



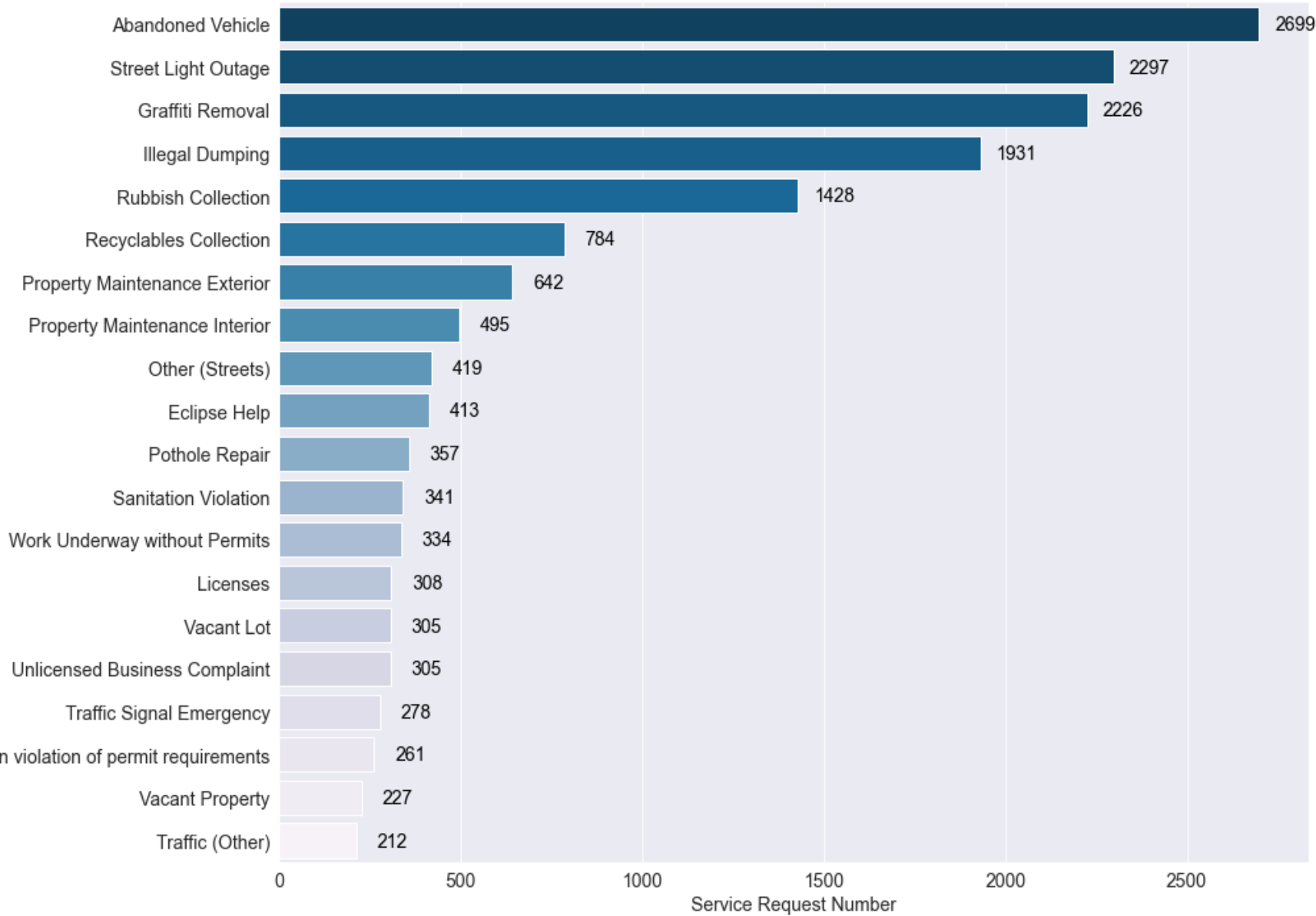
Philly311

Monthly Report

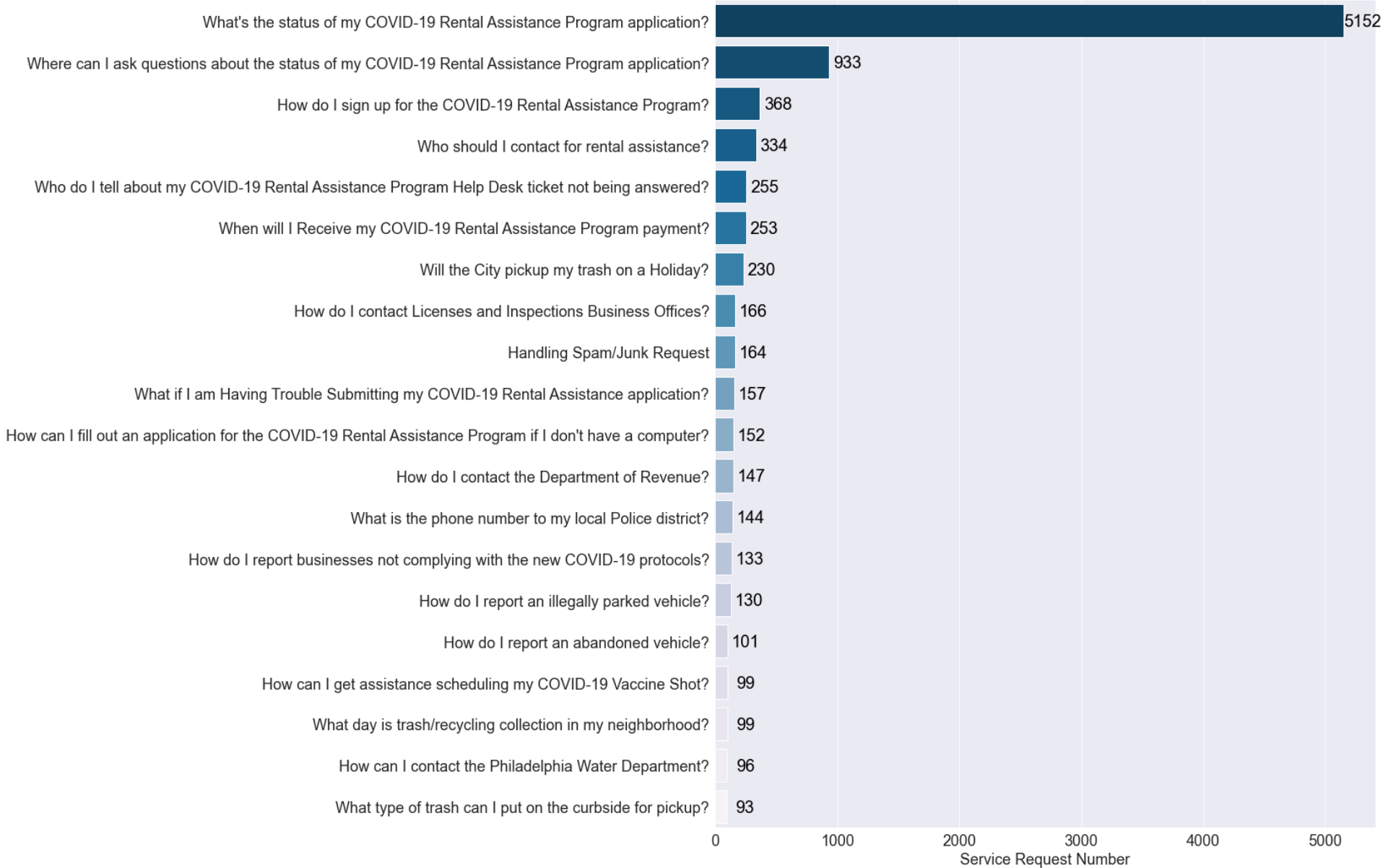
December 2021

Public

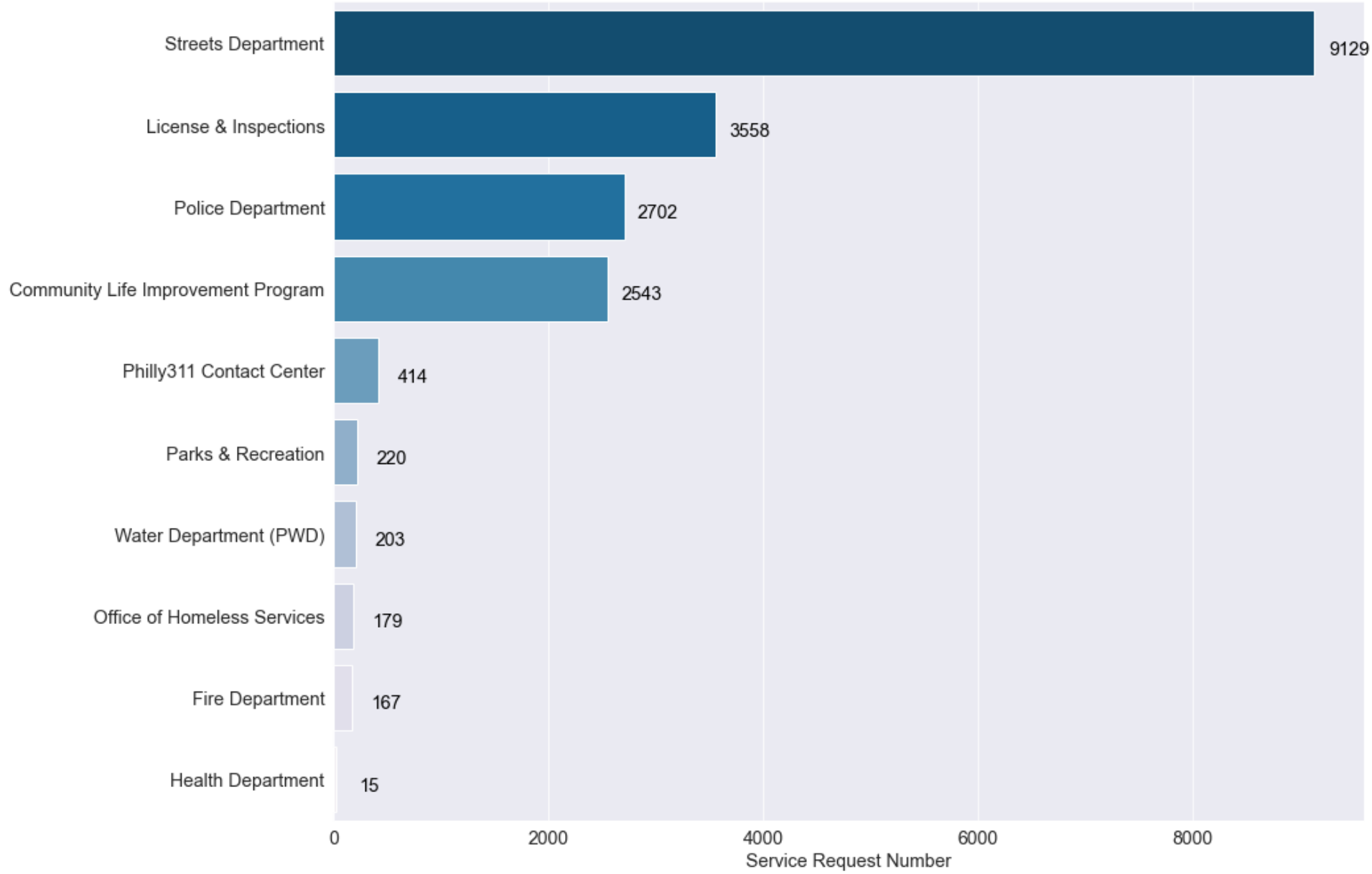
Top 20 Service Requests of the 19,132 Total Cases Submitted



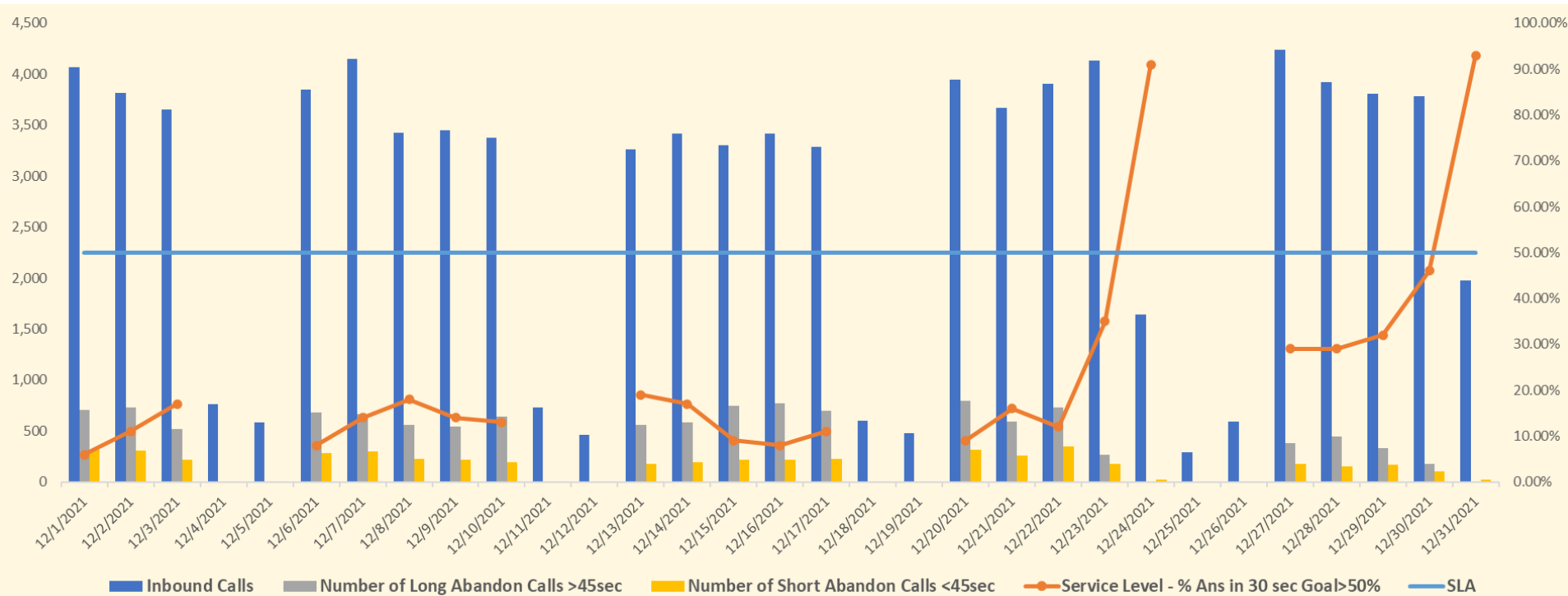
Top 20 Information Requests of the 13,343 Total Cases Submitted



Service Tickets by Department of the 19,130 Total Cases Submitted



Philly311 Call Volume, Abandon and Service Level by Day



December 2021	Week 1 12/6 to 12/10	Week 2 12/13 to 12/17	Week 3 12/20 to 12/24	Week 4 12/27 to 12/31
Calls Handled	7,964	6,392	6,708	7,506
Service Level (Goal 50%)	13.4%	12.8%	32.6%	45.8%
Average Speed of Answer (Goal <30s)	0:21:22	0:28:38	0:15:38	0:08:46
Average Talk Time	0:04:05	0:04:20	0:03:58	0:03:36

“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.

