Top 20 Information Requests of the 21,852 Total Cases Submitted

- What's the status of my COVID-19 Rental Assistance Program application? 2274
- How do I sign up for the COVID-19 Rental Assistance Program? 1633
- How do I contact Licenses and Inspections Business Offices? 781
- How can I get assistance scheduling my COVID-19 Vaccine Shot? 751
- How do I contact the Department of Revenue? 499
- What type of trash can I put on the curbside for pickup? 381
- How do I make an Appointment at the MSB for L+I? 379
- What is the phone number to my local Police district? 371
- How do I report an abandoned vehicle? 239
- How do I obtain/renew a Housing Rental License? 233
- How do I report an illegally parked vehicle? 232
- How can I get a rubbish/recycling pickup? SERVICE-REQUEST 223
- Handling Spam/Junk Request 211
- Who should I contact about utility bill assistance or utility shut off? 207
- How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer? 191
- Who qualifies for the COVID-19 Rental Assistance Program? 180
- What day is trash/recycling collection in my neighborhood? 180
- Where are the City Sanitation Convenience Centers? 179
- How can I get a copy of a birth or death certificate? 177
- Who do I call about rats in my neighborhood or home? 176

Service Request Number
Service Tickets by Department of the 25,909 Total Cases Submitted

- Streets Department: 10,255
- License & Inspections: 5,856
- Police Department: 3,778
- Community Life Improvement Program: 3,710
- Philly311 Contact Center: 1,183
- Parks & Recreation: 631
- Water Department (PWD): 272
- Fire Department: 135
- Office of Homeless Services: 85
- Health Department: 4

Philly311
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.

<table>
<thead>
<tr>
<th>May 2021</th>
<th>Week 1 5/3 to 5/7</th>
<th>Week 2 5/10 to 5/14</th>
<th>Week 3 5/17 to 5/21</th>
<th>Week 4 5/24 to 5/28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>8,533</td>
<td>6,848</td>
<td>8,839</td>
<td>9,108</td>
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<tr>
<td>Service Level</td>
<td>6.0%</td>
<td>3.8%</td>
<td>10.6%</td>
<td>26.2%</td>
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<tr>
<td>Average Speed of Answer</td>
<td>0:14:51</td>
<td>0:20:27</td>
<td>0:13:00</td>
<td>0:08:35</td>
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<tr>
<td>Average Talk Time</td>
<td>0:04:56</td>
<td>0:05:09</td>
<td>0:04:52</td>
<td>0:04:46</td>
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