311 Contact Center
Monthly Report
March 2019
Public
Top 20 Service Requests of the 21,955 Total Cases Submitted

- Abandoned Vehicle: 2,504
- Graffiti Removal: 2,384
- Illegal Dumping: 2,227
- Pothole Repair: 1,641
- Residential Rubbish Collection: 1,481
- Street Light Outage: 1,216
- Ditch Repair: 1,013
- Licenses: 803
- Eclipse: 743
- Building Force: 659
- Vacant Lot Clean-Up: 627
- Vacant House: 494
- Recyclables Collection: 482
- Cave-In Repair: 401
- Other (Streets): 386
- Sanitation Violation: 381
- Building Construction: 380
- Traffic Signal Emergency: 360
- Maintenance Commercial: 323
- Others: 244
Top 20 questions of the total 19,335 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 1,203
2. How do I contact the Department of Revenue? 651
3. What is the phone number to my local Police district? 584
4. How do I obtain a Housing Rental License? 395
5. What type of trash can I put on the curbside for pickup? 393
6. How can I reach my CITY COUNCIL representatives? 344
7. How can I find out if a property has licenses or permits? 330
8. Where are the City Sanitation Convenience Centers? 323
9. How to enter an LI ESCALATION Request 313
10. How do I renew my Trade License? 299
11. How can I get a copy of a birth or death certificate? 251
12. How do I contact Adult and County Probation? 240
13. How do I obtain a copy of a police, traffic or incident report? 232
14. What day is trash/recycling collection in my neighborhood? 218
15. How can I contact the Philadelphia Water Department? 215
16. What is the function of the Register of Wills? 214
17. How do I create an Eclipse account? 208
18. Associating an Activity License to an Eclipse Account 189
19. What is TURN? 178
20. How do I report an abandoned vehicle? 178
Philly311 Call Volume, Abandon and Service Level by Day

March 2019

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<tbody>
<tr>
<td>Calls Handled</td>
<td>1,314</td>
<td>7,313</td>
<td>7,531</td>
<td>7,440</td>
<td>7,937</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>44</td>
<td>26</td>
<td>25</td>
<td>17</td>
<td>28</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>1:09</td>
<td>2:57</td>
<td>2:48</td>
<td>3:30</td>
<td>2:34</td>
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<tr>
<td>Average Talk Time</td>
<td>3:50</td>
<td>3:56</td>
<td>4:00</td>
<td>4:01</td>
<td>3:57</td>
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“Service Level” is the percentage of calls answered in less than 30 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.