311 Contact Center
Monthly Report

January 2017

Public
January 2017 -- Top Service Requests – 12,942 total
January 2017 Service Tickets by Partner Agency

- Streets Department: 5,621
- License & Inspections: 3,415
- Police Department: 1,721
- Community Life Improvement Program: 1,601
- Parks & Recreation: 269
- Fire Department: 224
- Water Department (PWD): 86
January 2017 -- Top questions of the total 28,468 Information Requests

1. How do I contact the Department of Revenue? Licenses and Inspections Business Offices: 1,362
2. What is the phone number to my local Police district?: 1,154
3. How can I find out if a property has violations, licenses or...: 1,011
4. How can I find out about a court date?: 598
5. How can I reach my CITY COUNCIL representatives?: 545
6. Will the City pickup my trash on a Holiday?: 493
7. Can I set out bulk trash on the curb for pickup?: 431
8. Philadelphia Water Department - General Info: 429
9. How can I get a copy of a birth or death certificate?: 397
10. Non-City Agency Directory Assistance: 392
11. What is TURN?: 381
12. How do I contact the Water Revenue Bureau?: 355
13. How do I obtain a copy of a police, traffic or incident report,...: 349
14. 411 Information: 341
15. Where are the City Sanitation Convenience Centers?: 332
16. Streets Department - General Info: 327
17. How do I obtain a Housing Inspection License?: 324
18. How do you find out who owns a property?: 318
19. How can I get a copy of my deed?: 304
20. How can I get a copy of my deed?: 303
January 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

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<tbody>
<tr>
<td>Calls Handled</td>
<td>7,405</td>
<td>8,710</td>
<td>7,645</td>
<td>9,130</td>
<td>3,965</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>93%</td>
<td>87%</td>
<td>89%</td>
<td>89%</td>
<td>94%</td>
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<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:18</td>
<td>0:26</td>
<td>0:22</td>
<td>0:23</td>
<td>0:17</td>
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<tr>
<td>Average Talk Time</td>
<td>2:59</td>
<td>3:17</td>
<td>3:36</td>
<td>3:43</td>
<td>3:42</td>
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<td>Maximum Call Duration</td>
<td>38:02</td>
<td>40:42</td>
<td>1:02:02</td>
<td>47:59</td>
<td>1:03:38</td>
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“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.