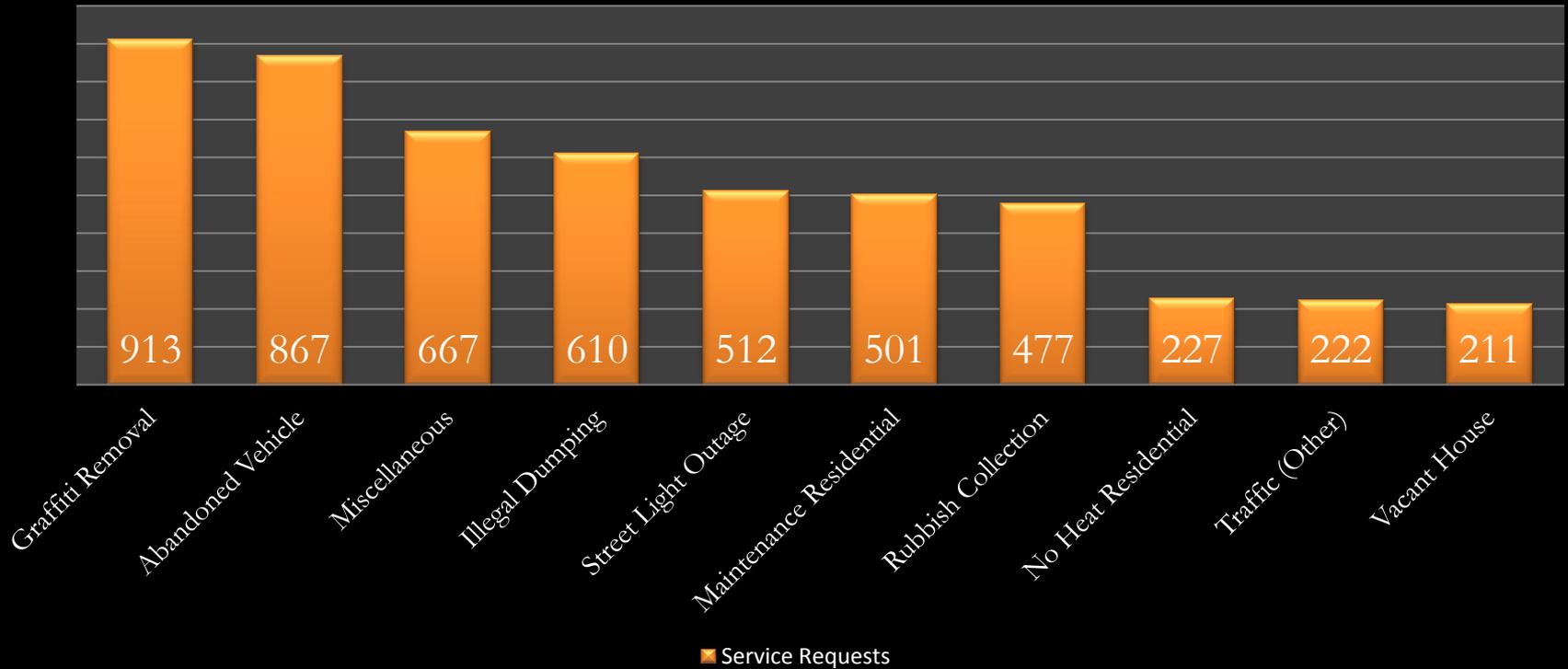
# November 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Streets Department	2756	45.67%
License & Inspections	1334	22.11%
Community Life Improvement Program	980	16.24%
Police Department	871	14.43%
Parks & Recreation	93	1.54%



# November 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Graffiti Removal	913	17.53%
Abandoned Vehicle	867	16.65%
Miscellaneous	667	12.81%
Illegal Dumping	610	11.71%
Street Light Outage	512	9.83%
Maintenance Residential	501	9.62%
Rubbish Collection	477	9.16%
No Heat Residential	227	4.36%
Traffic (Other)	222	4.26%
Vacant House	211	4.05%



# 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

