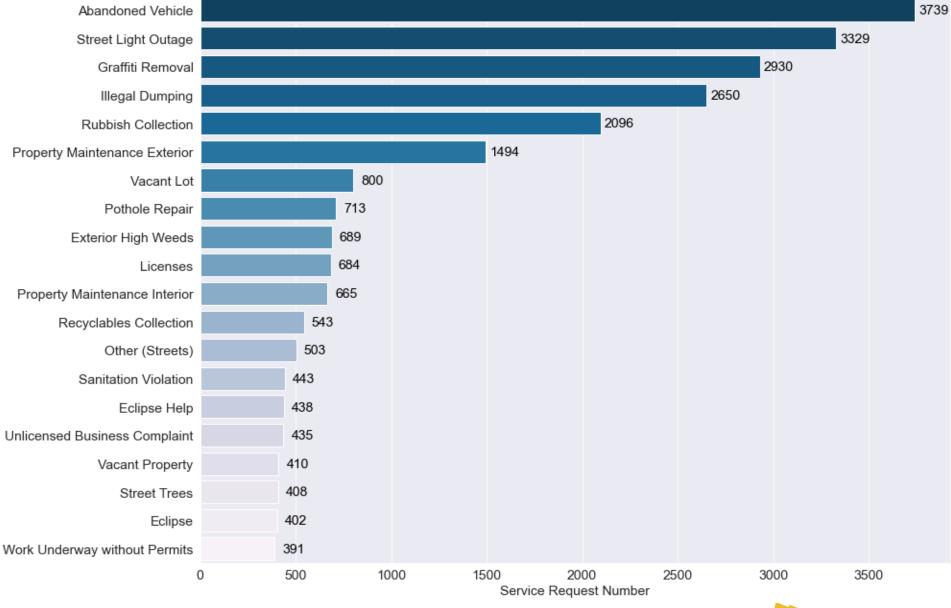


September 2021 Public

Top 20 Service Requests of the 28,229 Total Cases Submitted



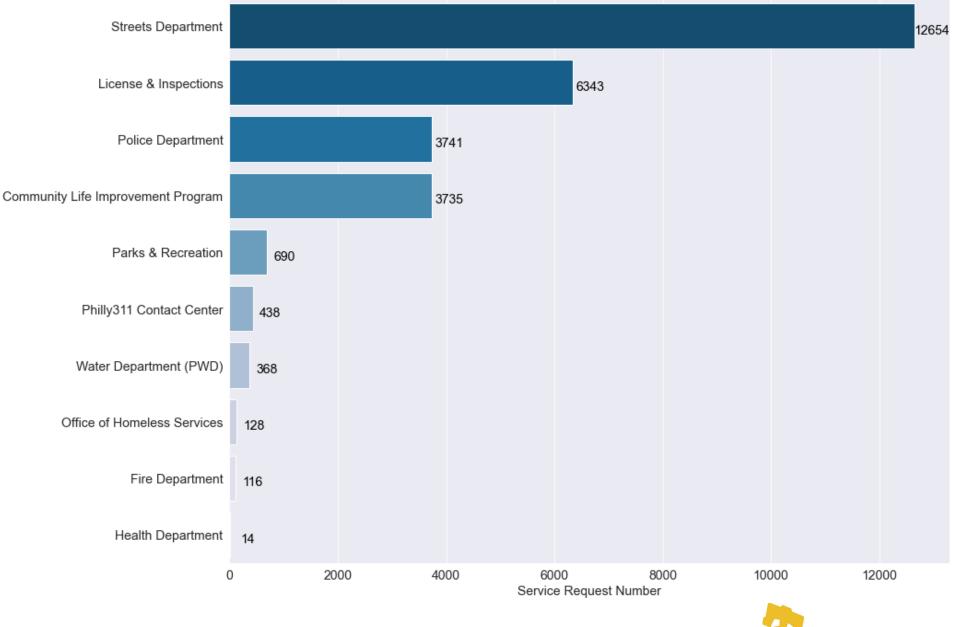


Top 20 Information Requests of the 26,238 Total Cases Submitted

				10.0010 01.				
What's the status of my COVID-19 Rental Assistance Program application?								6831
How do I sign up for the COVID-19 Rental Assistance Program?		1198						
How do I contact Licenses and Inspections Business Offices?	67	70						
Who should I contact for rental assistance?	580	0						
How do I obtain/renew a Housing Rental License?	478							
How do I contact the Department of Revenue?	455							
How do I make an Appointment at the MSB for L+I?	422							
How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer?	338							
What is the phone number to my local Police district?	322							
What type of trash can I put on the curbside for pickup?	318							
How can I get a rubbish / recycling pickup?-SERVICE-REQUEST	273							
How do I report an abandoned vehicle?	241							
Will the City pickup my trash on a Holiday?	241							
How do I report an illegally parked vehicle?	241							
How can I find out the status of a permit application? (LI REQUEST)	236							
What day is trash/recycling collection in my neighborhood?	219							
How do I document a transfer to the L+I Pod?	207							
Who do I call about rats in my neighborhood or home?	205							
What is the Lead Landlord Law administered by the Lead and Healthy Homes Program?	188							
What is the Fair Housing Commission?	188							
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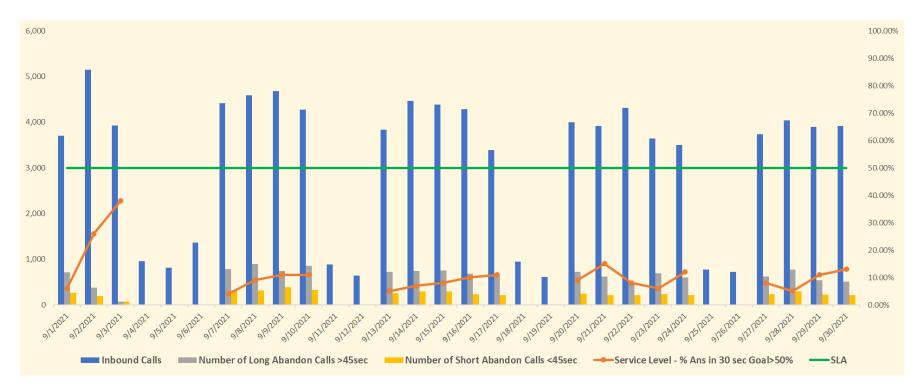


Service Tickets by Department of the 28,227 Total Cases Submitted





Philly311 Call Volume, Abandon and Service Level by Day



September 2021	Week 1 9/7 to 9/10	Week 2 9/13 to 9/17	Week 3 9/20 to 9/24	Week 4 9/27 to 9/30
Calls Handled	7,081	8,498	8,038	7,056
Service Level (Goal 50%)	8.8%	8.2%	10.0%	9.3%
Average Speed of Answer (Goal <30s)	0:15:59	0:16:02	0:16:41	0:13:24
Average Talk Time	0:04:15	0:04:20	0:04:24	0:04:24

"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.

