Top 20 Service Requests of the 30,091 Total Cases Submitted

- Abandoned Vehicle: 3835
- Illegal Dumping: 3040
- Graffiti Removal: 2789
- Rubbish Collection: 2337
- Street Light Outage: 1840
- Property Maintenance Exterior: 1741
- Eclipse Help: 1285
- Vacant Lot: 1212
- Exterior High Weeds: 1025
- Pothole Repair: 853
- Other (Streets): 701
- Street Trees: 648
- Property Maintenance Interior: 613
- Recyclables Collection: 600
- Vacant Property: 581
- Sanitation Violation: 477
- Work Underway without Permits: 474
- Licenses: 411
- Unlicensed Business Complaint: 386
- Cave-In Repair: 370
Top 20 Information Requests of the 25,705 Total Cases Submitted

1. What's the status of my COVID-19 Rental Assistance Program application? - 5056 requests
2. How do I sign up for the COVID-19 Rental Assistance Program? - 1710 requests
3. How do I contact Licenses and Inspections Business Offices? - 735 requests
4. Who should I contact for rental assistance? - 650 requests
5. How can I get a rubbish/recycling pickup? - 474 requests
6. How do I contact the Department of Revenue? - 389 requests
7. What type of trash can I put on the curbside for pickup? - 367 requests
8. What day is trash/recycling collection in my neighborhood? - 338 requests
9. What is the phone number to my local Police district? - 328 requests
10. How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer? - 310 requests
11. How do I make an Appointment at the MSB for L+1? - 263 requests
12. Who do I call about rats in my neighborhood or home? - 227 requests
13. How do I report an abandoned vehicle? - 224 requests
14. How do I obtain/renew a Housing Rental License? - 210 requests
15. Handling Spam/Junk Request - 209 requests
16. What is the Fair Housing Commission? - 202 requests
18. How can I contact the Philadelphia Water Department? - 189 requests
19. Who should I contact about utility bill assistance or utility shut off? - 185 requests
20. Where are the City Sanitation Convenience Centers? - 184 requests

Philly311
Service Tickets by Department of the 30,091 Total Cases Submitted

- Streets Department: 12481
- License & Inspections: 6865
- Community Life Improvement Program: 3995
- Police Department: 3840
- Philly311 Contact Center: 1286
- Parks & Recreation: 944
- Water Department (PWD): 408
- Office of Homeless Services: 188
- Fire Department: 85

Service Request Number
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.