March 2018 – Top 20 Service Requests – 24,112 Total

- Graffiti Removal: 2,816
- Pothole Repair: 2,364
- Abandoned Vehicle: 2,073
- Illegal Dumping: 2,030
- Maintenance: 1,504
- Trees: 1,503
- Residential Street Light Outage: 1,261
- Licenses: 969
- Ditch Repair: 882
- Vacant Lot Clean-Up: 688
- Traffic Signal Emergency: 541
- Service Not Needed: 525
- Vacant House: 432
- Smoke Detector: 429
- Cave-In Repair: 368
- Shoveling: 365
- Building Force: 363
- Eclipse: 349
- Other (Streets): 345
- Other: 327
March 2018 – Top 20 questions of the total 22,841 Information Requests

1. What day is trash/recycling collection in my neighborhood? - 1,234
2. How do I contact Licenses and Inspections Business Offices? - 955
3. What type of trash can I put on the curbside for pickup? - 650
4. How do I contact the Department of Revenue? - 593
5. What is the phone number to my local Police district? - 535
6. How can I get a rubbish / recycling pickup? - 403
7. How can I find out about a court date? - 391
8. How can I contact PECO? - 372
9. How can I find out if a property has violations, licenses or permits? - 352
11. What numbers do I call to contact PECO and Verizon for maintenance of wires? - 317
12. How do I renew my Trade License? - 312
13. How can I contact the Philadelphia Water Department? - 304
14. How can I get a copy of a birth or death certificate? - 291
15. Where are the City Sanitation Convenience Centers? - 271
16. How do I obtain a Housing Rental License? - 267
17. How do I obtain a copy of a police, traffic or incident report, background check? - 235
18. What is TURN? - 219
19. What are the functions of Risk Management? - 217
20. How do I create an Eclipse account? - 216
March 2018 – Philly311 Call Volume, Abandon and Service Level by Day

- **Calls**
- **Short Abandon Calls <45 seconds**
- **Long Abandon Calls >45 seconds**

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<tbody>
<tr>
<td>Calls Handled</td>
<td>3,543</td>
<td>8,318</td>
<td>8,912</td>
<td>9,298</td>
<td>6,930</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>27%</td>
<td>27%</td>
<td>24%</td>
<td>52%</td>
<td>24%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>3:18</td>
<td>4:20</td>
<td>3:29</td>
<td>2:12</td>
<td>3:18</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>3:45</td>
<td>3:33</td>
<td>3:35</td>
<td>2:58</td>
<td>3:29</td>
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- 3/30/18 the City was closed for Good Friday

“**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.