



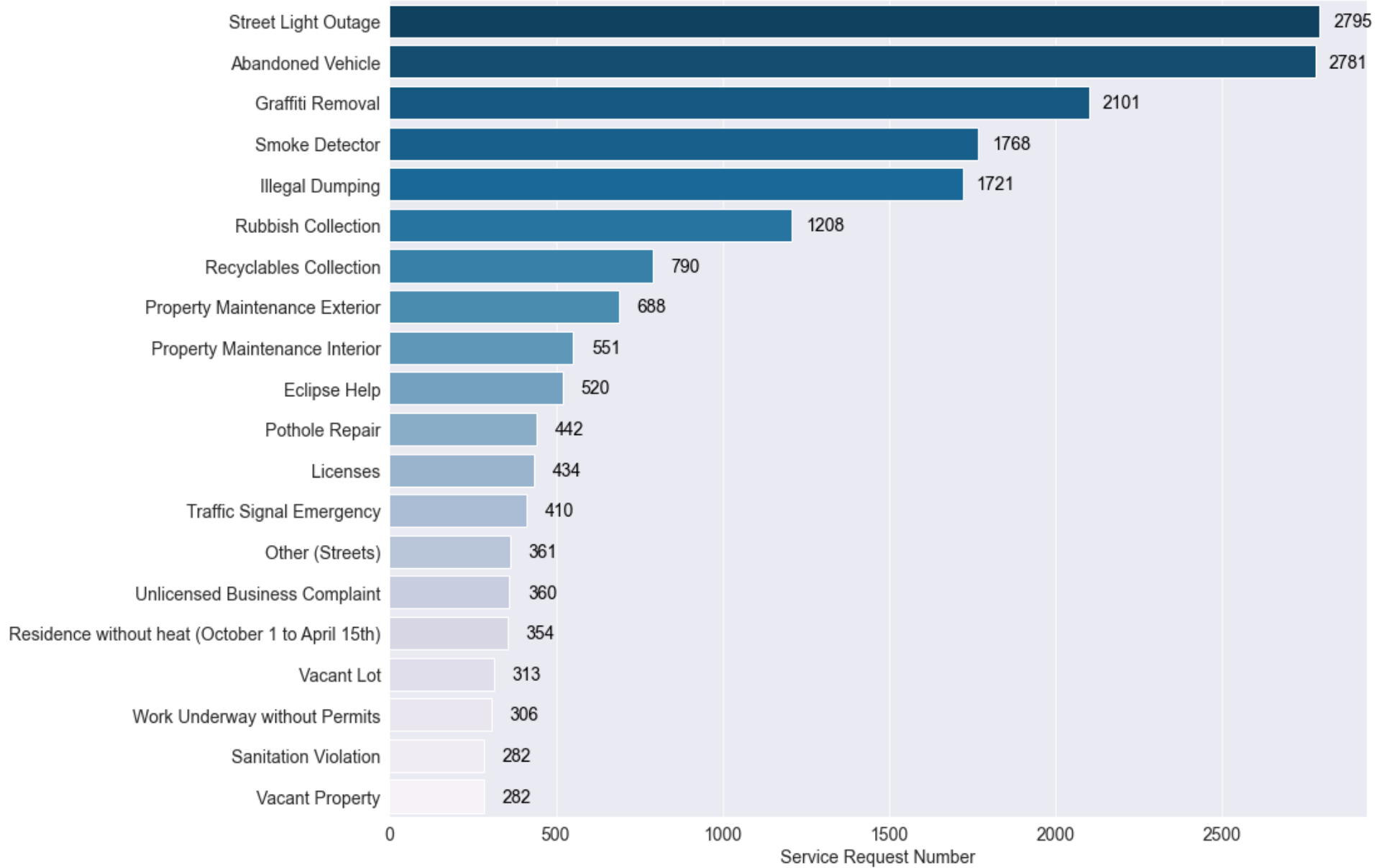
Philly311

Monthly Report

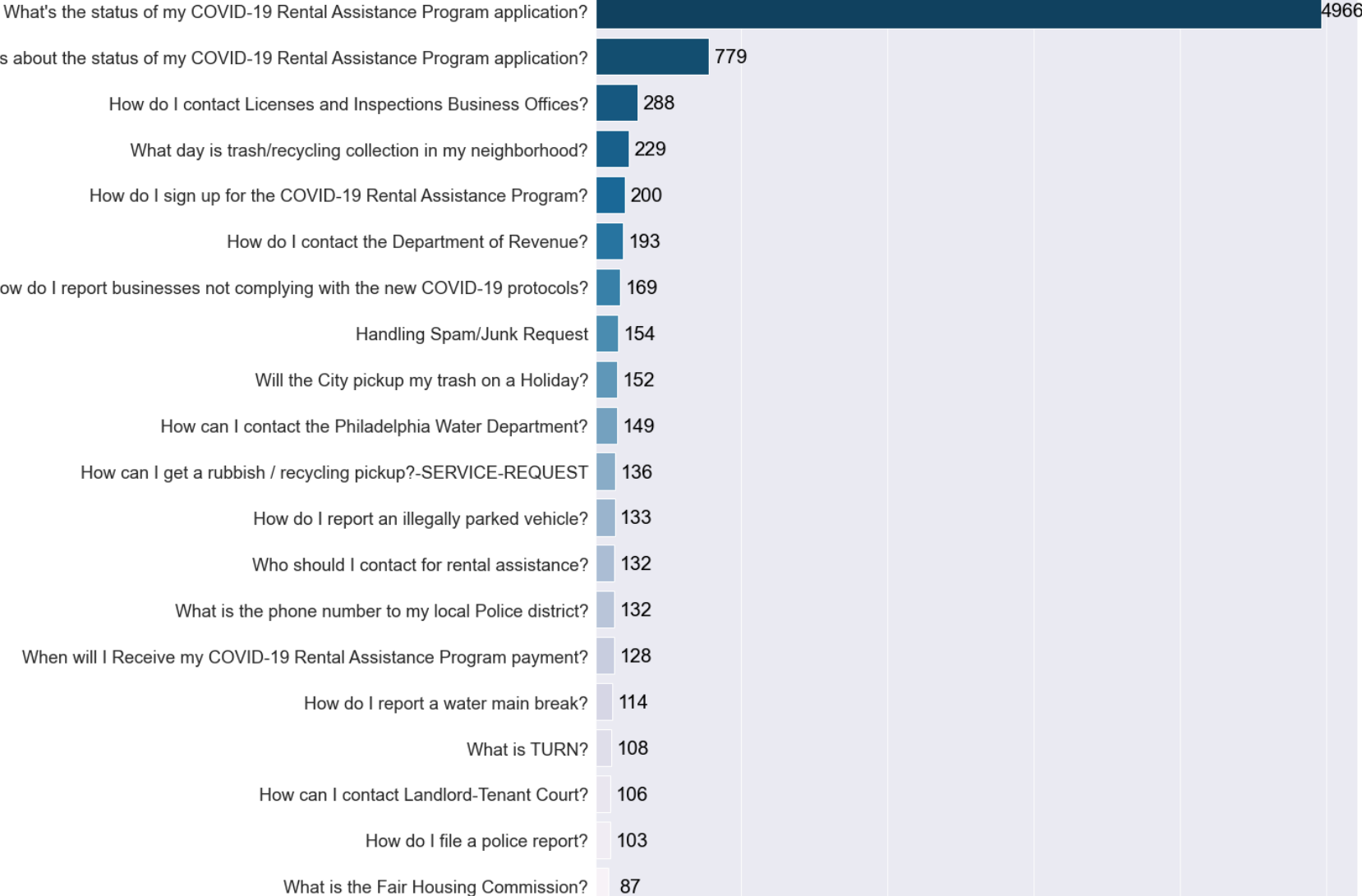
January 2022

Public

Top 20 Service Requests of the 22,133 Total Cases Submitted



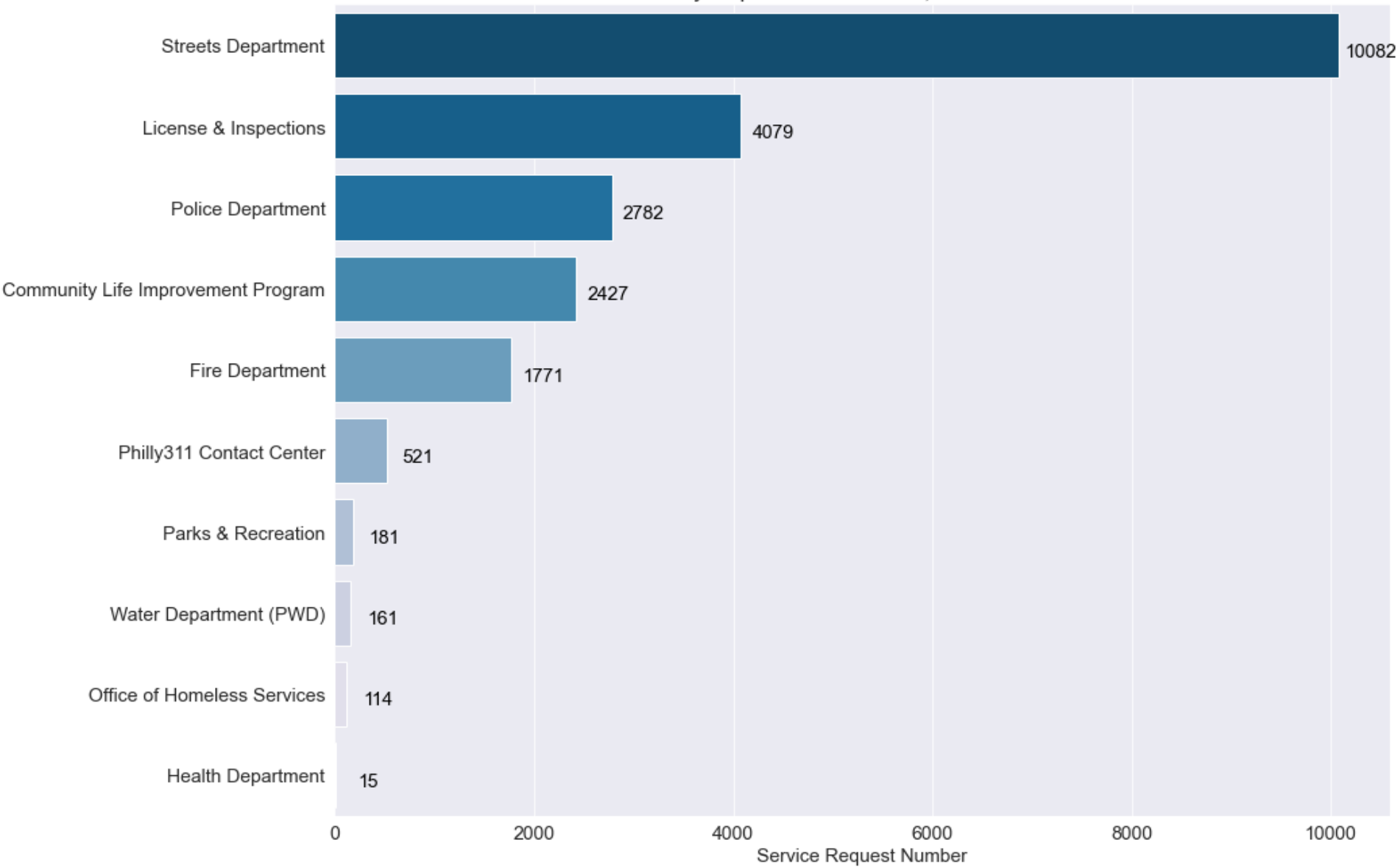
Top 20 Information Requests of the 13,214 Total Cases Submitted



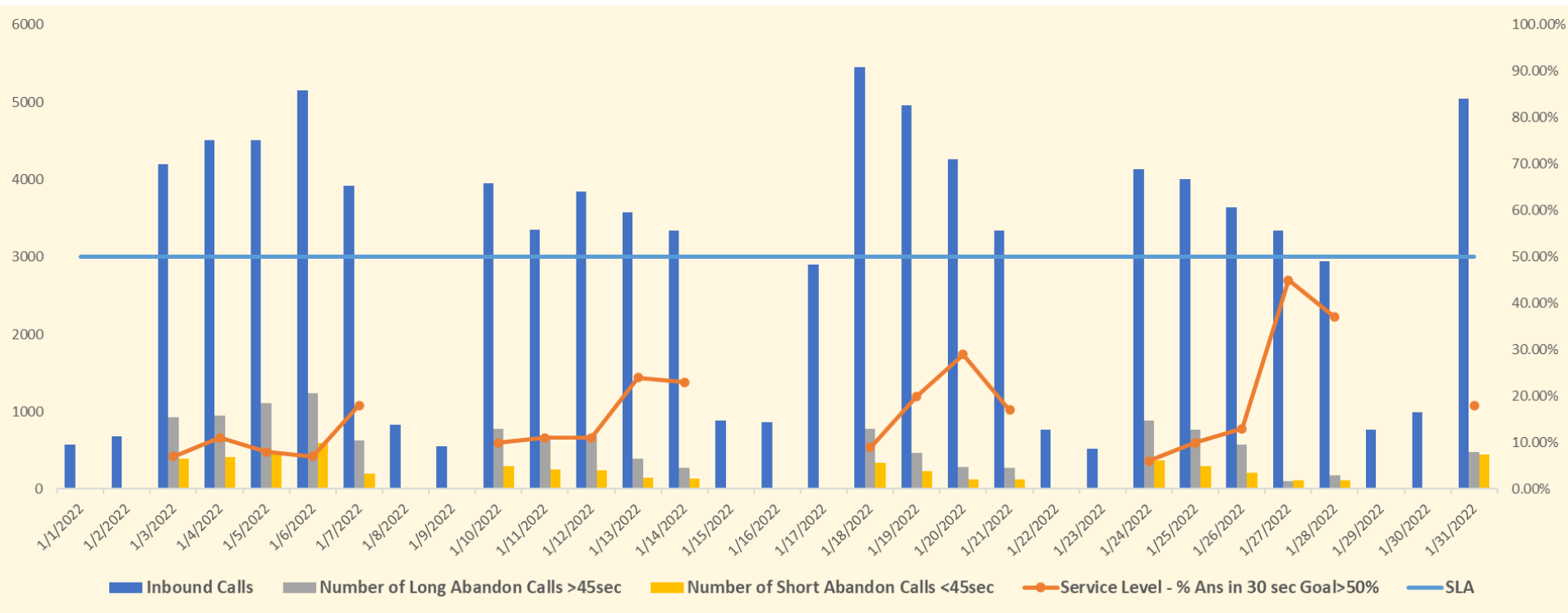
0 1000 2000 3000 4000 5000
Service Request Number



Service Tickets by Department of the 22,133 Total Cases Submitted



Philly311 Call Volume, Abandon and Service Level by Day



January 2022	Week 1 1/3 to 1/7	Week 2 1/10 to 1/14	Week 3 1/18 to 1/21	Week 4 1/24 to 1/28
Calls Handled	7,735	7,693	7,197	7,535
Service Level (Goal 50%)	10.2%	15.8%	18.8%	22.2%
Average Speed of Answer (Goal <30s)	0:23:11	0:19:25	0:10:50	0:12:33
Average Talk Time	0:04:01	0:04:12	0:03:54	0:03:56

“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.

