



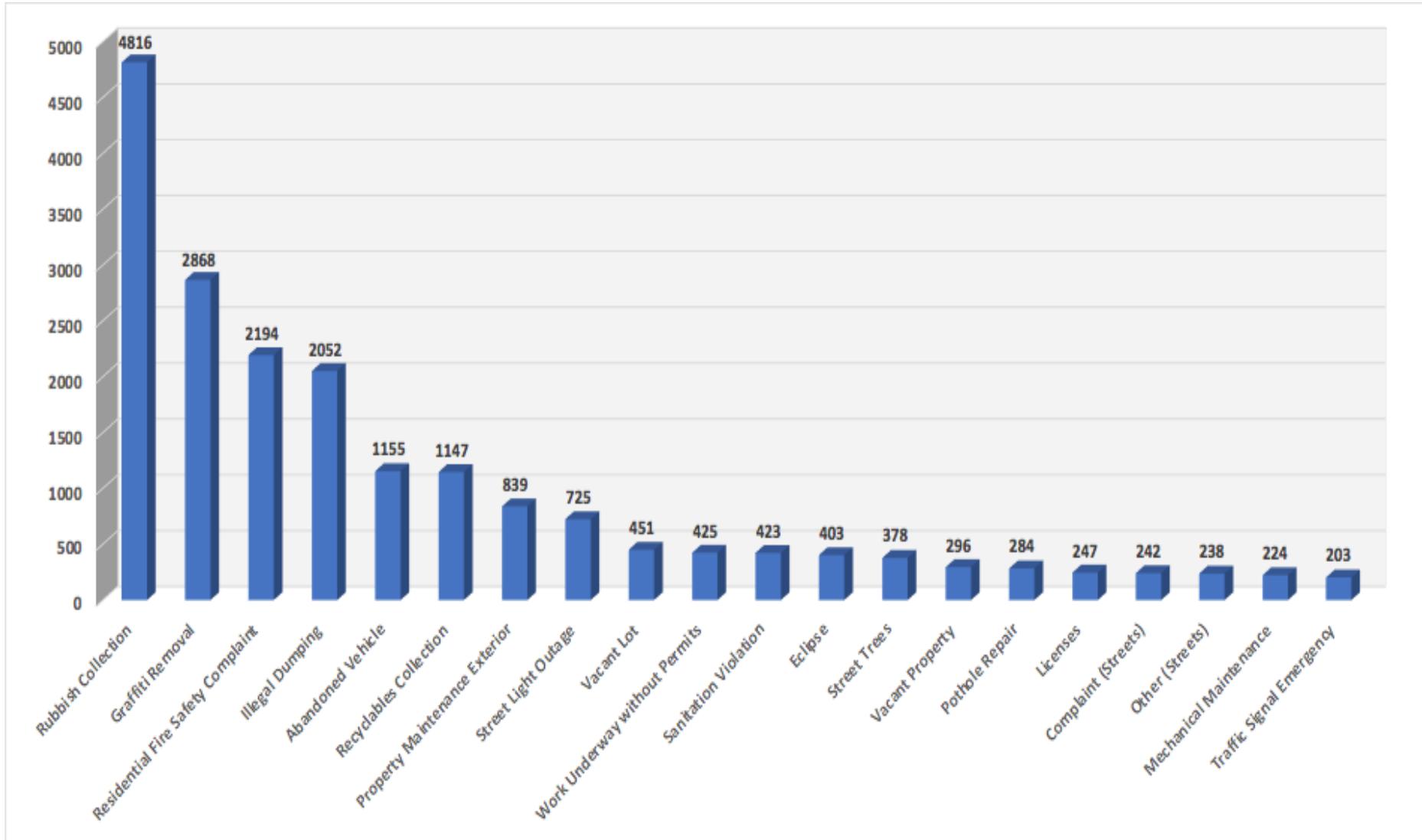
Philly311

Monthly Report

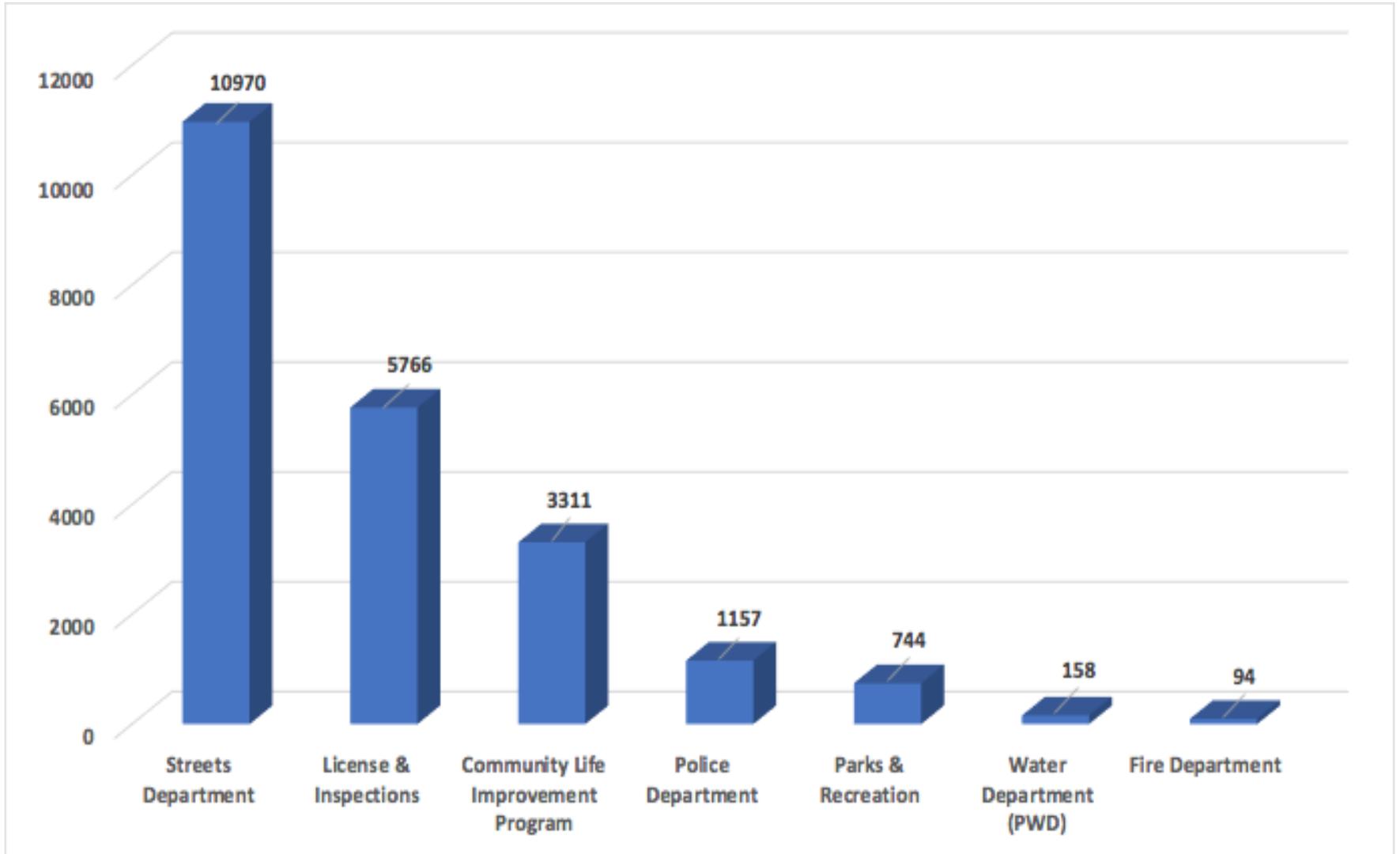
April 2020

Public

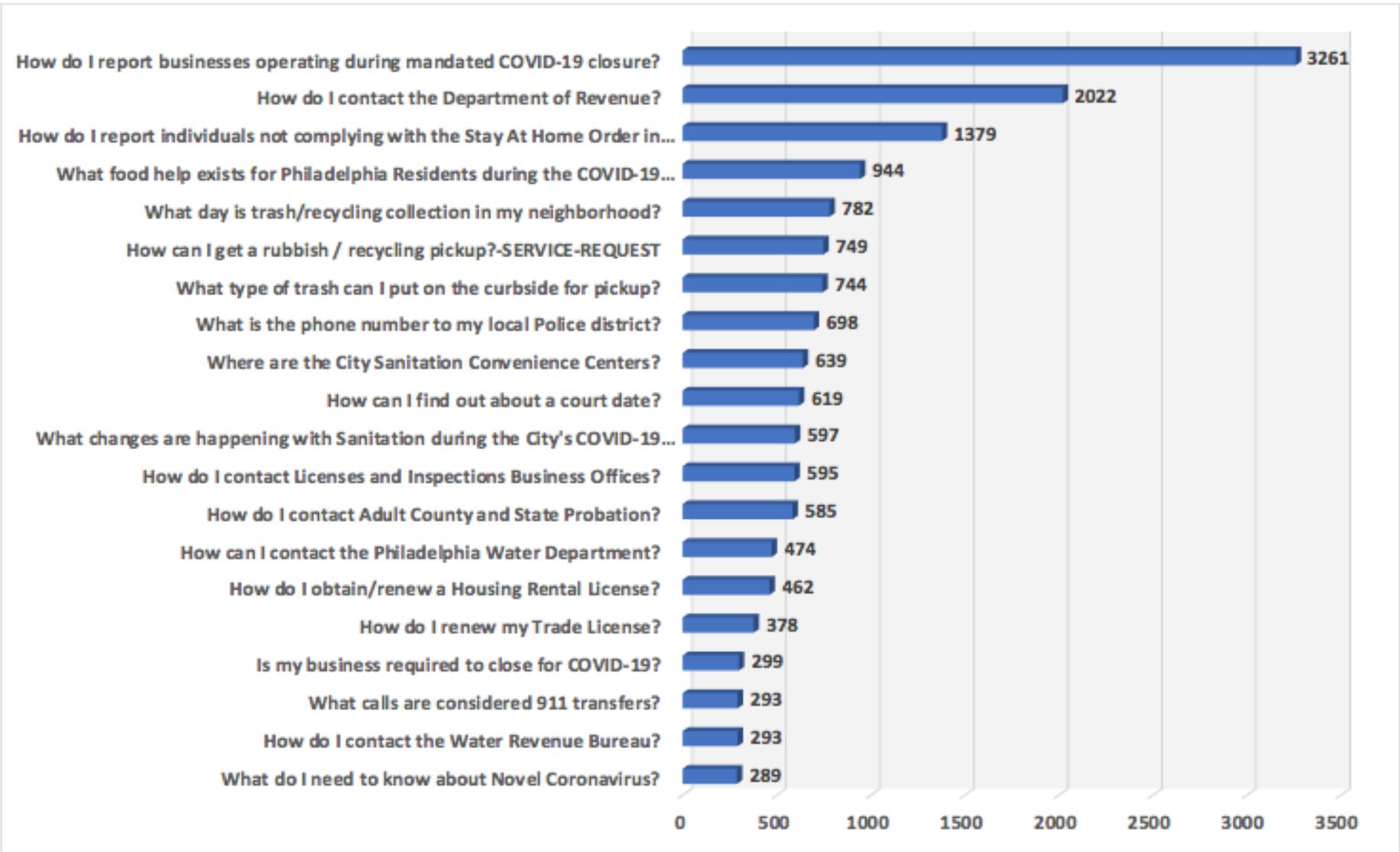
Top 20 Service Requests of the 22,209 Total Cases Submitted



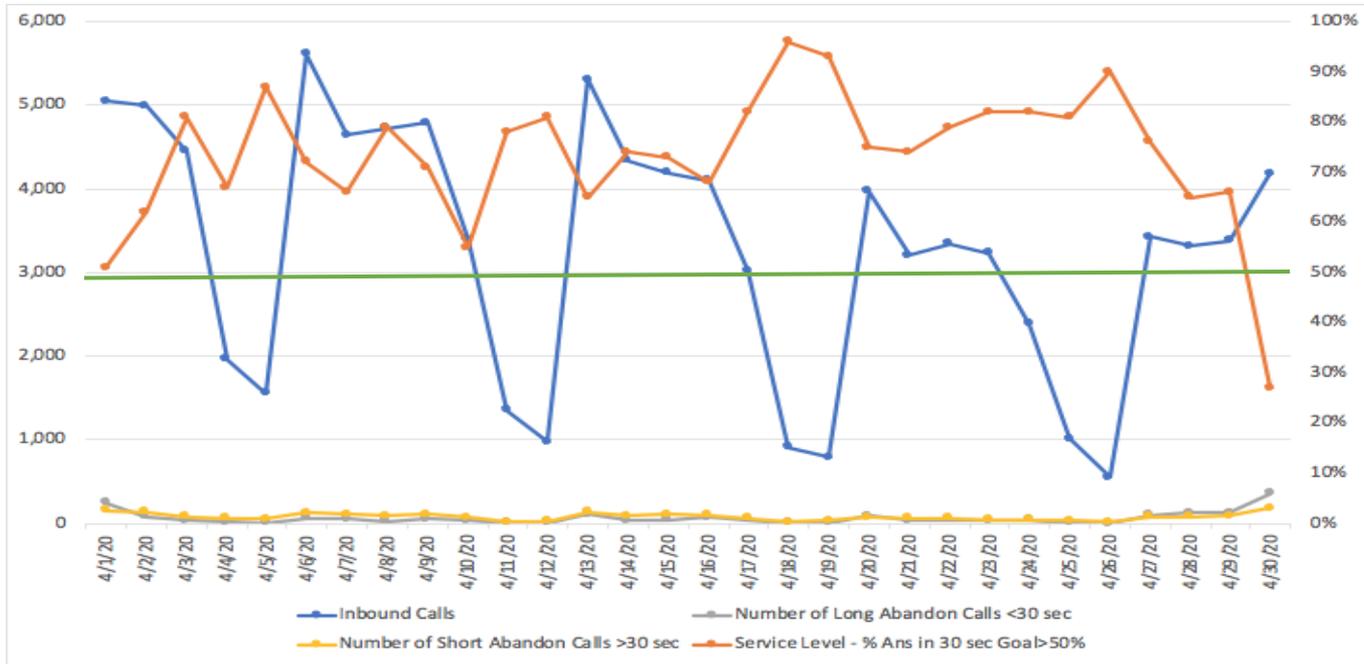
Service Tickets by Partner Agency



Top 20 Questions of the total 32,188 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



April 2020	Week 1 (4/1/20-4/4/20)	Week 2 (4/5/20-4/11/20)	Week 3 (4/12/20-4/18/20)	Week 4 (4/19/20-4/25/20)	Week 5 (4/26/20-4/30/20)
Calls Handled	7,550	10,462	10,840	8,714	8,326
Service Level (Goal 50%)	65%	73%	77%	81%	65%
Average Speed of Answer (Goal <30 sec)	01:32	00:40	00:59	01:18	02:44
Average Talk Time	03:01	02:48	02:59	03:03	03:05

“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.

