April 2017 – Top 20 Service Requests – 15,497 total
April 2017 Service Tickets by Partner Agency

- Streets Department: 6,459
- License & Inspections: 3,934
- Community Life Improvement Program: 2,524
- Police Department: 1,948
- Parks & Recreation: 347
- Water Department (PWD): 157
- Fire Department: 128
April 2017 – Top 20 questions of the total 30,530 Information Requests

1. How do I contact the Department of Revenue?
2. Licenses and Inspections Business Offices
3. What is the phone number to my local Police district?
4. How can I find out if a property has violations,...
5. How can I find out about a court date?
6. Can I set out bulk trash on the curb for pickup?
7. How can I reach my CITY COUNCIL representatives?
8. Philadelphia Water Department - General Info
9. How do I contact the Water Revenue Bureau?
10. Streets Department - General Info
11. How do I contact Adult and County Probation?
12. How can I get a copy of a birth or death certificate?
13. What is TURN?
14. Where are the City Sanitation Convenience Centers?
15. How do I obtain a copy of a police, traffic or incident...
16. How do I obtain a Housing Rental License?
17. How do I renew my Trade License?
18. How do you find out who owns a property?
19. LI Help - Licenses
20. LI Help - Licenses
April 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

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<tr>
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</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>10,940</td>
<td>7,867</td>
<td>10,082</td>
<td>10,181</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>81%</td>
<td>63%</td>
<td>52%</td>
<td>57%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:37</td>
<td>1:39</td>
<td>1:18</td>
<td>1:16</td>
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<tr>
<td>Average Talk Time</td>
<td>3:28</td>
<td>3:39</td>
<td>3:45</td>
<td>3:36</td>
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<tr>
<td>Maximum Call Duration</td>
<td>47:48</td>
<td>1:02:30</td>
<td>1:05:57</td>
<td>1:57:20</td>
</tr>
</tbody>
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- 4/14 – The City was closed in observance of Good Friday
- 4/29 – The 311 Call Center was open from 8am-8pm for the NFL Draft
- Currently training new group of 311 agents to improve service levels

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue.