



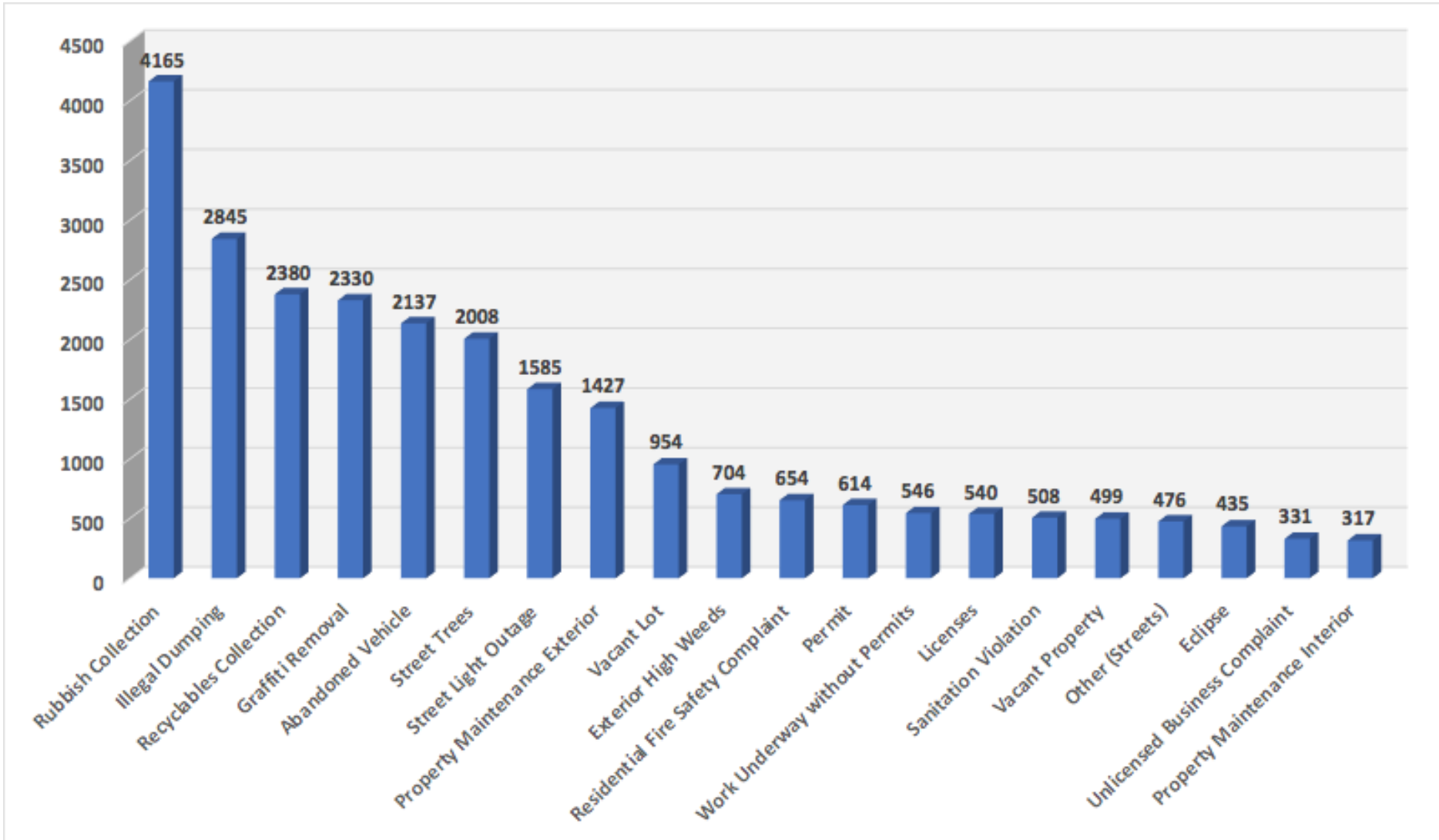
Philly311

Monthly Report

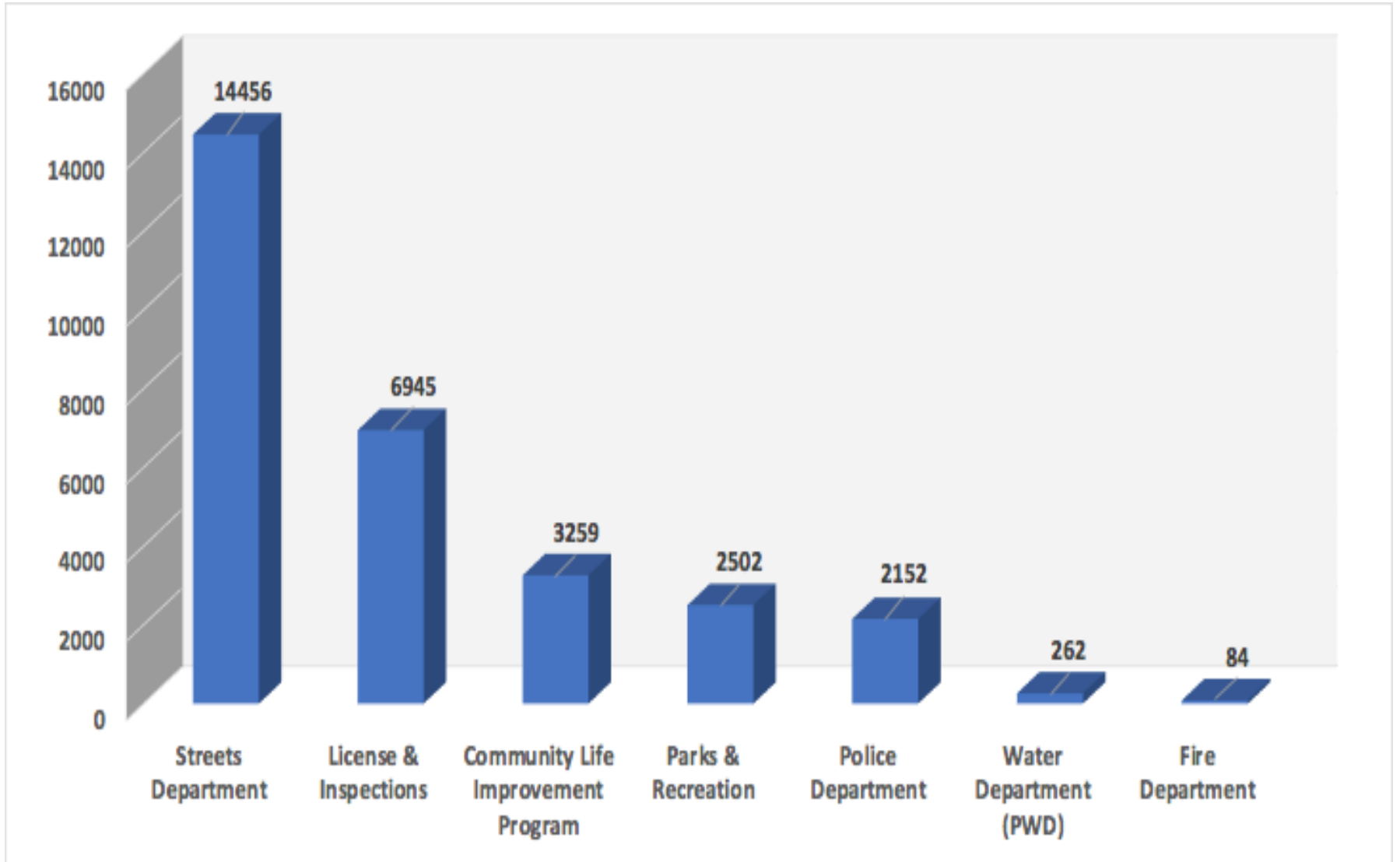
June 2020

Public

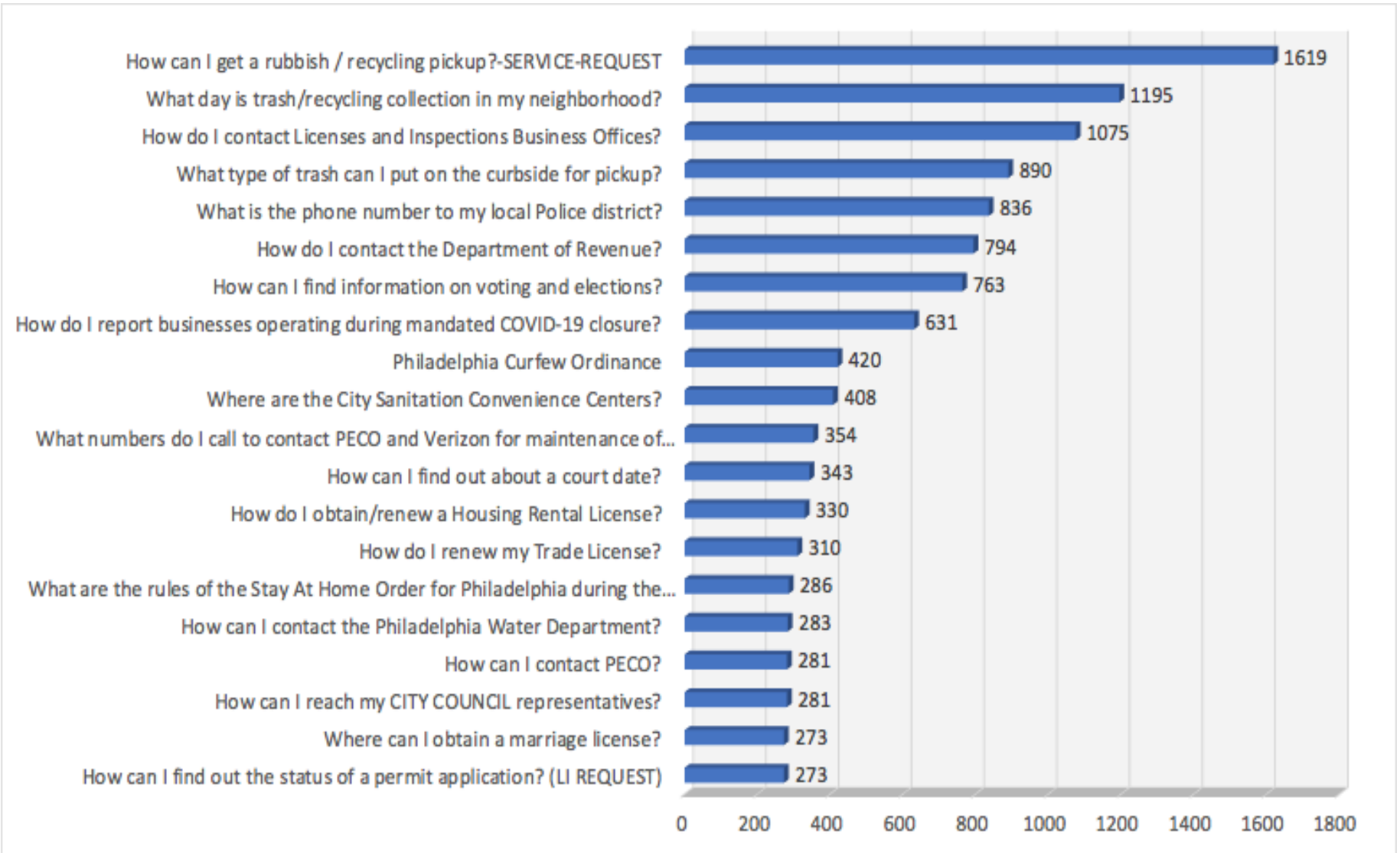
Top 20 Service Requests of the 29,660 Total Cases Submitted



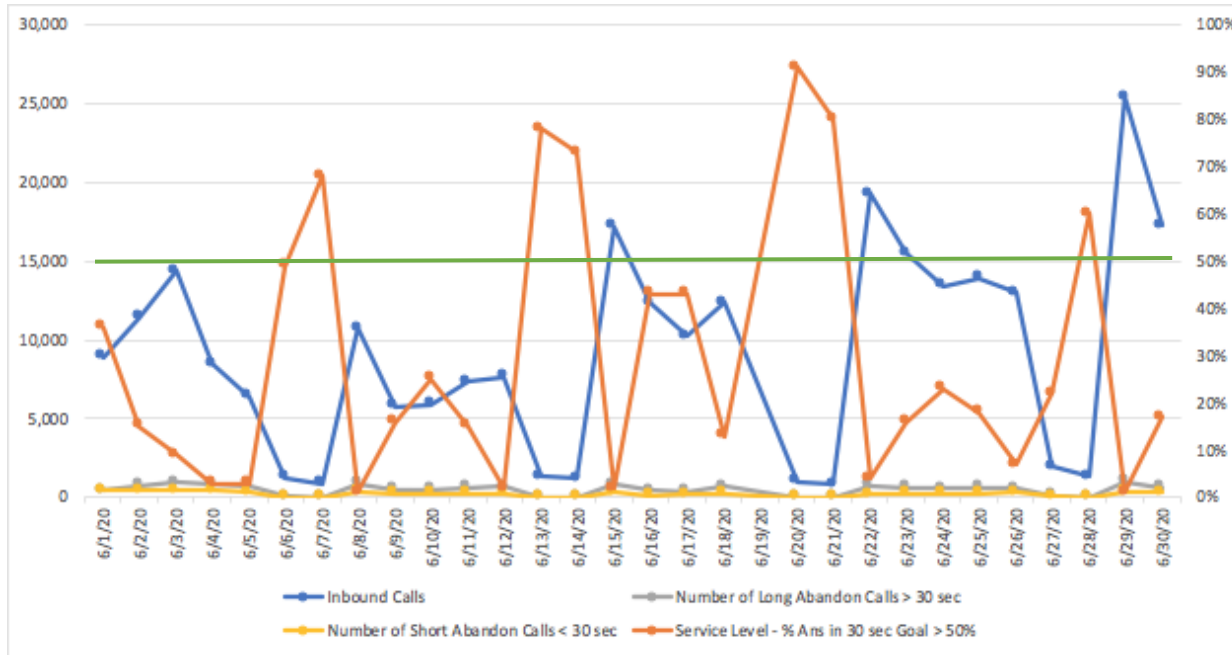
Service Tickets by Partner Agency



Top 20 Questions of the total 28,823 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



June 2020	Week 1 (6/1/20- 6/6/20)	Week 2 (6/7/20- 6/13/20)	Week 3 (6/14/20- 6/20/20)	Week 4 (6/21/20- 6/27/20)	Week 5 (6/28/20- 6/30/20)
Calls Handled	13,705	11,542	8,447	11,017	5,138
Service Level (Goal 50%)	19%	29%	44%	24%	26%
Average Speed of Answer (Goal <30 sec)	06:07	06:02	06:48	08:06	06:54
Average Talk Time	03:17	03:39	03:38	03:40	03:29

“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.

