Top 20 Service Requests of the 22,392 Total Cases Submitted

- Abandoned Vehicle: 2921
- Street Light Outage: 2603
- Illegal Dumping: 1949
- Graffiti Removal: 1826
- Pothole Repair: 1485
- Rubbish Collection: 1409
- Property Maintenance Exterior: 832
- Ditch Repair: 596
- Recyclables Collection: 576
- Property Maintenance Interior: 572
- Traffic Signal Emergency: 510
- Licenses: 505
- Smoke Detector: 390
- Other (Streets): 389
- Sanitation Violation: 388
- Work Underway without Permits: 385
- Unlicensed Business Complaint: 337
- Eclipse Help: 328
- Vacant Lot: 297
- Vacant Property: 277
Top 20 Information Requests of the 9,288 Total Cases Submitted

1. What's the status of my COVID-19 Rental Assistance Program... 1164
2. How do I contact Licenses and Inspections Business Offices? 562
3. How do I contact the Department of Revenue? 295
4. What day is trash/recycling collection in my neighborhood? 210
5. Who should I contact for rental assistance? 180
6. How can I contact the Philadelphia Water Department? 158
7. How do I report an illegally parked vehicle? 146
8. Handling Spam/Junk Request 138
9. How do I make an Appointment at the MSB for L+I? 126
10. What is the phone number to my local Police district? 125
11. How do I report a water main break? 117
12. How do I document a transfer to the L+I Pod? 116
13. What type of trash can I put on the curbside for pickup? 114
15. How do I obtain/renew a Housing Rental License? 105
16. What are the functions of Risk Management? 95
17. How can I get a copy of a birth or death certificate? 89
18. What is the Lead Landlord Law administered by the Lead and... 88
19. How can I get a rubbish / recycling pickup? SERVICE-REQUEST 88
20. What is TURN? 84
Service Requests by Department of the 22,392 Total Cases Submitted

- Streets Department: 11,642
- License & Inspections: 4,243
- Police Department: 2,926
- Community Life Improvement: 2,130
- Fire Department: 393
- Parks & Recreation: 338
- Philly311 Contact Center: 328
- Water Department (PWD): 249
- Office of Homeless Services: 134
- Health Department: 8
“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.