311 Contact Center
Monthly Report
February 2019
Public
Top 20 Service Requests of the 19,382 Total Cases Submitted

- Abandoned Vehicle: 2,364
- Illegal Dumping: 1,833
- Graffiti Removal: 1,697
- Maintenance Residential: 1,333
- Street Light Outage: 1,215
- Pothole Repair: 1,108
- Rubbish Collection: 1,051
- Licenses: 846
- Eclipse: 663
- Ditch Repair: 650
- Building Force: 474
- Traffic-Signal Emergency: 450
- Vacant House: 412
- Vacant Lot Clean-Up: 412
- Recyclables Collection: 379
- Sanitation Violation: 343
- Cave-In Repair: 334
- Building Construction: 295
- Other (Streets): 288
- Smoke Detector: 232
Service Tickets by Partner Agency

- Streets Department: 8,876
- License & Inspections: 5,405
- Police Department: 2,367
- Community Life Improvement Program: 2,110
- Parks & Recreation: 264
- Fire Department: 232
- Water Department (PWD): 105
- Office of Homeless Services: 23

Source: philly311
Top 20 questions of the total 18,803 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,212
2. How do I contact the Department of Revenue? - 707
3. How do I obtain a Housing Rental License? - 534
4. What is the phone number to my local Police district? - 507
5. What day is trash/recycling collection in my neighborhood? - 422
6. What type of trash can I put on the curbside for pickup? - 397
7. How to enter an LI ESCALATION Request - 358
8. How can I find out if a property has violations, licenses or permits? - 342
9. How can I reach my CITY COUNCIL representatives? - 284
11. How can I contact the Philadelphia Water Department? - 267
12. Associating an Activity License to an Eclipse Account - 263
13. Where are the City Sanitation Convenience Centers? - 257
14. How do I obtain a copy of a police, traffic or incident report? - 244
15. How can I get a copy of a birth or death certificate? - 214
16. What is the function of the Register of Wills? - 205
17. What is TURN? - 185
18. Will the City pickup my trash on a Holiday? - 185
19. How can I get a rubbish / recycling pickup? - 183
20. How do I renew my Trade License? - 178
2/18/19 - City closed for President’s Day

“Service Level” is the percentage of calls answered in less than 30 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