311 Contact Center
Monthly Report

November 2018

Public
Top 20 Service Requests of the 17,877 Total Cases Submitted

- Graffiti Removal: 2,308
- Illegal Dumping: 1,873
- Abandoned Vehicle: 1,831
- Maintenance Residential: 1,355
- Rubbish Collection: 1,152
- Street Light Outage: 1,072
- Recyclables Collection: 756
- Pothole Repair: 501
- Traffic Signal Emergency: 456
- Vacant House: 424
- Vacant Lot Clean-Up: 404
- Building Force: 400
- Sanitation Violation: 379
- Other (Streets): 355
- Licenses: 333
- Cave-In Repair: 315
- Alley Light Outage: 300
- No Heat Residential: 252
- Other: 238
- Other: 238
Service Tickets by Partner Agency

- Streets Department: 8,324
- License & Inspections: 4,339
- Community Life Improvement Program: 2,708
- Police Department: 1,833
- Parks & Recreation: 260
- Fire Department: 215
- Water Department (PWD): 198
Top 20 questions of the total 19,451 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,032
2. Will the City pickup my trash on a Holiday? - 708
3. What is the phone number to my local Police district? - 553
4. What type of trash can I put on the curbside for pickup? - 466
5. How can I reach my CITY COUNCIL representatives? - 456
6. How can I find information on voting and elections? - 454
7. Where are the City Sanitation Convenience Centers? - 383
8. What day is trash/recycling collection in my neighborhood? - 326
9. How do I contact the Department of Revenue? - 310
10. How do I obtain a copy of a police, traffic or incident report? - 296
11. How can I contact the Philadelphia Water Department? - 287
12. What is TURN? - 259
13. How can I find out if a property has violations, licenses or permits? - 255
14. How do I obtain a Housing Rental License? - 222
15. What are the Recycling Guidelines? - 217
16. What is the function of the Register of Wills? - 210
17. How can I get a copy of a birth or death certificate? - 205
18. What is the Philadelphia Parking Authority? - 183
19. How can I get a rubbish / recycling pickup?-SERVICE-REQUEST - 181
20. How can I find out about a court date? - 170
Philly311 Call Volume, Abandon and Service Level by Day

November 2018

<table>
<thead>
<tr>
<th>Week</th>
<th>Calls Handled</th>
<th>Service Level (Goal 80%)</th>
<th>Average Speed of Answer (Goal &lt;30sec)</th>
<th>Average Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>3,134</td>
<td>86%</td>
<td>0:25</td>
<td>3:16</td>
</tr>
<tr>
<td>Week 2</td>
<td>8,595</td>
<td>55%</td>
<td>1:23</td>
<td>3:13</td>
</tr>
<tr>
<td>Week 3</td>
<td>6,675</td>
<td>53%</td>
<td>1:37</td>
<td>3:13</td>
</tr>
<tr>
<td>Week 4</td>
<td>5,195</td>
<td>65%</td>
<td>1:22</td>
<td>3:11</td>
</tr>
<tr>
<td>Week 5</td>
<td>7,537</td>
<td>56%</td>
<td>1:31</td>
<td>3:33</td>
</tr>
</tbody>
</table>

- 11/12/18 - City closed for Veteran’s Day
- 11/22/18 - City closed for Thanksgiving Day

“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.