311 Contact Center
Monthly Report
March 2017
Public
March 2017 – Top 20 Service Requests – 18,354 total

- Rubbish Collection (12.1%)
- Abandoned Vehicle (10.8%)
- Graffiti Removal (8.5%)
- Maintenance Residential (6.8%)
- Icy Road Surface (5.2%)
- Snow Removal (4.2%)
- Recyclables Collection (3.4%)
- Street Light Outage (3.4%)
- Vacant House (3.1%)
- Building Force (3.0%)
- Sanitation Violation (2.8%)
- Vacant Lot Clean-Up (2.4%)
- Ditch Repair (2.2%)
- Other (Streets) (2.2%)
- Traffic Signal Emergency (2.1%)
- Pothole Repair (2.1%)
- Traffic (Other) (2.0%)
- Building Construction (2.0%)
March 2017 Service Tickets by Partner Agency

- Streets Department (57.7%) - 10,585
- License & Inspections (18.4%) - 3,376
- Police Department (10.8%) - 1,990
- Community Life Improvement Program (10.0%) - 1,833
- Parks & Recreation (1.6%) - 293
- Fire Department (0.9%) - 173
- Water Department (PWD) (0.6%) - 104
March 2017– Top 20 questions of the total 36,372 Information Requests

1. How do I contact the Department of Revenue?
   Licenses and Inspections Business Offices
   1,726

2. What is the phone number to my local Police district?
   1,219

3. What day is trash/recycling collection in my neighborhood?
   1,134

4. How can I find out about a court date?
   1,060

5. How can I get a rubbish / recycling pickup?
   757

6. How can I reach my CITY COUNCIL representatives?
   747

7. How can I find out if a property has violations, licenses or permits?
   614

8. Can I set out bulk trash on the curb for pickup?
   Streets Department - General Info
   637

9. How can I get a copy of a birth or death certificate?
   504

10. How can I get a copy of a police, traffic or incident report, background...
    Philadelphia Water Department - General Info
    493

11. How can I contact PECO?
    LI Help - Licenses
    461

12. Where are the City Sanitation Convenience Centers?
    How can I contact PECO?
    427

13. Salting and Plowing Information
    How can I contact PECO?
    412

14. How do I obtain a Housing Rental License?
    Non-City Agency Directory Assistance
    404

15. How do I obtain a copy of a police, traffic or incident report, background...
    Non-City Agency Directory Assistance
    387

16. How do I obtain a copy of a birth or death certificate?
    Non-City Agency Directory Assistance
    348

17. What is TURN?
    Non-City Agency Directory Assistance
    344

18. How do I reach my CITY COUNCIL representatives?
    Non-City Agency Directory Assistance
    344

19. How can I find out if a property has violations, licenses or permits?
    Non-City Agency Directory Assistance
    344

20. How can I get a copy of a police, traffic or incident report, background...
    Non-City Agency Directory Assistance
    344
### March 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

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<tbody>
<tr>
<td>Calls</td>
<td>5,382</td>
<td>9,145</td>
<td>12,112</td>
<td>10,587</td>
<td>10,125</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>84%</td>
<td>75%</td>
<td>60%</td>
<td>51%</td>
<td>83%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:32</td>
<td>0:49</td>
<td>1:37</td>
<td>1:48</td>
<td>0:33</td>
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<tr>
<td>Maximum Call Duration</td>
<td>50:15</td>
<td>1:00:44</td>
<td>1:06:16</td>
<td>1:04:30</td>
<td>1:02:25</td>
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- 3/14 – winter snow storm
- 3/16 – Philly311 started accepting snow related service requests
- 3/20 through 3/24 – experienced problems with internet connection

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%. “Average Speed of Answer” is the average wait time the caller experiences in queue.