



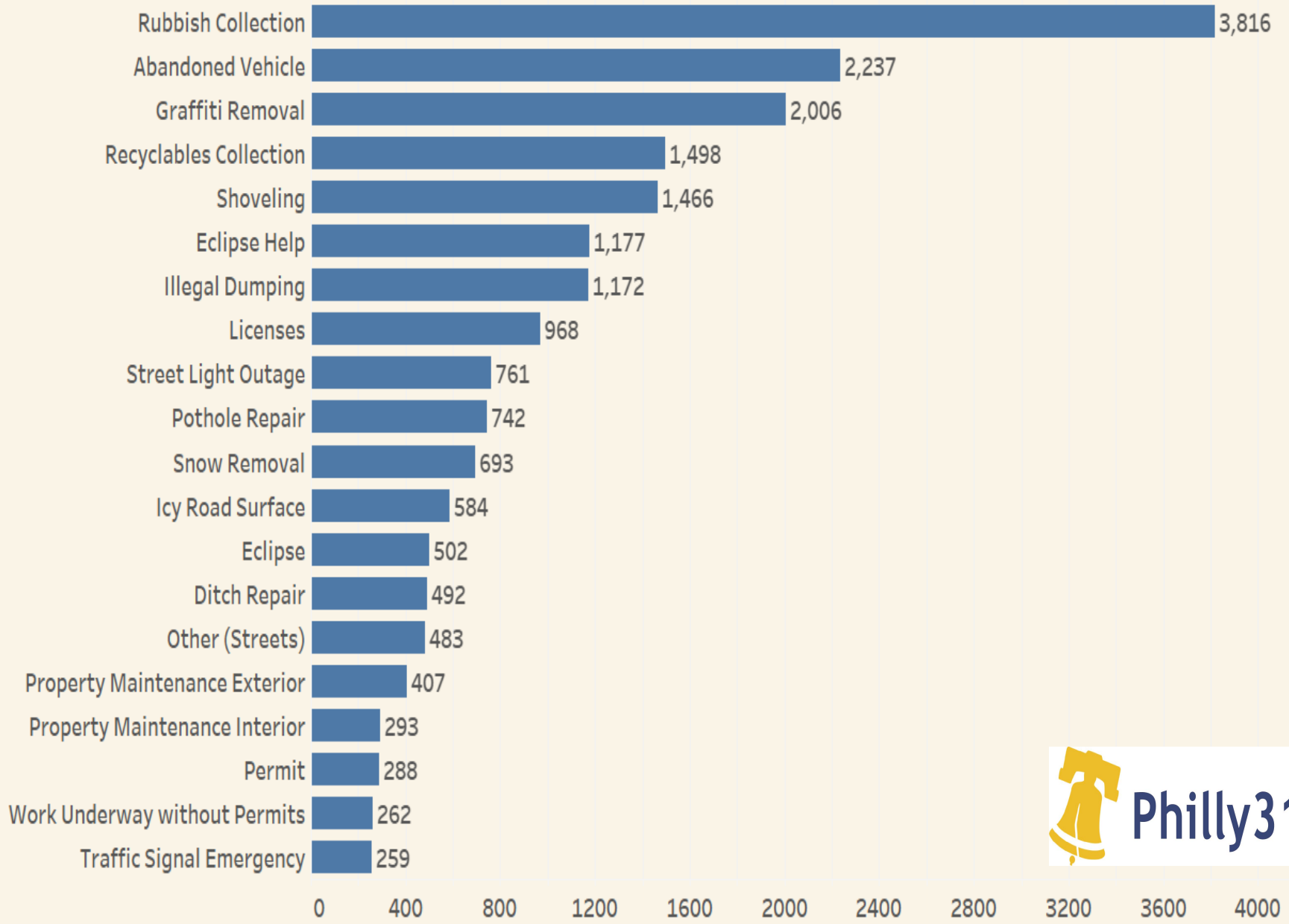
Philly311

Monthly Report

February 2021

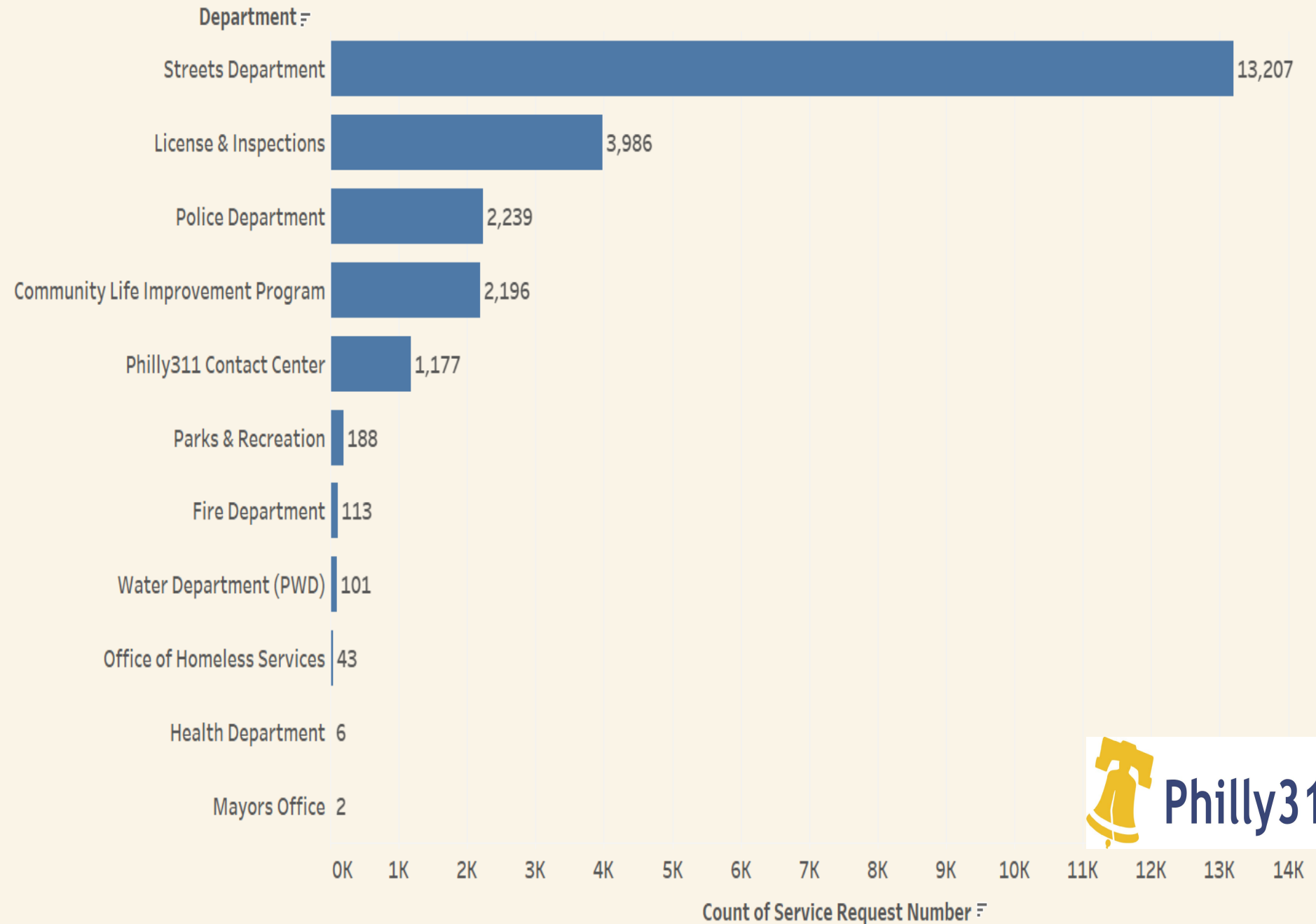
Public

Top 20 Service Requests of the 23,258 Total Cases Submitted

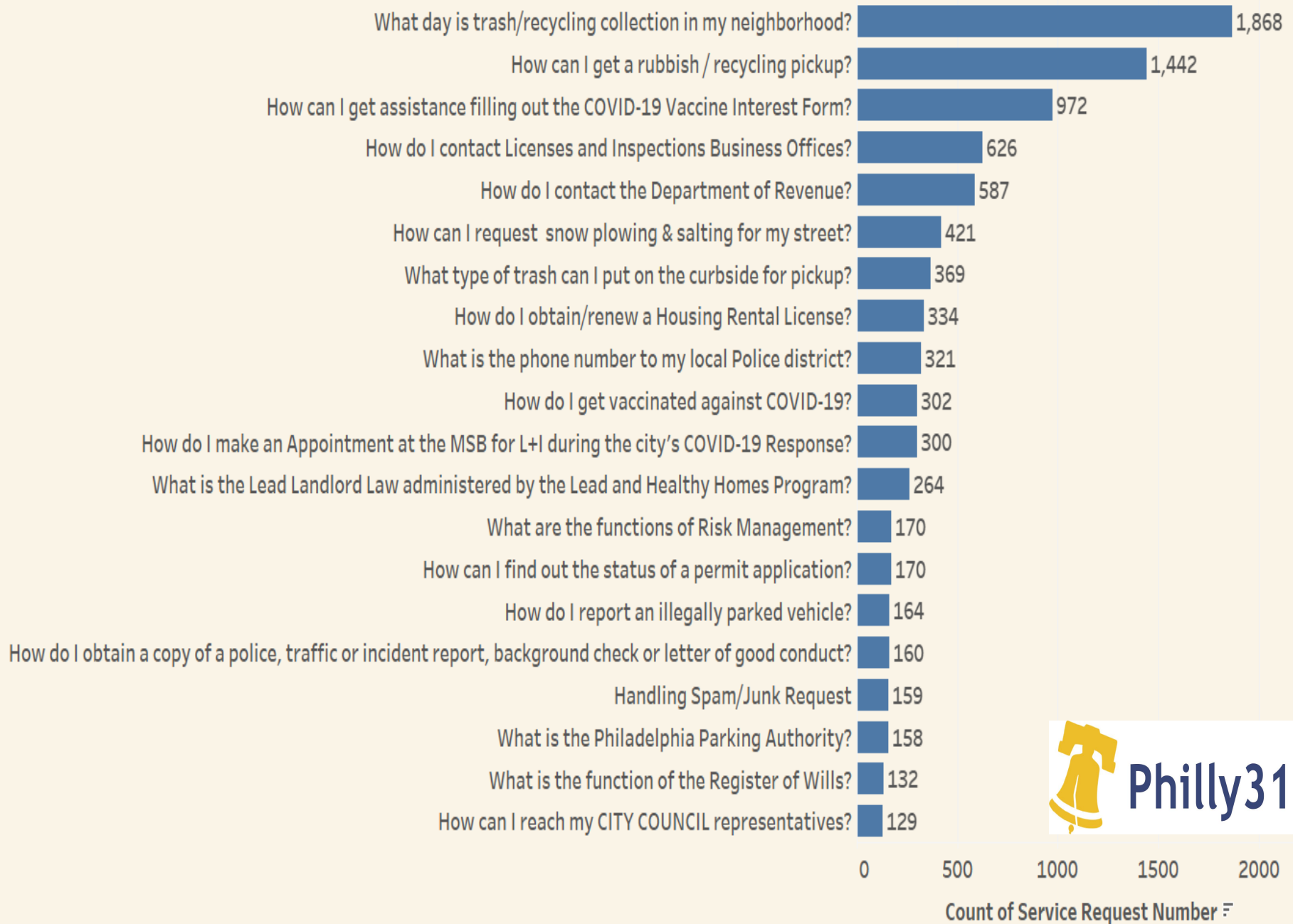


Count of Service Request Type

Service Requests By Department



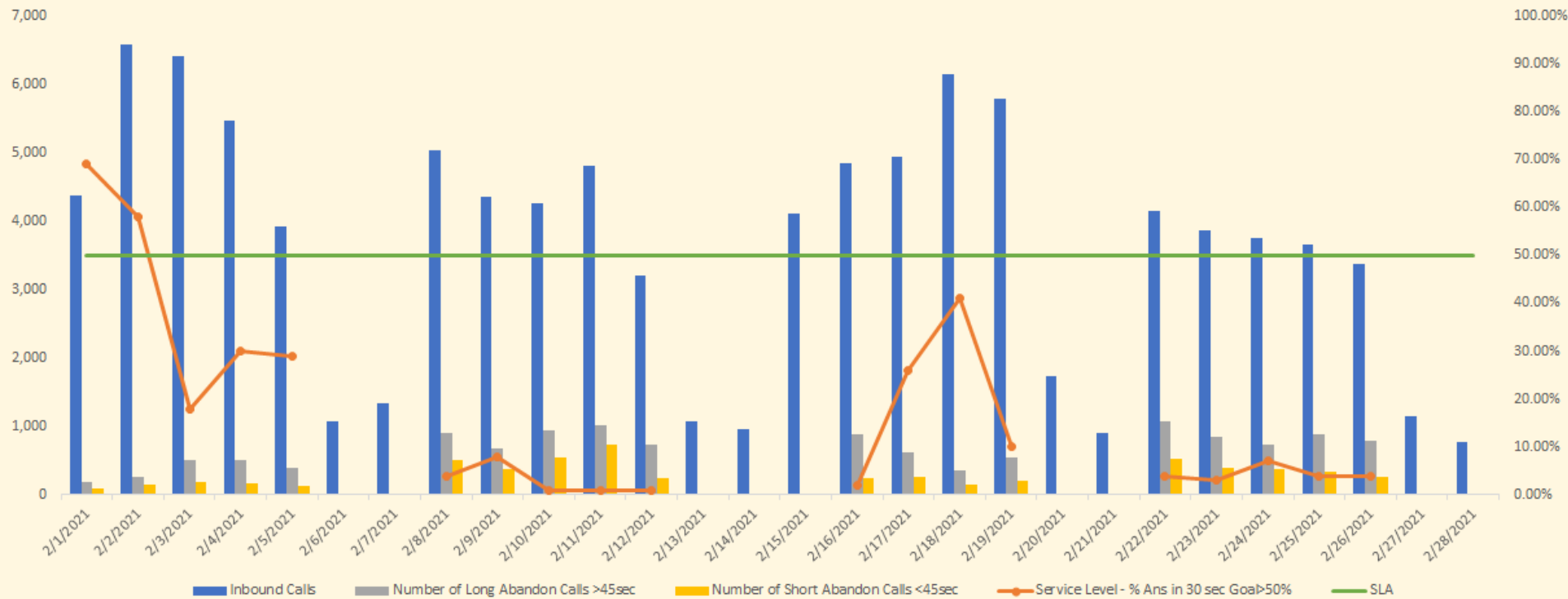
Top 20 Questions of the Total 17,626 Information Requests



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Count of Service Request Number

Philly311 Call Volume, Abandon and Service Level by Day



February 2021	Week 1 2/1 to 2/5	Week 2 2/8 to 2/12	Week 3 2/16 to 2/19	Week 4 2/22 to 2/26
Calls Handled	7,458	7,811	5,314	6,898
Service Level (Goal 50%)	40.8%	3.0%	19.8%	4.4%
Average Speed of Answer (Goal <30s)	0:13:58	0:12:17	0:13:06	0:13:42
Average Talk Time	0:03:47	0:04:19	0:04:42	0:05:05



“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.