Contact Center
Monthly Report
August 2019
Public
Top 20 Service Requests of the 29,813 Total Cases Submitted

- Maintenance Residential: 3913
- Illegal Dumping: 3518
- Rubbish Collection: 3241
- Abandoned Vehicle: 2928
- Street Light Outage: 2088
- Vacant Lot Clean-Up: 1493
- Recyclables Collection: 1469
- Vacant House: 848
- Sanitation Violation: 775
- Street Trees: 685
- Building Force: 677
- Pothole Repair: 588
- Cave-In Repair: 552
- Licenses: 535
- Building Construction: 464
- Ditch Repair: 421
- Other (Streets): 410
- Maintenance Commercial: 401
- Alley Light Outage: 348
- General: 332
Service Tickets by Partner Agency

- Streets Department: 13,743
- License & Inspections: 7,886
- Community Life Improvement Program: 3,557
- Police Department: 2,932
- Parks & Recreation: 991
- Water Department (PWD): 232
- Philly311 Contact Center: 189
- Fire Department: 178
- Office of Homeless Services: 105
Top 20 questions of the total 21,016 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 939
2. What is the phone number to my local Police district? - 714
3. What type of trash can I put on the curbside for pickup? - 563
4. Where are the City Sanitation Convenience Centers? - 487
5. How do I contact the Department of Revenue? - 416
6. How do I obtain/renew a Housing Rental License? - 412
8. How can I find out if a property has violations, licenses or permits? - 275
9. How can I get a permit to close my street for a block party or… - 275
10. How can I reach my CITY COUNCIL representatives? - 272
11. What is the Philadelphia Parking Authority? - 259
12. How do I obtain a copy of a police, traffic or incident report,… - 258
13. How can I contact the Philadelphia Water Department? - 249
14. Who do I call about rats in my neighborhood or home? - 237
15. What is CLIP? - 230
16. What is TURN? - 229
17. How can I get a copy of a birth or death certificate? - 225
18. How do I create an Eclipse account? - 225
19. How can I get a rubbish / recycling pickup?-SERVICE-REQUEST - 217
20. What are the functions of Risk Management? - 208
Philly311 Call Volume, Abandon and Service Level by Day

August 2019

<table>
<thead>
<tr>
<th>Week 1 (8/5/19-8/9/19)</th>
<th>Week 2 (8/12/19-8/16/19)</th>
<th>Week 3 (8/19/19-8/23/19)</th>
<th>Week 4 (8/26/19-8/30/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>7,947</td>
<td>9,776</td>
<td>9,590</td>
</tr>
<tr>
<td>Service Level (Goal 50%)</td>
<td>3%</td>
<td>44%</td>
<td>36%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>10:53</td>
<td>2:35</td>
<td>2:44</td>
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<tr>
<td>Average Talk Time</td>
<td>3:58</td>
<td>3:30</td>
<td>3:32</td>
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“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 50%.

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