



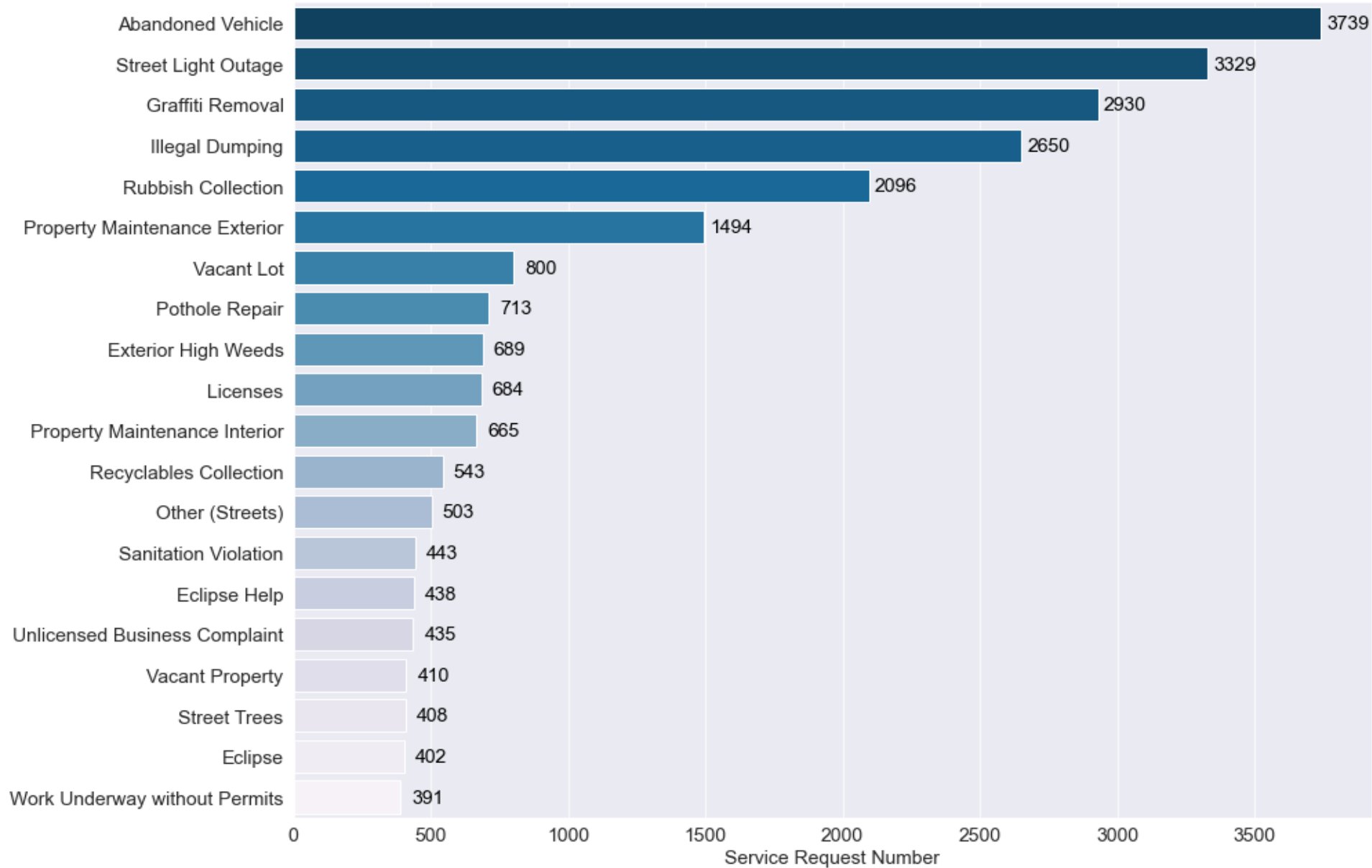
Philly311

Monthly Report

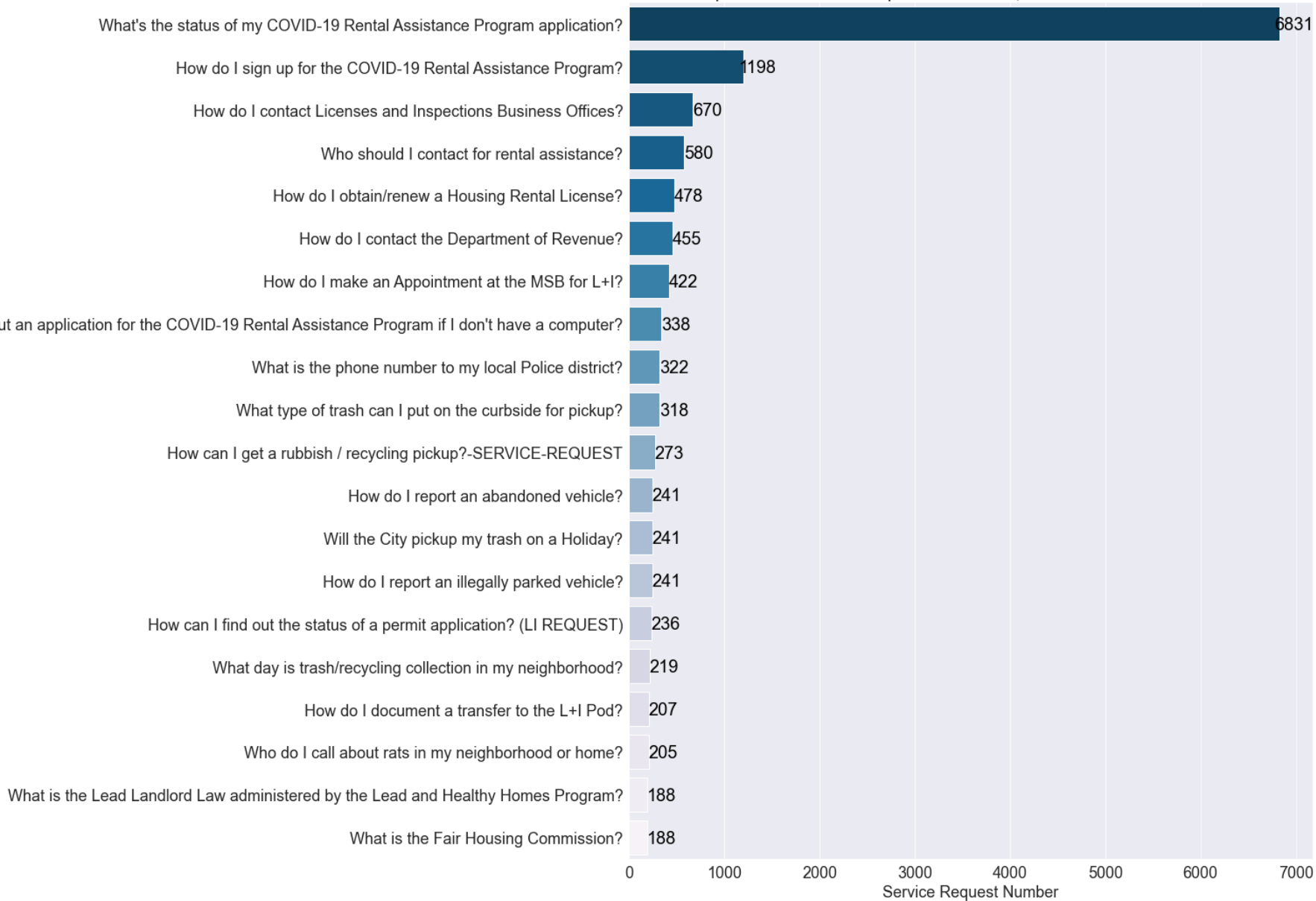
September 2021

Public

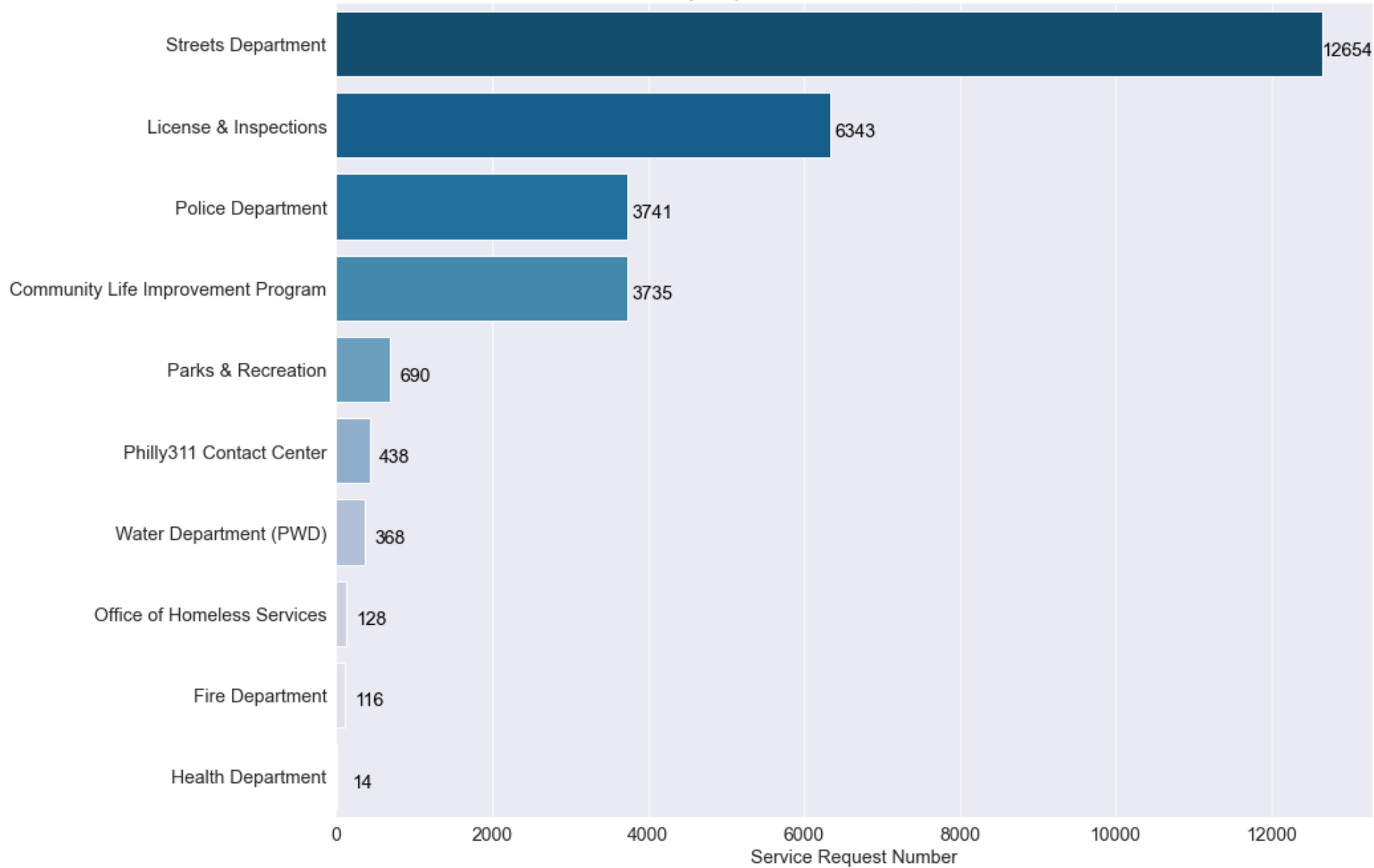
Top 20 Service Requests of the 28,229 Total Cases Submitted



Top 20 Information Requests of the 26,238 Total Cases Submitted



Service Tickets by Department of the 28,227 Total Cases Submitted



Philly311 Call Volume, Abandon and Service Level by Day



September 2021	Week 1 9/7 to 9/10	Week 2 9/13 to 9/17	Week 3 9/20 to 9/24	Week 4 9/27 to 9/30
Calls Handled	7,081	8,498	8,038	7,056
Service Level (Goal 50%)	8.8%	8.2%	10.0%	9.3%
Average Speed of Answer (Goal <30s)	0:15:59	0:16:02	0:16:41	0:13:24
Average Talk Time	0:04:15	0:04:20	0:04:24	0:04:24

“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.

