Contact Center
Monthly Report

September 2019

Public
Top 20 Service Requests of the 25,556 Total Cases Submitted
Service Tickets by Partner Agency

- Streets Department: 11048
- License & Inspections: 6551
- Community Life Improvement Program: 3986
- Police Department: 2895
- Parks & Recreation: 568
- Fire Department: 208
- Water Department (PWD): 170
- Office of Homeless Services: 86
- Philly311 Contact Center: 44
Top 20 questions of the total 22,577 Information Requests

1. How do I contact Licenses and Inspections Business Offices? 1155
2. What is the phone number to my local Police district? 863
3. What type of trash can I put on the curbside for pickup? 619
4. Where are the City Sanitation Convenience Centers? 441
5. How do I contact the Department of Revenue? 432
6. How do I obtain/renew a Housing Rental License? 427
7. Will the City pickup my trash on a Holiday? 406
8. How can I reach my CITY COUNCIL representatives? 336
9. How can I contact the Philadelphia Water Department? 323
10. What is the Philadelphia Parking Authority? 313
11. How do I obtain a copy of a police, traffic or incident report,... 305
12. How can I find out if a property has violations, licenses or permits? 275
13. What is TURN? 248
14. Who do I call about rats in my neighborhood or home? 245
15. What are the functions of Risk Management? 234
16. How can I get a copy of a birth or death certificate? 220
17. What is the PHL City ID? 215
19. How can I find out about a court date? 203
20. What is CLIP? 203
Philly311 Call Volume, Abandon and Service Level by Day

<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>Week 1 (9/2/19-9/6/19)</td>
<td>7,841</td>
<td>22%</td>
<td>0:03:46</td>
<td>0:03:34</td>
</tr>
<tr>
<td>Week 2 (9/9/19-9/13/19)</td>
<td>9,504</td>
<td>47%</td>
<td>0:01:38</td>
<td>0:03:27</td>
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<tr>
<td>Week 3 (9/16/19-9/20/19)</td>
<td>9,717</td>
<td>61%</td>
<td>0:01:13</td>
<td>0:03:21</td>
</tr>
<tr>
<td>Week 4 (9/23/19-9/27/19)</td>
<td>9,353</td>
<td>66%</td>
<td>0:00:53</td>
<td>0:03:25</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.