Top 20 Service Requests of the 21,199 Total Cases Submitted

Abandoned Vehicle: 2586
Graffiti Removal: 2239
Rubbish Collection: 2112
Licenses: 1924
Street Light Outage: 1143
Eclipse Help: 1072
Icy Road Surface: 923
Recyclables Collection: 722
Property Maintenance Exterior: 629
Work Underway without Permits: 619
Property Maintenance Interior: 414
Other (Streets): 401
Pothole Repair: 400
Sanitation Violation: 383
Unlicensed Business Complaint: 361
Traffic Signal Emergency: 347
Other: 340
Shoveling: 321
Eclipse: 314
Emergency: 304
Top 20 Questions of the total 18,161 Information Requests

1. How can I get a rubbish/recycling pickup? SERVICE-REQUEST
2. What day is trash/recycling collection in my neighborhood?
3. How do I contact Licenses and Inspections Business Offices?
4. What type of trash can I put on the curbside for pickup?
5. What is the phone number to my local Police district?
6. How do I contact the Department of Revenue?
7. Will the City pickup my trash on a Holiday?
8. How do I make an Appointment at the MSB for L+I during the city's COVID-19...
9. How do I document a transfer to the L+I Pod?
10. Handling Spam/Junk Request
11. How can I find information on voting and elections?
12. How do I obtain a copy of a police, traffic or incident report, background check...
13. Where are the City Sanitation Convenience Centers?
14. How can I contact the Philadelphia Water Department?
15. How do I report an abandoned vehicle?
16. What is the function of the Register of Wills?
17. Who should I contact for rental assistance?
18. What is the Philadelphia Parking Authority?
19. What are the functions of Risk Management?
20. How do I report an illegally parked vehicle?
**Philly311 Call Volume, Abandon and Service Level by Day**

<table>
<thead>
<tr>
<th>December 2020</th>
<th>Week 1 12/1 to 12/5</th>
<th>Week 2 12/6 to 12/12</th>
<th>Week 3 12/13 to 12/19</th>
<th>Week 4 12/20 to 12/26</th>
<th>Week 5 12/27 to 12/31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>5,278</td>
<td>6,256</td>
<td>6,683</td>
<td>5,708</td>
<td>5,390</td>
</tr>
<tr>
<td>Service Level (Goal 50%)</td>
<td>19%</td>
<td>24%</td>
<td>24%</td>
<td>32%</td>
<td>33%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30 sec)</td>
<td>12:49</td>
<td>13:16</td>
<td>13:21</td>
<td>10:07</td>
<td>10:58</td>
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<tr>
<td>Average Talk Time</td>
<td>4:24</td>
<td>4:31</td>
<td>4:00</td>
<td>3:43</td>
<td>4:06</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.*