Top 20 Service Requests of the 22,549 Total Cases Submitted
Top 20 questions of the total 23,740 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 1112
2. What is the phone number to my local Police district? 839
3. What type of trash can I put on the curbside for pickup? 696
4. Will the City pickup my trash on a Holiday? 464
5. How do I contact the Department of Revenue? 412
6. Where are the City Sanitation Convenience Centers? 410
7. How do I obtain/renew a Housing Rental License? 386
8. What is the Philadelphia Parking Authority? 365
9. How can I reach my CITY COUNCIL representatives? 353
10. How do I contact the Philadelphia Water Department? 341
11. How do I obtain a copy of a police, traffic or incident report,... 303
12. What day is trash/recycling collection in my neighborhood? 286
13. How can I get a copy of a birth or death certificate? 282
14. What is TURN? 278
15. How can I find out if a property has violations, licenses or permits? 249
16. Non-City Agency Directory Assistance 224
17. Who do I call about rats in my neighborhood or home? 222
18. What is the function of the Register of Wills? 217
19. What are the functions of Risk Management? 216
20. How do I create an Eclipse account? 208
Philly311 Call Volume, Abandon and Service Level by Day

August 2019

<table>
<thead>
<tr>
<th>Week</th>
<th>Calls Handled</th>
<th>Service Level (Goal 50%)</th>
<th>Average Speed of Answer (Goal &lt;30 sec)</th>
<th>Average Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7,507</td>
<td>58%</td>
<td>0:01:19</td>
<td>0:03:02</td>
</tr>
<tr>
<td>2</td>
<td>8,986</td>
<td>60%</td>
<td>0:01:12</td>
<td>0:03:24</td>
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<tr>
<td>3</td>
<td>7,536</td>
<td>54%</td>
<td>0:01:45</td>
<td>0:03:23</td>
</tr>
<tr>
<td>4</td>
<td>9,184</td>
<td>66%</td>
<td>0:00:54</td>
<td>0:03:19</td>
</tr>
<tr>
<td>5</td>
<td>7,152</td>
<td>58%</td>
<td>0:01:39</td>
<td>0:03:13</td>
</tr>
</tbody>
</table>

“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.