311 Contact Center Monthly Report

April 2019

Public
Top 20 Service Requests of the 25,494 Total Cases Submitted

- Abandoned Vehicle: 2,980
- Illegal Dumping: 2,755
- Graffiti Removal: 2,555
- Maintenance Residential: 2,047
- Rubbish Collection: 1,536
- Pothole Repair: 1,274
- Street Light Outage: 967
- Vacant Lot Clean-Up: 944
- Recyclables Collection: 943
- Eclipse: 943
- Licenses: 624
- Ditch Repair: 607
- Building Force: 605
- Vacant House: 590
- Sanitation Violation: 578
- Cave-In Repair: 472
- Building Construction: 452
- Other (Streets): 408
- Street Trees: 392
- Traffic Signal Emergency: 387
- Street Trees: 322
Service Tickets by Partner Agency

<table>
<thead>
<tr>
<th>Agency</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streets Department</td>
<td>11,353</td>
</tr>
<tr>
<td>License &amp; Inspections</td>
<td>6,517</td>
</tr>
<tr>
<td>Community Life Improvement Program</td>
<td>3,499</td>
</tr>
<tr>
<td>Police Department</td>
<td>2,985</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>616</td>
</tr>
<tr>
<td>Fire Department</td>
<td>207</td>
</tr>
<tr>
<td>Water Department (PWD)</td>
<td>183</td>
</tr>
<tr>
<td>Office of Homeless Services</td>
<td>134</td>
</tr>
</tbody>
</table>
Top 20 questions of the total 19,443 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 992
2. What is the PHL City ID? 804
3. What is the phone number to my local Police district? 566
4. How do I contact the Department of Revenue? 546
5. What type of trash can I put on the curbside for pickup? 489
6. Where are the City Sanitation Convenience Centers? 397
7. How can I reach my CITY COUNCIL representatives? 350
8. How can I find out if a property has violations, licenses or permits? 349
9. How do I obtain a Housing Rental License? 339
10. What day is trash/recycling collection in my neighborhood? 258
11. Handling Spam/Junk Request 256
12. How to enter an LI ESCALATION Request 241
13. How do I obtain a copy of a police, traffic or incident report? 213
14. How can I contact the Philadelphia Water Department? 212
15. How do I renew my Trade License? 206
16. How can I get a copy of a birth or death certificate? 199
17. How can I become a Block Captain, have my block cleaned or... 185
18. Will the City pickup my trash on a Holiday? 182
19. How do I create an Eclipse account? 180
20. What is the Philadelphia Parking Authority? 177
Philly311 Call Volume, Abandon and Service Level by Day

April 2019

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>7,202</td>
<td>7,981</td>
<td>6,131</td>
<td>7,972</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>14</td>
<td>19</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>4:21</td>
<td>3:21</td>
<td>5:03</td>
<td>7:05</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>4:10</td>
<td>3:56</td>
<td>3:58</td>
<td>3:59</td>
</tr>
</tbody>
</table>

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%. 311 experienced extended wait times due to Eclipse license applications which affected service levels.

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