311 Contact Center
Monthly Report
February 2018
Public
February 2018 – Top 20 Service Requests – 18,983 Total
February 2018 Service Tickets by Partner Agency

- Streets Department: 9,494
- License & Inspections: 4,505
- Community Life Improvement Program: 2,554
- Police Department: 1,853
- Fire Department: 230
- Parks & Recreation: 205
- Water Department (PWD): 142
February 2018 – Top 20 questions of the total 20,643 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,044
2. How do I contact the Department of Revenue? - 617
3. What is the phone number to my local Police district? - 549
4. How do I obtain a Housing Rental License? - 505
5. How can I find out if a property has violations, licenses or permits? - 333
6. What is the online process for renewing a Housing License? - 316
7. How can I find out about a court date? - 301
8. How can I reach my CITY COUNCIL representatives? - 295
9. 2018 Eagles Championship Parade Information - 292
10. What type of trash can I put on the curbside for pickup? - 286
11. How can I contact the Philadelphia Water Department? - 274
12. How can I get a copy of a birth or death certificate? - 273
13. How do I obtain a copy of a police, traffic, incident report? - 265
14. What is TURN? - 258
15. What day is trash/recycling collection in my neighborhood? - 254
16. How do I create an Eclipse account? - 253
17. Associating an Activity License to an Eclipse Account - 242
18. Questions and Requests from the 311 Walk-In Center - 232
19. Where are the City Sanitation Convenience Centers? - 231
20. What are the changes to food licenses for Philadelphia businesses? - 227
February 2018 – Philly311 Call Volume, Abandon and Service Level by Day

- 2/19/18 the City was closed for Presidents Day

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%. 311 experienced extended wait times due to license renewals which affected service levels.

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