



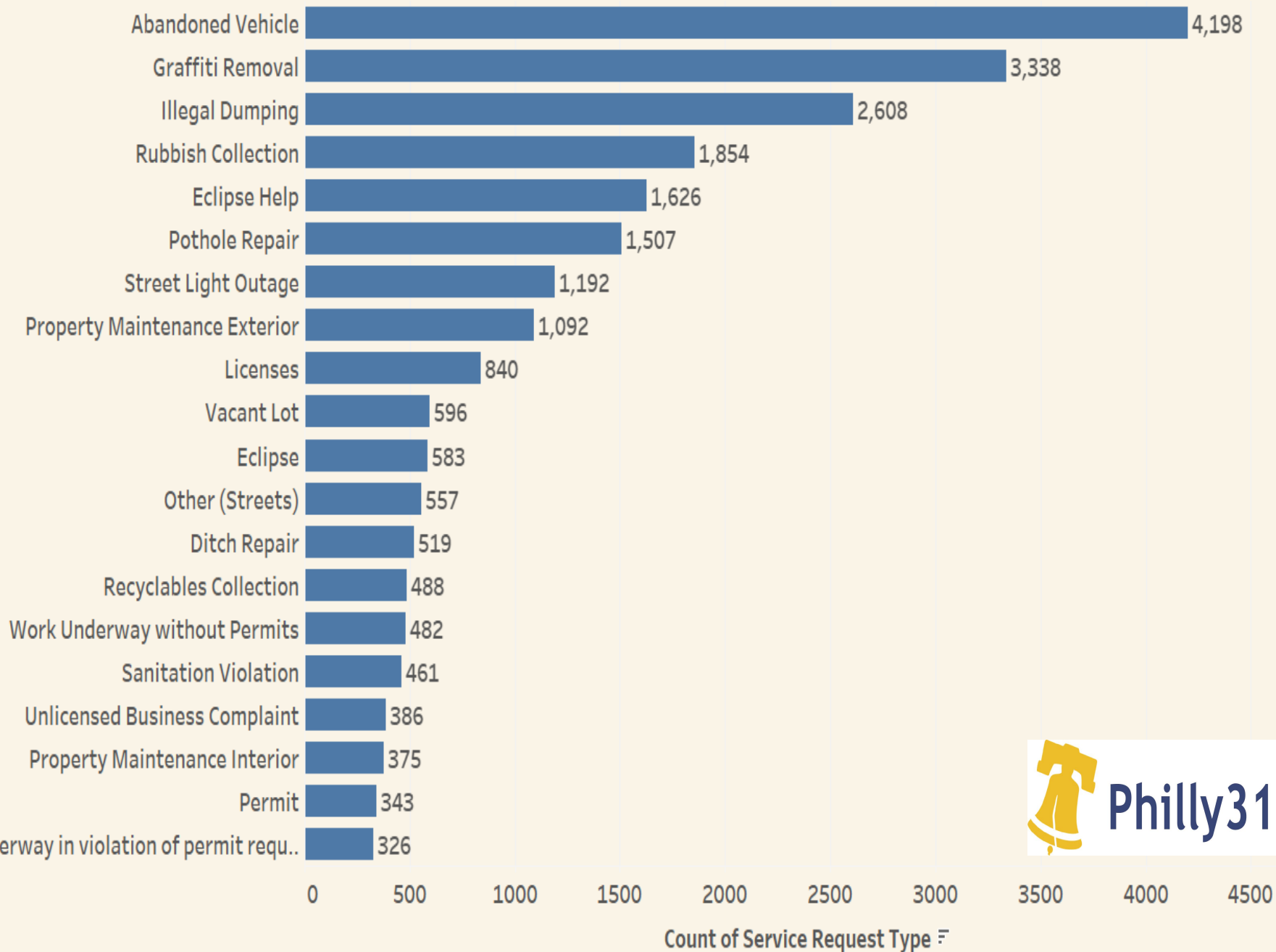
Philly311

Monthly Report

March 2021

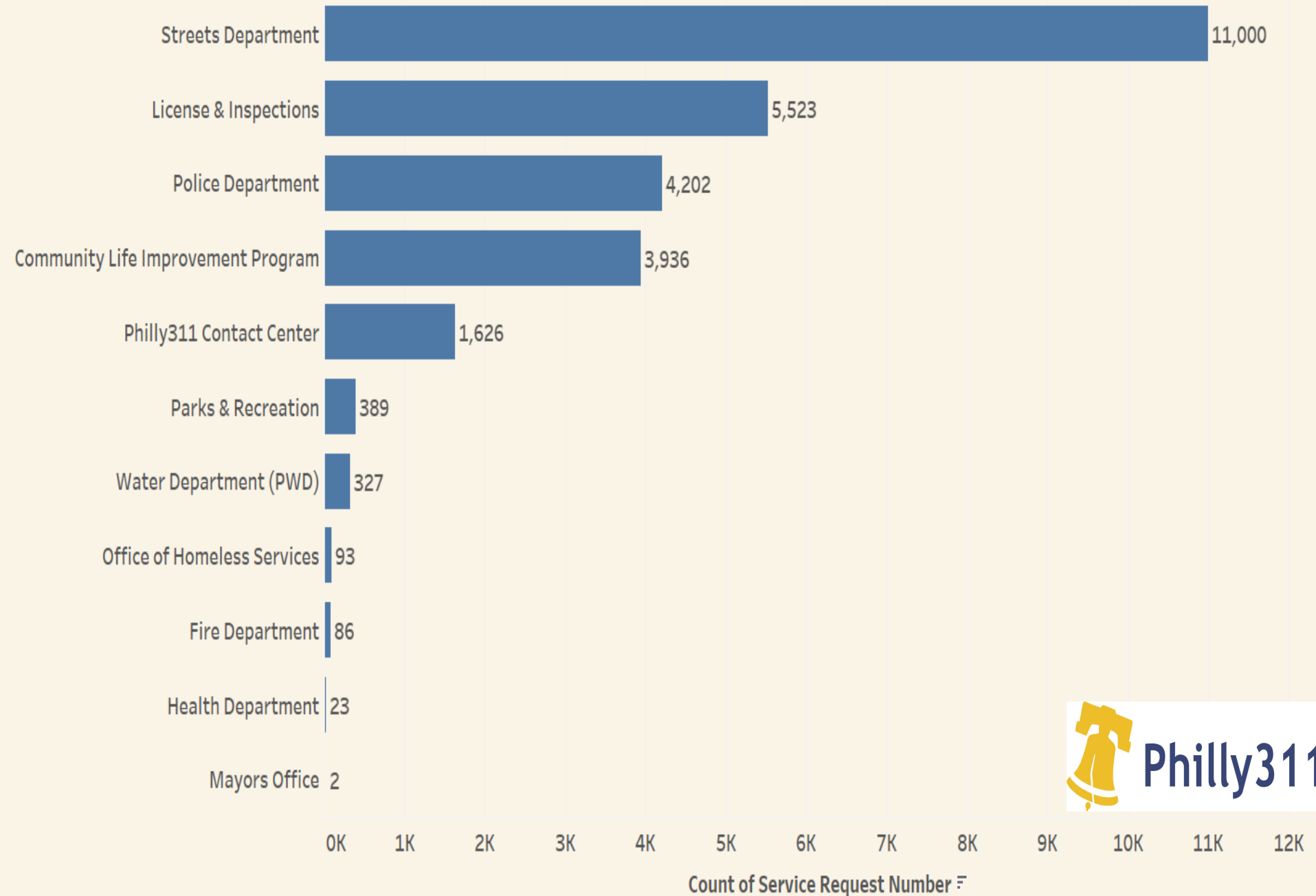
Public

Top 20 Service Requests of the 27,207 Total Cases Submitted

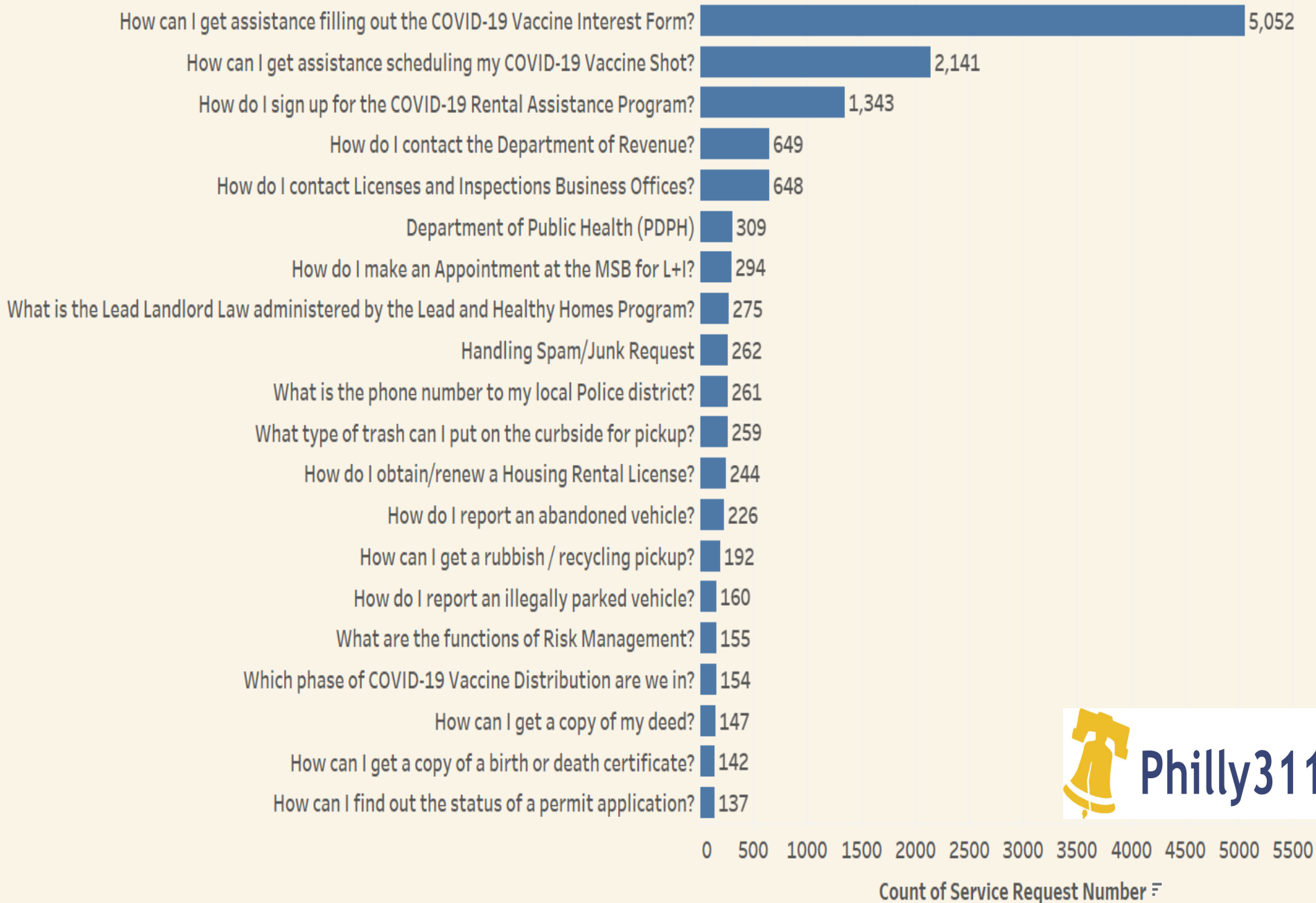


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Service Requests By Department

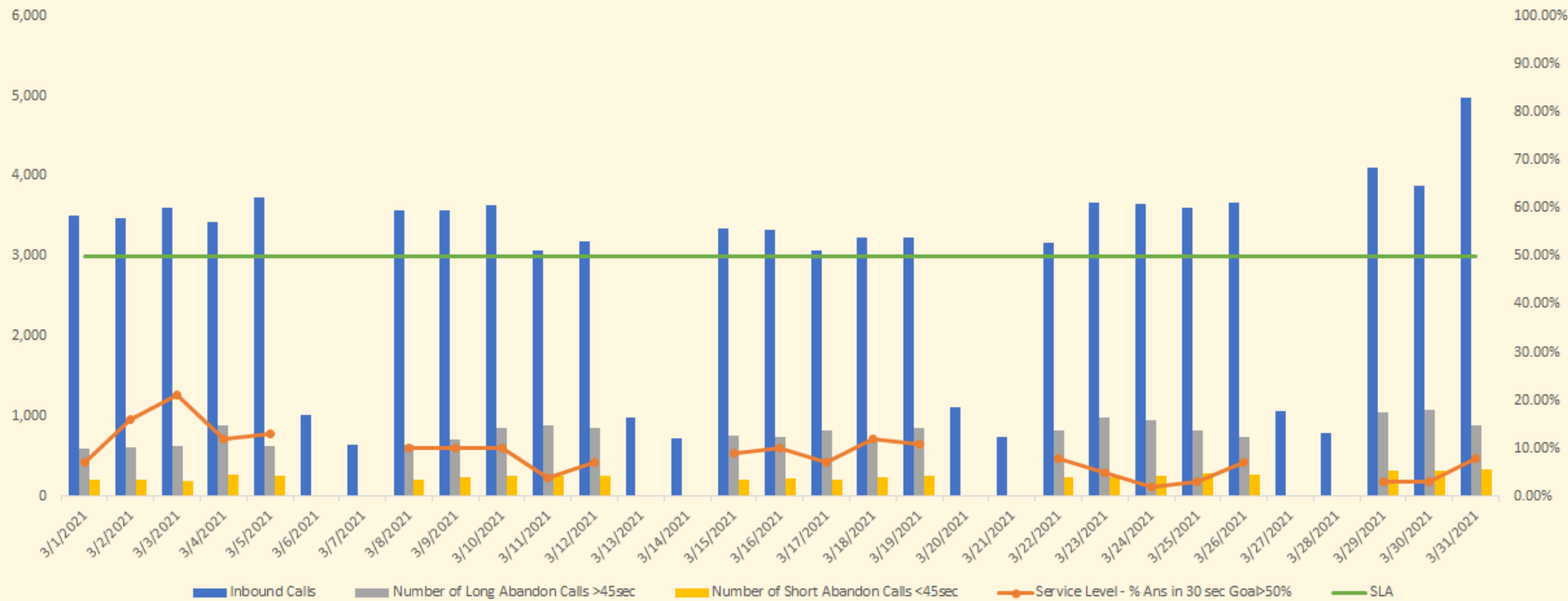


Top 20 Questions of the Total 22,186 Information Requests



Count of Service Request Number

Philly311 Call Volume, Abandon and Service Level by Day



March 2021	Week 1 3/1 to 3/5	Week 2 3/8 to 3/12	Week 3 3/15 to 3/19	Week 4 3/22 to 3/26	Week 5 3/29 to 3/31
Calls Handled	7,947	6,821	6,232	6,796	4,589
Service Level (Goal 50%)	13.8%	8.2%	9.8%	5.0%	4.7%
Average Speed of Answer (Goal <30s)	0:16:17	0:21:55	0:24:37	0:24:04	0:21:01
Average Talk Time	0:05:05	0:04:57	0:05:57	0:05:48	0:04:51



“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.