

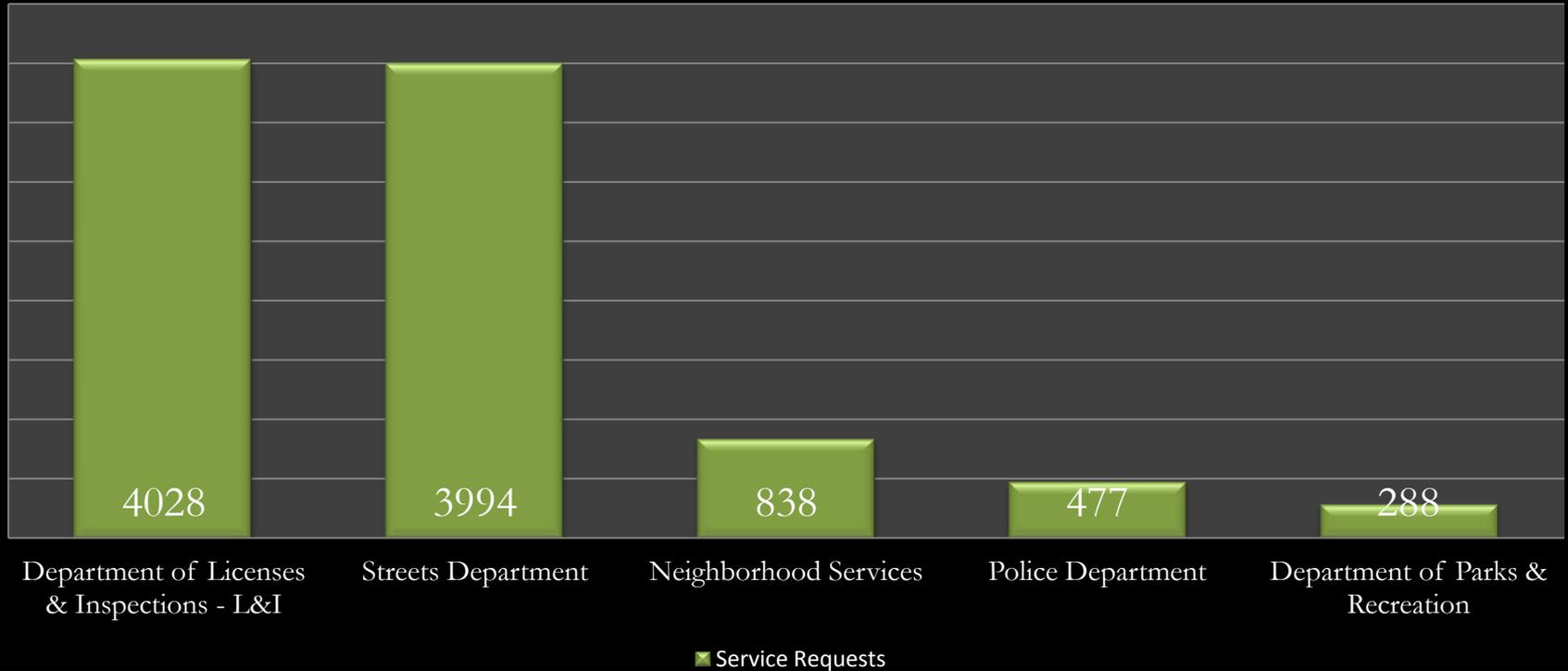


311 Contact Center Monthly Report

October 2014

Public

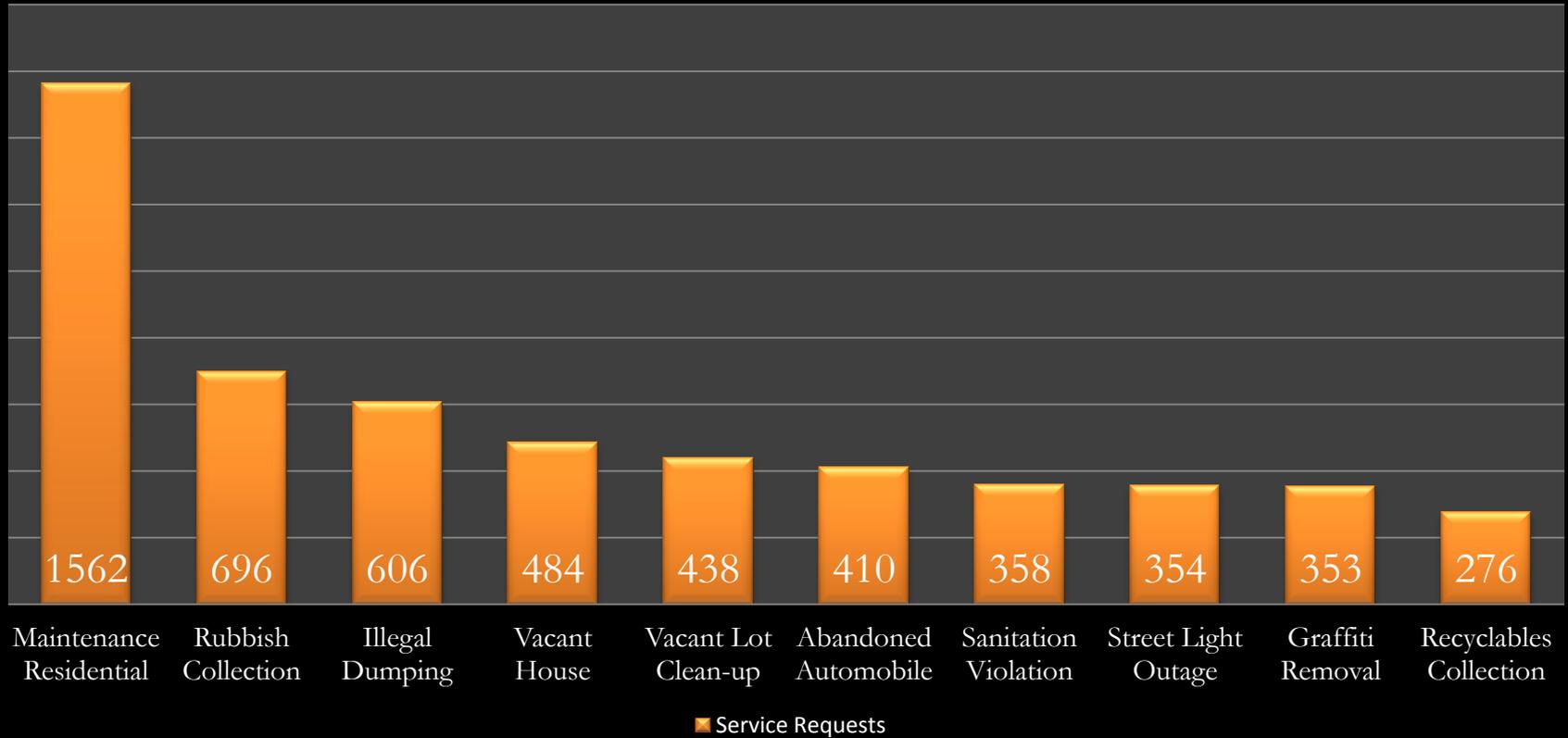
October 2014 Top 5 Service Requests by Department



Top 5 Departments	Service Requests	% Service Requests
Department of Licenses & Inspections - L&I	4028	41.85%
Streets Department	3994	41.50%
Neighborhood Services	838	8.71%
Police Department	477	4.96%
Department of Parks & Recreation	288	2.99%



October 2014 Top 10 Service Requests by Category



Top 10 Service Requests	Service Requests	% Service Requests
Maintenance Residential	1562	28.21%
Rubbish Collection	696	12.57%
Illegal Dumping	606	10.94%
Vacant House	484	8.74%
Vacant Lot Clean-up	438	7.91%
Abandoned Automobile	410	7.40%
Sanitation Violation	358	6.47%
Street Light Outage	354	6.39%
Graffiti Removal	353	6.38%
Recyclables Collection	276	4.98%



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

