April 2016-- Top Service Requests– 14,765 total

- Maintenance Residential (11.9%)
- Abandoned Vehicle (11.9%)
- Graffiti Removal (9.4%)
- Rubbish Collection (5.9%)
- Vacant Lot-Clean Up (5.8%)
- Streetlight Outage (5.3%)
- Ditch Repair (4.1%)
- Construction Site Task Force (2.2%)
- Street Trees (1.7%)
- Pothole Repair (1.1%)
- Recyclables Collection (1.0%)
- Traffic Signal Emergency (0.9%)
- Sanitation Violation (0.9%)
- Traffic (Other) (0.7%)
- Building Construction (0.6%)
- Building Dangerous Vacant (0.3%)
- Other (Streets) (0.2%)
How do I contact the Department of Revenue?
Licenses and Inspections Businesses Offices
How can I find out about a court date?
What is the phone number to my local Police district?
Non- City Agency Directory Assistance
How can I reach my City Council representatives?
How can I find out if a property has violations, licenses or permits?
Philadelphia Water Department- General Info
How can I find information on voting and elections?
LI- Help Licenses
Can I set out bulk trash on the curb for pickup?
How can I get a copy of a birth or death certificate?
Where are the City Sanitation Convenience Centers?
411 Information
How do I contact Adult Probation and Parole?
How do I obtain a copy of police, traffic, or incident report, background...
911 Emergency Transfers
Streets Department- General Info
What day is trash/recycling collection in my neighborhood?
How can I have my block cleaned or organize a clean-up?
How do I file an Absentee ballot?
What is the sheriff’s office and how can I contact?
How can I get a copy of my deed?
April 2016 Service Tickets by Partner Agency

- 311 Mobile Requests
- Abandoned Bike
- Clip
- Contractor
- Directory Assistance
- District Operations - Grounds
- Dumpster Violation
- Facility Maintenance / Janitorial
- Graffiti Abatement
- Hydrant Knocked Down
- Inspector
- L & I Contractual Services
- L & I Operations - Central District
- L & I Operations - East District
- L & I Operations - North District
- L & I Operations - South District
- Mechanical Maintenance
- Police Complaint
- Police Department
- Radio
- Row Unit
- Smoke Detector
- St. Lighting Shop
- Street Light
- Streets Other
- Street Trees
- Supervisors
- Sweep
- Traffic
- Traffic Engineer
- Zoning Business

Numbers in the chart represent the count of service tickets.
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>10,285</td>
<td>10,544</td>
<td>10,963</td>
<td>10,972</td>
</tr>
<tr>
<td>Calls Abandoned (#/%) (Goal &lt;3%)</td>
<td>1,165/11.3%</td>
<td>832/7.9%</td>
<td>558/5.1%</td>
<td>813/7.4%</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>66</td>
<td>71</td>
<td>82</td>
<td>75</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>00:59</td>
<td>00:43</td>
<td>00:24</td>
<td>00:34</td>
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<tr>
<td>Average Talk Time</td>
<td>3:13</td>
<td>3:12</td>
<td>3:10</td>
<td>3:02</td>
</tr>
<tr>
<td>Average Not Ready</td>
<td>3:31</td>
<td>3:46</td>
<td>3:38</td>
<td>3:26</td>
</tr>
</tbody>
</table>

“Average not ready” is the average amount of time in which no agents are available to take a call. “Service Level” is the percentage of calls answered in less than 20 seconds. Our goal is 80%