Top 20 Service Requests of the 20,474 Total Cases Submitted

- Graffiti Removal: 2562
- Abandoned Vehicle: 2552
- Illegal Dumping: 2421
- Rubbish Collection: 1381
- Maintenance Residential: 1314
- Street Light Outage: 1295
- Vacant Lot Clean-Up: 679
- Sanitation Violation: 579
- Recyclables Collection: 559
- Pothole Repair: 558
- Building Force: 546
- Ditch Repair: 501
- Eclipse: 434
- Licenses: 432
- Building Construction: 323
- Vacant House: 314
- ROW: 284
- Traffic (Other): 247
- Traffic Signal Emergency: 240
- Other (Streets): 236
Service Tickets by Partner Agency

- Streets Department: 9343
- License & Inspections: 4668
- Community Life Improvement Program: 3241
- Police Department: 2554
- Parks & Recreation: 294
- Fire Department: 212
- Water Department (PWD): 162
Top 20 Questions of the total 20,656 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1008
2. How do I obtain/renew a Housing Rental License? - 940
3. What is the phone number to my local Police district? - 766
4. How do I contact the Department of Revenue? - 683
5. What type of trash can I put on the curbside for pickup? - 545
6. How can I reach my CITY COUNCIL representatives? - 306
8. Where are the City Sanitation Convenience Centers? - 290
9. How can I get a copy of a birth or death certificate? - 276
10. Associating an Activity License to an Eclipse Account - 267
11. How do I obtain a copy of a police, traffic or incident report, background… - 264
12. How can I find out if a property has violations, licenses or permits? - 249
13. What is the Philadelphia Parking Authority? - 237
14. What is the function of the Register of Wills? - 204
15. How can I contact the Philadelphia Water Department? - 200
17. What are the functions of Risk Management? - 183
18. How do I create an Eclipse account? - 177
20. Non-City Agency Directory Assistance - 166
Philly311 Call Volume, Abandon and Service Level by Day

February 2020

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<thead>
<tr>
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<tbody>
<tr>
<td>Calls Handled</td>
<td>8,018</td>
<td>8,384</td>
<td>7,179</td>
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<tr>
<td>Service Level (Goal 50%)</td>
<td>72%</td>
<td>73%</td>
<td>57%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>01:11</td>
<td>00:50</td>
<td>01:34</td>
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<tr>
<td>Average Talk Time</td>
<td>03:07</td>
<td>03:15</td>
<td>03:13</td>
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“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 50%.

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