July 2020

Public
Top 20 Service Requests of the 32,197 Total Cases Submitted
Service Tickets by Partner Agency

- Streets Department: 18,462
- License & Inspections: 6,513
- Community Life Improvement Program: 2,913
- Police Department: 2,910
- Parks & Recreation: 980
- Water Department (PWD): 323
- Fire Department: 91
- Mayors Office: 2
Top 20 Questions of the total 21,875 Information Requests

1. How can I get a rubbish/recycling pickup? (SERVICE-REQUEST) - 1519
2. How do I contact Licenses and Inspections Business Offices? - 1097
3. What day is trash/recycling collection in my neighborhood? - 1086
4. How do I report businesses operating during mandated COVID-19... - 863
5. What type of trash can I put on the curbside for pickup? - 701
6. How do I contact the Department of Revenue? - 678
7. How do I obtain/renew a Housing Rental License? - 470
8. What is the phone number to my local Police district? - 336
9. Where are the City Sanitation Convenience Centers? - 335
10. How do I renew my Trade License? - 318
12. What housing help exists during the COVID-19 event? - 242
13. How can I find out the status of a permit application? (LI REQUEST) - 242
15. What is the function of the Register of Wills? - 225
16. When do I need to apply for permits? - 211
17. Who do I call about rats in my neighborhood or home? - 190
18. What are the functions of Risk Management? - 183
19. Associating an Activity License to an Eclipse Account - 176
20. How can I contact the Philadelphia Water Department? - 175
## Philly311 Call Volume, Abandon and Service Level by Day

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<tbody>
<tr>
<td>Calls Handled</td>
<td>5,053</td>
<td>7,984</td>
<td>9,364</td>
<td>7,907</td>
<td>7,406</td>
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<tr>
<td>Service Level (Goal 50%)</td>
<td>6%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>8:20</td>
<td>15:19</td>
<td>15:02</td>
<td>16:17</td>
<td>18:10</td>
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<tr>
<td>Average Talk Time</td>
<td>3:46</td>
<td>4:36</td>
<td>4:13</td>
<td>4:37</td>
<td>4:38</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.