311 Contact Center
Monthly Report

October 2018

Public
Service Tickets by Partner Agency

- Streets Department: 10,474
- License & Inspections: 6,273
- Community Life Improvement Program: 3,342
- Police Department: 2,205
- Parks & Recreation: 484
- Fire Department: 323
- Water Department (PWD): 192
Top 20 questions of the total 23,364 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,330
2. What is the phone number to my local Police district? - 772
3. Where are the City Sanitation Convenience Centers? - 506
4. What type of trash can I put on the curbside for pickup? - 472
5. How do I contact the Department of Revenue? - 453
6. How can I reach my CITY COUNCIL representatives? - 435
8. How do I obtain a copy of a police, traffic, incident report or... - 335
9. How can I find out if a property has violations, licenses or permits? - 325
10. What is TURN? - 324
11. How can I find information on voting and elections? - 317
12. How can I contact the Philadelphia Water Department? - 315
13. What is the function of the Register of Wills? - 298
14. How can I get a copy of a birth or death certificate? - 286
15. What are the Recycling Guidelines? - 266
16. How do I obtain a Housing Rental License? - 265
17. Who do I call about rats in my neighborhood or home? - 250
18. What are the functions of Risk Management? - 231
19. How can I find out about a court date? - 231
20. Non-City Agency Directory Assistance - 222
### Philly311 Call Volume, Abandon and Service Level by Day

#### October 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 (10/1/18-10/5/18)</td>
<td>9,057</td>
<td>53%</td>
<td>1:37</td>
<td>3:30</td>
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<tr>
<td>Week 2 (10/8/18-10/12/18)</td>
<td>7,293</td>
<td>28%</td>
<td>2:43</td>
<td>3:30</td>
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<tr>
<td>Week 3 (10/15/18-10/19/18)</td>
<td>8,775</td>
<td>79%</td>
<td>0:36</td>
<td>3:28</td>
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<tr>
<td>Week 4 (10/22/18-10/26/18)</td>
<td>8,700</td>
<td>80%</td>
<td>0:34</td>
<td>3:17</td>
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<tr>
<td>Week 5 (10/29/18-10/31/18)</td>
<td>4,853</td>
<td>54%</td>
<td>1:22</td>
<td>3:42</td>
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</tbody>
</table>

- **10/8/18** the City was closed for Columbus 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.