311 Contact Center
Monthly Report

July 2017

Public
Service Not Needed = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).
July 2017 – Top 20 questions of the total 24,640 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 1,078
2. What is the phone number to my local Police district? 879
3. How do I contact the Department of Revenue? 680
4. How can I find out if a property has violations, licenses or permits? 480
5. How can I find out about a court date? 413
6. How can I reach my CITY COUNCIL representatives? 398
7. How can I contact the Philadelphia Water Department? 389
8. Can I set out bulk trash on the curb for pickup? 358
9. Where are the City Sanitation Convenience Centers? 357
10. How do I obtain a copy of a police, traffic or incident report? 356
11. How can I get a rubbish / recycling pickup? 346
12. What is TURN? 328
13. Who do I call about rats in my neighborhood or home? 320
14. How do I contact the Water Revenue Bureau? 286
15. How do I renew my Trade License? 278
16. How do you find out who owns a property? 275
17. How can I get a copy of a birth or death certificate? 274
18. How do I obtain a Housing Rental License? 256
19. What is the function of the Register of Wills? 254
20. How can I get a permit to close my street for a block party? 243
21. Where can I obtain a marriage license? 237
July 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

- Calls
- Abandoned
- Service Level (Goal 80%)

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<tbody>
<tr>
<td>Calls Handled</td>
<td>7,001</td>
<td>9,811</td>
<td>8,879</td>
<td>8,855</td>
<td>1,515</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>28%</td>
<td>33%</td>
<td>13%</td>
<td>10%</td>
<td>1%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>3:35</td>
<td>3:00</td>
<td>4:00</td>
<td>4:01</td>
<td>10:24</td>
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<tr>
<td>Average Talk Time</td>
<td>3:33</td>
<td>4:03</td>
<td>4:15</td>
<td>4:20</td>
<td>4:26</td>
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<tr>
<td>Maximum Call Duration</td>
<td>59:09</td>
<td>53:21</td>
<td>57:49</td>
<td>42:19</td>
<td>48:52</td>
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- 7/4 – Independence Day - the call center was open from 8am – 2pm
- Currently training a new group of 311 agents to improve service levels

Service Level - the percentage of calls answered in less than 30 seconds. Our goal is 80%

Average Speed of Answer – the average wait time the caller experiences in queue.