Philly311

Monthly Report

January 2021

Public
Top 20 Service Requests of the 21,835 Total Cases Submitted

- Abandoned Vehicle: 3,055
- Graffiti Removal: 2,463
- Illegal Dumping: 2,434
- Rubbish Collection: 2,152
- Street Light Outage: 1,243
- Licenses: 1,085
- Eclipse Help: 1,085
- Recyclables Collection: 672
- Property Maintenance Exterior: 663
- Other (Streets): 466
- Eclipse: 413
- Vacant Lot: 409
- Pothole Repair: 394
- Permit: 383
- Property Maintenance Interior: 372
- Work Underway without Permits: 369
- Sanitation Violation: 338
- Unlicensed Business Complaint: 334
- Ditch Repair: 288
- Vacant Property: 240
Top 20 Questions of the Total 16,302 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 728
2. How do I contact the Department of Revenue? - 613
3. What is the phone number to my local Police district? - 495
4. What type of trash can I put on the curbside for pickup? - 378
5. How can I get a rubbish/recycling pickup? - 371
7. What day is trash/recycling collection in my neighborhood? - 312
9. How do I obtain/renew a Housing Rental License? - 250
10. How do I obtain a copy of a police, traffic or incident report, background check or letter of good conduct? - 233
11. How can I get a copy of my deed? - 202
13. What is the function of the Register of Wills? - 190
14. Where are the City Sanitation Convenience Centers? - 186
15. Where can I obtain a marriage license? - 171
16. How do I document a transfer to the L+I Pod? - 167
17. Handling Spam/Junk Request - 164
18. What is the Philadelphia Parking Authority? - 163
19. How can I reach my CITY COUNCIL representatives? - 162
20. How can I contact the Philadelphia Water Department? - 162
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.