December 2021

Public
Top 20 Service Requests of the 19,132 Total Cases Submitted

1. Abandoned Vehicle: 2699
2. Street Light Outage: 2297
3. Graffiti Removal: 2226
4. Illegal Dumping: 1931
5. Rubbish Collection: 1428
6. Recyclables Collection: 784
7. Property Maintenance Exterior: 642
8. Property Maintenance Interior: 495
9. Other (Streets): 419
10. Eclipse Help: 413
11. Pothole Repair: 357
12. Sanitation Violation: 341
13. Work Underway without Permits: 334
14. Licenses: 308
15. Vacant Lot: 305
16. Unlicensed Business Complaint: 305
17. Traffic Signal Emergency: 278
18. Work Underway in violation of permit requirements: 261
19. Vacant Property: 227
20. Traffic (Other): 212
Top 20 Information Requests of the 13,343 Total Cases Submitted

What's the status of my COVID-19 Rental Assistance Program application? 933
Where can I ask questions about the status of my COVID-19 Rental Assistance Program application? 368
How do I sign up for the COVID-19 Rental Assistance Program? 334
Who should I contact for rental assistance? 255
Who do I tell about my COVID-19 Rental Assistance Program Help Desk ticket not being answered? 253
When will I Receive my COVID-19 Rental Assistance Program payment? 230
Will the City pickup my trash on a Holiday? 166
How do I contact Licenses and Inspections Business Offices? Handling Spam/Junk Request 164
What if I am Having Trouble Submitting my COVID-19 Rental Assistance application? 152
How can I fill out an application for the COVID-19 Rental Assistance Program if I don't have a computer? 151
How do I contact the Department of Revenue? 147
What is the phone number to my local Police district? 144
How do I report businesses not complying with the new COVID-19 protocols? 133
How do I report an illegally parked vehicle? 130
How do I report an abandoned vehicle? 101
How can I get assistance scheduling my COVID-19 Vaccine Shot? 99
What day is trash/recycling collection in my neighborhood? 99
How can I contact the Philadelphia Water Department? 96
What type of trash can I put on the curbside for pickup? 93
Service Tickets by Department of the 19,130 Total Cases Submitted

- Streets Department: 9,129
- License & Inspections: 3,558
- Police Department: 2,702
- Community Life Improvement Program: 2,543
- Philly311 Contact Center: 414
- Parks & Recreation: 220
- Water Department (PWD): 203
- Office of Homeless Services: 179
- Fire Department: 167
- Health Department: 15

Service Request Number
“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.