Top 20 Service Requests of the 23,258 Total Cases Submitted

1. Rubbish Collection: 3,816
2. Abandoned Vehicle: 2,237
3. Graffiti Removal: 2,006
4. Recyclables Collection: 1,498
5. Shoveling: 1,466
6. Eclipse Help: 1,177
7. Illegal Dumping: 1,172
8. Licenses: 968
9. Street Light Outage: 761
10. Pothole Repair: 742
11. Snow Removal: 693
12. Icy Road Surface: 584
13. Eclipse: 502
14. Ditch Repair: 492
15. Other (Streets): 483
17. Property Maintenance Interior: 293
18. Permit: 288
19. Work Underway without Permits: 262
20. Traffic Signal Emergency: 259
Service Requests By Department

- Streets Department: 13,207
- License & Inspections: 3,986
- Police Department: 2,239
- Community Life Improvement Program: 2,196
- Philly311 Contact Center: 1,177
- Parks & Recreation: 188
- Fire Department: 113
- Water Department (PWD): 101
- Office of Homeless Services: 43
- Health Department: 6
- Mayors Office: 2
Top 20 Questions of the Total 17,626 Information Requests

1. **What day is trash/recycling collection in my neighborhood?** 1,868
2. **How can I get a rubbish/recycling pickup?** 1,442
3. **How can I get assistance filling out the COVID-19 Vaccine Interest Form?** 972
4. **How do I contact Licenses and Inspections Business Offices?** 626
5. **How do I contact the Department of Revenue?** 587
6. **How can I request snow plowing & salting for my street?** 421
7. **What type of trash can I put on the curbside for pickup?** 369
8. **How do I obtain/renew a Housing Rental License?** 334
9. **What is the phone number to my local Police district?** 321
10. **How do I get vaccinated against COVID-19?** 302
11. **How do I make an Appointment at the MSB for L+I during the city’s COVID-19 Response?** 300
12. **What is the Lead Landlord Law administered by the Lead and Healthy Homes Program?** 264
13. **What are the functions of Risk Management?** 170
14. **How can I find out the status of a permit application?** 170
15. **How do I report an illegally parked vehicle?** 164
16. **How do I obtain a copy of a police, traffic or incident report, background check or letter of good conduct?** 160
17. **Handling Spam/Junk Request** 159
18. **What is the Philadelphia Parking Authority?** 158
19. **What is the function of the Register of Wills?** 132
20. **How can I reach my CITY COUNCIL representatives?** 129

Count of Service Request Number
“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.