Top 20 Service Requests of the 25,919 Total Cases Submitted

- Abandoned Vehicle: 4,015
- Graffiti Removal: 3,372
- Illegal Dumping: 2,638
- Rubbish Collection: 1,928
- Eclipse Help: 1,406
- Pothole Repair: 1,177
- Property Maintenance Exterior: 1,080
- Street Light Outage: 846
- Licenses: 672
- Other (Streets): 633
- Vacant Lot: 625
- Ditch Repair: 535
- Recyclables Collection: 482
- Sanitation Violation: 480
- Unlicensed Business Complaint: 425
- Work Underway without Permits: 407
- Eclipse: 369
- Work Underway in violation of permit requirements: 352
- Property Maintenance Interior: 351
- Vacant Property: 333
Top 20 Questions of the Total 22,186 Information Requests

1. How do I sign up for the COVID-19 Rental Assistance Program? 3,047
2. How can I get assistance scheduling my COVID-19 Vaccine Shot? 2,911
3. What’s the status of my COVID-19 Rental Assistance Program application? 864
4. How do I contact Licenses and Inspections Business Offices? 743
5. How do I contact the Department of Revenue? 573
6. How can I get assistance filling out the COVID-19 Vaccine Interest Form? 357
7. What type of trash can I put on the curbside for pickup? 340
8. How do I make an Appointment at the MSB for L+I? 333
9. What is the phone number to my local Police district? 330
10. How do I obtain/renew a Housing Rental License? 262
11. What is the Lead Landlord Law administered by the Lead and Healthy Homes Program? 229
12. How can I get a rubbish / recycling pickup? 229
13. How do I report an abandoned vehicle? 224
15. Handling Spam/Junk Request 198
16. Where are the City Sanitation Convenience Centers? 182
17. How can I get a copy of my deed? 174
18. Who do I call about rats in my neighborhood or home? 155
19. How can I reach my CITY COUNCIL representatives? 154
20. How can I get a copy of a birth or death certificate? 149

Count of Service Request Number
Philly311 Call Volume, Abandon and Service Level by Day

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.

### April 2021

<table>
<thead>
<tr>
<th>Week</th>
<th>Calls Handled</th>
<th>Service Level (Goal 50%)</th>
<th>Average Speed of Answer (Goal &lt;30s)</th>
<th>Average Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/1</td>
<td>1,535</td>
<td>3.0%</td>
<td>0:19:42</td>
<td>0:05:38</td>
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<tr>
<td>4/5 to 4/9</td>
<td>7,533</td>
<td>3.0%</td>
<td>0:22:22</td>
<td>0:05:24</td>
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<td>4/12 to 4/16</td>
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<td>0:19:56</td>
<td>0:05:05</td>
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<tr>
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<td>9.4%</td>
<td>0:16:13</td>
<td>0:05:12</td>
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<tr>
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<td>8.2%</td>
<td>0:14:07</td>
<td>0:04:47</td>
</tr>
</tbody>
</table>

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