December 2017 – Top 20 Service Requests – 13,670 Total
December 2017– Top 20 questions of the total 19,728 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 855
2. What is the phone number to my local Police district? - 655
3. How can I reach my CITY COUNCIL representatives? - 399
4. How do I contact the Department of Revenue? - 391
5. How can I contact the Philadelphia Water Department? - 378
6. How can I find out about a court date? - 341
7. How can I find out if a property has violations, licenses or permits? - 325
8. What is TURN? - 316
9. Where are the City Sanitation Convenience Centers? - 297
10. How do I obtain a copy of a police, traffic or incident report,... - 293
11. What type of trash can I put on the curbside for pickup? - 288
12. How do I obtain a Housing Rental License? - 280
13. How can I get a copy of a birth or death certificate? - 257
14. Who can I call for home repair assistance? - 244
15. How do I contact Adult and County Probation? - 240
16. What is the function of the Register of Wills? - 230
17. Non-City Agency Directory Assistance - 217
19. How do you find out who owns a property? - 202
20. What day is trash/recycling collection in my neighborhood? - 181
December 2017 – Philly311 Call Volume, Abandon and Service Level by Day

<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>Week 1</td>
<td>1,404</td>
<td>90%</td>
<td>0:19</td>
<td>2:50</td>
</tr>
<tr>
<td>Week 2</td>
<td>7,936</td>
<td>81%</td>
<td>0:29</td>
<td>3:07</td>
</tr>
<tr>
<td>Week 3</td>
<td>7,820</td>
<td>81%</td>
<td>0:31</td>
<td>2:39</td>
</tr>
<tr>
<td>Week 4</td>
<td>7,353</td>
<td>84%</td>
<td>0:27</td>
<td>3:06</td>
</tr>
<tr>
<td>Week 5</td>
<td>5,908</td>
<td>81%</td>
<td>0:33</td>
<td>3:05</td>
</tr>
</tbody>
</table>

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

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