

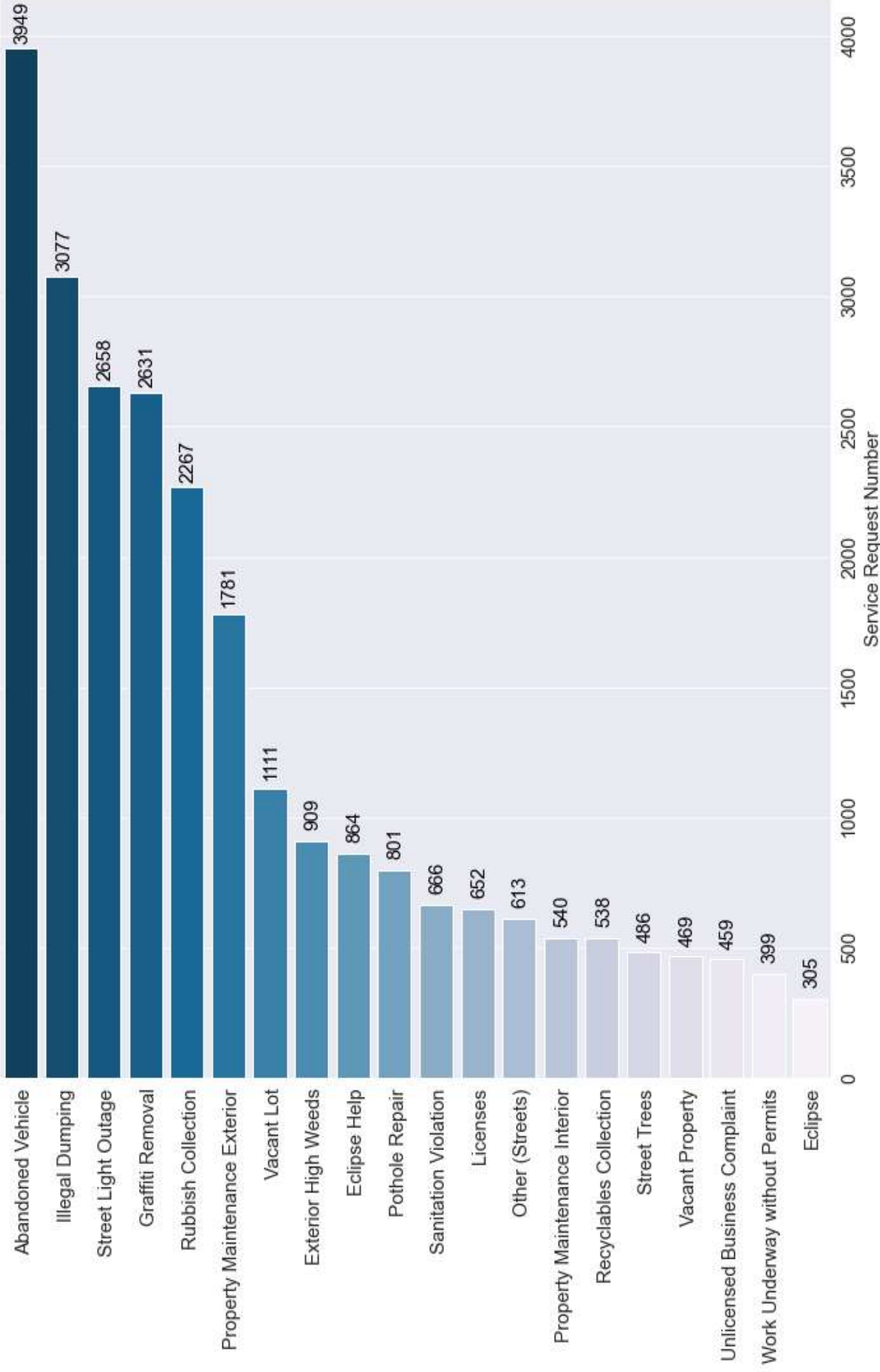
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Monthly Report

August 2021

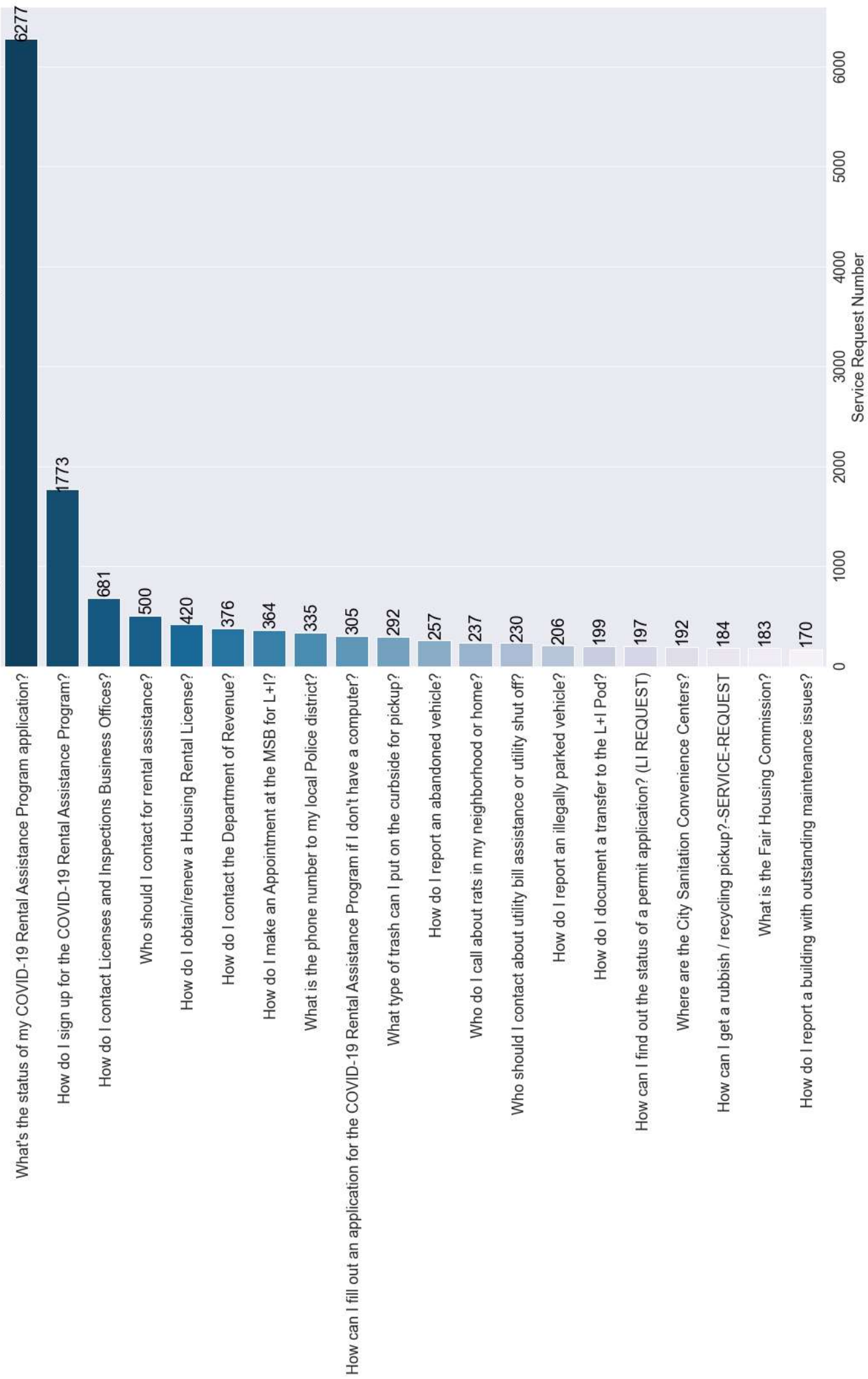
Public

Top 20 Service Requests of the 29,713 Total Cases Submitted



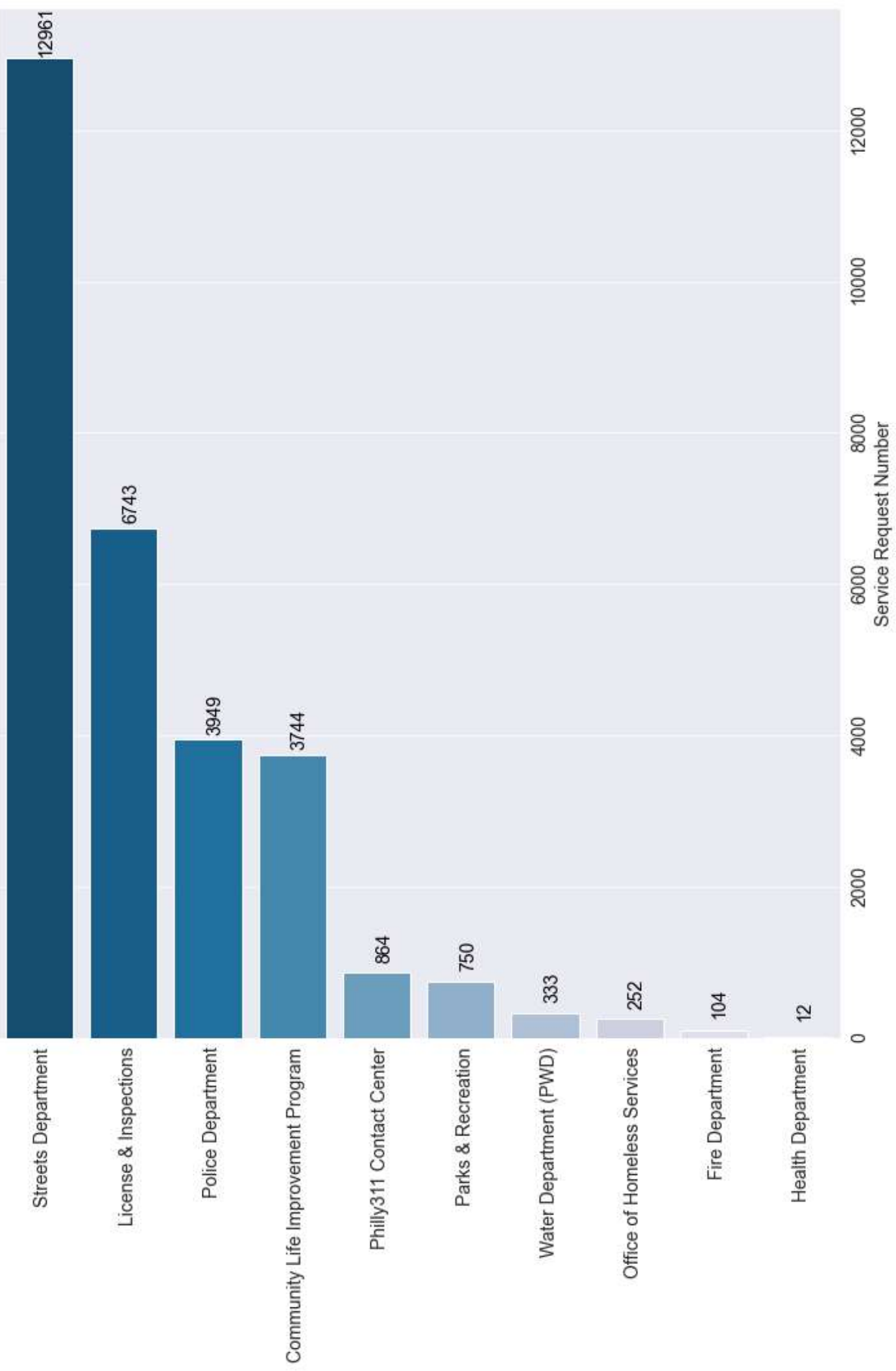
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Top 20 Information Requests of the 25,331 Total Cases Submitted



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SERVICE REQUESTS BY DEPARTMENT FOR THE 2017-18 FISCAL YEAR



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Philly311 Call Volume, Abandon and Service Level by Day



| August 2021 | Week 1 8/2 to 8/6 | Week 2 8/9 to 8/13 | Week 3 8/16 to 8/20 | Week 4 8/23 to 8/27 |
|-------------------------------------|-------------------------|--------------------------|---------------------------|---------------------------|
| Calls Handled | 8,620 | 8,941 | 7,848 | 8,028 |
| Service Level (Goal 50%) | 13.0% | 11.8% | 9.2% | 8.6% |
| Average Speed of Answer (Goal <30s) | 0:18:00 | 0:16:58 | 0:17:17 | 0:18:24 |
| Average Talk Time | 0:04:55 | 0:04:46 | 0:04:27 | 0:04:31 |

“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.

