

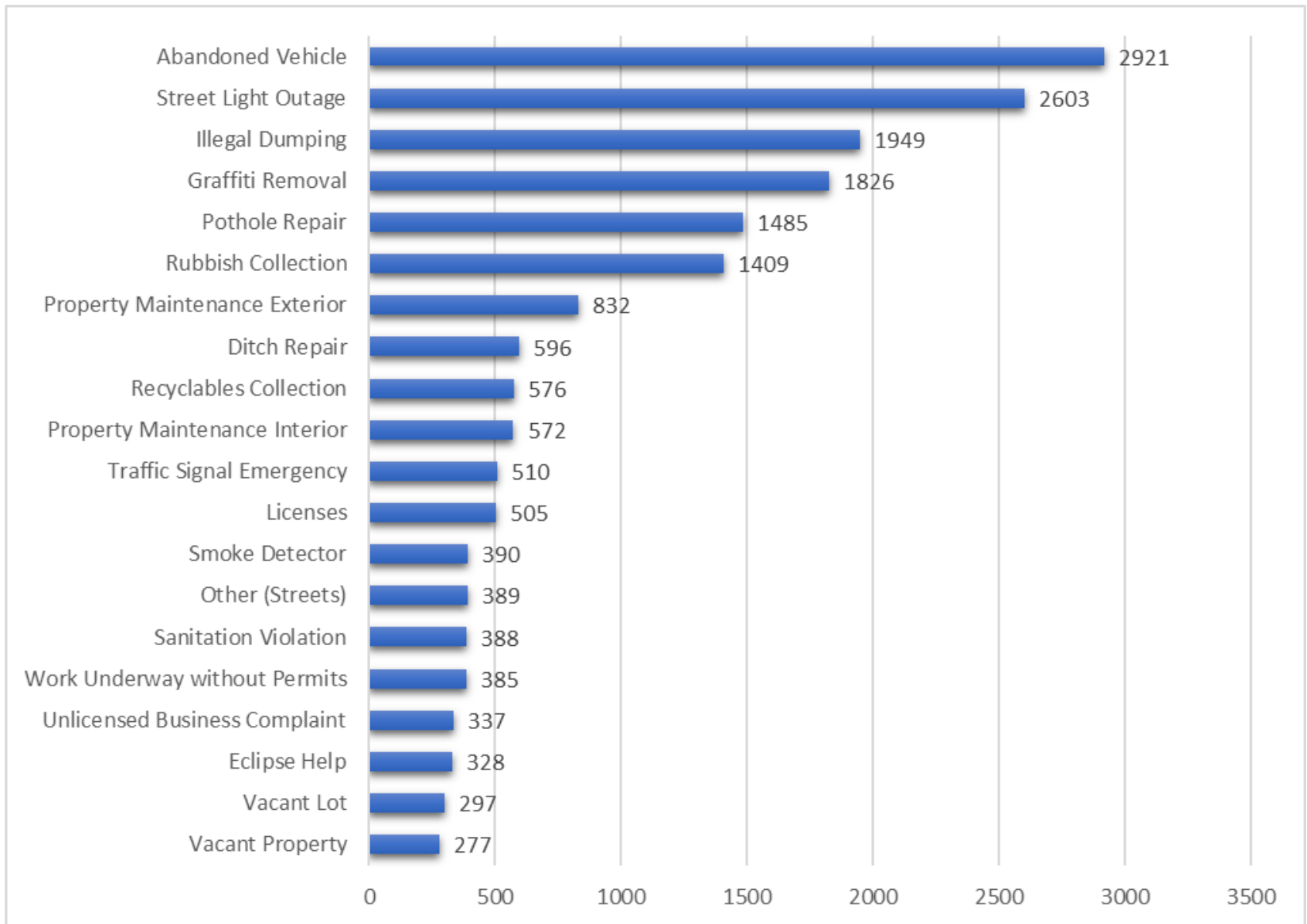


Philly311

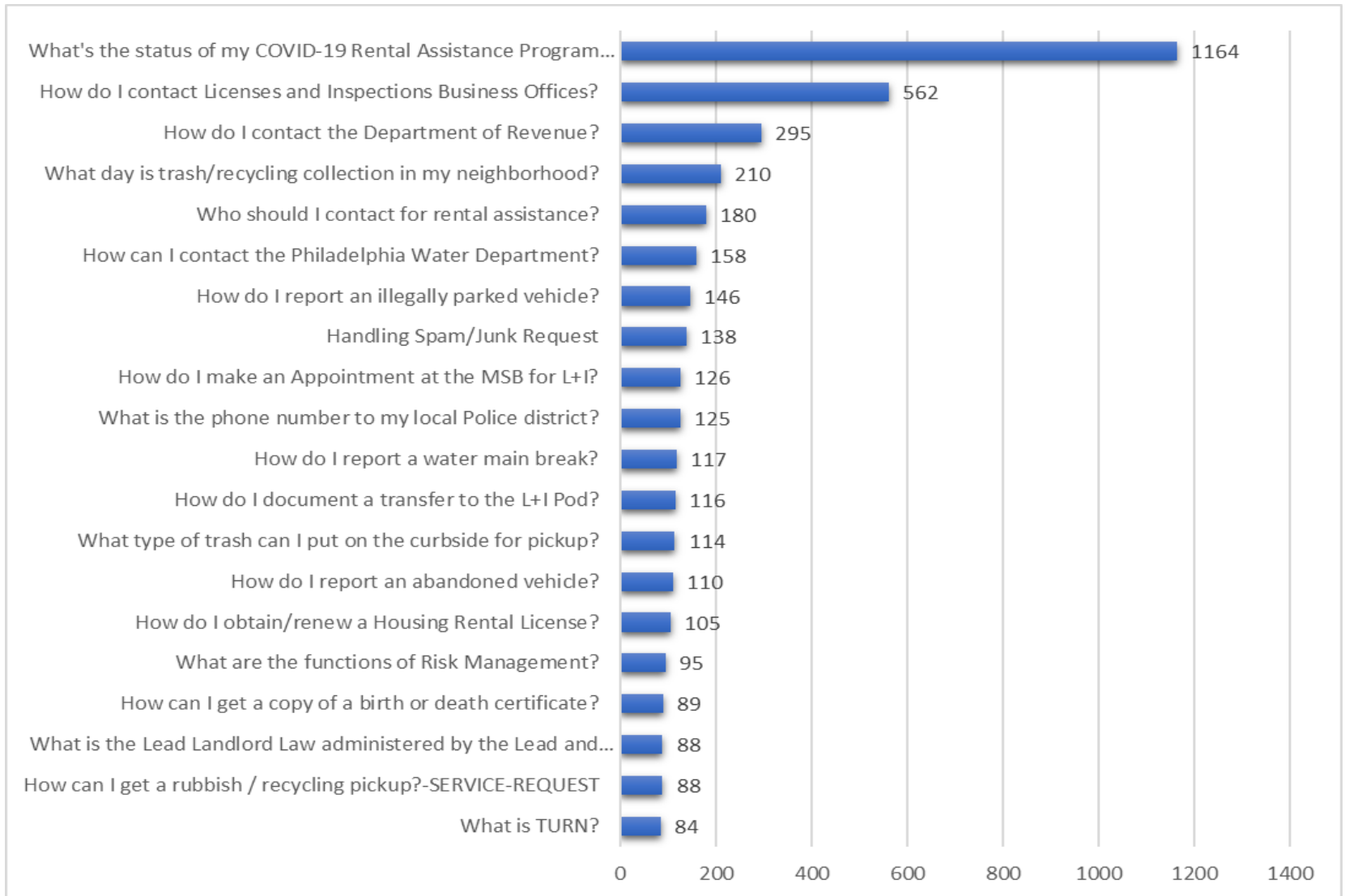
February 2022

Public

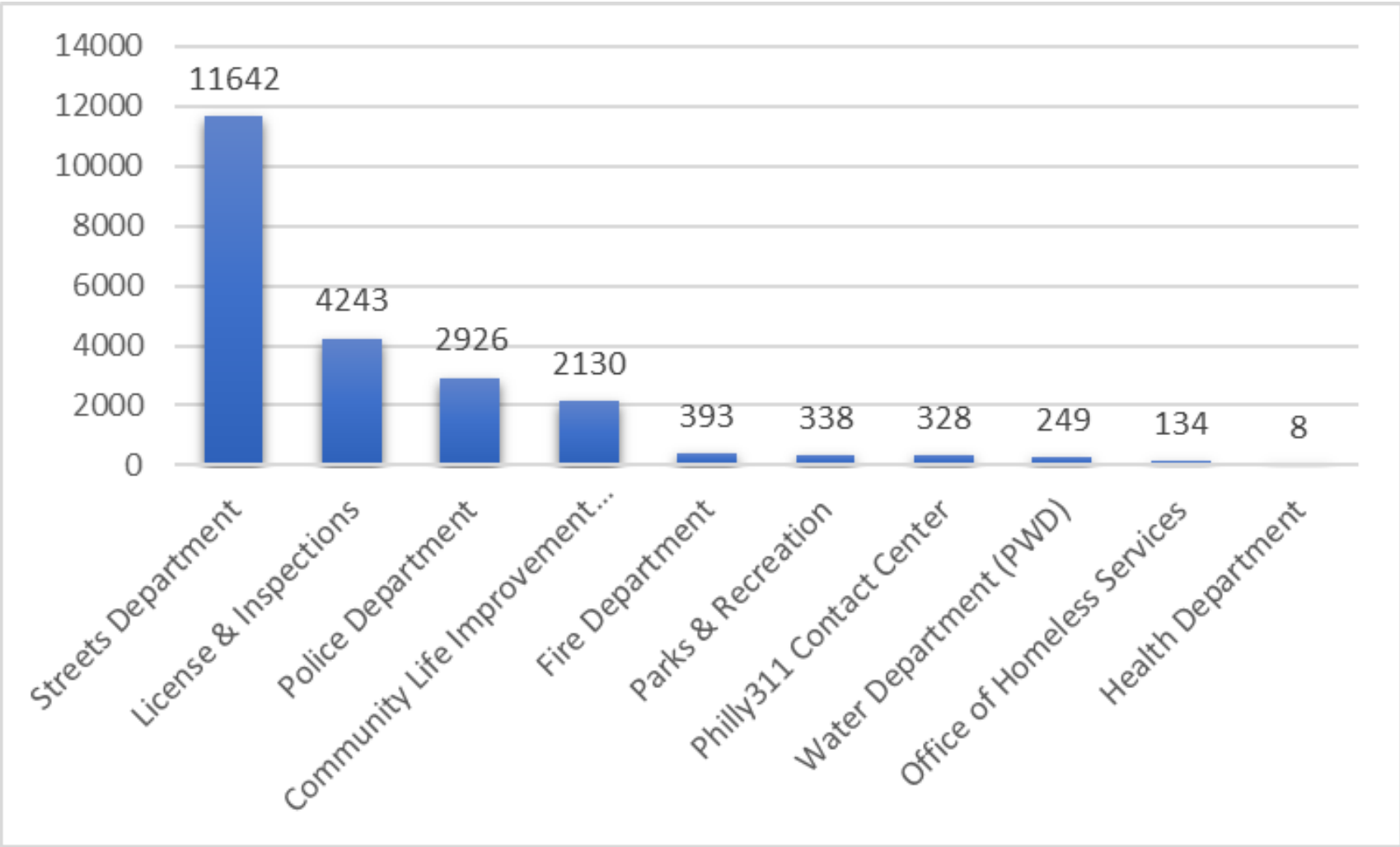
Top 20 Service Requests of the 22,392 Total Cases Submitted



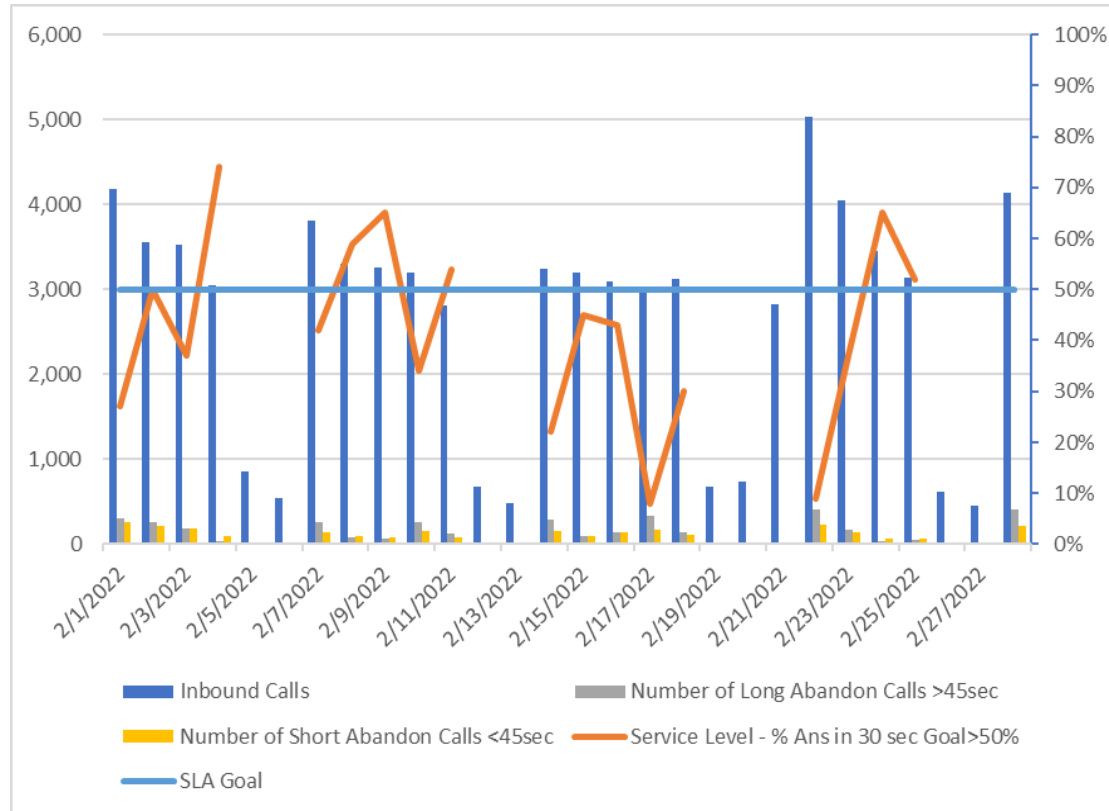
Top 20 Information Requests of the 9,288 Total Cases Submitted



Service Requests by Department of the 22,392 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



February 2022	Week 1 2/1 to 2/5	Week 2 2/6 to 2/12	Week 3 2/13 to 2/19	Week 4 2/20 to 2/26
Calls Handled	6,876	8,356	7,384	6,467
Service Level (Goal 50%)	47%	51%	30%	41%
Average Speed of Answer (Goal <30s)	2:36	2:29	3:25	2:28
Average Talk Time	3:07	3:22	3:33	3:45

“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.

