311 Contact Center
Monthly Report
August 2017
Public
August 2017– Top 20 Service Requests – 22,719 Total

Service Not Needed = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).
August 2017 Service Tickets by Partner Agency

- Streets Department: 9,538
- License & Inspections: 6,741
- Community Life Improvement Program: 3,095
- Police Department: 2,225
- Parks & Recreation: 666
- Water Department (PWD): 257
- Fire Department: 197
August 2017 – Top 20 questions of the total 28,256 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 1,188
2. What is the phone number to my local Police district? 882
3. What type of trash can I put on the curbside for pickup? 620
4. How can I reach my CITY COUNCIL representatives? 520
5. How do I contact the Department of Revenue? 507
6. How can I find out if a property has violations, licenses or permits? 497
7. How can I find out about a court date? 476
8. How do I renew my Trade License? 473
9. Where are the City Sanitation Convenience Centers? 468
10. How can I obtain a copy of a police, traffic, incident report or...? 404
11. What is TURN? 402
12. How can I contact the Philadelphia Water Department? 396
13. How can I get a copy of a birth or death certificate? 387
14. How do you find out who owns a property? 345
15. Non-City Agency Directory Assistance 335
16. How can I get a rubbish / recycling pickup?-SERVICE-REQUEST 308
17. Who do I call about rats in my neighborhood or home? 301
18. How can I get a permit to close my street for a block party or other...? 291
19. How do I contact the Water Revenue Bureau? 284
20. How do I contact Adult and County Probation? 275
August 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

August 2017

<table>
<thead>
<tr>
<th>Week</th>
<th>Calls Handled</th>
<th>Service Level (Goal 80%)</th>
<th>Average Speed of Answer (Goal &lt;30sec)</th>
<th>Average Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7,283</td>
<td>28%</td>
<td>3:11</td>
<td>4:38</td>
</tr>
<tr>
<td>2</td>
<td>9,617</td>
<td>31%</td>
<td>2:23</td>
<td>4:25</td>
</tr>
<tr>
<td>3</td>
<td>9,388</td>
<td>44%</td>
<td>1:33</td>
<td>3:39</td>
</tr>
<tr>
<td>4</td>
<td>9,164</td>
<td>44%</td>
<td>1:30</td>
<td>3:52</td>
</tr>
<tr>
<td>5</td>
<td>7,674</td>
<td>68%</td>
<td>0:55</td>
<td>3:34</td>
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</tbody>
</table>

- Finished training a new group of 311 agents at the end of August 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.