April 2018 – Top 20 Service Requests – 22,953 Total
April 2018 Service Tickets by Partner Agency

- Streets Department: 10,517
- License & Inspections: 5,954
- Community Life Improvement Program: 3,225
- Police Department: 2,329
- Parks & Recreation: 450
- Fire Department: 283
- Water Department (PWD): 199
April 2018 – Top 20 questions of the total 21,296 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,050
2. What is the phone number to my local Police district? - 704
3. How do I contact the Department of Revenue? - 594
4. What day is trash/recycling collection in my neighborhood? - 430
5. How can I find out if a property has violations, licenses or... - 419
6. What type of trash can I put on the curbside for pickup? - 405
7. Where are the City Sanitation Convenience Centers? - 386
8. How can I contact the Philadelphia Water Department? - 361
10. How do I obtain a copy of a police, traffic or incident report? - 288
11. How do I obtain a Housing Rental License? - 285
12. How can I get a copy of a birth or death certificate? - 272
13. How can I find out about a court date? - 271
15. How do you find out who owns a property? - 240
16. What is the function of the Register of Wills? - 237
17. What is TURN? - 216
18. What is the Parking Amnesty Program? - 198
19. What are the functions of Risk Management? - 198
20. Non-City Agency Directory Assistance - 186
April 2018 – Philly311 Call Volume, Abandon and Service Level by Day

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<tbody>
<tr>
<td>Calls Handled</td>
<td>8,023</td>
<td>8,333</td>
<td>8,083</td>
<td>8,267</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>12%</td>
<td>25%</td>
<td>14%</td>
<td>21%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>5:18</td>
<td>3:31</td>
<td>4:51</td>
<td>2:55</td>
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<tr>
<td>Average Talk Time</td>
<td>3:50</td>
<td>3:54</td>
<td>3:47</td>
<td>3:52</td>
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“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%. 311 experienced extended wait times due to license renewals which affected service levels.

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