Top 20 Service Requests of the 31,579 Total Cases Submitted

1. Abandoned Vehicle: 4064
2. Rubbish Collection: 3996
3. Illegal Dumping: 2586
4. Recyclables Collection: 2315
5. Graffiti Removal: 2134
7. Eclipse Help: 1585
8. Street Light Outage: 1224
9. Vacant Lot: 989
10. Pothole Repair: 883
11. Exterior High Weeds: 816
12. Other (Streets): 738
13. Vacant Property: 547
15. Unlicensed Business Complaint: 504
16. Street Trees: 502
17. Licenses: 488
18. Work Underway without Permits: 480
19. Inlet Cleaning: 362
20. Sanitation Violation: 356
Top 20 Information Requests of the 28,281 Total Cases Submitted

- What's the status of my COVID-19 Rental Assistance Program application? 5129
- How do I sign up for the COVID-19 Rental Assistance Program? 1828
- How do I contact Licenses and Inspections Business Offices? 999
- How can I get a rubbish/recycling pickup? 738
- What day is trash/recycling collection in my neighborhood? 734
- What type of trash can I put on the curbside for pickup? 644
- How do I contact the Department of Revenue? 517
- What is the phone number to my local Police district? 436
- How do I make an Appointment at the MSB for L+I? 354
- How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer? 302
- How can I contact the Philadelphia Water Department? 269
- Who should I contact about utility bill assistance or utility shut off? 255
- Where are the City Sanitation Convenience Centers? 252
- How do I document a transfer to the L+I Pod? 252
- Who do I call about rats in my neighborhood or home? 246
- Who should I contact for rental assistance? 242
- How do I report an illegally parked vehicle? 238
- How can I get assistance scheduling my COVID-19 Vaccine Shot? 233
- How do I report an abandoned vehicle? 225
- How can I find out the status of a permit application? 217
“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.