



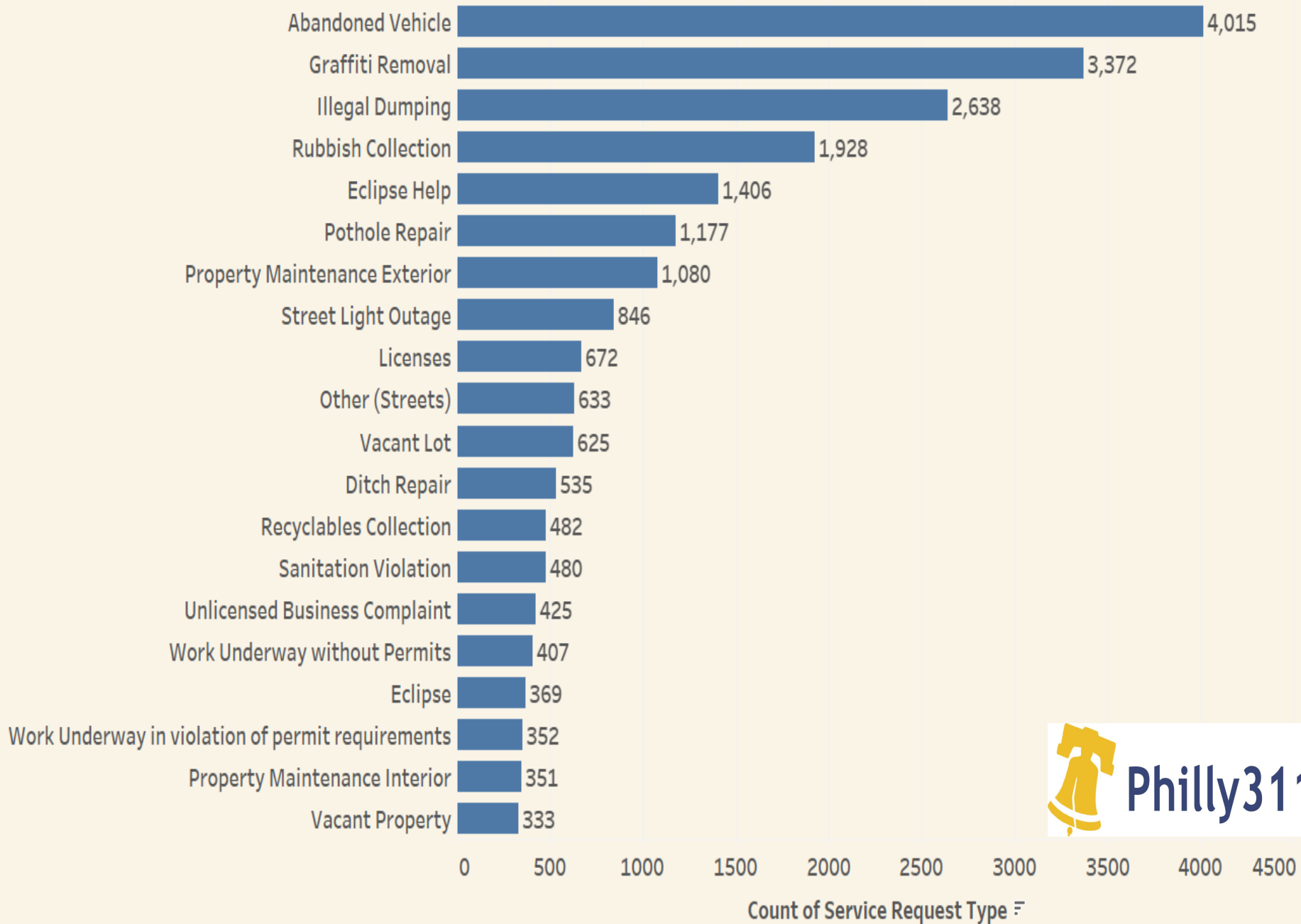
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Monthly Report

April 2021

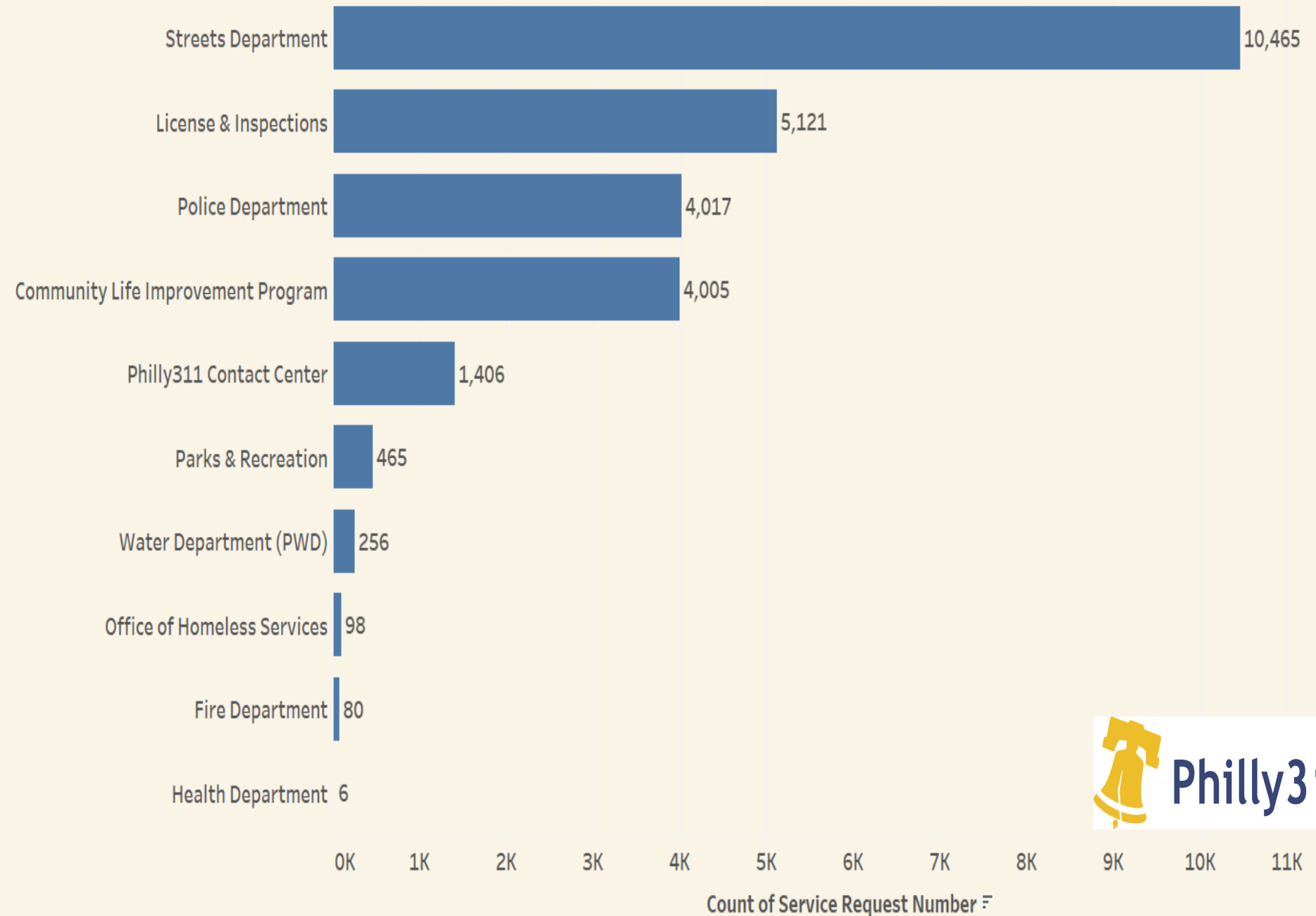
Public

Top 20 Service Requests of the 25,919 Total Cases Submitted

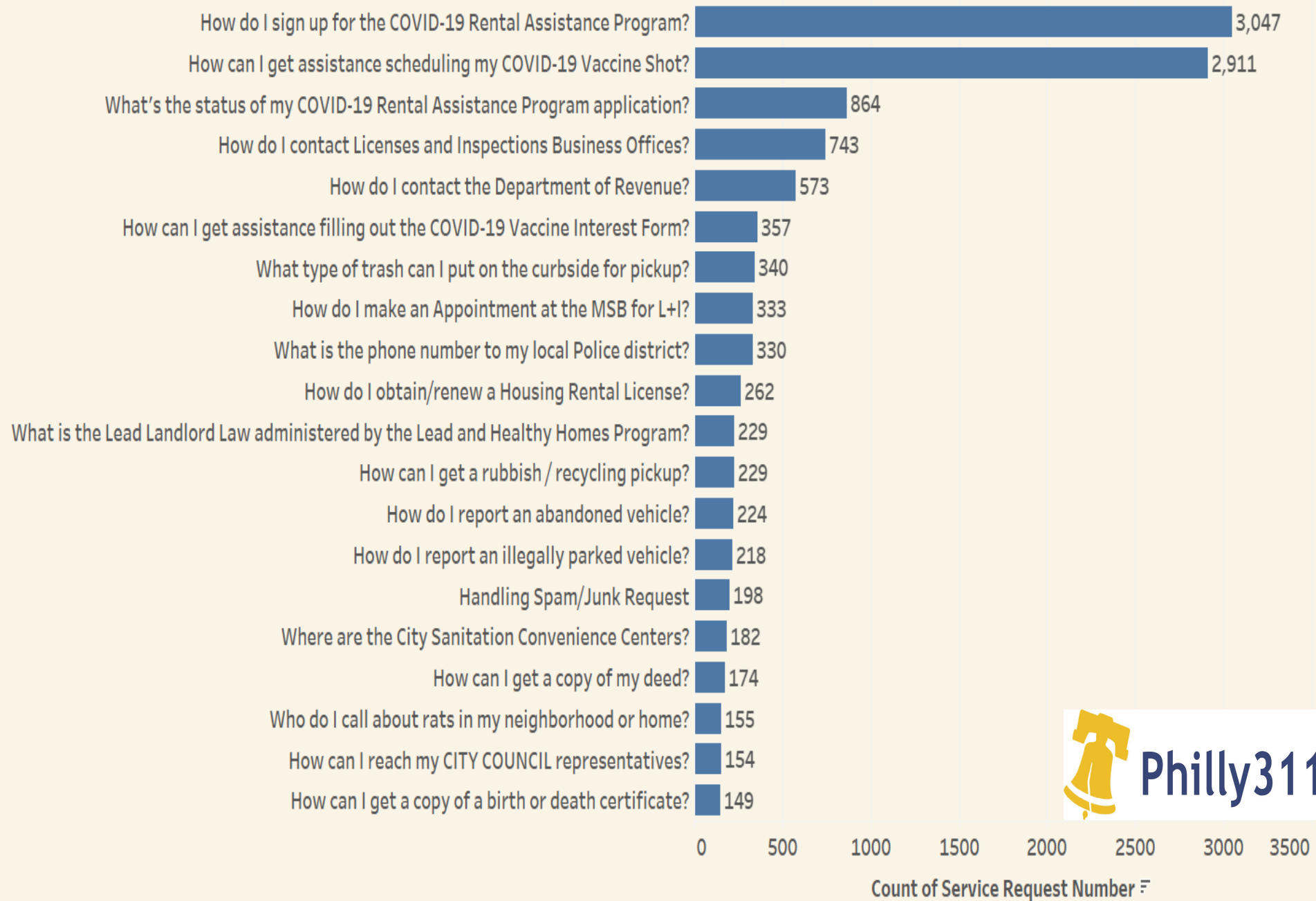


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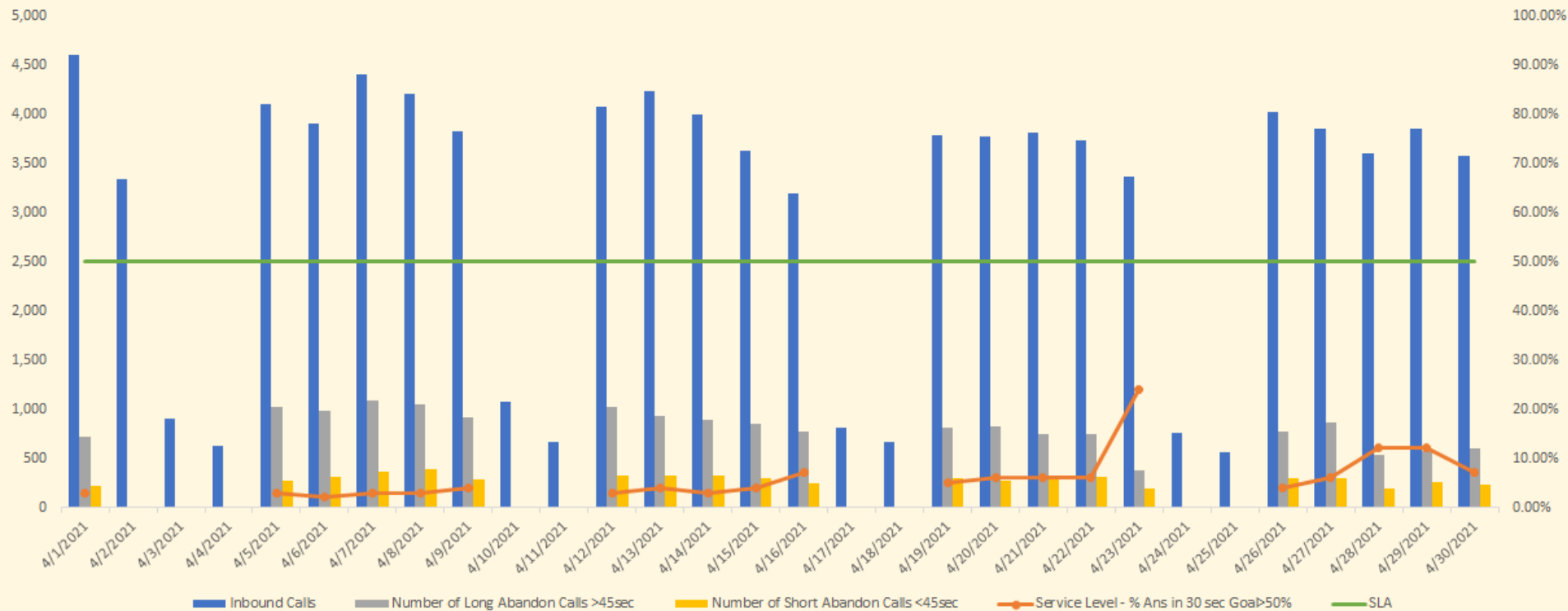
Service Requests By Department



Top 20 Questions of the Total 22,186 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



April 2021	Week 1 4/1	Week 2 4/5 to 4/9	Week 3 4/12 to 4/16	Week 4 4/19 to 4/23	Week 5 4/26 to 4/30
Calls Handled	1,535	7,533	7,629	8,020	8,695
Service Level (Goal 50%)	3.0%	3.0%	4.2%	9.4%	8.2%
Average Speed of Answer (Goal <30s)	0:19:42	0:22:22	0:19:56	0:16:13	0:14:07
Average Talk Time	0:05:38	0:05:24	0:05:05	0:05:12	0:04:47



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“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.