

**311 Service Request
Overview for City Council
Month Ending April 2009**



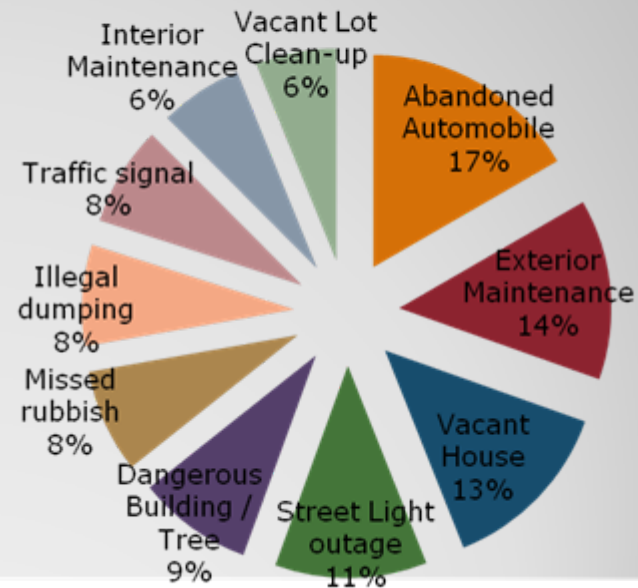
311 Overview: City of Philadelphia

Month Ending April 2009

Summary for City of Philadelphia: All data included for the City of Philadelphia, as well as each City Council District is compiled from valid Philadelphia addresses only. If an invalid address was given, that data is not included. See Data Definition appendix at the end of this presentation.

Top 10 Service Requests	% of Total
Abandoned Automobile	10.8%
Exterior Maintenance	8.9%
Vacant House	8.8%
Street Light Outage	7.5%
Dangerous Building / Tree	5.7%
Missed Rubbish	5.1%
Illegal Dumping	5.0%
Traffic Signal	4.9%
Interior Maintenance	4.1%
Vacant Lot Clean-up	4.0%
	65.0%

**City of Philadelphia
Top 10 Service Requests**



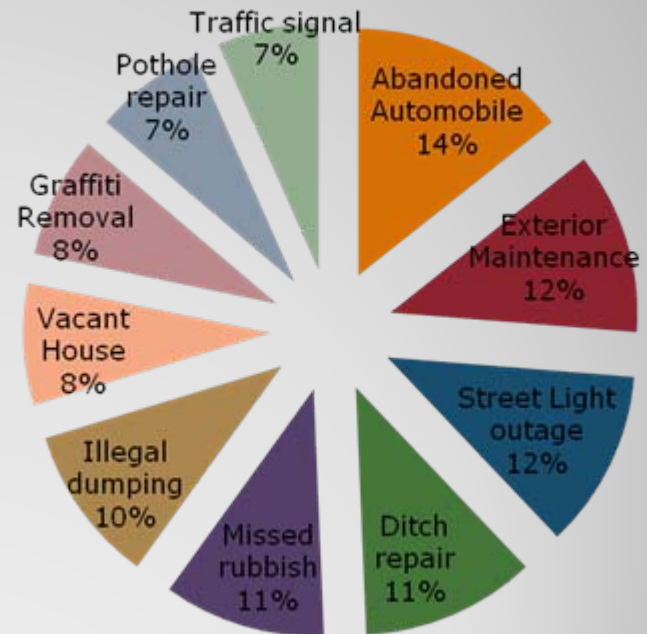
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 1

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Abandoned Automobile	9.2%
Exterior Maintenance	7.7%
Street Light Outage	7.5%
Ditch Repair	7.4%
Missed Rubbish	6.8%
Illegal Dumping	6.7%
Vacant House	5.1%
Graffiti Removal	5.1%
Pothole Repair	4.6%
Traffic Signal	4.3%
	64.4%

District 1 Top 10 Service Requests



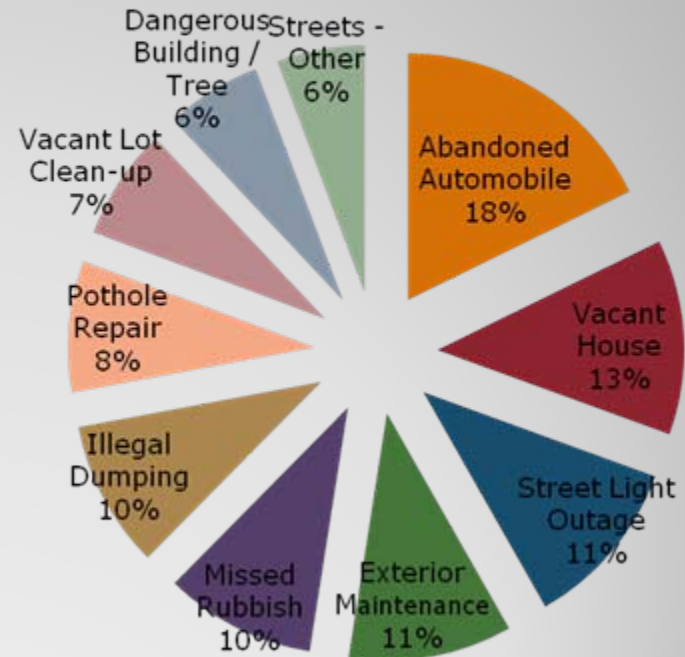
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 2

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Abandoned Automobile	11.5%
Vacant House	8.3%
Street Light Outage	7.3%
Exterior Maintenance	6.9%
Missed Rubbish	6.4%
Illegal Dumping	6.2%
Pothole Repair	5.6%
Vacant Lot Clean-up	4.7%
Dangerous Building / Tree	4.0%
Streets - Other	3.7%
	64.6%

District 2 Top 10 Service Requests



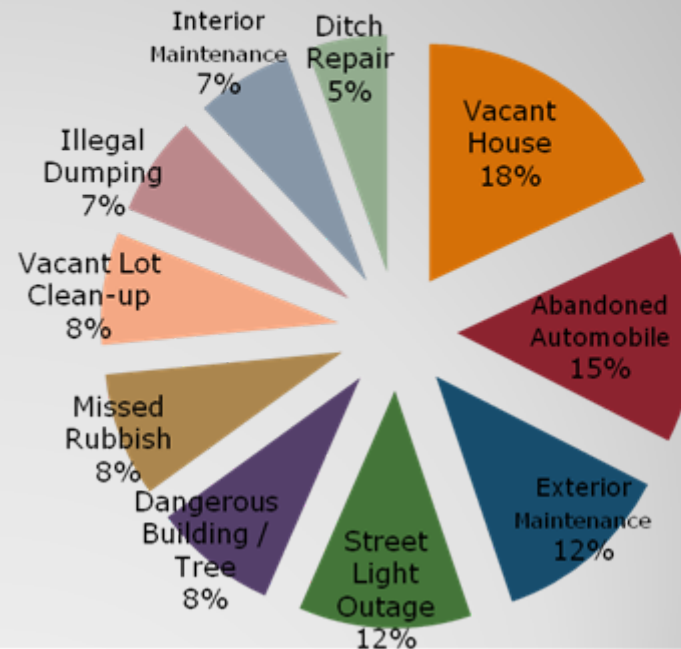
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 3

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Vacant House	12.8%
Abandoned Automobile	10.3%
Exterior Maintenance	8.8%
Street Light Outage	8.4%
Dangerous Building / Tree	6.0%
Missed Rubbish	6.0%
Vacant Lot Clean-up	5.4%
Illegal Dumping	4.9%
Interior Maintenance	4.7%
Ditch Repair	3.9%
	71.2%

**District 3
Top 10 Service
Requests**



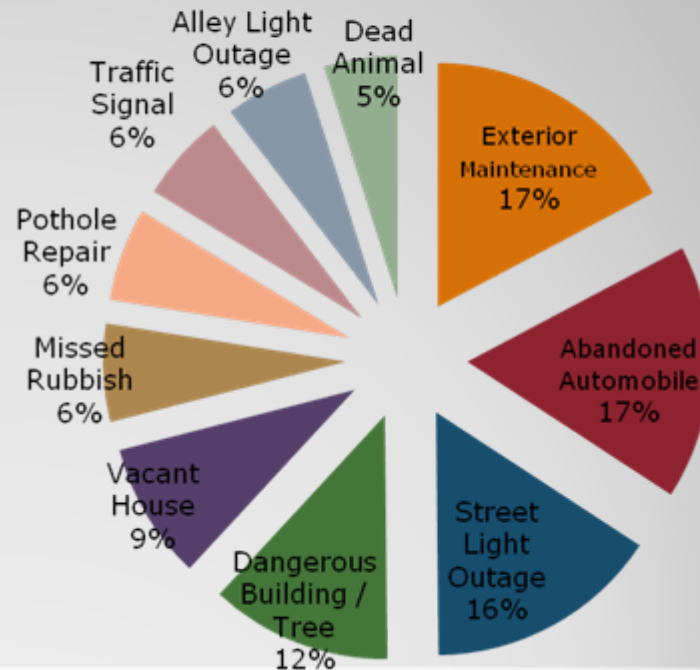
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 4

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Exterior Maintenance	12.5%
Abandoned Automobile	12.3%
Street Light Outage	11.3%
Dangerous Building / Tree	8.7%
Vacant House	6.6%
Missed Rubbish	4.7%
Pothole Repair	4.5%
Traffic Signal	4.3%
Alley Light Outage	4.0%
Dead Animal	3.5%
	72.6%

District 4 Top 10 Service Requests

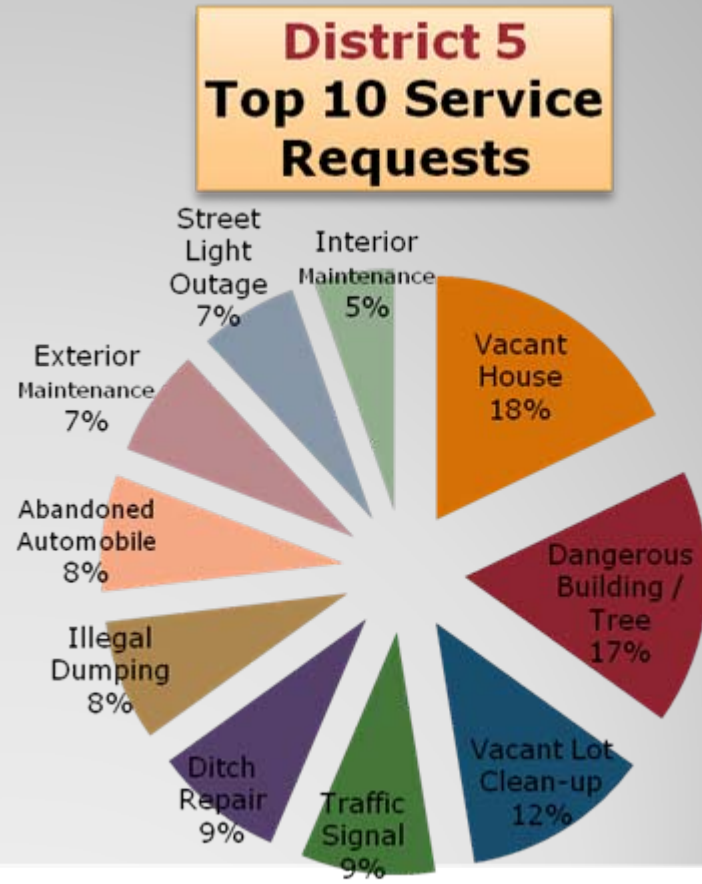


* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 5

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Vacant House	13.5%
Dangerous Building / Tree	12.8%
Vacant Lot Clean-up	9.5%
Traffic Signal	6.8%
Ditch Repair	6.5%
Illegal Dumping	6.1%
Abandoned Automobile	5.9%
Exterior Maintenance	5.4%
Street Light Outage	5.0%
Interior Maintenance	4.1%
	75.5%



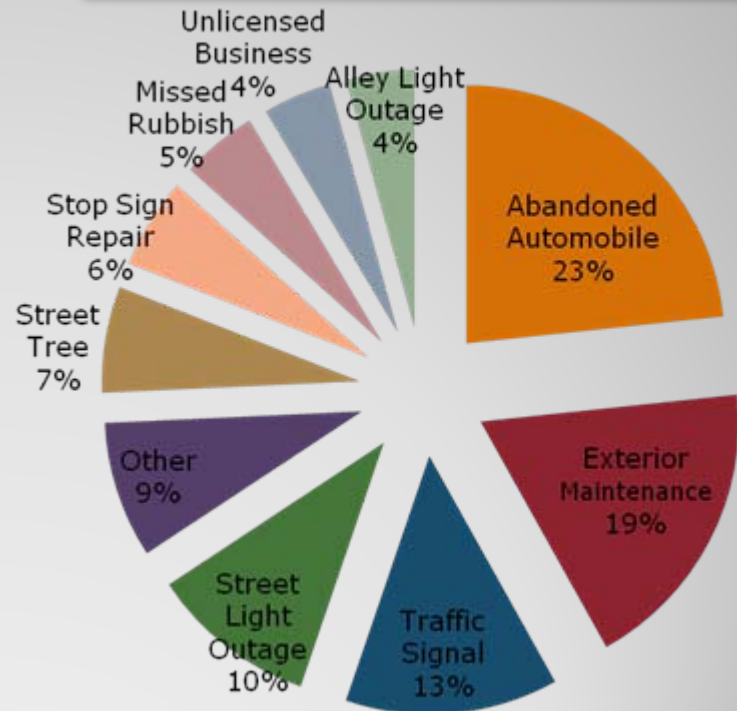
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 6

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Abandoned Automobile	17.0%
Exterior Maintenance	13.5%
Traffic Signal	9.7%
Street Light Outage	7.6%
Other	6.3%
Street Tree	4.9%
Stop Sign Repair	4.2%
Missed Rubbish	3.5%
Unlicensed Business	3.1%
Alley Light Outage	3.1%
	72.9%

District 6 Top 10 Service Requests

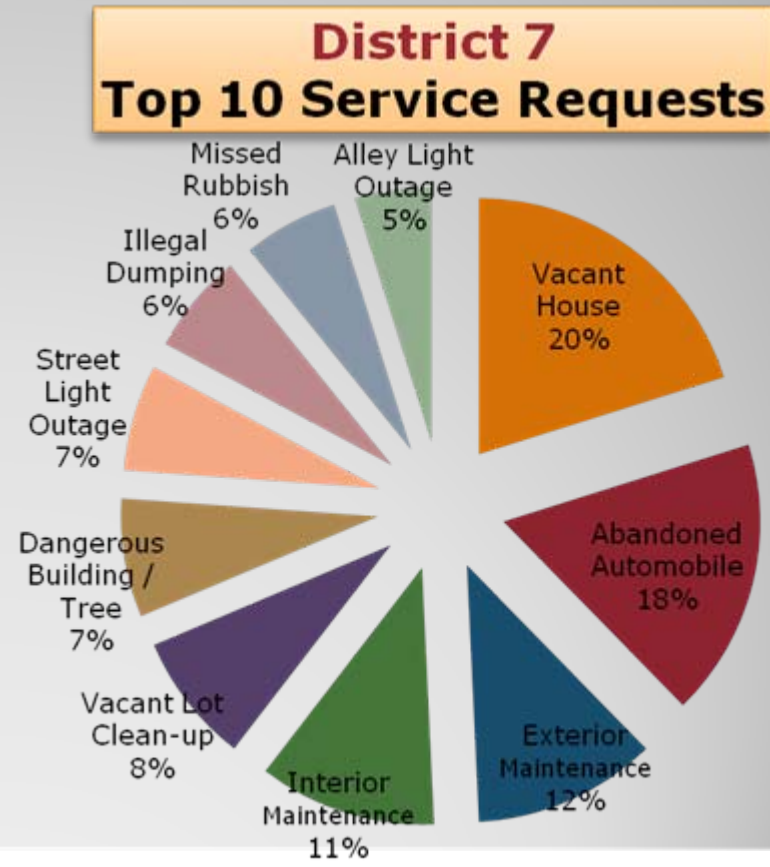


* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 7

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Vacant House	14.3%
Abandoned Automobile	12.5%
Exterior Maintenance	8.2%
Interior Maintenance	8.0%
Vacant Lot Clean-up	5.8%
Dangerous Building / Tree	5.3%
Street Light Outage	4.8%
Illegal Dumping	4.5%
Missed Rubbish	4.2%
Alley Light Outage	3.4%
	71.1%



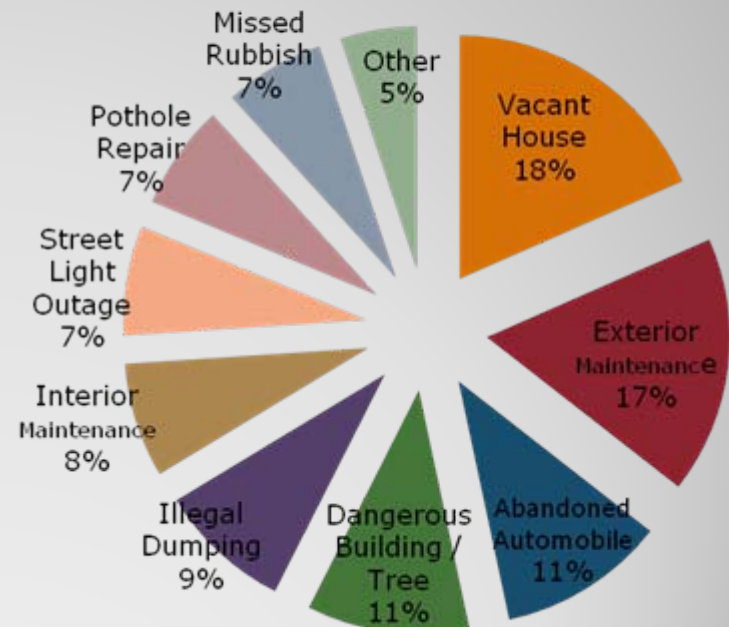
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 8

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Vacant House	12.8%
Exterior Maintenance	11.9%
Abandoned Automobile	7.7%
Dangerous Building / Tree	7.5%
Illegal Dumping	6.2%
Interior Maintenance	5.3%
Street Light Outage	5.1%
Pothole Repair	4.8%
Missed Rubbish	4.6%
Other	3.5%
	69.4%

District 8 Top 10 Service Requests



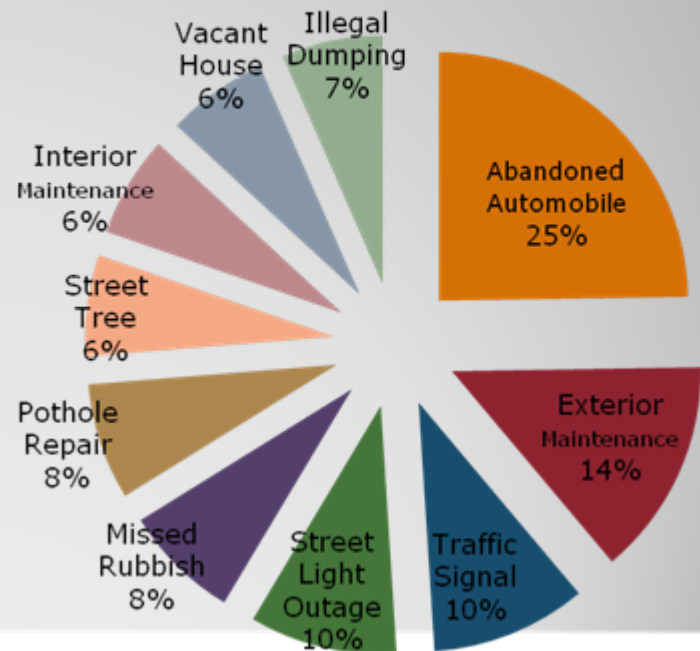
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 9

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Abandoned Automobile	16.9%
Exterior Maintenance	9.7%
Traffic Signal	6.9%
Street Light Outage	6.6%
Missed Rubbish	5.2%
Pothole Repair	5.2%
Street Tree	4.5%
Interior Maintenance	4.5%
Vacant House	4.5%
Illegal Dumping	4.5%
	68.3%

**District 9
Top 10 Service Requests**



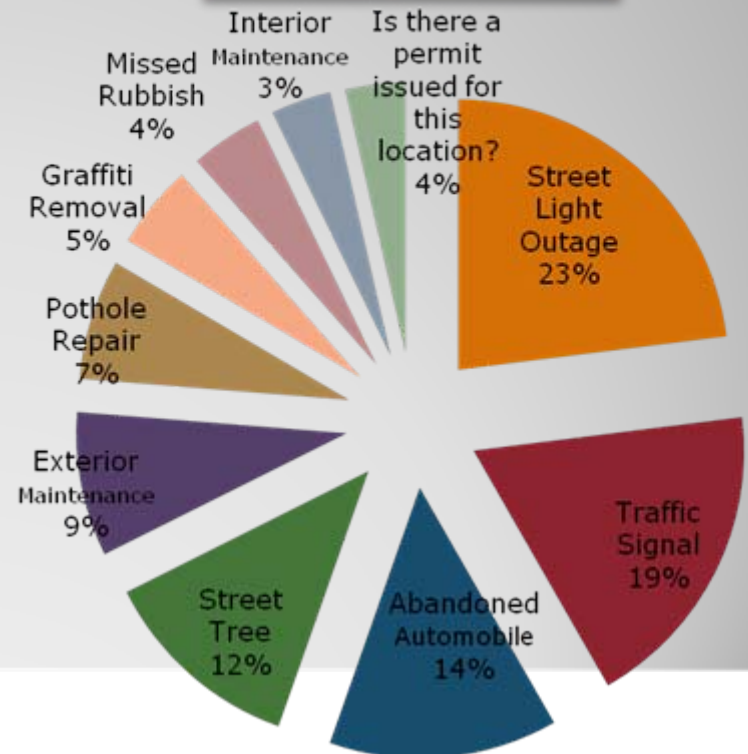
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 10

The following 311 data provides an overview of customer requests for service from 4/1/09 – 4/30/09

Top 10 Service Requests	% of Total
Street Light Outage	17.0%
Traffic Signal	13.8%
Abandoned Automobile	10.1%
Street Tree	9.0%
Exterior Maintenance	6.4%
Pothole Repair	5.3%
Graffiti Removal	3.7%
Missed Rubbish	3.2%
Interior Maintenance	2.7%
Is there a permit issued for this location?	2.7%
	73.9%

**District 10
Top 10 Service Requests**



* please refer to Appendix B for additional data on each "Top 10" category

Appendix A: Data Definition

How the figures and charts are derived

311 is able to identify district activity by tracking the incident address for calls, in-person visits, etc. regarding requests for services. In mapping the activity to Council districts, we took the following approach:

1. We pull a report from the 311 Database based on Incident Address. The report is then sent to GIS for determination of City Council District for each address.
2. NOTE: 5.8% of service requests for the period 4/1/09 – 4/30/09 contained an address not recognized by GIS. These are not included in the reports. However, please be advised that service was provided for these requests.

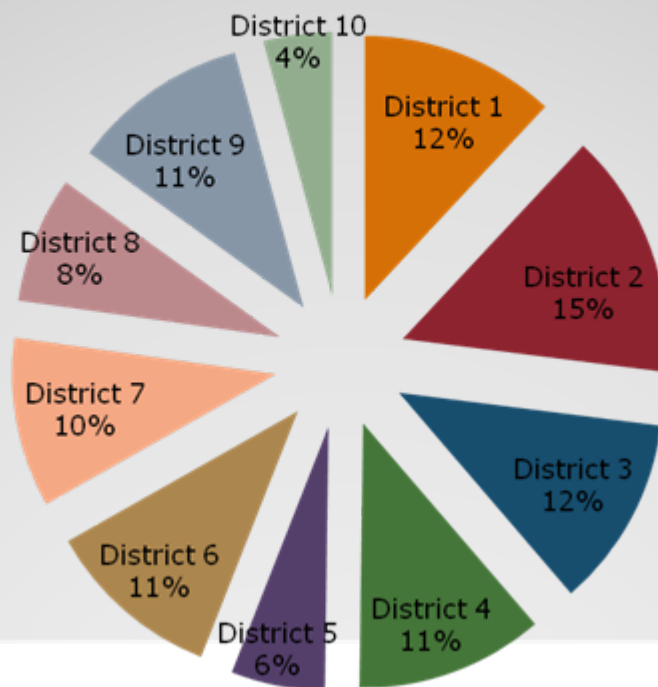
Appendix B

Abandoned Automobile

(included on 10 of 10 Council Districts' Top 10 lists)

This slide provides an overview of abandoned automobile requests by district.

City of Philadelphia Council District % of Total Requests



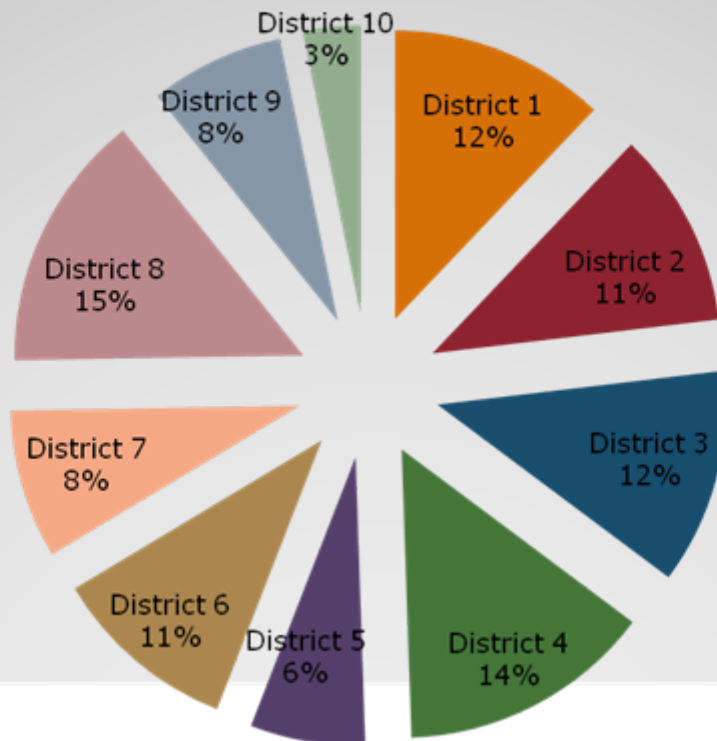
Appendix B

Exterior Maintenance

(included on 10 of 10 Council Districts' Top 10 lists)

This slide provides an overview of exterior maintenance requests by district.

City of Philadelphia Council District % of Total Requests



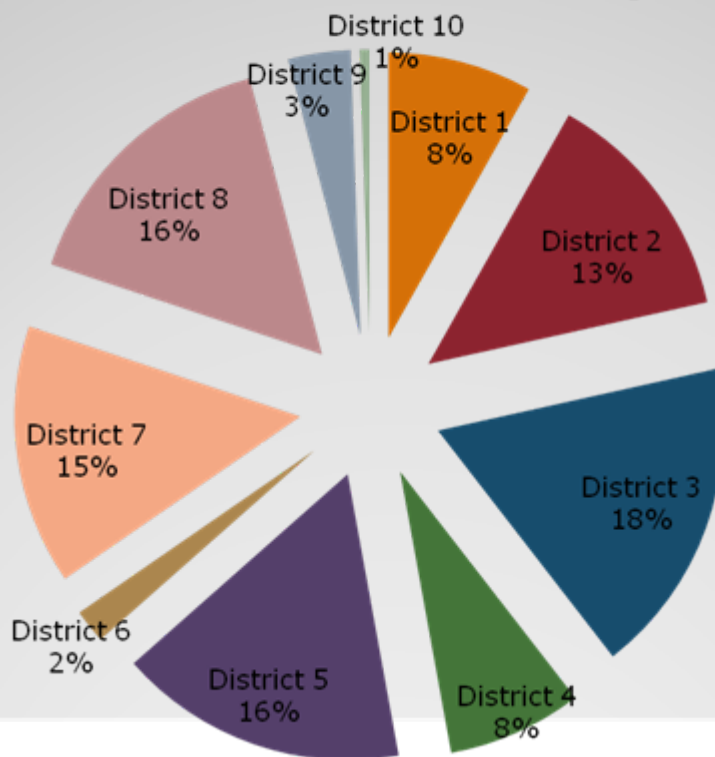
Appendix B

Vacant House

(included on 8 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant house requests by district.

City of Philadelphia Council District % of Total Requests



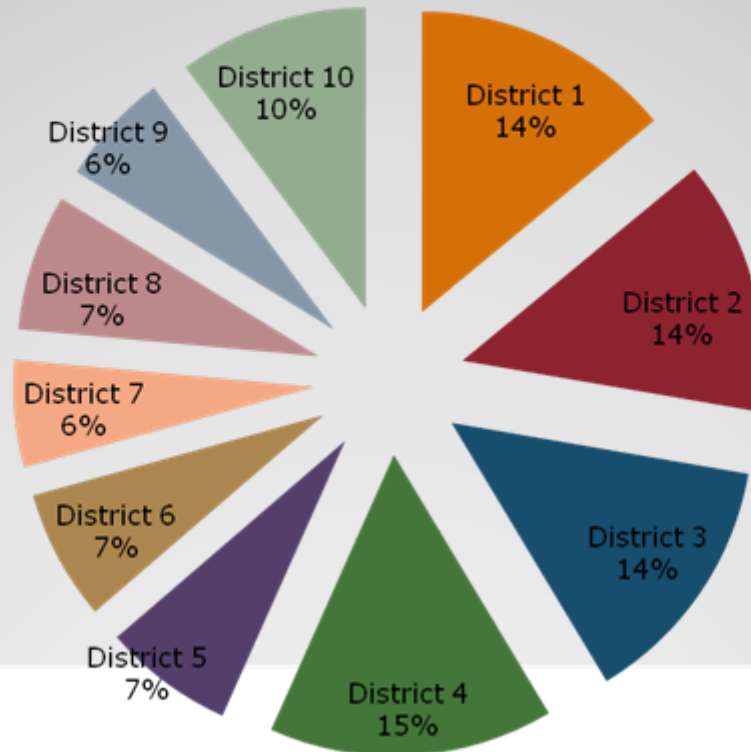
Appendix B

Street Light Outage

(included on 10 of 10 Council Districts' Top 10 lists)

This slide provides an overview of street light outage requests by district.

City of Philadelphia Council District % of Total Requests



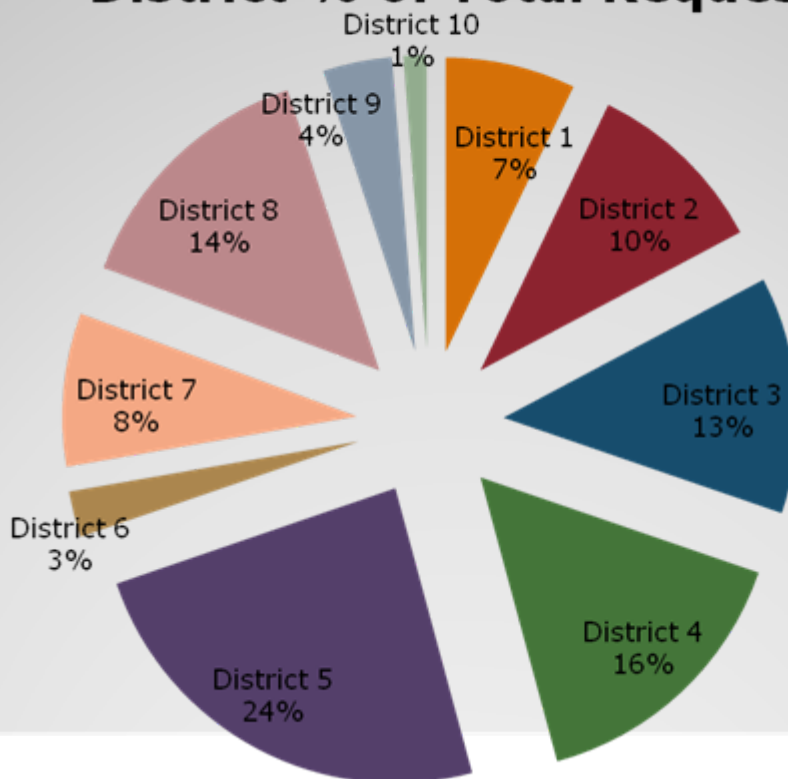
Appendix B

Dangerous Building/ Tree

(included on 6 of 10 Council Districts' Top 10 lists)

This slide provides an overview of dangerous building or tree requests by district.

City of Philadelphia Council District % of Total Requests



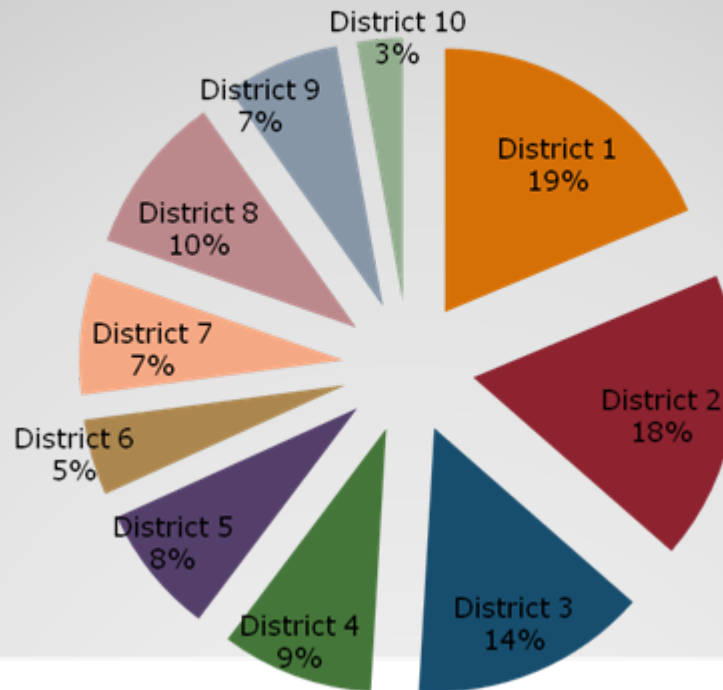
Appendix B

Missed Rubbish

(included on 9 of 10 Council Districts' Top 10 lists)

This slide provides an overview of missed rubbish requests by district.

City of Philadelphia Council District % of Total Requests



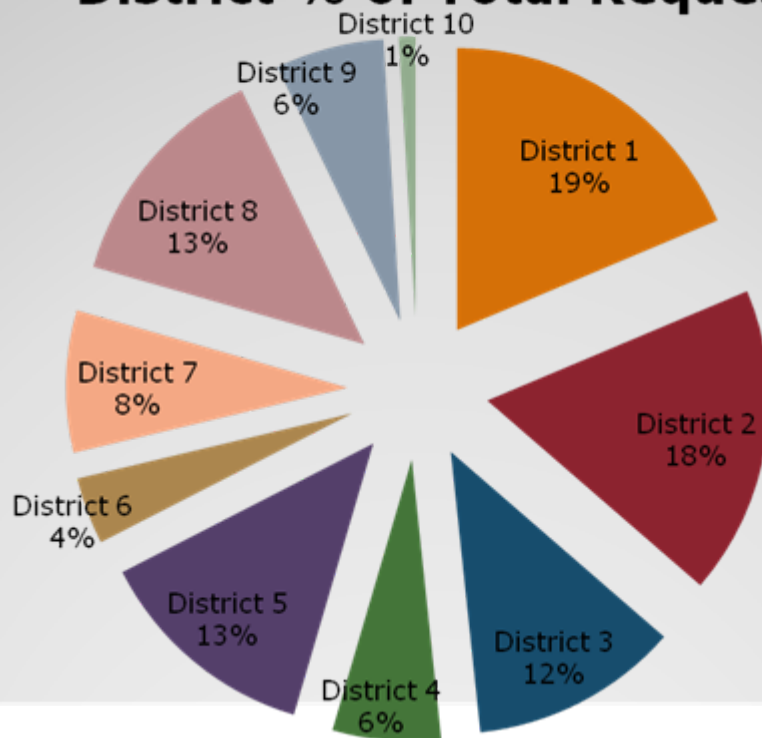
Appendix B

Illegal Dumping

(included on 7 of 10 Council Districts' Top 10 lists)

This slide provides an overview of illegal dumping requests by district.

City of Philadelphia Council District % of Total Requests



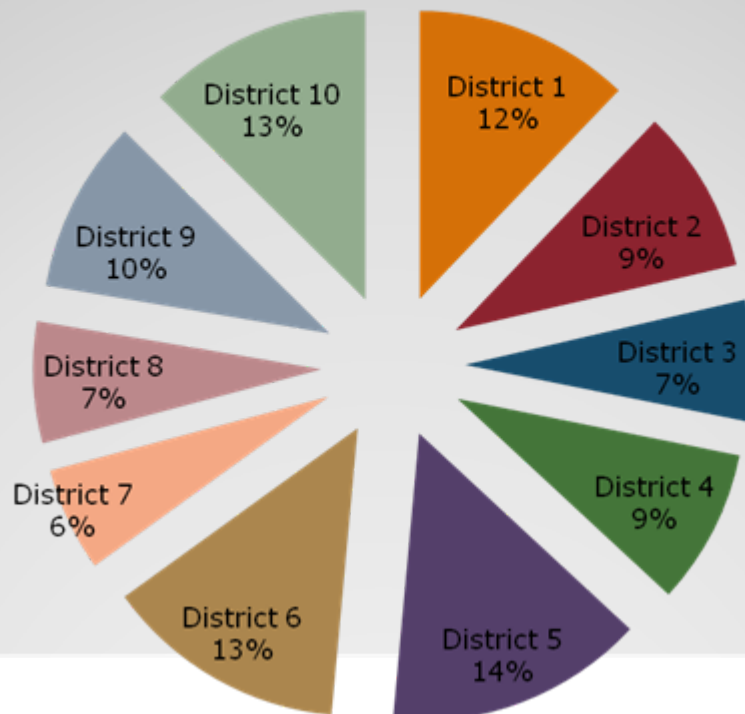
Appendix B

Traffic Signal

(included on 6 of 10 Council Districts' Top 10 lists)

This slide provides an overview of traffic signal requests by district.

City of Philadelphia Council District % of Total Requests



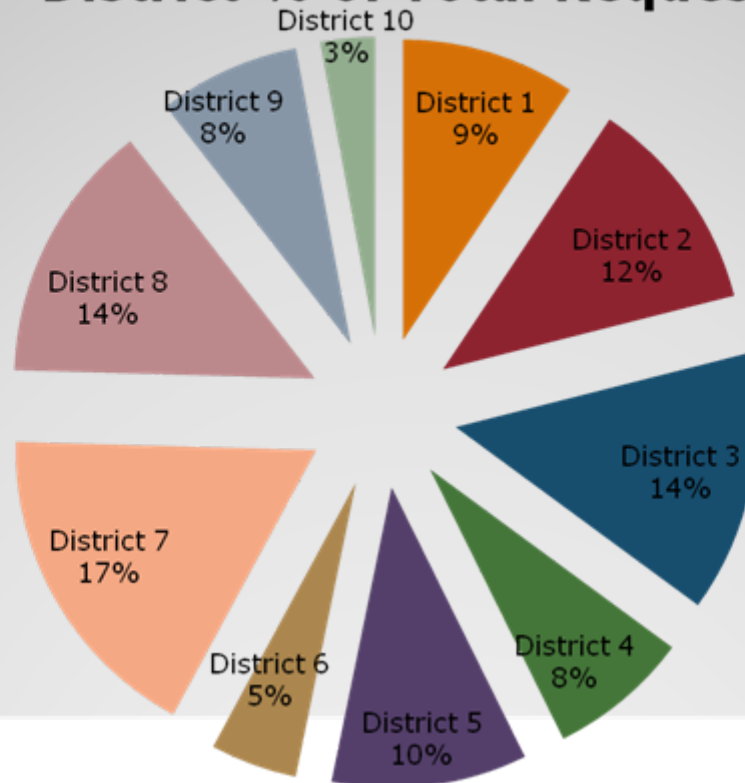
Appendix B

Interior Maintenance

(included on 5 of 10 Council Districts' Top 10 lists)

This slide provides an overview of interior maintenance requests by district.

City of Philadelphia Council District % of Total Requests



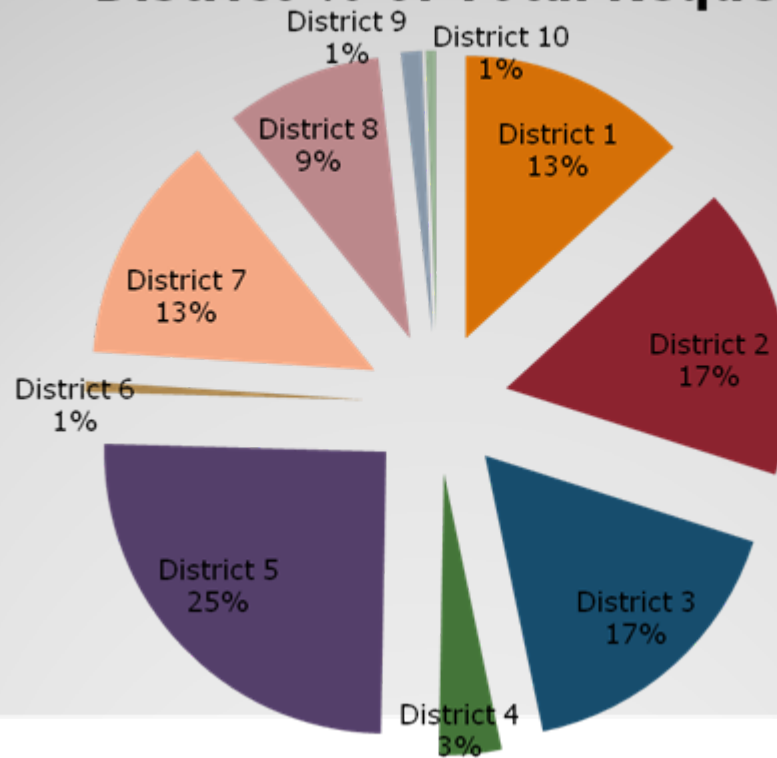
Appendix B

Vacant Lot Clean-Up

(included on 4 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant lot clean-up requests by district.

City of Philadelphia Council District % of Total Requests



Appendix C: Service Request Definitions

How the service requests are defined

- Abandoned Auto: Vehicle that appears to be abandoned
- Alley Light Outage: Alley light needing bulb replacement
- Dangerous Building or Tree: Building or tree that is causing a possible dangerous situation
- Dead Animal: Dead animal needing removal
- Ditch Repair: Man-made hole in street needing repair
- Exterior Maintenance: Residence with exterior maintenance issues
- Graffiti Removal: Graffiti needing to be removed
- Illegal Dumping: Dumping of debris on street or public area
- Interior Maintenance: Tenant-occupied residence needing internal repairs
- Is There a Permit Issued for This Location: Request to investigate possible work without permit
- Missed Rubbish: Trash that was not picked up on designated trash day
- Pothole Repair: Pothole needing repair
- Stop Sign Repair: Traffic-related sign needing repair
- Street Light Outage: Street light needing bulb replacement
- Street Tree: Tree between sidewalk & curb needing maintenance
- Traffic Signal: Traffic signal needing repair
- Unlicensed Business: Business operating without a license
- Vacant House: Residence that needs to be cleaned & sealed
- Vacant Lot Clean-Up: Vacant lot needing clean up or debris removal