



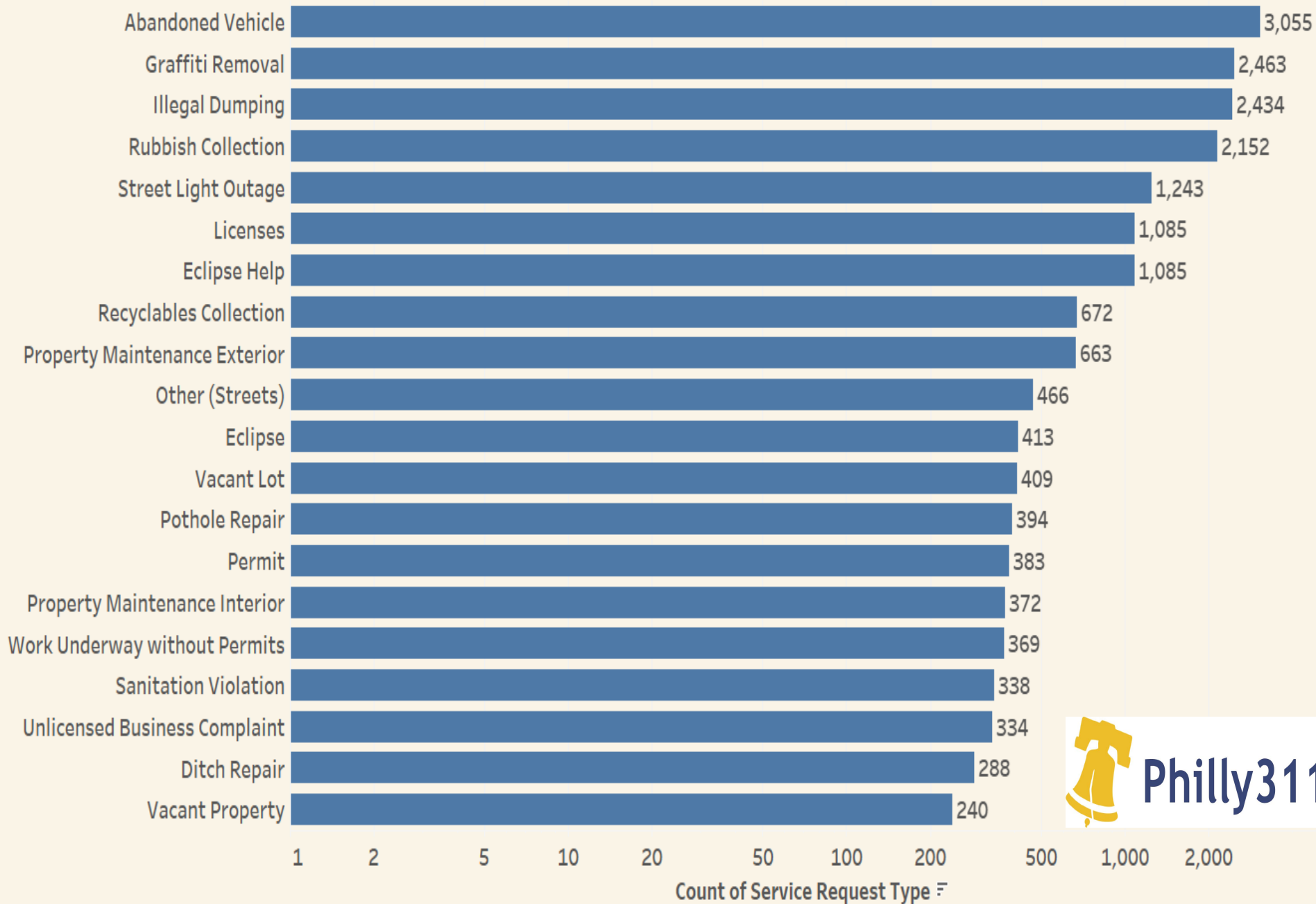
# Philly311

## Monthly Report

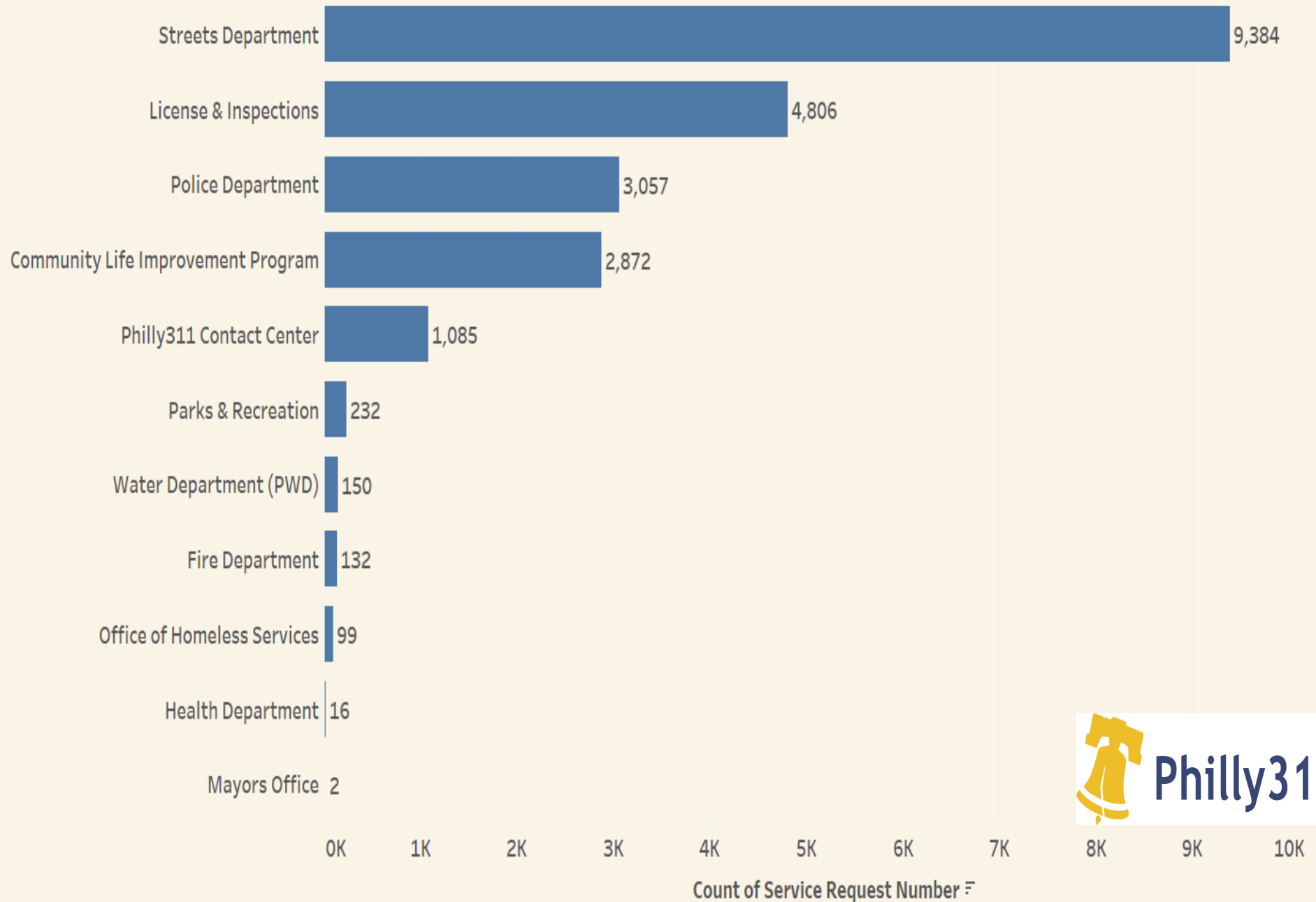
**January 2021**

*Public*

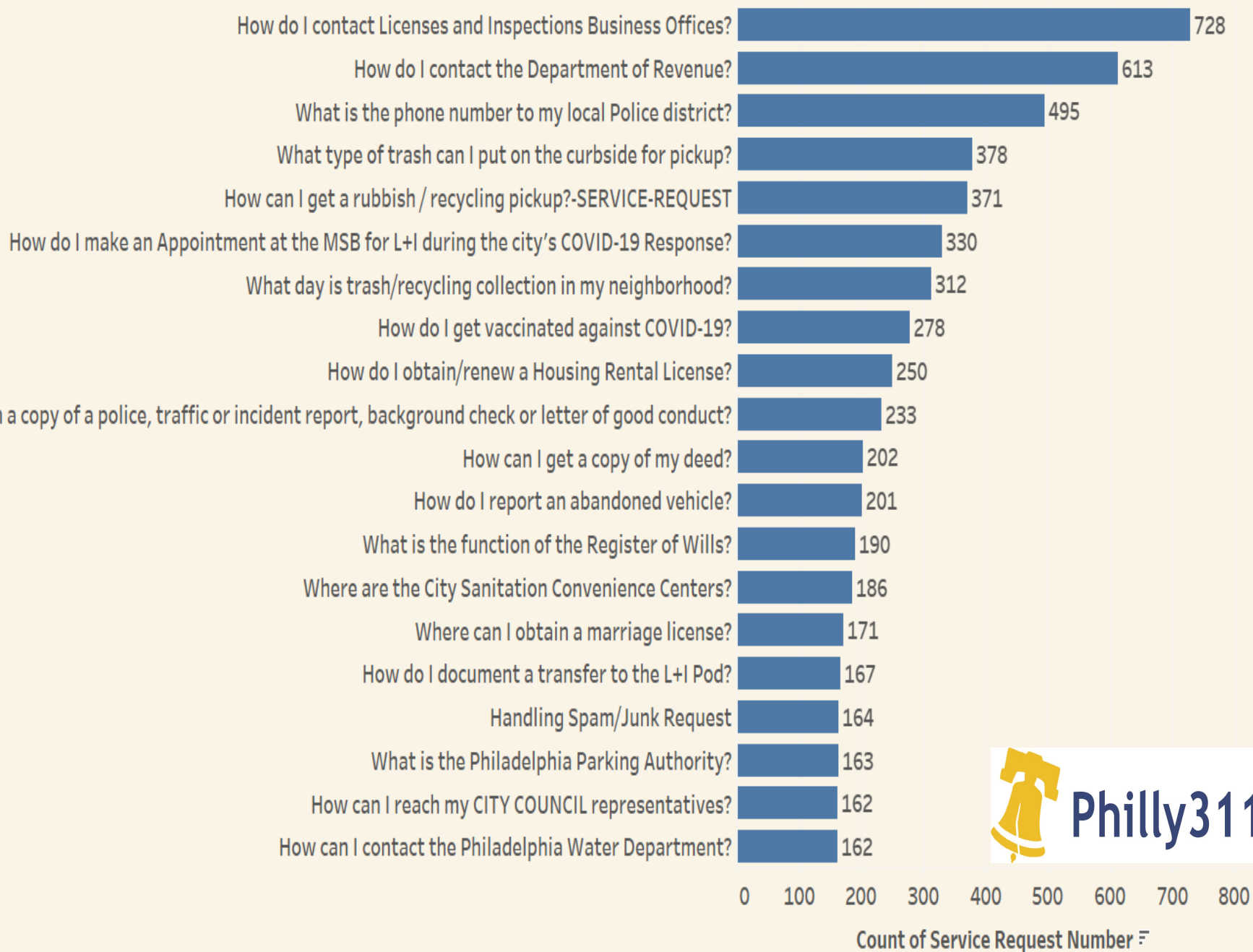
# Top 20 Service Requests of the 21,835 Total Cases Submitted



# Service Tickets by Department

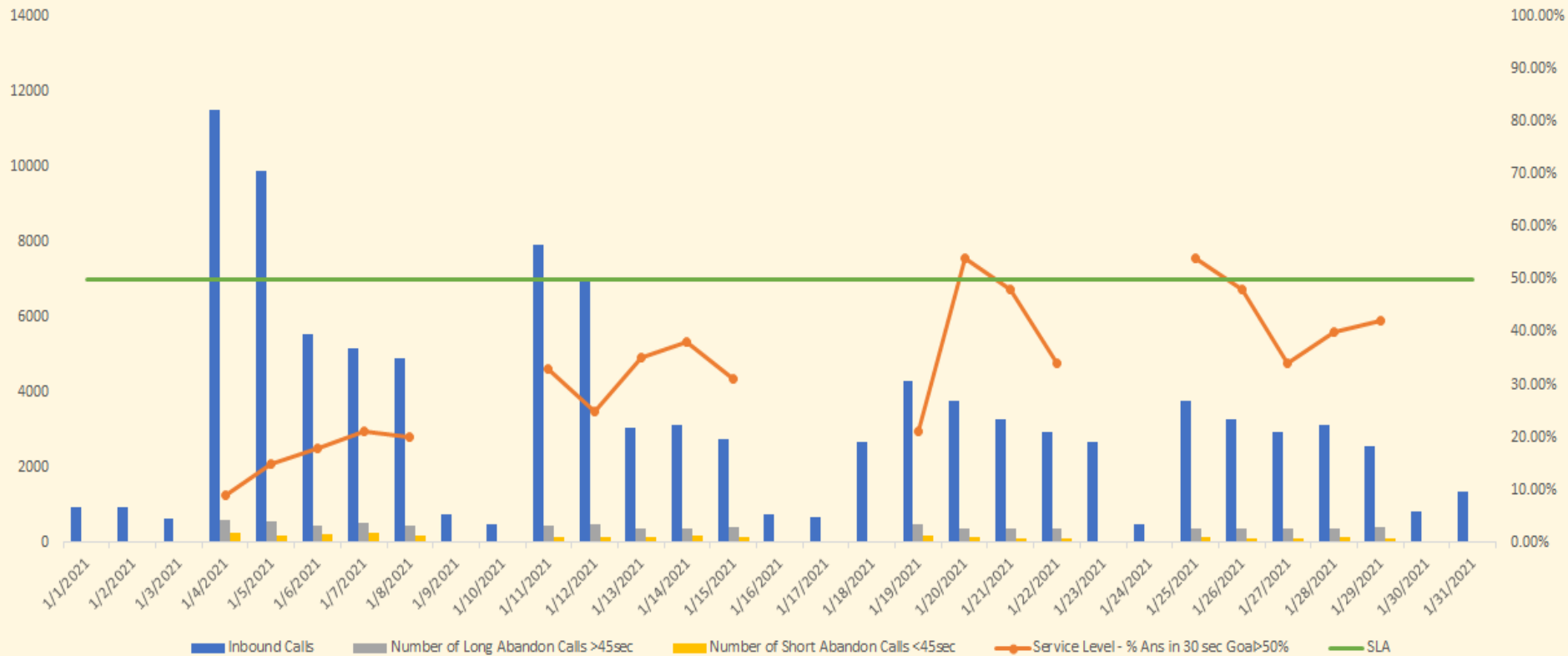


# Top 20 Questions of the Total 16,302 Information Requests



Philly311

# Philly311 Call Volume, Abandon and Service Level by Day



January 2021	Week 1 1/4 to 1/8	Week 2 1/11 to 1/15	Week 3 1/19 to 1/22	Week 4 1/25 to 1/29
Calls Handled	7,074	7,187	5,639	6,637
Service Level (Goal 50%)	16.6%	32.4%	39.3%	43.6%
Average Speed of Answer (Goal <30s)	0:13:58	0:12:17	0:13:06	0:13:42
Average Talk Time	0:04:31	0:04:32	0:04:38	0:04:36



“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.