311 Contact Center
Monthly Report

November 2016

Public
November 2016 -- Top Service Requests – 11,574 total

- Abandoned Vehicle (13.7%)
- Illegal Dumping (10.9%)
- Maintenance Residential (9.0%)
- Graffiti Removal (8.2%)
- Street Light Outage
- Building Construction
- Vacant House
- Recyclables Collection
- Vacant Lot Clean-Up
- Sanitation Violation
- Maintenance Commercial
- Smoke Detector
- No Heat Residential
- Ditch Repair
- Traffic (Other)
- Building Emergency
- Street Trees
- Traffic Signal Emergency
- License Residential
- Other (Streets)
- Zoning Business
November 2016 Service Tickets by Partner Agency

<table>
<thead>
<tr>
<th>Agency</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streets Department</td>
<td>4,755</td>
</tr>
<tr>
<td>License &amp; Inspections</td>
<td>3,415</td>
</tr>
<tr>
<td>Police Department</td>
<td>1,520</td>
</tr>
<tr>
<td>Community Life Improvement Program</td>
<td>1,347</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>241</td>
</tr>
<tr>
<td>Fire Department</td>
<td>204</td>
</tr>
<tr>
<td>Water Department (PWD)</td>
<td>92</td>
</tr>
</tbody>
</table>
November 2016 – Philly311 Call Volume, Abandoned and Service Level by Business day

<table>
<thead>
<tr>
<th>Week</th>
<th>Calls</th>
<th>Abandoned</th>
<th>Service Level (Goal 80%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 (11/1/16-11/6/16)</td>
<td>9,155</td>
<td>95%</td>
<td>0:14 (Goal &lt;30sec)</td>
</tr>
<tr>
<td>Week 2 (11/7/16-11/13/16)</td>
<td>8,635</td>
<td>92%</td>
<td>0:22</td>
</tr>
<tr>
<td>Week 3 (11/14/16-11/20/16)</td>
<td>9,262</td>
<td>90%</td>
<td>0:22</td>
</tr>
<tr>
<td>Week 4 (11/21/16-11/27/16)</td>
<td>6,069</td>
<td>93%</td>
<td>0:21</td>
</tr>
<tr>
<td>Week 5 (11/28/16-11/30/16)</td>
<td>5,162</td>
<td>58%</td>
<td>1:30</td>
</tr>
</tbody>
</table>

“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.