311 Contact Center
Monthly Report

December 2016

Public
December 2016 -- Top Service Requests – 11,693 total

- Abandoned Vehide (13.2%)
- Illegal Dumping (11.7%)
- Rubbish Collection (9.1%)
- Graffiti Removal (8.6%)
- Street Light Outage (8.5%)
- Building Construction (7.7%)
- Recyclables Collection (7.3%)
- Vacant Lot Clean-Up (6.1%)
- Vacant House (5.3%)
- No Heat Residential (4.1%)
- Sanitation Violation (3.5%)
- Traffic Signal Emergency (3.4%)
- Other (Streets) (2.7%)
- Ditch Repair (2.1%)
- Smoke Detector (2.1%)
- Maintenance Commercial (1.9%)
- Traffic (Other) (1.6%)
- Pothole Repair (1.4%)
- Zoning Business (1.3%)
December 2016 Service Tickets by Partner Agency

- Streets Department: 5,357
- License & Inspections: 3,002
- Police Department: 1,546
- Community Life Improvement Program (CLIP): 1,367
- Fire Department: 173
- Parks & Recreation: 163
- Water Department (PWD): 85
December 2016 -- Top questions of the total 26,216 Information requests

1. What is the phone number to my local Police district? 1,041
2. How can I contact the Department of Revenue? 1,030
3. Will the City pickup my trash on a Holiday? 979
4. How can I reach my CITY COUNCIL representatives? 693
5. How can I find out about a court date? 595
6. Where are the City Sanitation Convenience Centers? 551
7. How can I find out if a property has violations, licenses or... 491
8. Philadelphia Water Department - General Info 484
9. Can I set out bulk trash on the curb for pickup? 439
10. Streets Department - General Info 417
11. How can I get a rubbish / recycling pickup? 403
12. Non-City Agency Directory Assistance 375
13. How do I obtain a copy of a police, traffic or incident report,... 370
14. How do I contact the Water Revenue Bureau? 353
15. How can I get a copy of a birth or death certificate? 349
16. 411 Information 330
17. What is TURN? 294
18. How do you find out who owns a property? 281
19. Who can I call for home repair assistance? 266
20. How do I contact Adult and County Probation? 256
21. What is the Fair Housing Commission? 243
22. How can I contact Landlord-Tenant Court? 234
December 2016 - Philly311 Call Volume, Abandoned and Service Level by Business Day

“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 call experiences in queue.