Philly311

Monthly Report

May 2020

Public
Top 20 Service Requests of the 25,859 Total Cases Submitted
Service Tickets by Partner Agency

- Streets Department: 13042
- License & Inspections: 6076
- Community Life Improvement Program: 3624
- Police Department: 1713
- Parks & Recreation: 866
- Water Department (PWD): 189
- Fire Department: 86
Top 20 Questions of the total 27,739 Information Requests

2. How do I contact the Department of Revenue? - 1,333
3. What housing help exists during the COVID-19 event? - 1,175
5. How do I contact Licenses and Inspections Business Offices? - 823
6. What is the phone number to my local Police district? - 732
7. What type of trash can I put on the curbside for pickup? - 623
8. How can I find information on voting and elections? - 590
9. Where are the City Sanitation Convenience Centers? - 541
11. How do I report individuals not complying with the Stay At Home Order in... - 414
12. How can I find out about a court date? - 409
13. How do I register for eCLIPSE? - 393
14. How do I apply for a permit online? What do I need... - 361
15. How do I obtain/renew a Housing Rental License? - 360
16. How can I contact the Philadelphia Water Department? - 336
17. How can I find information on property tax rebates? - 330
18. How do I renew my Trade License? - 250
19. How do I contact the Internal Revenue Service (IRS)? - 248
20. What is the Philadelphia Parking Authority? - 247
## Philly311 Call Volume, Abandon and Service Level by Day

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<tbody>
<tr>
<td>Calls Handled</td>
<td>2,899</td>
<td>9,646</td>
<td>11,335</td>
<td>10,384</td>
<td>7,890</td>
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<tr>
<td>Service Level (Goal 50%)</td>
<td>54%</td>
<td>62%</td>
<td>44%</td>
<td>43%</td>
<td>26%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>2:22</td>
<td>3:45</td>
<td>3:45</td>
<td>4:19</td>
<td>8:26</td>
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“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.