Service Requests By Department

- Streets Department: 11,000
- License & Inspections: 5,523
- Police Department: 4,202
- Community Life Improvement Program: 3,936
- Philly311 Contact Center: 1,626
- Parks & Recreation: 389
- Water Department (PWD): 327
- Office of Homeless Services: 93
- Fire Department: 86
- Health Department: 23
- Mayors Office: 2
Top 20 Questions of the Total 22,186 Information Requests

1. How can I get assistance filling out the COVID-19 Vaccine Interest Form? 5,052
2. How can I get assistance scheduling my COVID-19 Vaccine Shot? 2,141
3. How do I sign up for the COVID-19 Rental Assistance Program? 1,343
4. How do I contact the Department of Revenue? 649
5. How do I contact Licenses and Inspections Business Offices? 648
6. Department of Public Health (PDPH) 309
7. How do I make an Appointment at the MSB for L+I? 294
8. What is the Lead Landlord Law administered by the Lead and Healthy Homes Program? 275
9. Handling Spam/Junk Request 262
10. What is the phone number to my local Police district? 261
11. What type of trash can I put on the curbside for pickup? 259
12. How do I obtain/renew a Housing Rental License? 244
14. How can I get a rubbish / recycling pickup? 192
15. How do I report an illegally parked vehicle? 160
16. What are the functions of Risk Management? 155
17. Which phase of COVID-19 Vaccine Distribution are we in? 154
18. How can I get a copy of my deed? 147
19. How can I get a copy of a birth or death certificate? 142
20. How can I find out the status of a permit application? 137
"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.