

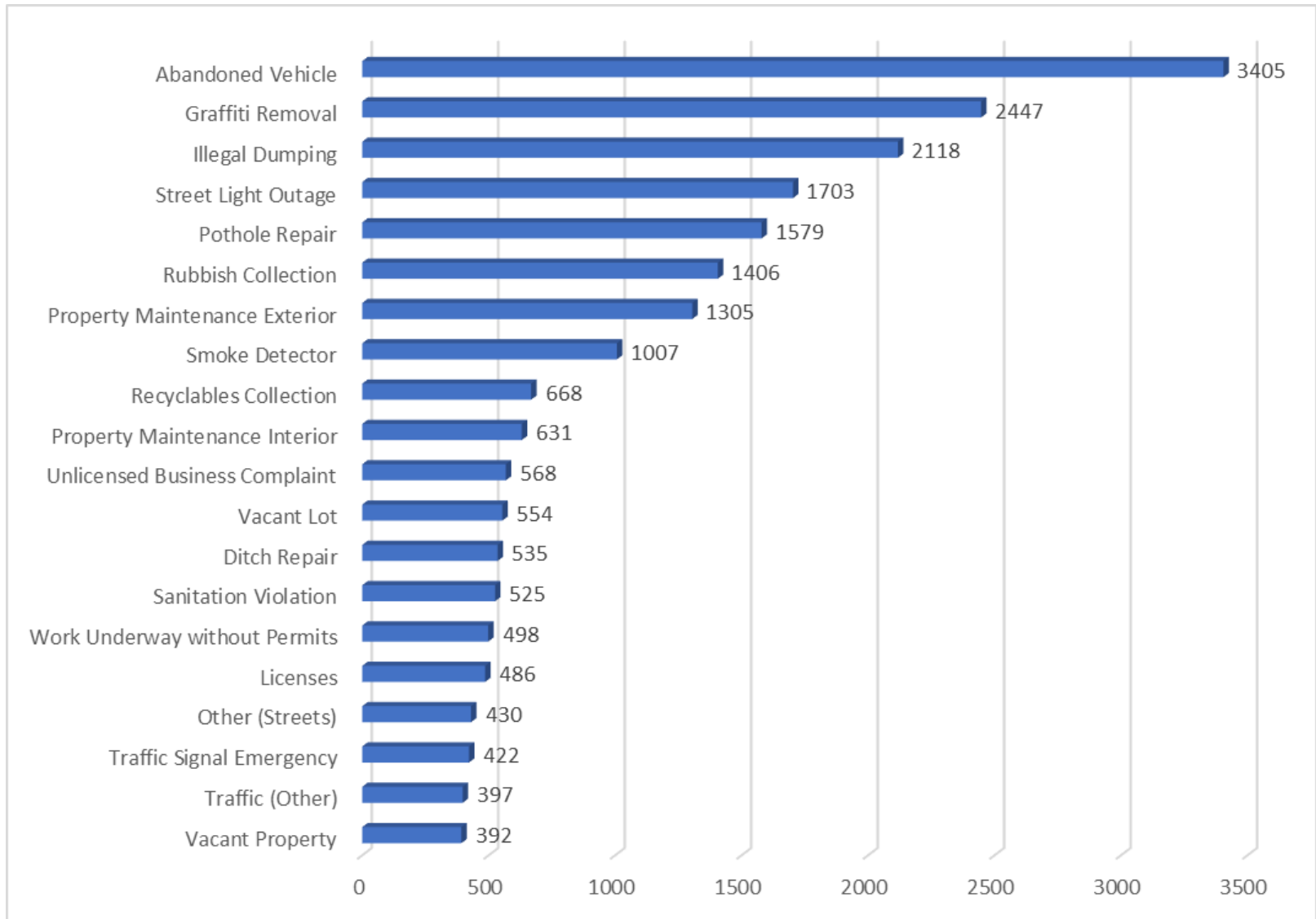


Philly311

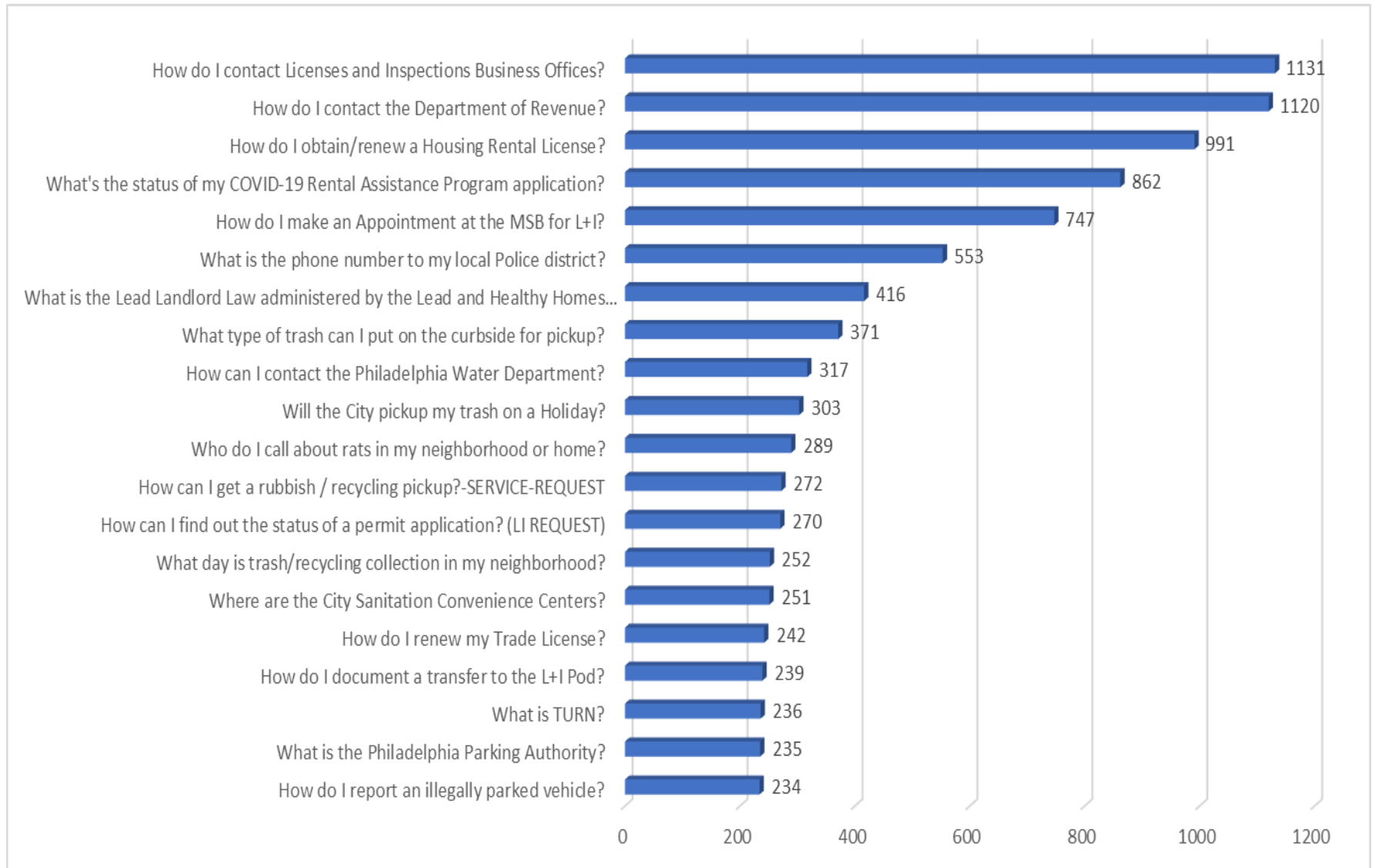
April 2022

Public

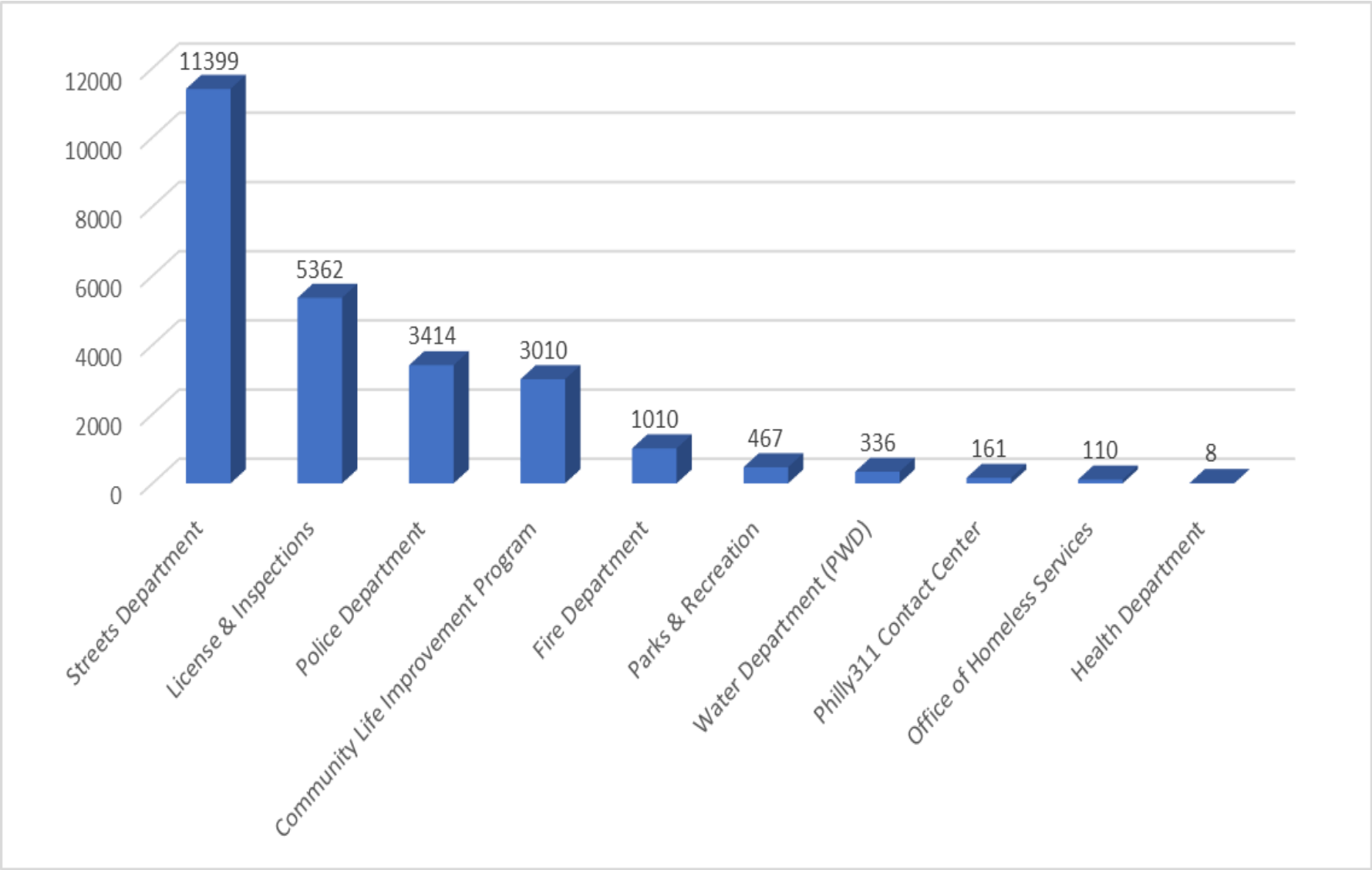
Top 20 Service Requests of the 25,277 Total Cases Submitted



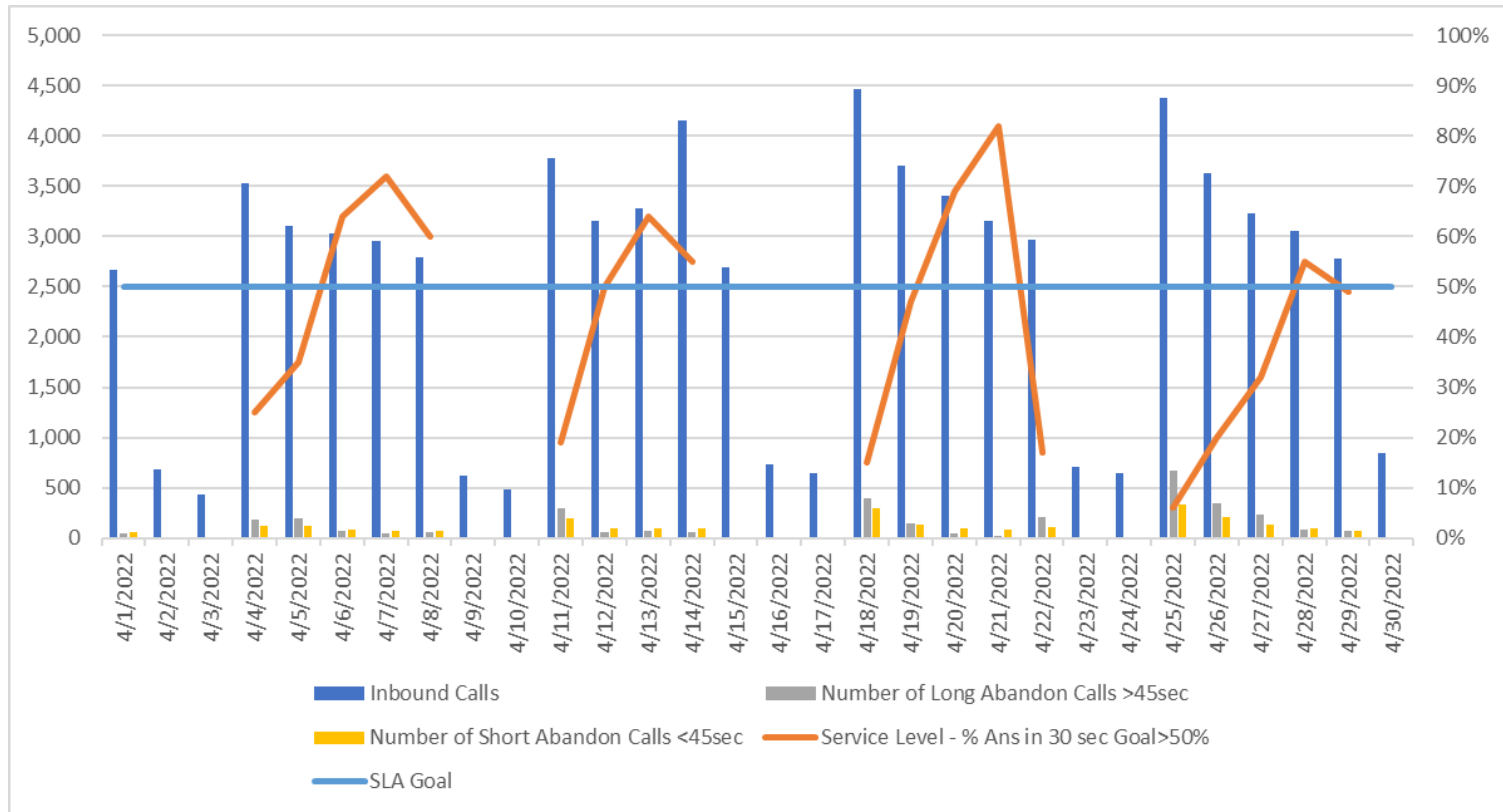
Top 20 Information Requests of the 24,486 Total Cases Submitted



Service Requests by Department of the 25,277 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



April 2022	Week 1 4/3 to 4/9	Week 2 4/10 to 4/16	Week 3 4/17 to 4/23	Week 4 4/25 to 4/29
Calls Handled	7,700	6,679	8,436	8,052
Service Level (Goal 50%)	51%	47%	46%	32%
Average Speed of Answer (Goal <30s)	1:39	1:46	2:23	3:36
Average Talk Time	4:02	3:42	3:52	3:57

“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.

