311 Contact Center
Monthly Report

December 2018

Public
Top 20 Service Requests of the 17,131 Total Cases Submitted
Service Tickets by Partner Agency

- Streets Department: 7,894
- License & Inspections: 3,907
- Community Life Improvement Program: 2,824
- Police Department: 2,019
- Fire Department: 188
- Parks & Recreation: 173
- Water Department (PWD): 126
Top 20 questions of the total 17,638 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 994
2. What is the phone number to my local Police district? - 570
3. Will the City pickup my trash on a Holiday? - 522
4. What type of trash can I put on the curbside for pickup? - 412
5. How do I contact the Department of Revenue? - 371
6. Where are the City Sanitation Convenience Centers? - 357
7. How do I obtain a copy of a police, traffic or incident report? - 294
8. How can I reach my CITY COUNCIL representatives? - 290
10. How can I contact the Philadelphia Water Department? - 266
11. What is TURN? - 234
12. What day is trash/recycling collection in my neighborhood? - 231
13. How can I get a copy of a birth or death certificate? - 222
14. How can I find information on voting and elections? - 209
15. What is the function of the Register of Wills? - 195
16. Non-City Agency Directory Assistance - 192
17. How can I find out if a property has violations, licenses or permits? - 188
18. How do I renew my Trade License? - 184
19. How can I find out about a court date? - 183
20. How do I obtain a Housing Rental License? - 180
Philly311 Call Volume, Abandon and Service Level by Day

December 2018

<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>8,692</td>
<td>71%</td>
<td>0:56</td>
<td>3:19</td>
</tr>
<tr>
<td>Week 2</td>
<td>8,096</td>
<td>50%</td>
<td>1:29</td>
<td>3:26</td>
</tr>
<tr>
<td>Week 3</td>
<td>7,650</td>
<td>76%</td>
<td>0:42</td>
<td>3:22</td>
</tr>
<tr>
<td>Week 4</td>
<td>5,055</td>
<td>88%</td>
<td>0:23</td>
<td>3:01</td>
</tr>
<tr>
<td>Week 5</td>
<td>1,303</td>
<td>82%</td>
<td>0:27</td>
<td>3:00</td>
</tr>
</tbody>
</table>

- 12/25/18 - City closed for Christmas 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 caller experiences in queue.