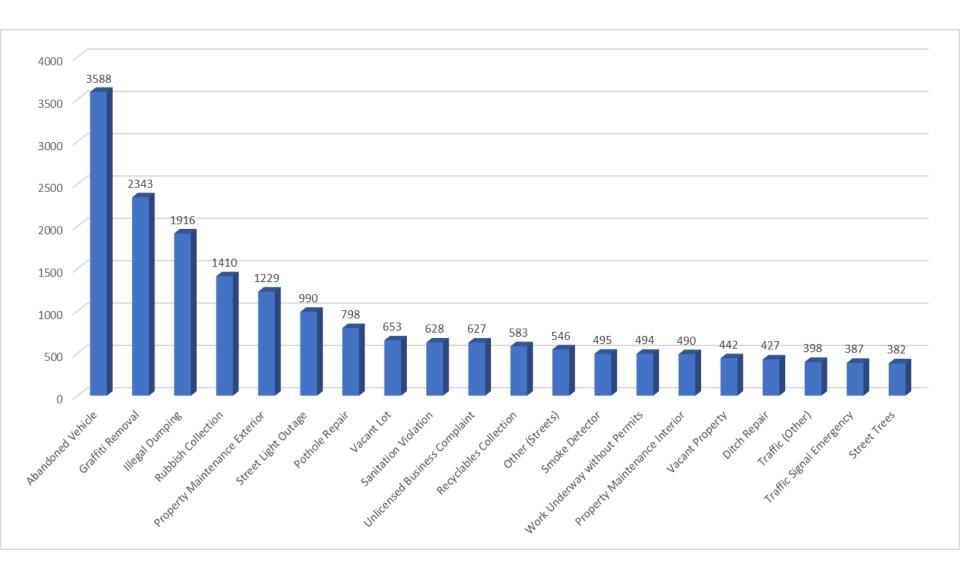


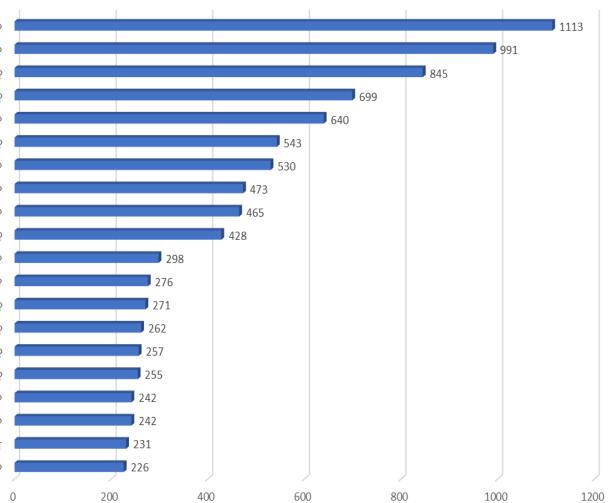
April 2023 *Public*

Top 20 Service Requests of the 23,390 Total Cases Submitted





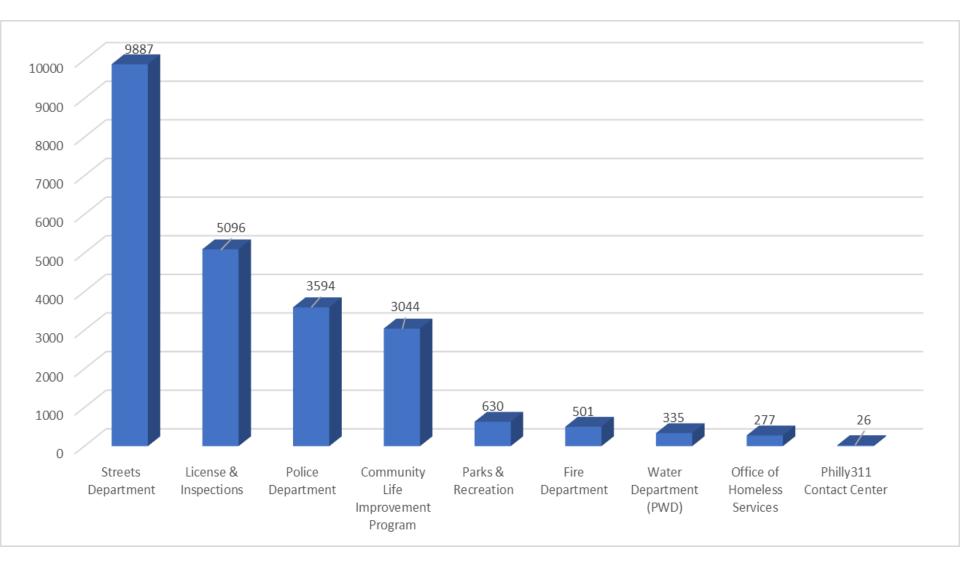
Top 20 Information Requests of the 25,656 Total Cases Submitted



How do I file a Mail-In Ballot? How do I contact Licenses and Inspections Business Offices? How do I contact the Department of Revenue? How do I obtain/renew a Housing Rental License? How can I find information on voting and elections? What is the phone number to my local Police district? How do I make an Appointment at the MSB for L+I? Will the City pickup my trash on a Holiday? What type of trash can I put on the curbside for pickup? What day is trash/recycling collection in my neighborhood? How do I document a transfer to the L+I Pod? How do I report an abandoned vehicle? Where are the City Sanitation Convenience Centers? What is a Code Violation Notice (CVN) ? How can I reach my CITY COUNCIL representatives? What is the Philadelphia Parking Authority? How do I use eCLIPSE and other tools to get L+I services and permits? How do I report an illegally parked vehicle? How can I get a rubbish / recycling pickup?-SERVICE-REQUEST How can I contact the Philadelphia Water Department?

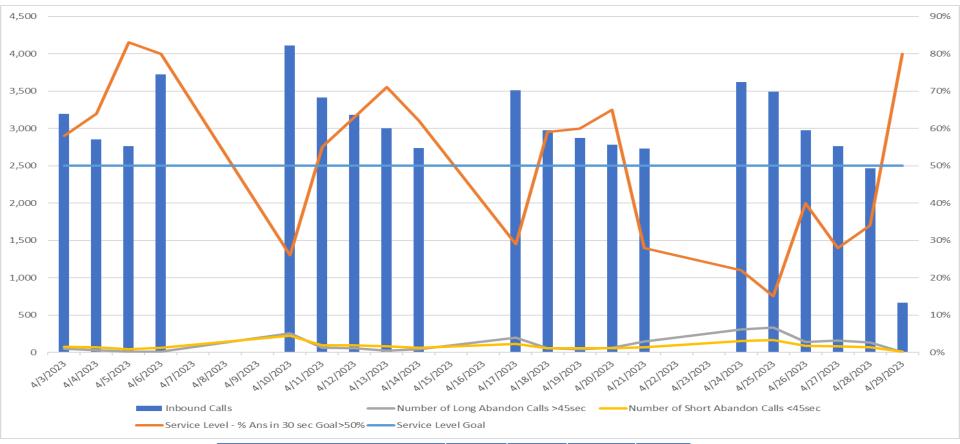


Service Requests by Department of the 23,390 Total Cases Submitted





Philly311 Call Volumes, Abandons and Service Level by Day



| March 2023 | Week 1 (4/1-4/8) | (4/9- | (4/16- | Week4 (4/23- 4/30) |
|-------------------------------------|---------------------|-------|--------|--------------------------|
| Calls Handled | 6,153 | 8,908 | 8,383 | 8,204 |
| Service Level (Goal 50%) | 71% | 55% | 48% | 37% |
| Average Speed of Answer (Goal <30s) | 0:38 | 1:09 | 1:34 | 2:36 |
| Average Talk Time | 3:13 | 3:21 | 3:32 | 3:38 |

"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.

