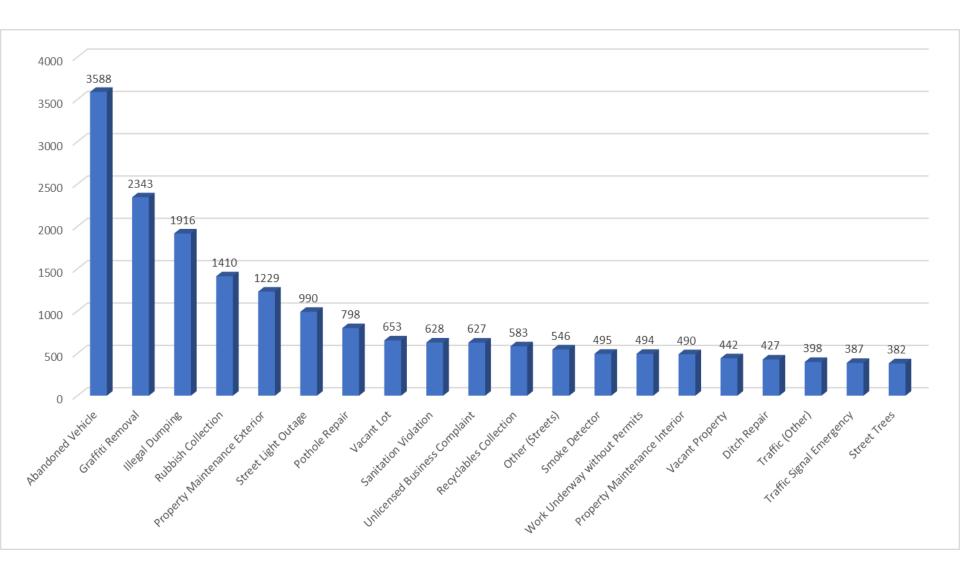


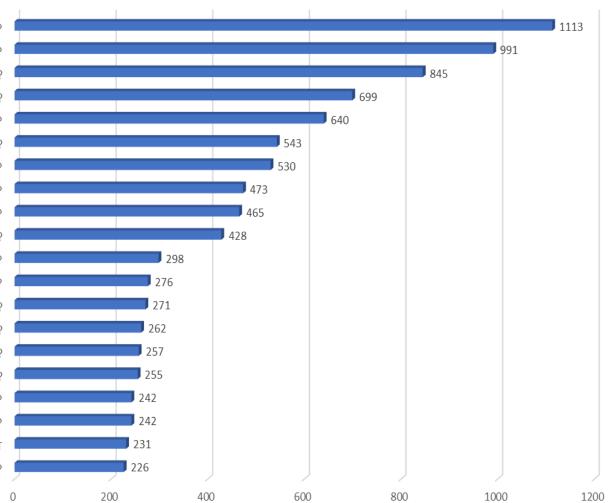
April 2023 *Public*

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





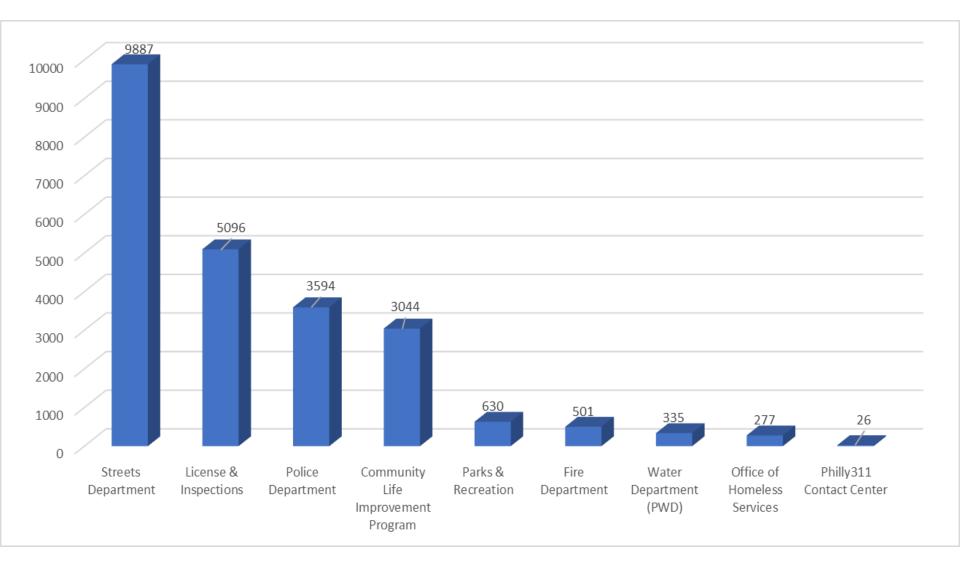
Top 20 Information Requests of the 25,656 Total Cases Submitted



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?

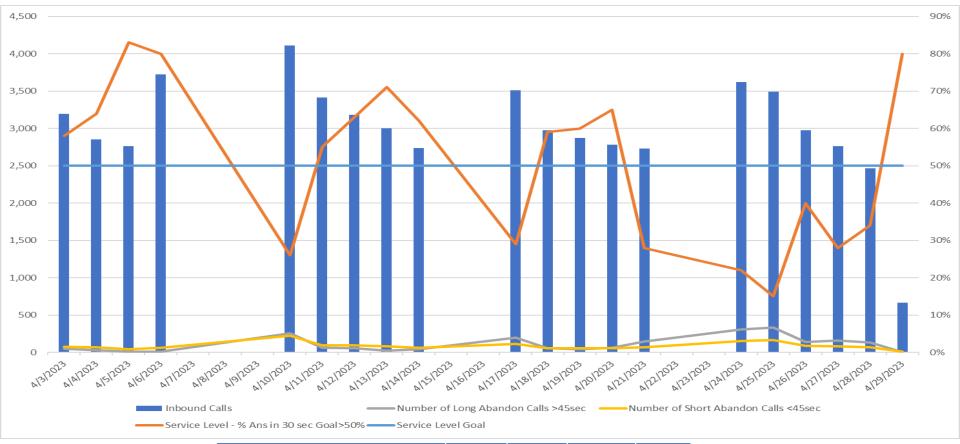


Service Requests by Department of the 23,390 Total Cases Submitted





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.

