311 Contact Center Monthly Report

January 2019

Public
Top 20 Service Requests of the 19,401 Total Cases Submitted

- Abandoned Vehicle: 2,412
- Illegal Dumping: 2,122
- Graffiti Removal: 1,997
- Street Light Outage: 1,426
- Maintenance Residential: 1,330
- Rubbish Collection: 1,046
- Pothole Repair: 815
- Vacant Lot Clean-Up: 562
- Ditch Repair: 529
- Traffic Signal Emergency: 526
- Recyclables Collection: 456
- Licenses: 438
- Violation: 431
- Vacant House: 424
- Building Force: 414
- Building Construction: 343
- Cave-In Repair: 277
- Smoke Detector: 271
- No Heat Residential: 256
- Other: 249
Philly311 Call Volume, Abandon and Service Level by Day

<table>
<thead>
<tr>
<th>January 2019</th>
<th>Week 1 (1/1/19-1/4/19)</th>
<th>Week 2 (1/7/19-1/11/19)</th>
<th>Week 3 (1/14/19-1/18/19)</th>
<th>Week 4 (1/21/19-1/25/19)</th>
<th>Week 5 (1/28/19-1/31/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>4,785</td>
<td>7,824</td>
<td>7,605</td>
<td>6,434</td>
<td>6,309</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>63%</td>
<td>64%</td>
<td>82%</td>
<td>50%</td>
<td>48%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:36</td>
<td>0:48</td>
<td>0:21</td>
<td>0:59</td>
<td>1:15</td>
</tr>
</tbody>
</table>

- 1/1/19 - City closed for New Year’s Day
- 1/21/19 - City closed for Martin Luther King Jr. 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