Top 20 Service Requests of the 30,537 Total Cases Submitted

- Maintenance Residential: 3,993
- Illegal Dumping: 3,195
- Abandoned Vehicle: 2,733
- Rubbish Collection: 2,553
- Graffiti Removal: 2,397
- Street Light Outage: 1,726
- Vacant Lot Clean-Up: 1,673
- Street Trees: 1,038
- Recyclables Collection: 871
- Licenses: 782
- Vacant House: 775
- Sanitation Violation: 660
- Pothole Repair: 624
- Building Force: 586
- Cave-In Repair: 586
- Ditch Repair: 427
- Maintenance Commercial: 392
- Traffic Signal Emergency: 386
- Building Construction: 383
- Alley Light Outage: 330
Top 20 questions of the total 22,828 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 865
2. What is the phone number to my local Police district? 720
3. What type of trash can I put on the curbside for pickup? 606
4. Where are the City Sanitation Convenience Centers? 452
5. How do I contact the Department of Revenue? 376
6. How can I find out if a property has violations, licenses or permits? 359
8. How can I reach my CITY COUNCIL representatives? 334
9. How can I contact the Philadelphia Water Department? 331
10. How do I obtain/renew a Housing Rental License? 318
11. Who do I call about rats in my neighborhood or home? 300
12. How can I get a permit to close my street for a block party or other event? 284
13. How do I obtain a copy of a police, traffic or incident report, background... 283
14. What is the Philadelphia Parking Authority? 246
15. What is the PHL City ID? 242
16. What is TURN? 240
17. How can I get a rubbish / recycling pickup? 234
18. What are the functions of Risk Management? 229
19. How do I temporarily prohibit parking for moving, delivery, short term... 220
20. How can I get a copy of a birth or death certificate? 206
Philly311 Call Volume, Abandon and Service Level by Day

July 2019

<table>
<thead>
<tr>
<th>Week</th>
<th>7/1/19-7/5/19</th>
<th>7/8/19-7/12/19</th>
<th>7/15/19-7/19/19</th>
<th>7/22/19-7/26/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>8,015</td>
<td>8,778</td>
<td>9,577</td>
<td>9,493</td>
</tr>
<tr>
<td>Service Level (Goal 50%)</td>
<td>46%</td>
<td>11%</td>
<td>34%</td>
<td>19%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>01:58</td>
<td>05:46</td>
<td>03:11</td>
<td>03:49</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>03:07</td>
<td>03:48</td>
<td>03:27</td>
<td>03:40</td>
</tr>
</tbody>
</table>

“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.