Top 20 Information Requests of the 14,992 Total Cases Submitted

1. What's the status of my COVID-19 Rental Assistance Program application? - 1643
2. Where can I ask questions about the status of my COVID-19 Rental Assistance Program application? - 382
3. Who should I contact for rental assistance? - 375
5. When will I receive my COVID-19 Rental Assistance Program payment? - 264
6. How do I contact Licenses and Inspections Business Offices? - 217
7. How can I get a rubbish / recycling pickup? - 214
8. What day is trash/recycling collection in my neighborhood? - 207
9. How do I contact the Department of Revenue? - 189
10. What if I am Having Trouble Submitting my COVID-19 Rental Assistance application? - 185
11. Handling Spam/Junk Request - 180
12. How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer? - 166
13. Will the City pickup my trash on a Holiday? - 165
15. What is the phone number to my local Police district? - 137
16. What type of trash can I put on the curbside for pickup? - 110
17. How do I make an Appointment at the MSB for L+I? - 105
18. How do I obtain/renew a Housing Rental License? - 103
19. What is TURN? - 93
20. Where are the City Sanitation Convenience Centers? - 93
Service Tickets by Department of the 20,882 Total Cases Submitted

- Streets Department: 10,683
- License & Inspections: 4,014
- Police Department: 2,704
- Community Life Improvement Program: 2,164
- Philly311 Contact Center: 400
- Parks & Recreation: 323
- Fire Department: 243
- Office of Homeless Services: 183
- Water Department (PWD): 160
- Health Department: 8
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.