

FY 2021

BSRP			AMP		
# EOIs	4817		# EOIs	721	
# Cancelled EOIs & MWOs *	1160		# Cancelled EOIs & MWOs *	141	
		% of Cancels			% of Cancels
Couldn't provide documents	480	41%	Couldn't provide documents	68	48%
Couldn't schedule intake or insp	328	28%	Couldn't schedule intake or insp	42	30%
Other	110	9%	Other	7	5%
Financial	50	4%	Duplicate	5	4%
No Emergency	49	4%	Financial	4	3%
Ownership/Residence	46	4%	Deceased	2	1%
Duplicate	26	2%	Overcost	2	1%
Already Served by Others	17	1%	Type of Work	2	1%
Overcost	13	1%	Already served by others	1	1%
Type of Work	13	1%	Clutter	1	1%
Refused Entry	10	1%	Ownership/Residence	1	1%
Type of Property	7	1%	Refused Entry	1	1%
Clutter	4	0%	Type of Property	1	1%
Taxes or Utilities	4	0%			
Could Not Enter	3	0%			
Deceased	3	0%			
Adjoining Property Issues	2	0%			
Environmental	1	0%			
Incorrect Address	1	0%			
Referred to HHL	1	0%			

EOI = Expression of Interest (hotline call or application)
MWO = Master Work Order (all work in a job at property)

FY 2022					
BSRP			AMP		
# EOIs	7025		# EOIs	1209	
# Cancelled EOIs & MWOs *	2173		# Cancelled EOIs & MWOs *	330	
		% of Cancels			% of Cancels
Couldn't provide documents	1197	55%	Couldn't provide documents	273	83%
No Emergency	203	9%	Couldn't schedule intake or insp	17	5%
Financial	144	7%	Other	6	2%
Couldn't schedule intake or insp	116	5%	Refused Entry	6	2%
Ownership/Residence	112	5%	Deceased	5	2%
Duplicate	89	4%	Financial	5	2%
Overcost	78	4%	Duplicate	3	1%
Other	72	3%	Tangled Title	3	1%
Already Served by Others	56	3%	Already served by others	2	1%
Refused Entry	29	1%	Incorrect Address	2	1%
Type of Work	18	1%	Taxes or Utilities	2	1%
Tangled Title	14	1%	Type of Property	2	1%
Taxes or Utilities	14	1%	Clutter	1	0%
Clutter	12	1%	Not in Phila	1	0%
Type of Property	12	1%	Overcost	1	0%
Deceased	4	0%	Type of Work	1	0%
Environmental	1	0%			
Not in Phila	1	0%			
Referred to Others	1	0%			

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