January 2018 – Top 20 Service Requests – 21,836 Total

- Rubbish Collection: 3,352
- Abandoned Vehicle: 1,936
- Illegal Dumping: 1,667
- Graffiti Removal Residential: 1,496
- Pothole Repair: 1,456
- Street Light Outage: 1,282
- Icy Road Surface: 1,076
- Ditch Repair: 632
- Recyclables Collection: 570
- Traffic Signal Emergency: 536
- Licenses: 529
- Snow Removal: 511
- Vacant House: 491
- No Heat Residential: 466
- Shoveling: 425
- Vacant Lot Clean-Up: 400
- Service Not Needed: 371
- Building Force: 357
- Other (Streets): 334
- Other: 309
January 2018 – Top 20 questions of the total 26,861 Information Requests

1. How do I contact Licenses and Inspections Business Offices?  1,084
2. How can I contact the Philadelphia Water Department?  943
3. What day is trash/recycling collection in my neighborhood?  823
4. How do I report a water main break?  670
5. What is the phone number to my local Police district?  648
6. How can I get a rubbish / recycling pickup?  552
7. How do I contact the Department of Revenue?  537
8. How can I find out about a court date?  508
9. Will the City pickup my trash on a Holiday?  477
10. How can I find out if a property has violations, licenses or permits?  451
11. How do I obtain a Housing Rental License?  425
12. What type of trash can I put on the curbside for pickup?  421
13. What is TURN?  389
14. How can I reach my CITY COUNCIL representatives?  380
15. How can I get a copy of a birth or death certificate?  370
16. What are the hours of operation for the Philadelphia Water...  368
17. Who can I call for home repair assistance?  340
18. How do I obtain a copy of a police, traffic or incident report,...  325
19. How do I contact Adult and County Probation?  322
20. Where are the City Sanitation Convenience Centers?  311
January 2018 – Philly311 Call Volume, Abandon and Service Level by Day

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<thead>
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</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>7,814</td>
<td>10,946</td>
<td>8,122</td>
<td>9,351</td>
<td>5,679</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>81%</td>
<td>27%</td>
<td>45%</td>
<td>57%</td>
<td>71%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:36</td>
<td>2:41</td>
<td>1:20</td>
<td>1:08</td>
<td>0:42</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>2:32</td>
<td>2:46</td>
<td>3:21</td>
<td>3:26</td>
<td>3:32</td>
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</tbody>
</table>

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

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