Top 20 Service Requests of the 22,209 Total Cases Submitted
Service Tickets by Partner Agency

- Streets Department: 10,970
- License & Inspections: 5,766
- Community Life Improvement Program: 3,311
- Police Department: 1,157
- Parks & Recreation: 744
- Water Department (PWD): 158
- Fire Department: 94
Top 20 Questions of the total 32,188 Information Requests

2. How do I contact the Department of Revenue? 2022
3. How do I report individuals not complying with the Stay At Home Order in my neighborhood? 1379
4. What food help exists for Philadelphia Residents during the COVID-19... 944
5. What day is trash/recycling collection in my neighborhood? 782
6. How can I get a rubbish / recycling pickup? SERVICE-REQUEST 749
7. What type of trash can I put on the curbside for pickup? 744
8. What is the phone number to my local Police district? 698
9. Where are the City Sanitation Convenience Centers? 639
10. How can I find out about a court date? 619
11. What changes are happening with Sanitation during the City's COVID-19... 597
12. How do I contact Licenses and Inspections Business Offices? 595
13. How do I contact Adult County and State Probation? 585
14. How can I contact the Philadelphia Water Department? 474
15. How do I obtain/renew a Housing Rental License? 462
16. How do I renew my Trade License? 378
17. Is my business required to close for COVID-19? 299
18. What calls are considered 911 transfers? 293
19. How do I contact the Water Revenue Bureau? 293
20. What do I need to know about Novel Coronavirus? 289
Philly311 Call Volume, Abandon and Service Level by Day

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<tbody>
<tr>
<td>Calls Handled</td>
<td>7,550</td>
<td>10,462</td>
<td>10,840</td>
<td>8,714</td>
<td>8,326</td>
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<tr>
<td>Service Level (Goal 50%)</td>
<td>65%</td>
<td>73%</td>
<td>77%</td>
<td>81%</td>
<td>65%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>01:32</td>
<td>00:40</td>
<td>00:59</td>
<td>01:18</td>
<td>02:44</td>
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<tr>
<td>Average Talk Time</td>
<td>03:01</td>
<td>02:48</td>
<td>02:59</td>
<td>03:03</td>
<td>03:05</td>
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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.