Top 20 Service Requests of the 18,073 Total Cases Submitted
Service Tickets by Partner Agency
Top 20 Questions of the total 15,900 Information Requests

- How do I contact Licenses and Inspections Business Offices? 618
- How can I find information on voting and elections? 537
- How do I file a Mail-In Ballot? 517
- What type of trash can I put on the curbside for pickup? 514
- Will the City pickup my trash on a Holiday? 466
- How do I contact the Department of Revenue? 394
- What is the phone number to my local Police district? 393
- How do I find my Polling Location to Vote in an Election? 360
- How can I get a rubbish/recycling pickup? 286
- Handling Spam/Junk Request 259
- How do I make an Appointment at the MSB for L+H during the city's... 257
- What day is trash/recycling collection in my neighborhood? 232
- How do I report an abandoned vehicle? 202
- Where are the City Sanitation Convenience Centers? 191
- How can I contact the Philadelphia Water Department? 183
- How do I obtain/renew a Housing Rental License? 168
- How do I obtain a copy of a police, traffic or incident report, background... 164
- What housing help exists during the COVID-19 event? 160
- How can I reach my CITY COUNCIL representatives? 155
- What is the function of the Register of Wills? 151
Philly311 Call Volume, Abandon and Service Level by Day

<table>
<thead>
<tr>
<th>November 2020</th>
<th>Week 1 11/1 to 11/7</th>
<th>Week 2 11/8 to 11/14</th>
<th>Week 3 11/15 to 11/21</th>
<th>Week 4 11/22 to 11/28</th>
<th>Week 5 11/29 to 11/30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>7,157</td>
<td>4,972</td>
<td>6,655</td>
<td>3,866</td>
<td>1,514</td>
</tr>
<tr>
<td>Service Level (Goal 50%)</td>
<td>7%</td>
<td>4%</td>
<td>17%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>17:51</td>
<td>19:16</td>
<td>13:00</td>
<td>11:47</td>
<td>12:08</td>
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<tr>
<td>Average Talk Time</td>
<td>4:13</td>
<td>4:34</td>
<td>4:27</td>
<td>4:27</td>
<td>4:24</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.