311 Contact Center
Monthly Report

June 2018

Public
June 2018 – Top 20 Service Requests – 26,391 Total

- Maintenance: 3,368
- Residential: 2,632
- Illegal Dumping: 2,411
- Graffiti Removal: 2,239
- Abandoned Vehicle: 1,752
- Pothole Repair: 1,519
- Rubbish Collection: 1,385
- Vacant Lot Clean-Up: 1,018
- Street Light Outage: 803
- Vacant House: 590
- Smoke Detector: 515
- Building Force: 486
- Street Trees: 471
- Ditch Repair: 441
- Cave-In Repair: 436
- Service Not Needed: 431
- Sanitation Violation: 430
- Licenses: 403
- Eclipse: 393
- Recyclables Collection: 366
- Building Construction: 366
June 2018 Service Tickets by Partner Agency

- Streets Department: 11,003
- License & Inspections: 7,625
- Community Life Improvement Program: 3,832
- Police Department: 2,249
- Parks & Recreation: 788
- Fire Department: 593
- Water Department (PWD): 301
June 2018– Top 20 questions of the total 20,183 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 872
2. What is the phone number to my local Police district? 687
3. Where are the City Sanitation Convenience Centers? 415
4. How do I contact the Department of Revenue? 389
5. What type of trash can I put on the curbside for pickup? 379
6. How can I reach my CITY COUNCIL representatives? 362
7. How can I find out if a property has violations, licenses or permits? 350
8. How can I contact the Philadelphia Water Department? 326
9. What is TURN? 265
10. How do I obtain a copy of a police, traffic or incident report? 257
11. How can I find out about a court date? 239
12. Who do I call about rats in my neighborhood or home? 239
13. How can I get a copy of a birth or death certificate? 237
14. How do you find out who owns a property? 228
15. What is the function of the Register of Wills? 217
16. What are the functions of Risk Management? 209
17. How do I renew my Trade License? 199
18. How can I get a permit to close my street for a block party? 193
19. How do I obtain a Housing Rental License? 185
20. Non-City Agency Directory Assistance 178
June 2018 – Philly311 Call Volume, Abandon and Service Level by Day

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</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>1,574</td>
<td>7,759</td>
<td>7,980</td>
<td>8,650</td>
<td>8,296</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>19%</td>
<td>14%</td>
<td>12%</td>
<td>14%</td>
<td>16%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>2:22</td>
<td>4:38</td>
<td>5:12</td>
<td>3:49</td>
<td>4:26</td>
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<tr>
<td>Average Talk Time</td>
<td>3:58</td>
<td>3:52</td>
<td>4:00</td>
<td>3:45</td>
<td>3:48</td>
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“Service Level” is the percentage of calls answered in less than 60 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.