Top 20 Service Requests of the 17,860 Total Cases Submitted

- Graffiti Removal: 2132
- Illegal Dumping: 2115
- Rubbish Collection Residential: 2008
- Maintenance Residential: 1421
- Street Light Outage: 1159
- Recyclables Collection: 1097
- Traffic Signal Emergency: 586
- Vacant Lot Clean-Up: 475
- Building Force: 423
- Sanitation Violation: 418
- Vacant House: 402
- Building Construction: 383
- Licenses: 345
- Ditch Repair: 336
- Pothole Repair: 318
- Smoke Detector: 301
- Traffic (Other): 253
- No Heat Residential: 243
- Traffic (Other): 233
- Traffic (Other): 229
Top 20 Questions of the total 20,923 Information Requests

1. Will the City pickup my trash on a Holiday? - 1210
2. How do I contact Licenses and Inspections Business Offices? - 1020
3. What is the phone number to my local Police district? - 641
4. What type of trash can I put on the curbside for pickup? - 531
5. What day is trash/recycling collection in my neighborhood? - 432
6. How do I obtain/renew a Housing Rental License? - 415
7. How do I contact the Department of Revenue? - 401
8. How can I reach my CITY COUNCIL representatives? - 349
9. Where are the City Sanitation Convenience Centers? - 298
10. How can I contact the Philadelphia Water Department? - 286
11. How do I obtain a copy of a police, traffic or incident report,... - 274
12. What is the Philadelphia Parking Authority? - 269
13. How can I find information on voting and elections? - 255
14. What is TURN? - 238
15. Handling Spam/Junk Request - 236
16. How can I get a copy of a birth or death certificate? - 228
17. How can I get a rubbish / recycling pickup? - 198
19. Non-City Agency Directory Assistance - 193
20. How can I find out if a property has violations, licenses or permits? - 186
Philly311 Call Volume, Abandon and Service Level by Day

**August 2019**

- **Week 1** (11/4/19-11/8/19)
  - Calls Handled: 11,177
  - Service Level (Goal 50%): 66%
  - Average Speed of Answer (Goal <30 sec): 0:00:59
  - Average Talk Time: 0:02:38
- **Week 2** (11/11/19-11/15/19)
  - Calls Handled: 7,317
  - Service Level (Goal 50%): 67%
  - Average Speed of Answer (Goal <30 sec): 0:01:23
  - Average Talk Time: 0:03:17
- **Week 3** (11/18/19-11/22/19)
  - Calls Handled: 8,444
  - Service Level (Goal 50%): 61%
  - Average Speed of Answer (Goal <30 sec): 0:02:00
  - Average Talk Time: 0:03:08
- **Week 4** (11/25/19-11/29/19)
  - Calls Handled: 5,609
  - Service Level (Goal 50%): 74%
  - Average Speed of Answer (Goal <30 sec): 0:01:31
  - Average Talk Time: 0:03:00

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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.