



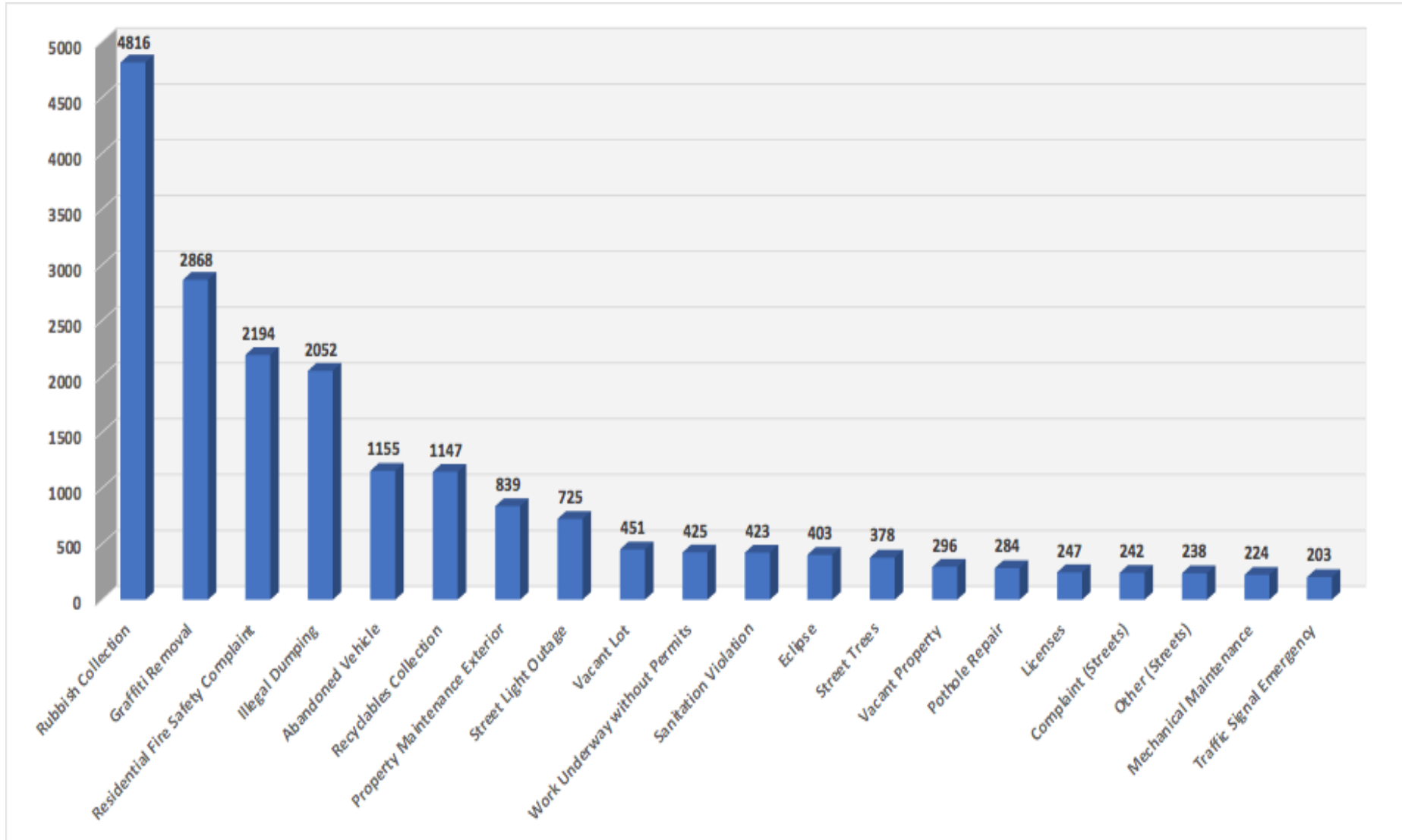
# Philly311

## Monthly Report

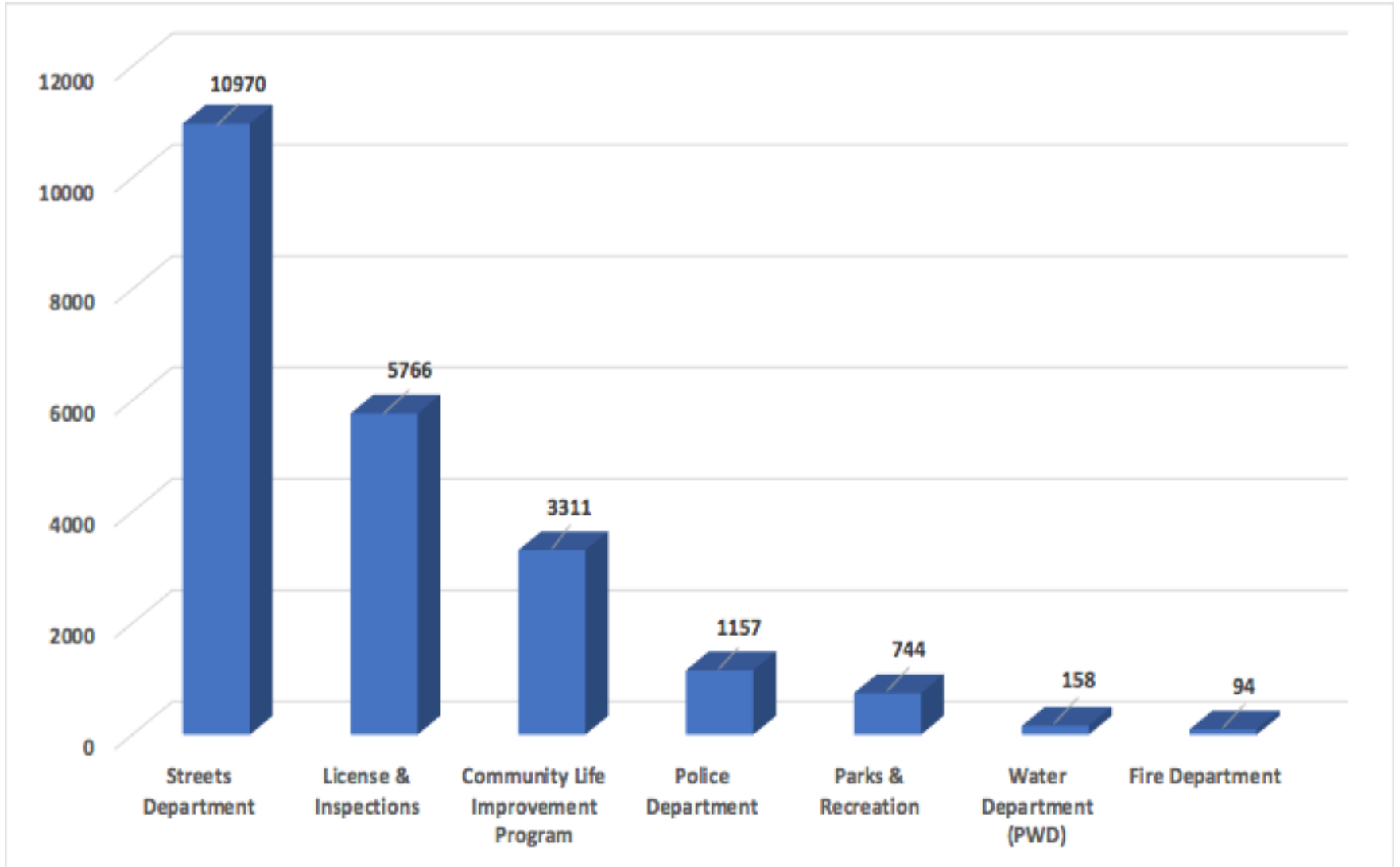
**April 2020**

*Public*

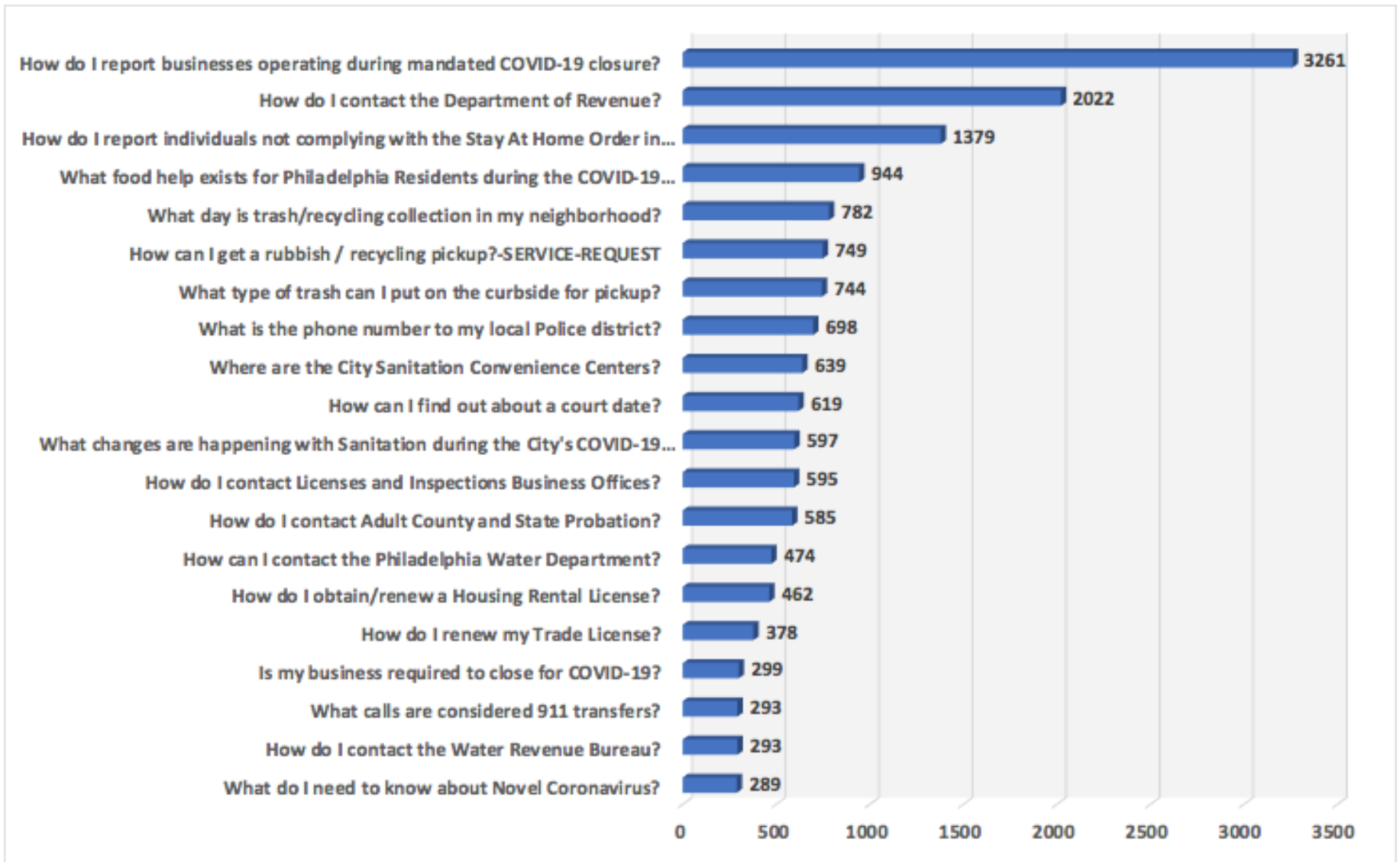
## Top 20 Service Requests of the 22,209 Total Cases Submitted



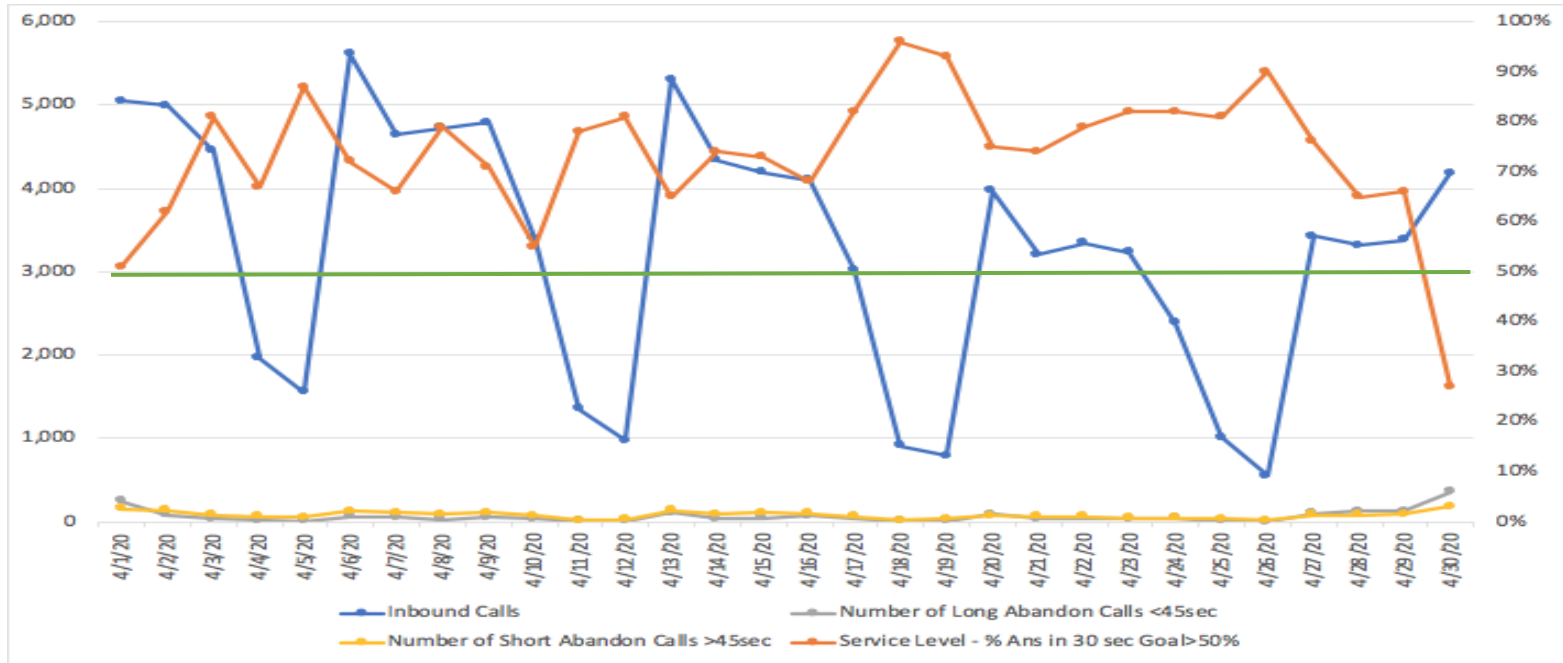
## Service Tickets by Partner Agency



# 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)
<b>Calls Handled</b>	7,550	10,462	10,840	8,714	8,326
<b>Service Level (Goal 50%)</b>	65%	73%	77%	81%	65%
<b>Average Speed of Answer (Goal &lt;30 sec)</b>	01:32	00:40	00:59	01:18	02:44
<b>Average Talk Time</b>	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.

