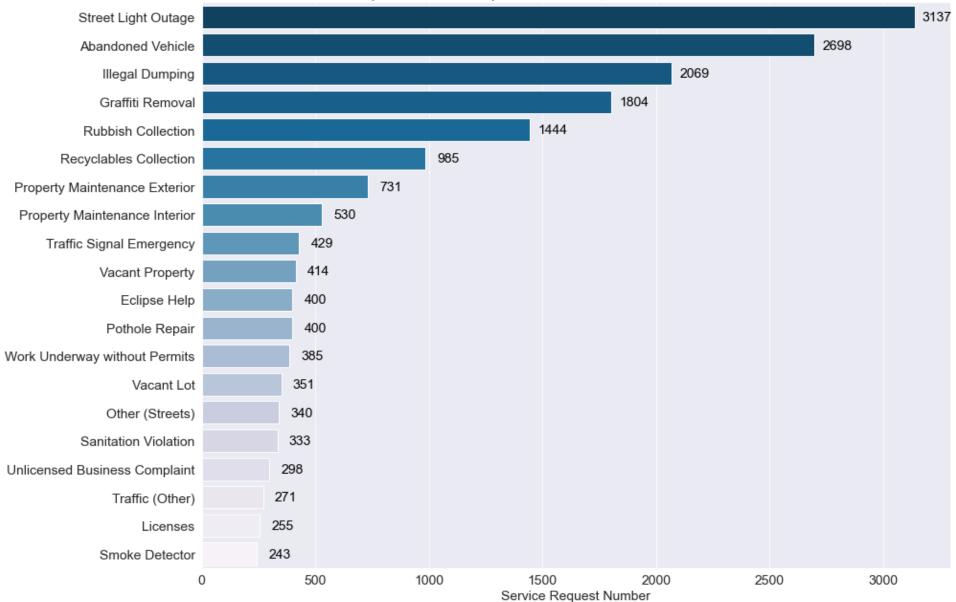
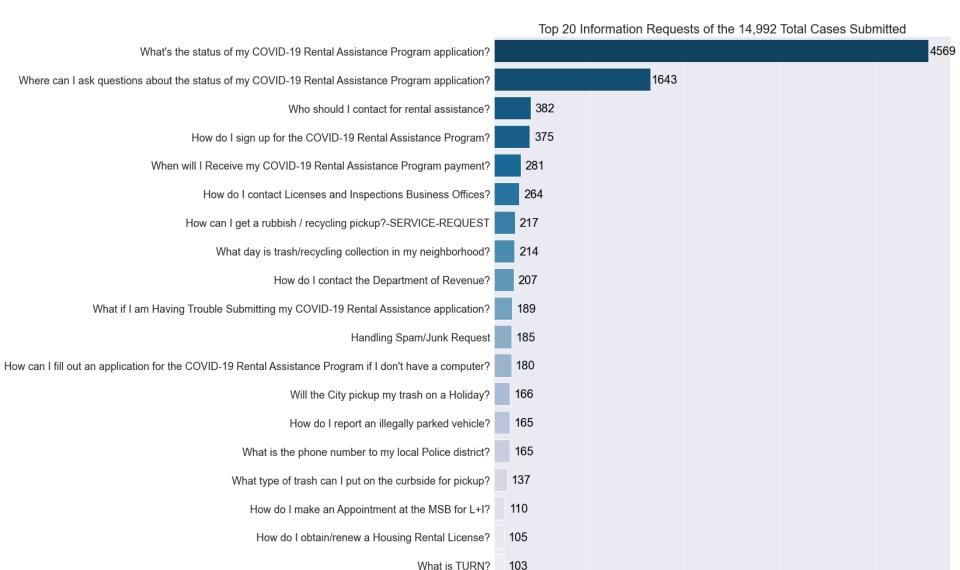


November 2021 *Public*

Top 20 Service Requests of the 20,885 Total Cases Submitted





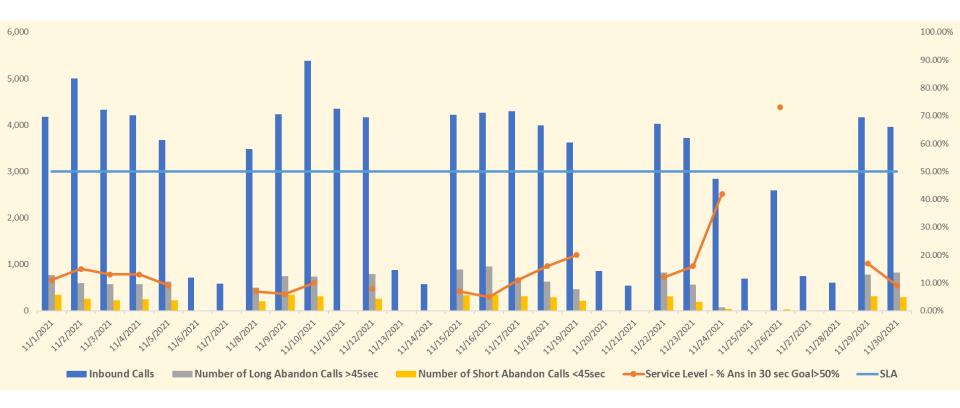


Where are the City Sanitation Convenience Centers?



Service Tickets by Department of the 20,882 Total Cases Submitted Streets Department 10683 License & Inspections 4014 Police Department 2704 Community Life Improvement Program 2164 Philly311 Contact Center 400 Parks & Recreation 323 Fire Department 243 Office of Homeless Services 183 Water Department (PWD) 160 Health Department 8 0 2000 4000 6000 8000 10000 Service Request Number Philly311

Philly311 Call Volume, Abandon and Service Level by Day



November 2021	Week 1 11/1 to 11/5		Week 3 11/15 to 11/19	
Calls Handled	9,102	6,339	8,436	4,838
Service Level (Goal 50%)	12.2%	7.8%	11.8%	35.8%
Average Speed of Answer (Goal <30s)	0:15:48	0:20:42	0:19:18	0:12:04
Average Talk Time	0:04:02	0:04:12	0:04:13	0:04:16

"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.

