



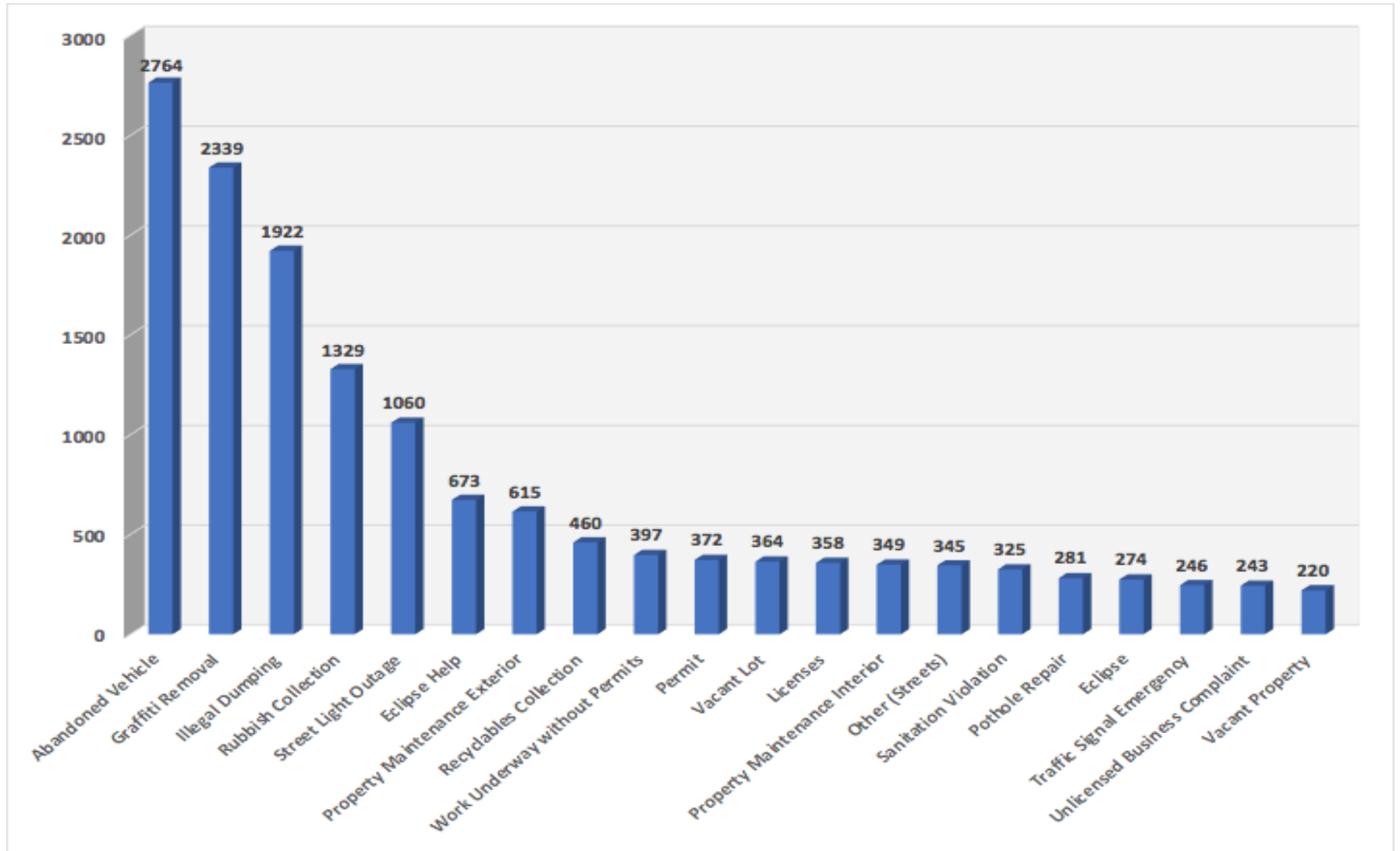
Philly311

Monthly Report

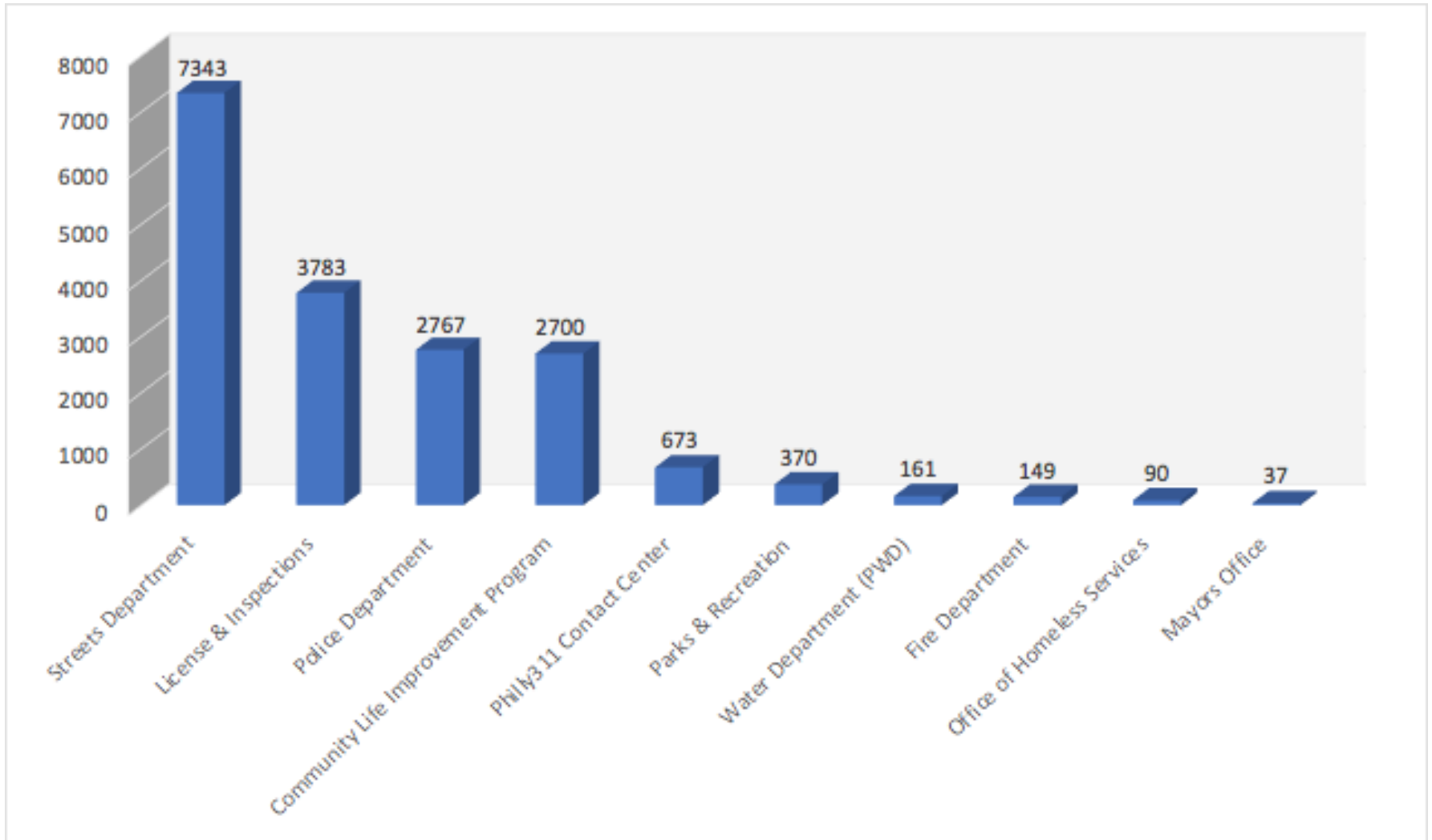
November 2020

Public

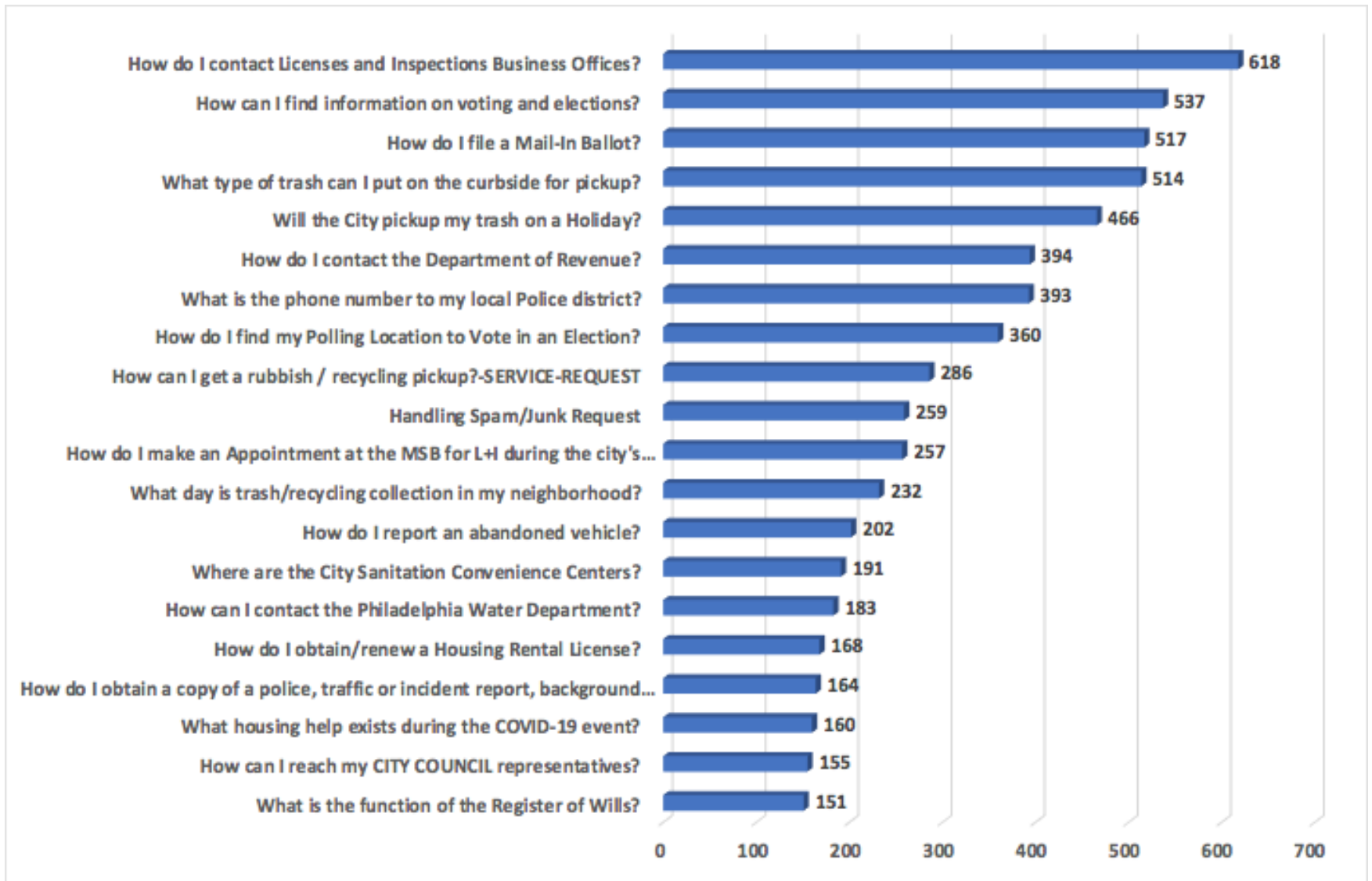
Top 20 Service Requests of the 18,073 Total Cases Submitted



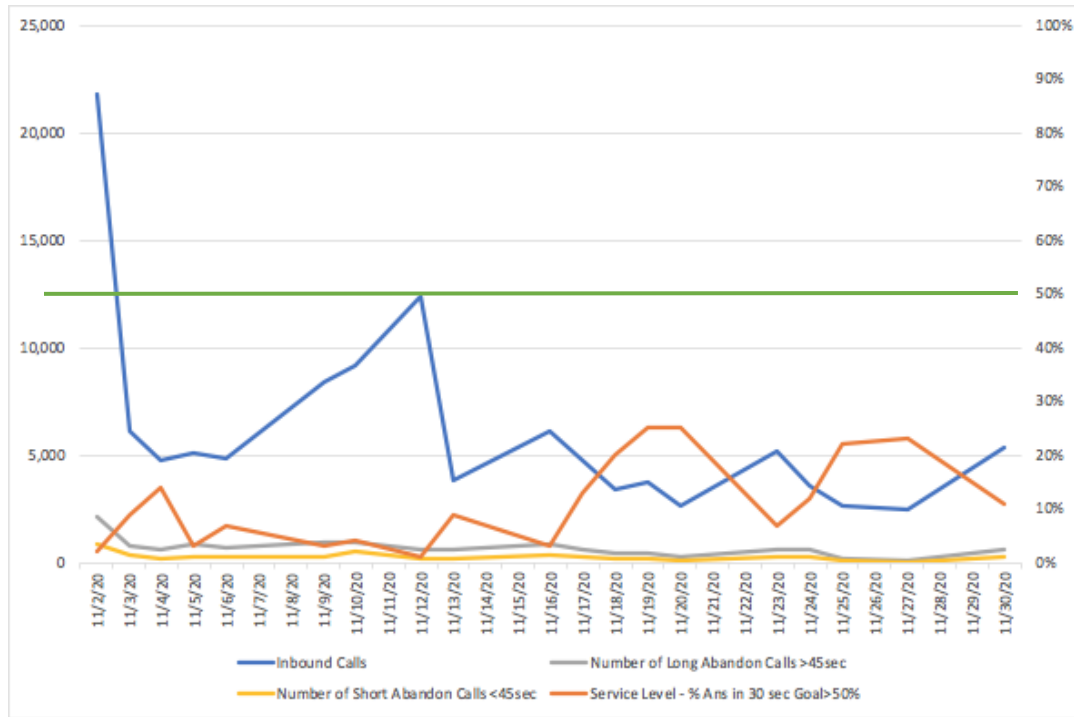
Service Tickets by Partner Agency



Top 20 Questions of the total 15,900 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



| November 2020 | Week 1 11/1 to 11/7 | Week 2 11/8 to 11/14 | Week 3 11/15 to 11/21 | Week 4 11/22 to 11/28 | Week 5 11/29 to 11/30 |
|--|---------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Calls Handled | 7,157 | 4,972 | 6,655 | 3,866 | 1,514 |
| Service Level (Goal 50%) | 7% | 4% | 17% | 16% | 11% |
| Average Speed of Answer (Goal <30 sec) | 17:51 | 19:16 | 13:00 | 11:47 | 12:08 |
| Average Talk Time | 4:13 | 4:34 | 4:27 | 4:27 | 4:24 |

“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.

