October 2016 -- Top Service Requests – 14,703 total
October 2016– Service Tickets by Partner Agency

- Streets Department: 5,841
- License & Inspections: 4,328
- Community Life Improvement Program (CLIP): 1,939
- Police Department: 1,892
- Parks & Recreation: 325
- Fire Department: 243
- Water Department (PWD): 135
October 2016 -- Top questions of the total 28,863 Information requests

1. What is the phone number to my local Police district?
2. Licenses and Inspections Business Offices
   - How do I file an Absentee Ballot?
3. How do I contact the Department of Revenue?
4. How can I reach my CITY COUNCIL representatives?
5. How can I find information on voting and elections?
6. How can I find out about a court date?
7. Can I set out bulk trash on the curb for pickup?
8. How can I find out if a property has violations, licenses or permits?
9. Philadelphia Water Department - General Info
   - Where are the City Sanitation Convenience Centers?
10. Non-City Agency Directory Assistance
11. Will the City pickup my trash on a Holiday?
12. How can I get a copy of a birth or death certificate?
13. How do you find out who owns a property?
14. How do I obtain a copy of a police, traffic or incident report, background check or...
15. Streets Department - General Info
   - What is TURN?
16. How do I contact the Water Revenue Bureau?
17. 411 Information
18. Who do I call about rats in my neighborhood or home?
19. How can I get a copy of my deed?
20. How can I get a rubbish / recycling pickup?
21. 911 EMERGENCY TRANSFERS
22. How can I contact Landlord-Tenant Court?
October 2016 – Philly311 Call Volume, Abandoned and Service Level by Business Day

<table>
<thead>
<tr>
<th>October 2016</th>
<th>Week 1 (10/3/16-10/9/16)</th>
<th>Week 2 (10/10/16-10/16/16)</th>
<th>Week 3 (10/17/16-10/23/16)</th>
<th>Week 4 (10/24/16-10/30/16)</th>
<th>Week 5 (10/31/16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>9,919</td>
<td>7,949</td>
<td>9,414</td>
<td>9,204</td>
<td>2,070</td>
</tr>
<tr>
<td>Service Level (Goal 80%)</td>
<td>85%</td>
<td>70%</td>
<td>75%</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30sec)</td>
<td>0:29</td>
<td>0:55</td>
<td>0:40</td>
<td>0:21</td>
<td>0:14</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>3:20</td>
<td>3:15</td>
<td>3:22</td>
<td>3:10</td>
<td>3:01</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.