Top 20 Service Requests of the 27,161 Total Cases Submitted

- Abandoned Vehicle: 3752
- Graffiti Removal: 3103
- Street Light Outage: 2768
- Illegal Dumping: 2388
- Pothole Repair: 1672
- Rubbish Collection: 1519
- Property Maintenance Exterior: 1222
- Recyclables Collection: 742
- Property Maintenance Interior: 601
- Vacant Lot: 562
- Sanitation Violation: 519
- Licenses: 511
- Unlicensed Business Complaint: 462
- Ditch Repair: 455
- Work Underway without Permits: 455
- Traffic (Other): 454
- Other (Streets): 453
- Traffic Signal Emergency: 436
- Smoke Detector: 394
- Vacant Property: 377
Top 20 Information Requests of the 26,737 Total Cases Submitted

1. What's the status of my COVID-19 Rental Assistance Program application? - 1,760
2. How do I contact the Department of Revenue? - 1,253
3. How do I contact Licenses and Inspections Business Offices? - 1,217
4. How do I obtain/renew a Housing Rental License? - 1,052
5. How do I make an Appointment at the MSB for L+I? - 786
6. What is the phone number to my local Police district? - 540
7. What is the Lead Landlord Law administered by the Lead and Healthy Homes... - 442
8. How can I contact the Philadelphia Water Department? - 395
9. What type of trash can I put on the curbside for pickup? - 363
11. Who should I contact for rental assistance? - 282
12. What is TURN? - 281
13. Who do I call about rats in my neighborhood or home? - 275
14. How do I renew my Trade License? - 274
15. What is the Philadelphia Parking Authority? - 267
16. How do I create an Eclipse account? - 265
17. How do I obtain a copy of a police, traffic or incident report, background... - 263
19. Associating an Activity License to an Eclipse Account - 245
20. What is the function of the Register of Wills? - 243
Service Requests by Department of the 27,161 Total Cases Submitted
Philly311 Call Volumes, Abandons and Service Level by Day

<table>
<thead>
<tr>
<th>March 2022</th>
<th>Week 1 3/1 to 3/5</th>
<th>Week 2 3/6 to 3/12</th>
<th>Week 3 3/13 to 3/19</th>
<th>Week 4 3/20 to 3/26</th>
<th>Week 5 3/27 to 3/31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>6,296</td>
<td>7,911</td>
<td>8,131</td>
<td>7,801</td>
<td>6,199</td>
</tr>
<tr>
<td>Service Level (Goal 50%)</td>
<td>71%</td>
<td>56%</td>
<td>45%</td>
<td>49%</td>
<td>43%</td>
</tr>
<tr>
<td>Average Speed of Answer (Goal &lt;30s)</td>
<td>0:53</td>
<td>1:37</td>
<td>1:48</td>
<td>1:31</td>
<td>2:04</td>
</tr>
</tbody>
</table>

“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.