

**311 Service Request
Overview for City Council
Month Ending February 2010**



Dear Council Members,

311 is an important component of Philadelphia's customer service strategy. The following report provides information about the service requests for which your constituents are contacting 311. We have used incident addresses to map calls, e-mails, etc. from your district and have provided the Top 10 reasons people contacted 311 during the month of February 2010 (please refer to Appendix A for the specific data gathering approach).

Appendix B provides additional information on each "Top 10" category – including a breakdown of which districts drive calls for that service request. This data might be powerful for you when addressing interest groups or considering focus points.

Appendix C provides definitions for each of the service requests referred to in this report.

We would be pleased to host a 311 center visit or come to your neighborhood meetings to describe more about our customer service approach more broadly and 311 more specifically. We would also be happy to answer any questions about this report.

Sincerely,

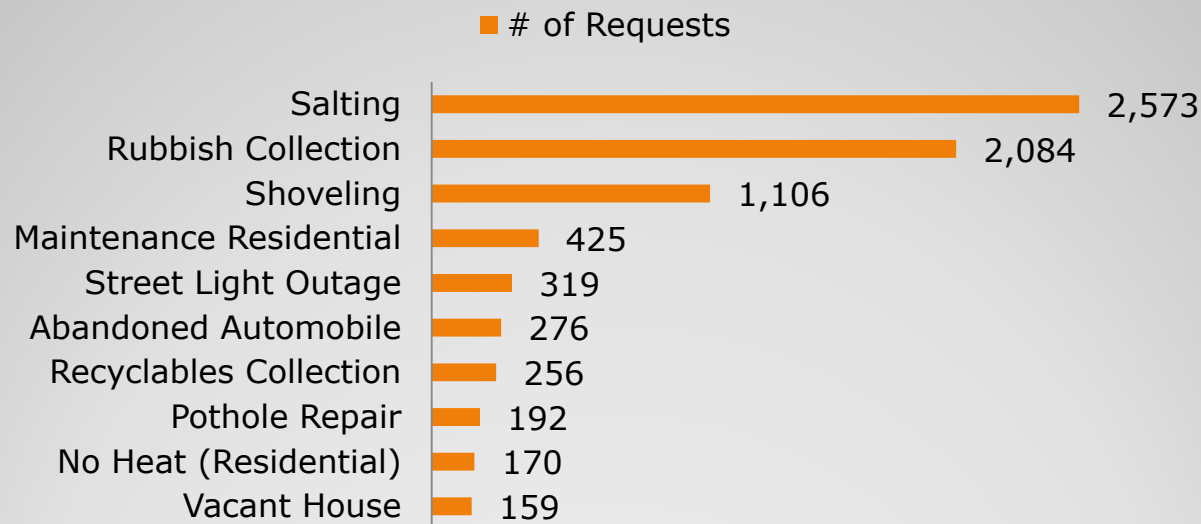
Rosetta C. Lue,
311 Contact Center Director

311 Overview: City of Philadelphia

Month Ending February 2010

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 A at the end of this presentation.

Top Ten Service Requests



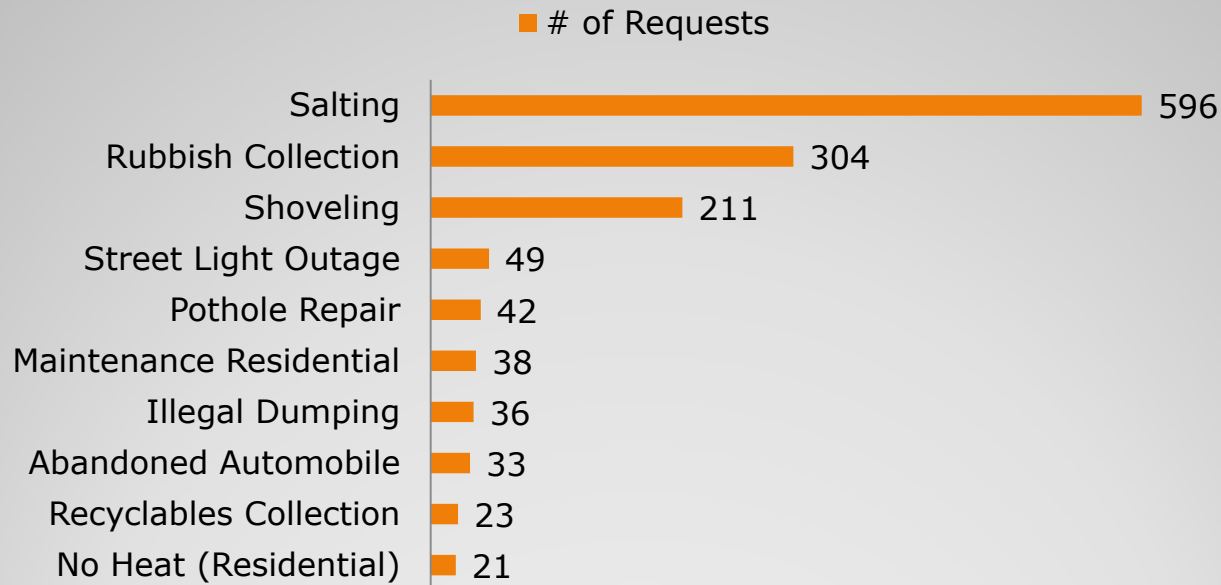
Total Top 10 Requests	7,560
Total All Requests	9,482

* 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 2/1/10 –2/28/10

Top Ten Service Requests



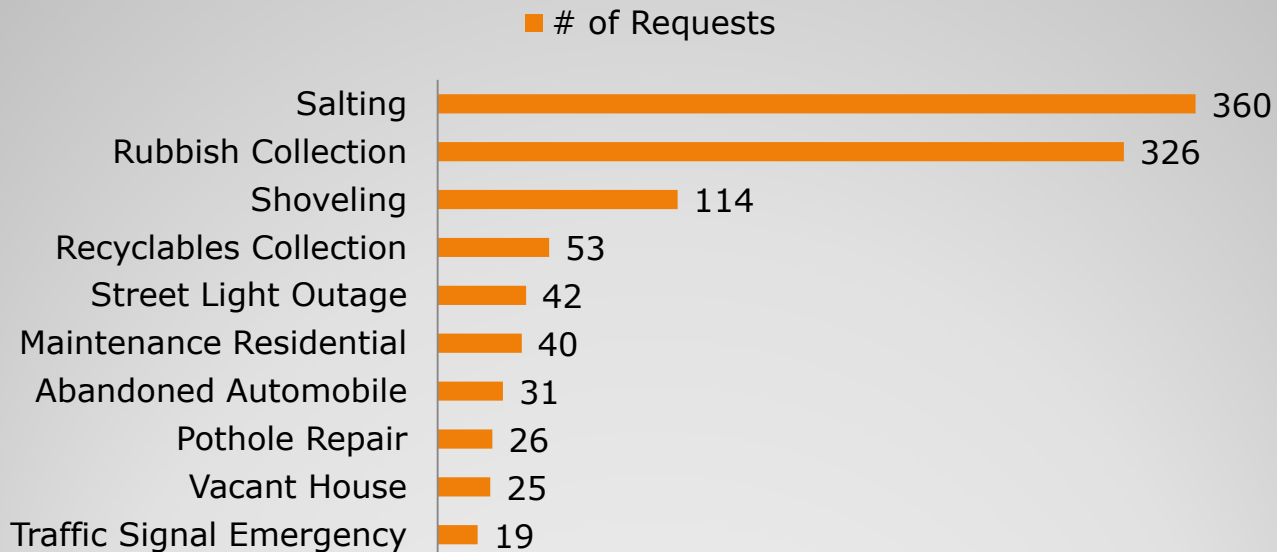
Total Top 10 Requests	1,353
Total All Requests	1,647

* 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 2/1/10 –2/28/10

Top Ten Service Requests



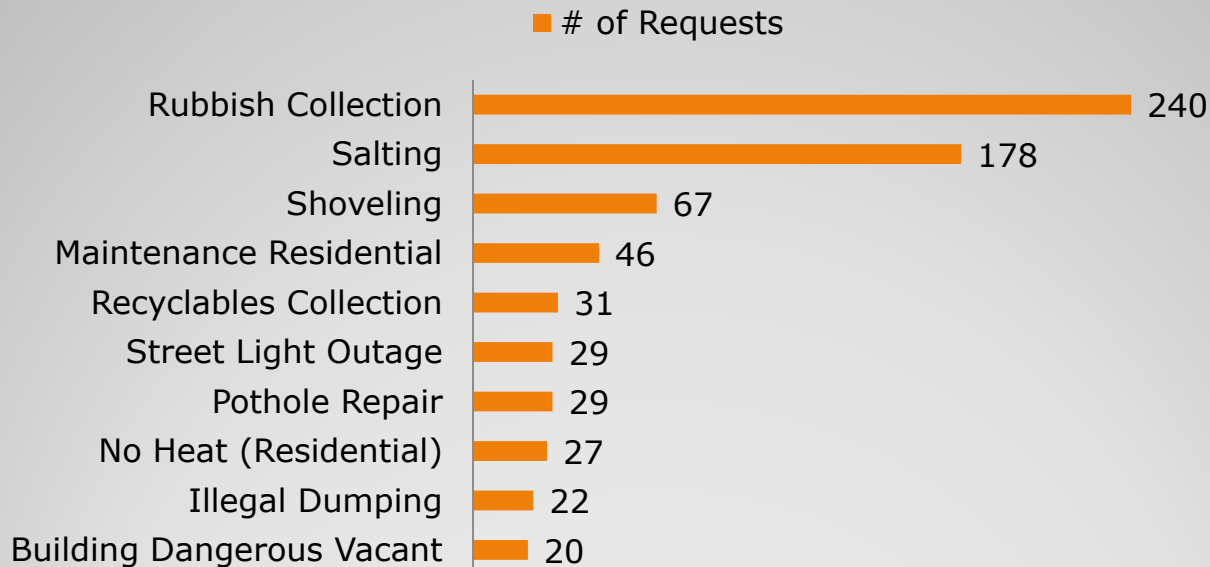
Total Top 10 Requests	1,036
Total All Requests	1,245

* 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 2/1/10 –2/28/10

Top Ten Service Requests



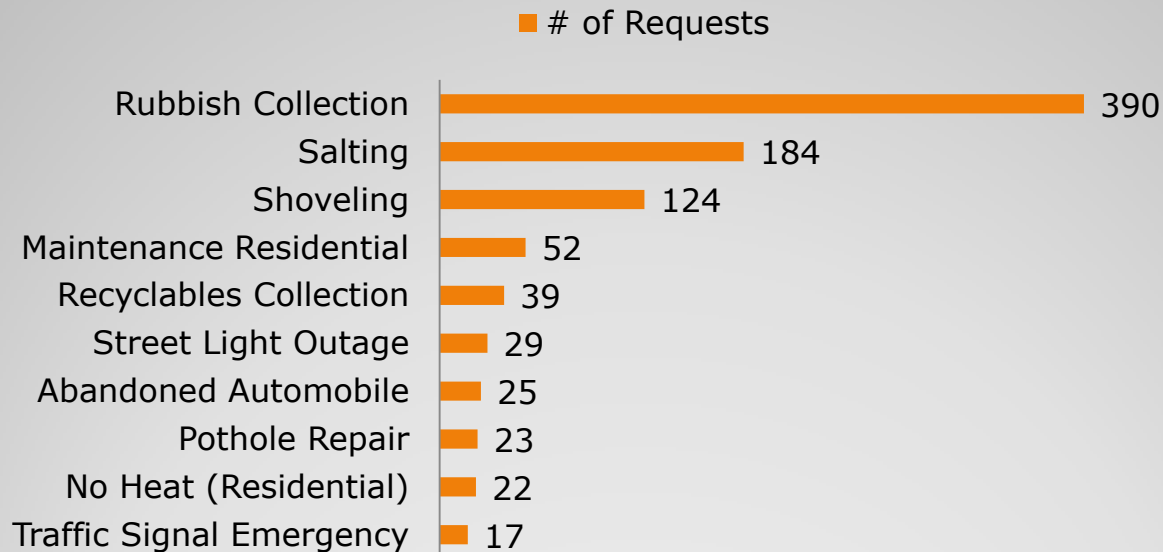
Total Top 10 Requests	689
Total All Requests	882

* 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 2/1/10 –2/28/10

Top Ten Service Requests



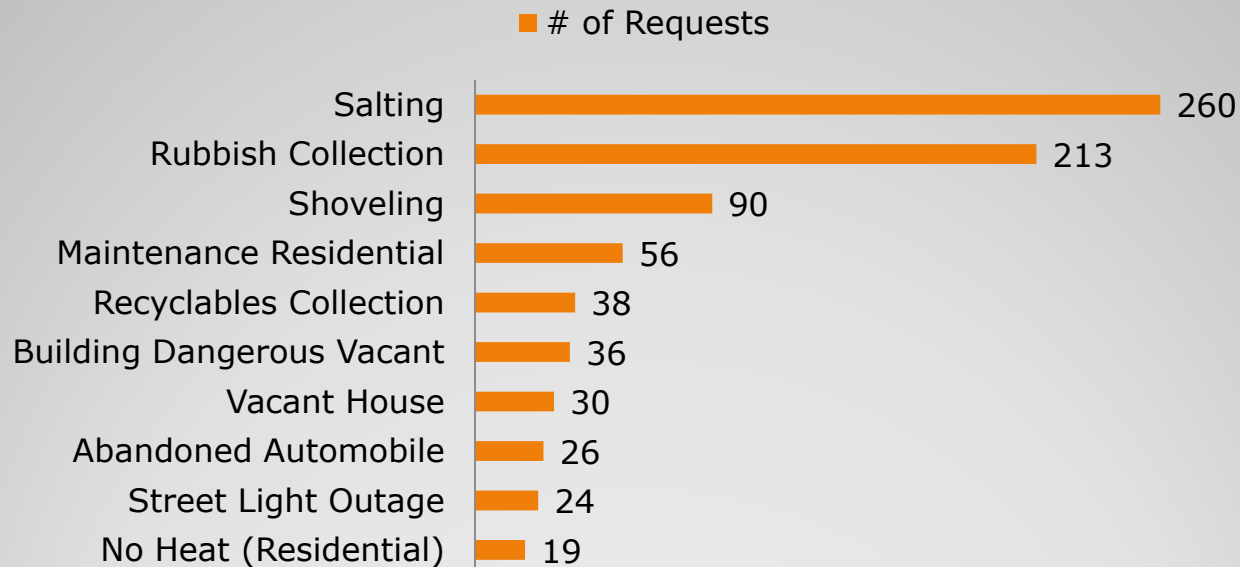
Total Top 10 Requests	905
Total All Requests	1,068

* 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 2/1/10 –2/28/10

Top Ten Service Requests



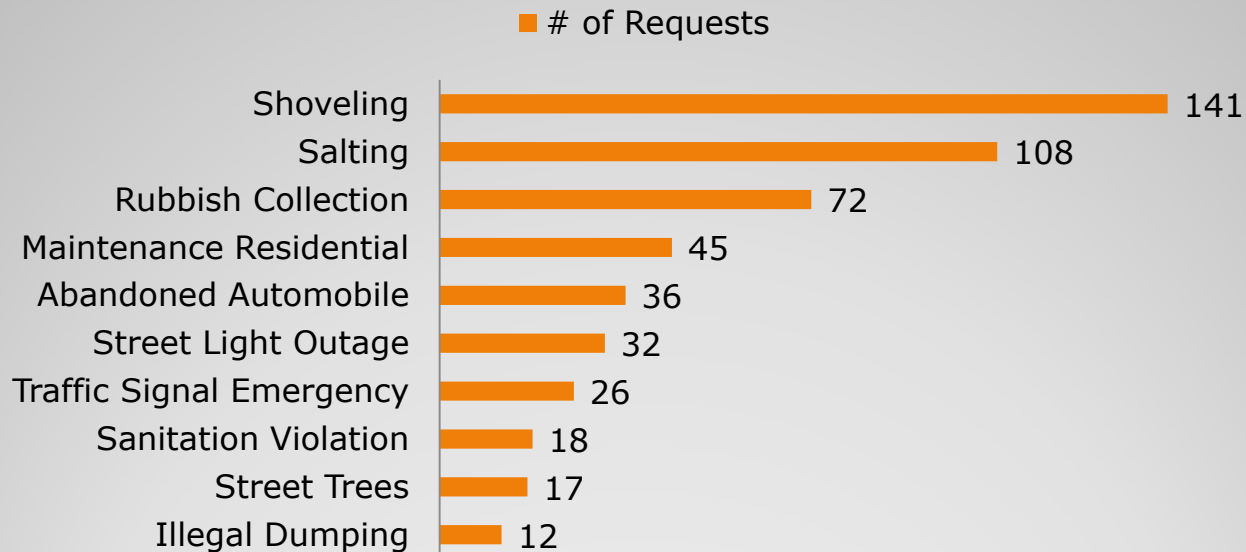
Total Top 10 Requests	792
Total All Requests	990

* 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 2/1/10 –2/28/10

Top Ten Service Requests



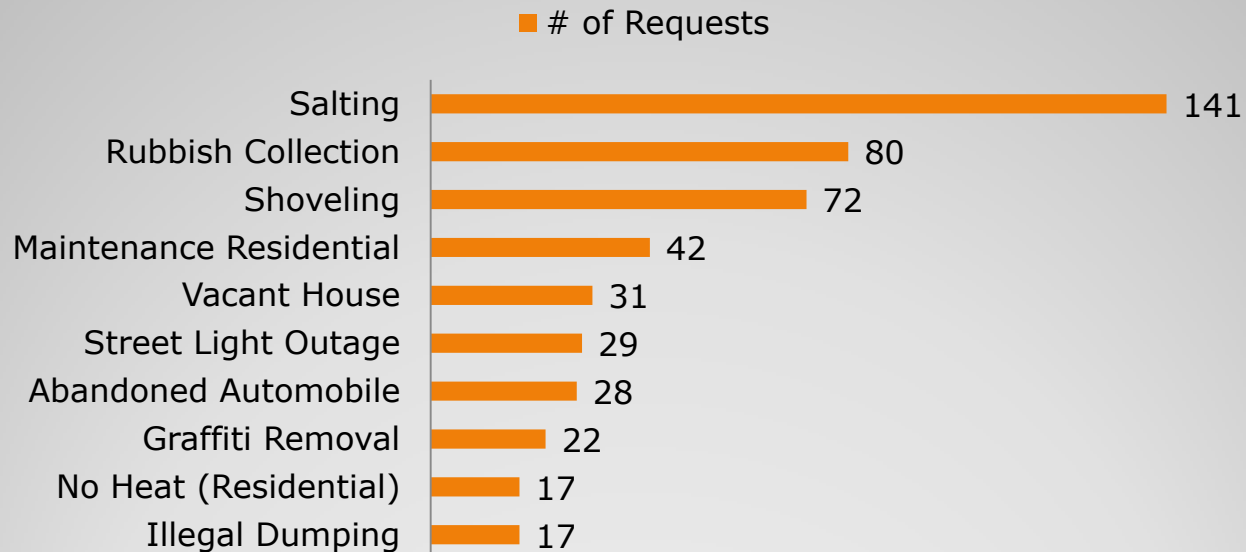
Total Top 10 Requests	507
Total All Requests	653

* 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 2/1/10 –2/28/10

Top Ten Service Requests



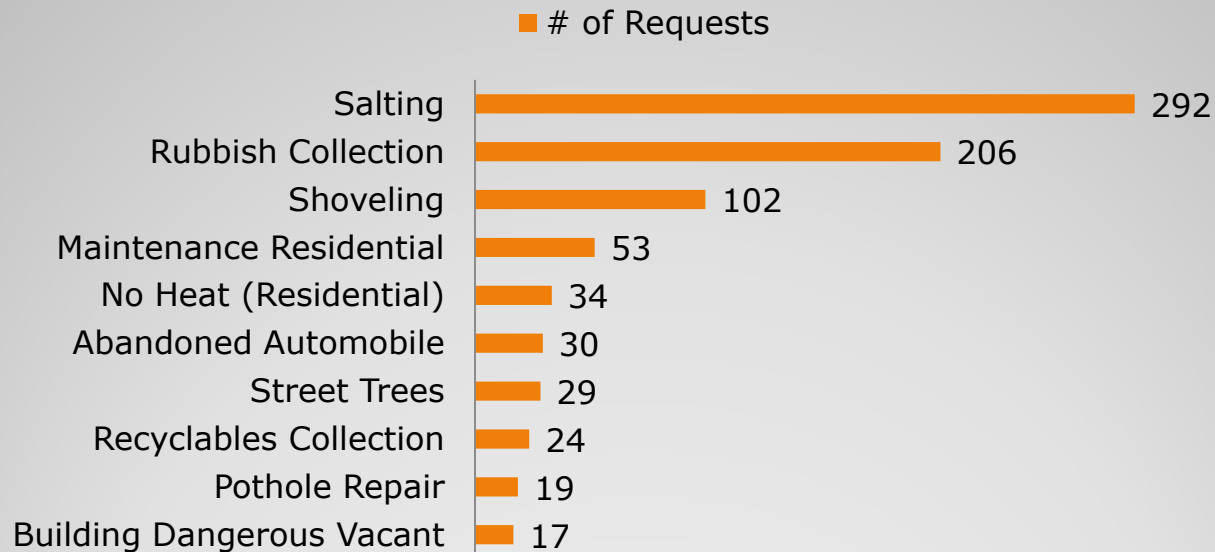
Total Top 10 Requests	479
Total All Requests	644

* 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 2/1/10 –2/28/10

Top Ten Service Requests



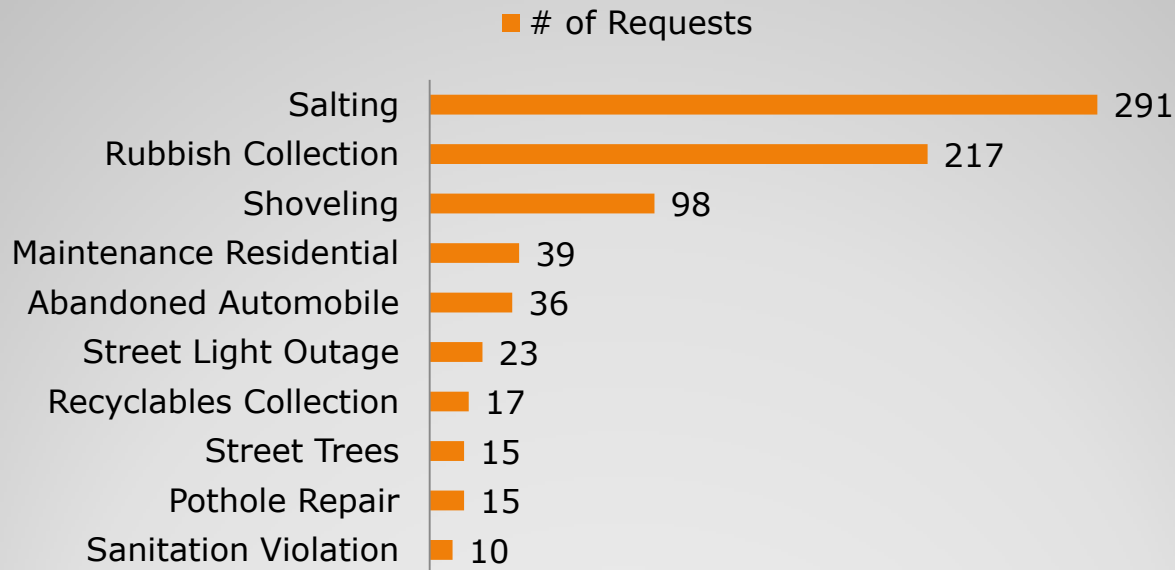
Total Top 10 Requests	789
Total All Requests	996

* 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 2/1/10 –2/28/10

Top Ten Service Requests



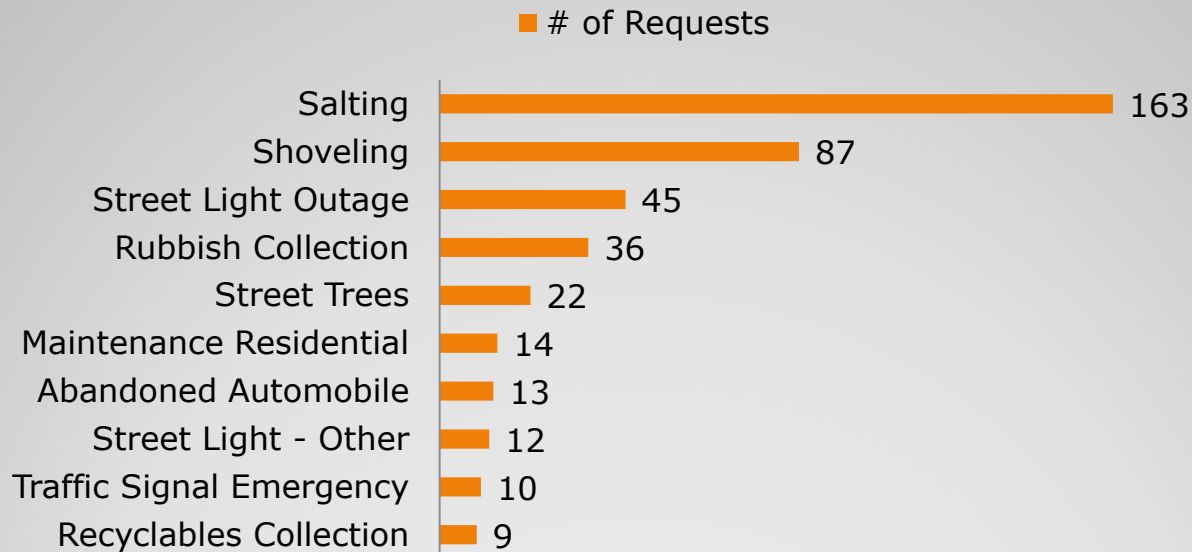
Total Top 10 Requests	761
Total All Requests	875

* 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 2/1/10 –2/28/10

Top Ten Service Requests



Total Top 10 Requests	411
Total All Requests	482

* 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:

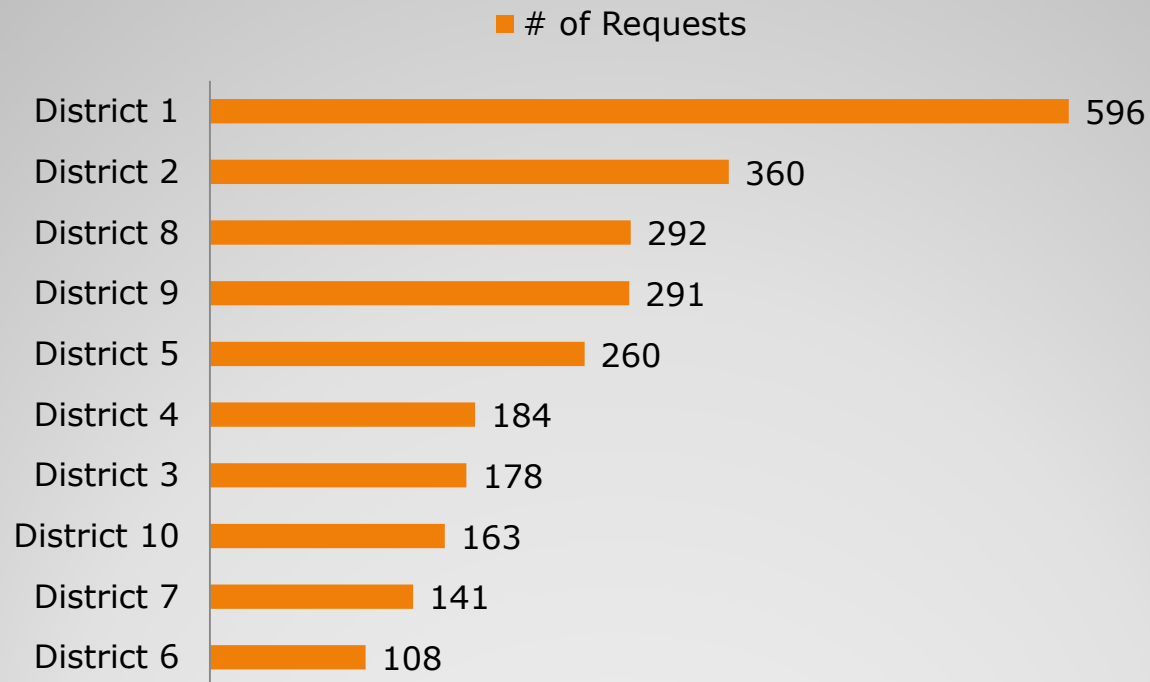
1. We pull a report from the 311 Database based on Incident Address. The report is then sent to GIS for determination of City Council District for each address.
2. The data is then uploaded to the mapping software and can be viewed on the City's Intranet at web address: maps.phila.gov/311
3. NOTE: 0.2% of service requests for the period 2/1/10 – 2/28/10 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

Salting

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

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

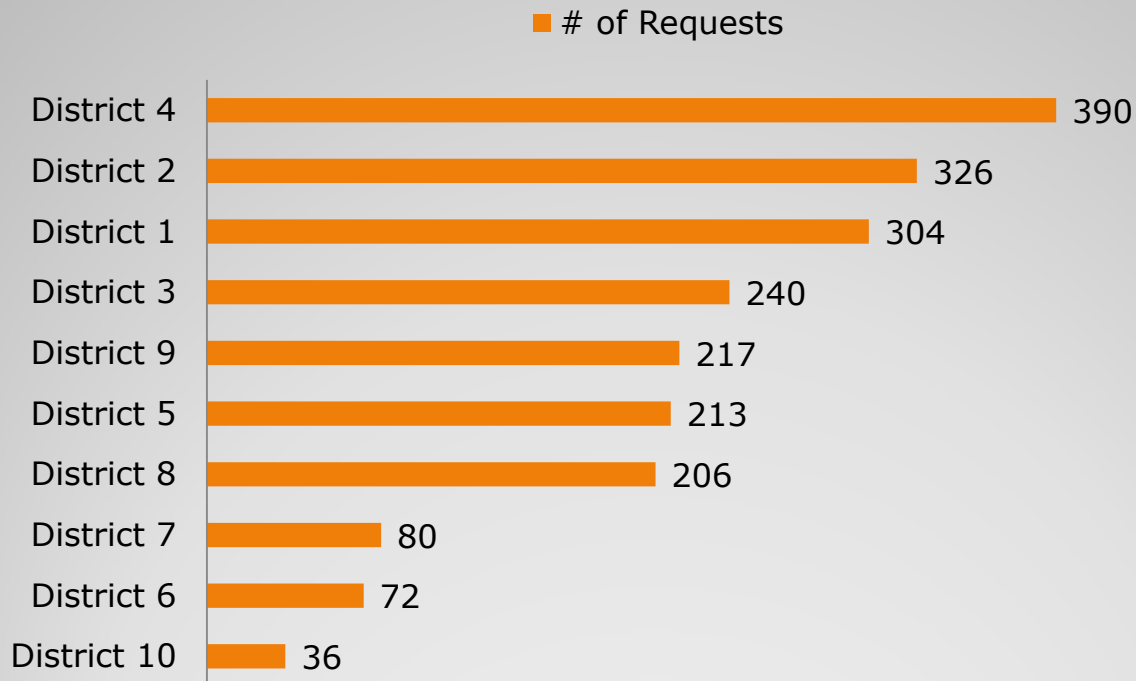


Appendix B

Rubbish Collection

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

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

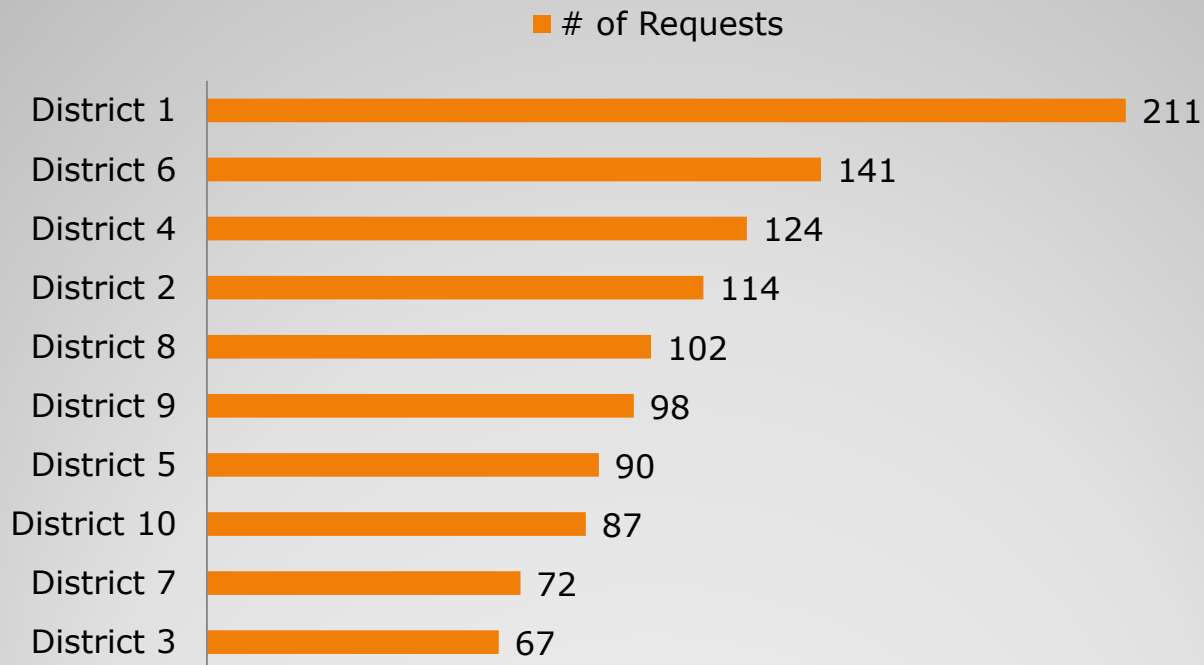


Appendix B

Shoveling

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

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

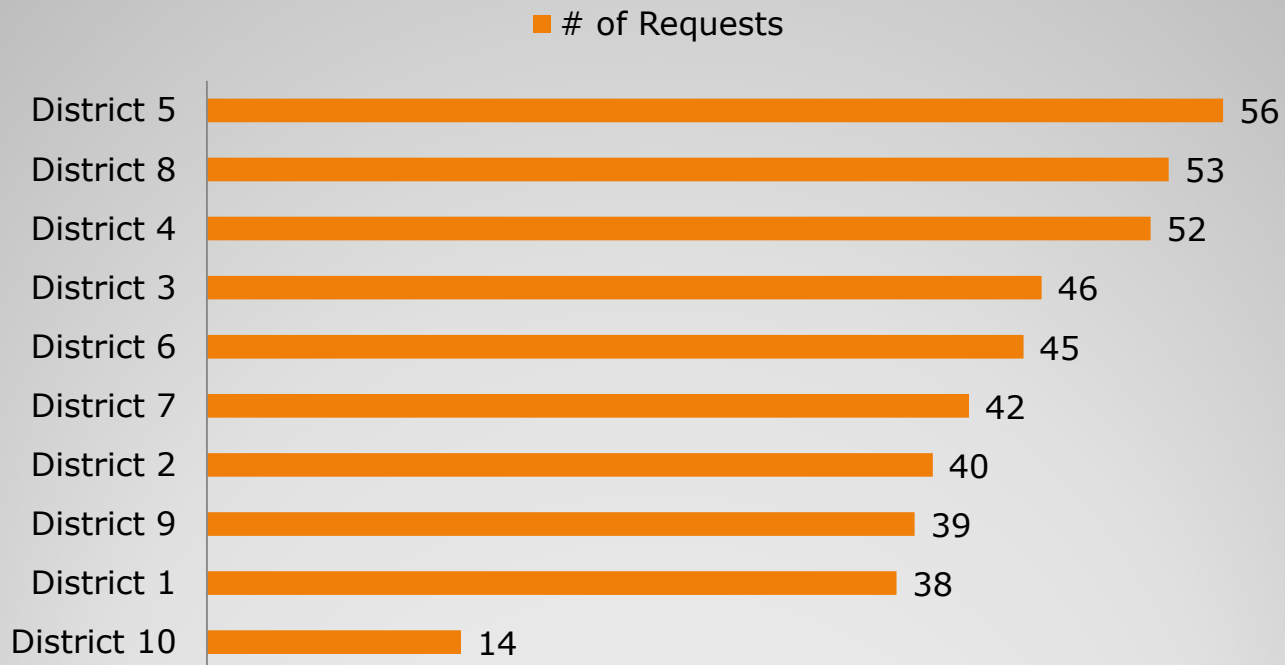


Appendix B

Maintenance Residential

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

This slide provides an overview of maintenance residential requests by district

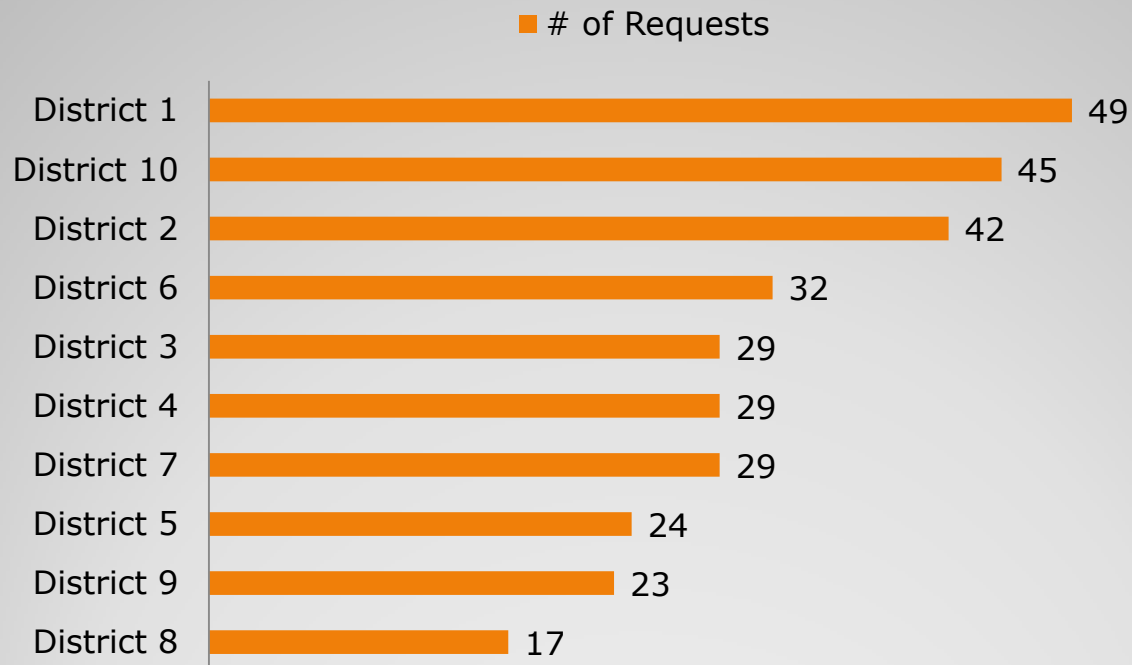


Appendix B

Street Light Outage

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

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

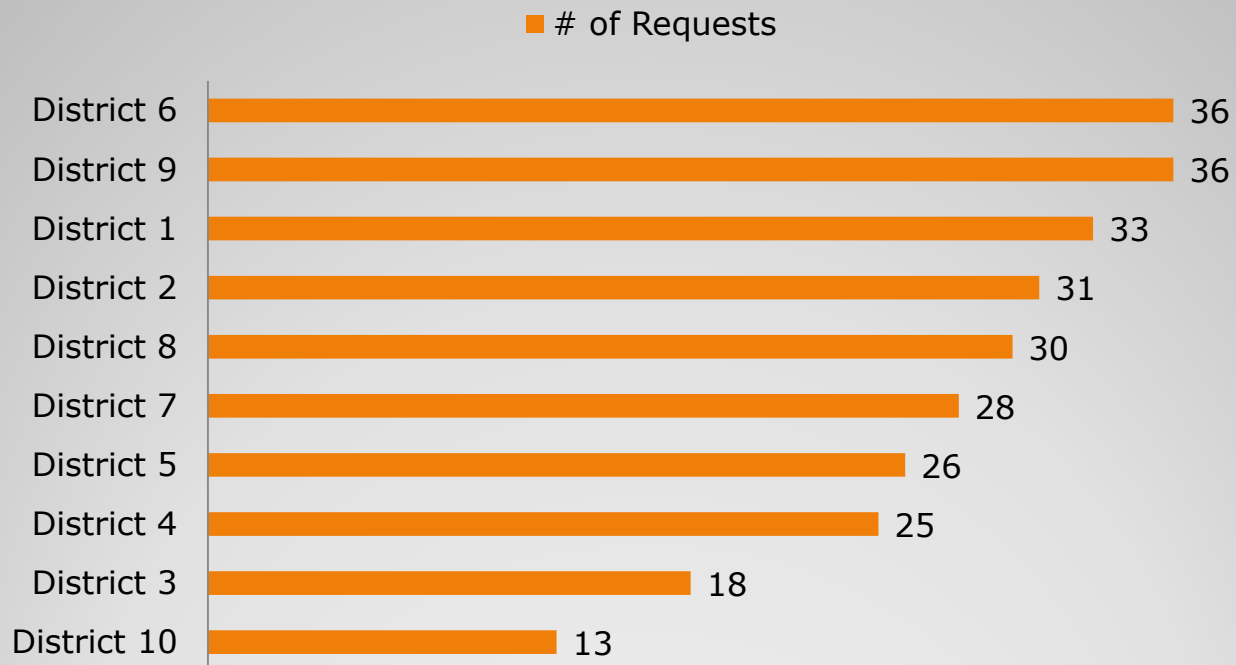


Appendix B

Abandoned Auto

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

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

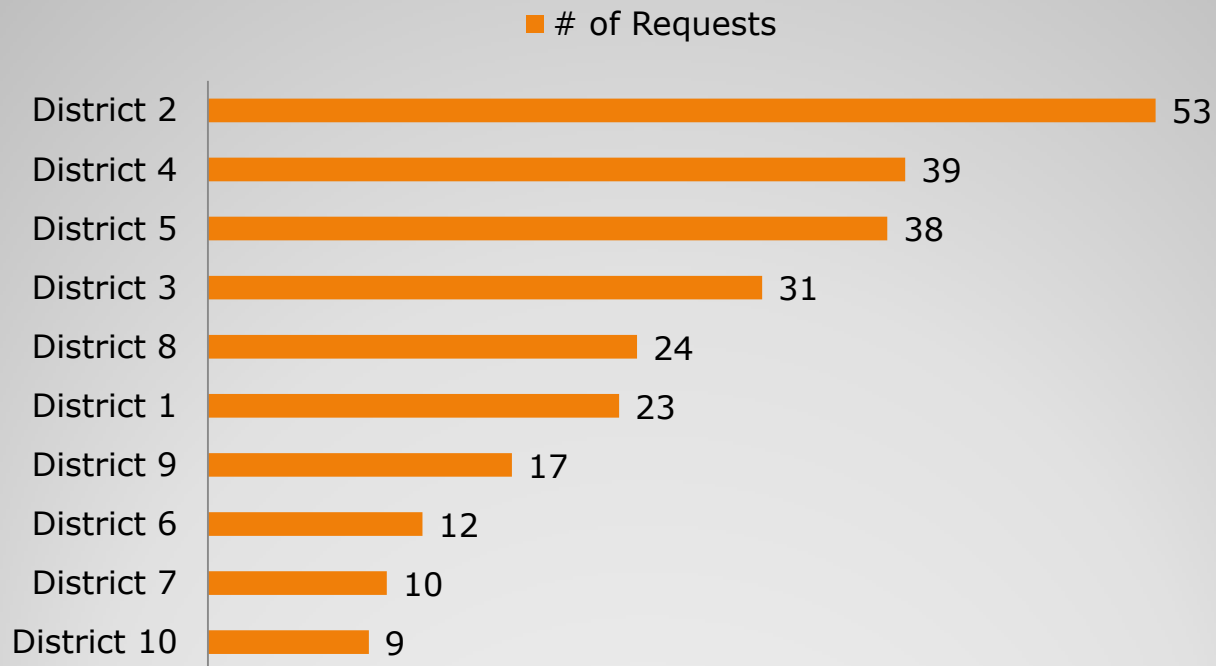


Appendix B

Recyclables Collection

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

This slide provides an overview of building construction requests by district.

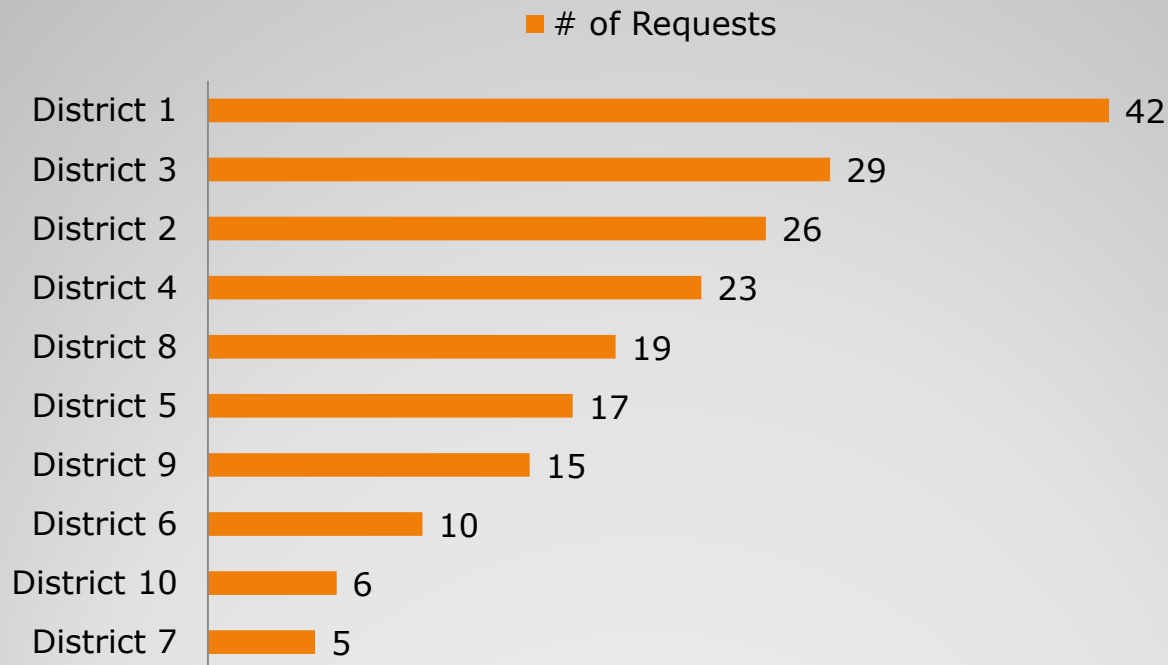


Appendix B

Pothole Repair

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

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

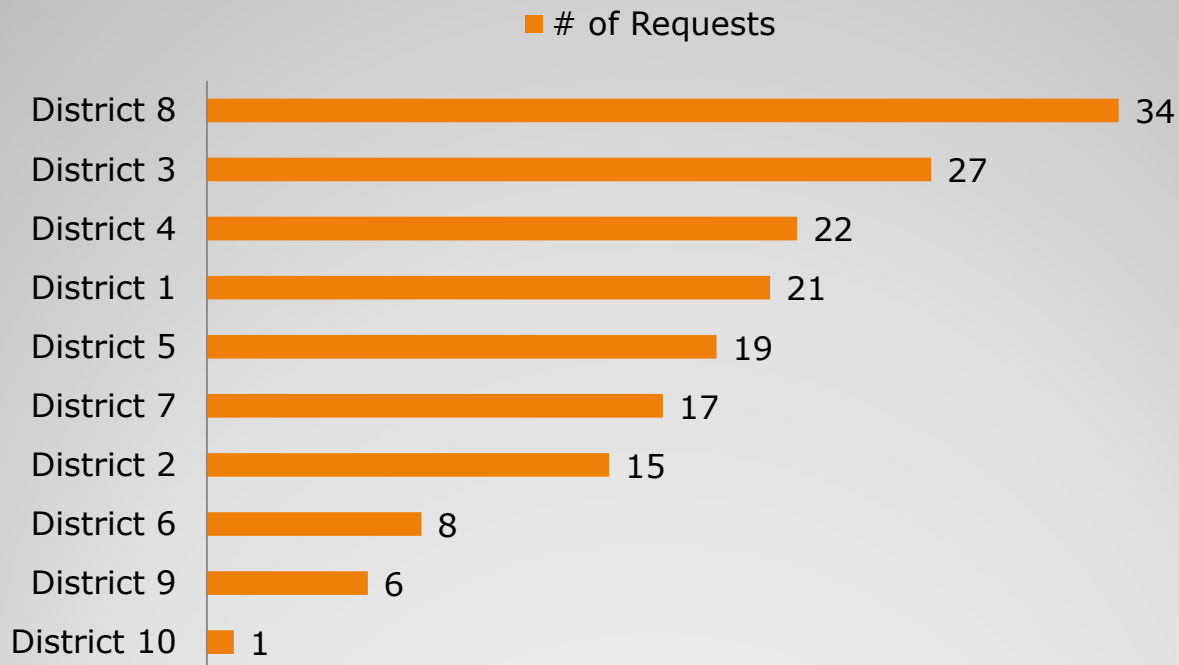


Appendix B

No Heat

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

This slide provides an overview of no heat requests by district.

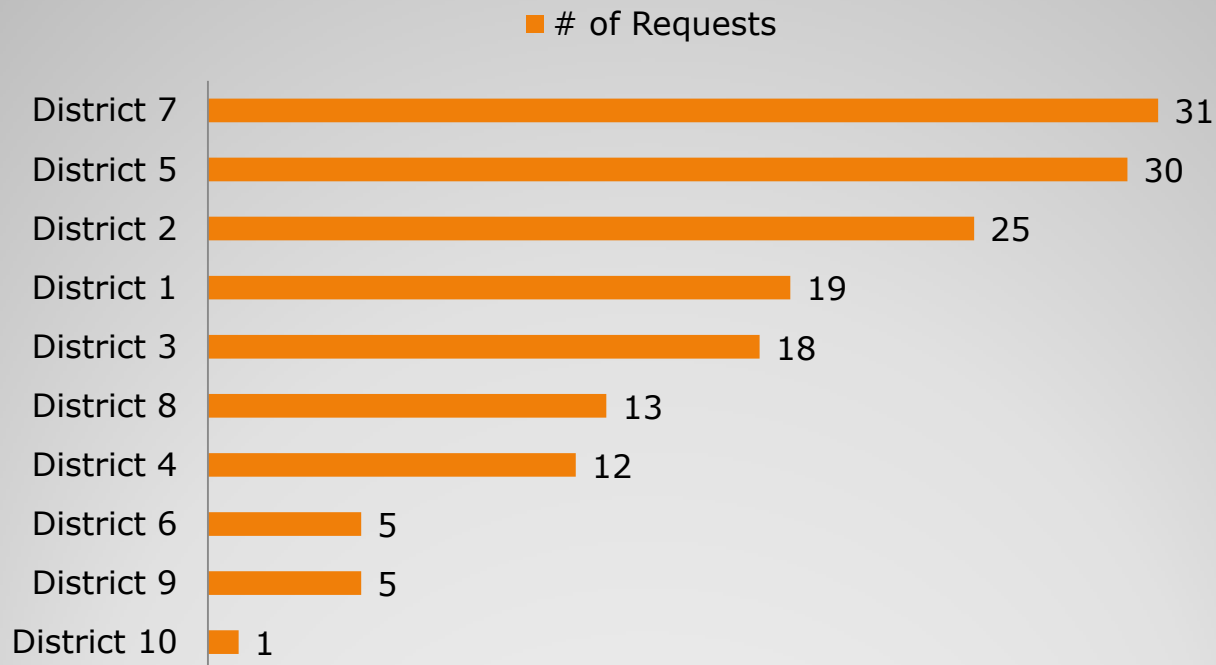


Appendix B

Vacant House

(included on 3 of 10 Council Districts' Top 10 lists)

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



Appendix C: Service Request Definitions

How the service requests are defined

- **Abandoned Auto:** Vehicle that appears to be abandoned
- **Building Dangerous:** Building causing a possible dangerous situation
- **Illegal Dumping:** Dumping of debris on street or public area
- **Graffiti Removal:** Building or other surface needing graffiti removed
- **Maintenance Residential:** Residence with Interior or External maintenance issues
- **No Heat:** Apartment without heat, and Landlord non-compliant
- **Recyclables Collection:** Recyclables that were not picked up on designated day
- **Rubbish Collection:** Trash that was not picked up on designated trash day
- **Salting:** Request for salting or plowing of residential street.
- **Shoveling:** Report of code violation related clearing sidewalk of snow/ice
- **Street Light – Other:** Street light needing wiring or other type of work
- **Street Light Outage:** Street light needing bulb replacement
- **Street Tree:** Tree between sidewalk & curb needing maintenance
- **Traffic Signal Emergency:** Traffic signal needing repair
- **Traffic Signal Other:** Light timing requests or other non-emergency requests
- **Vacant House:** Residence that needs to be cleaned & sealed