



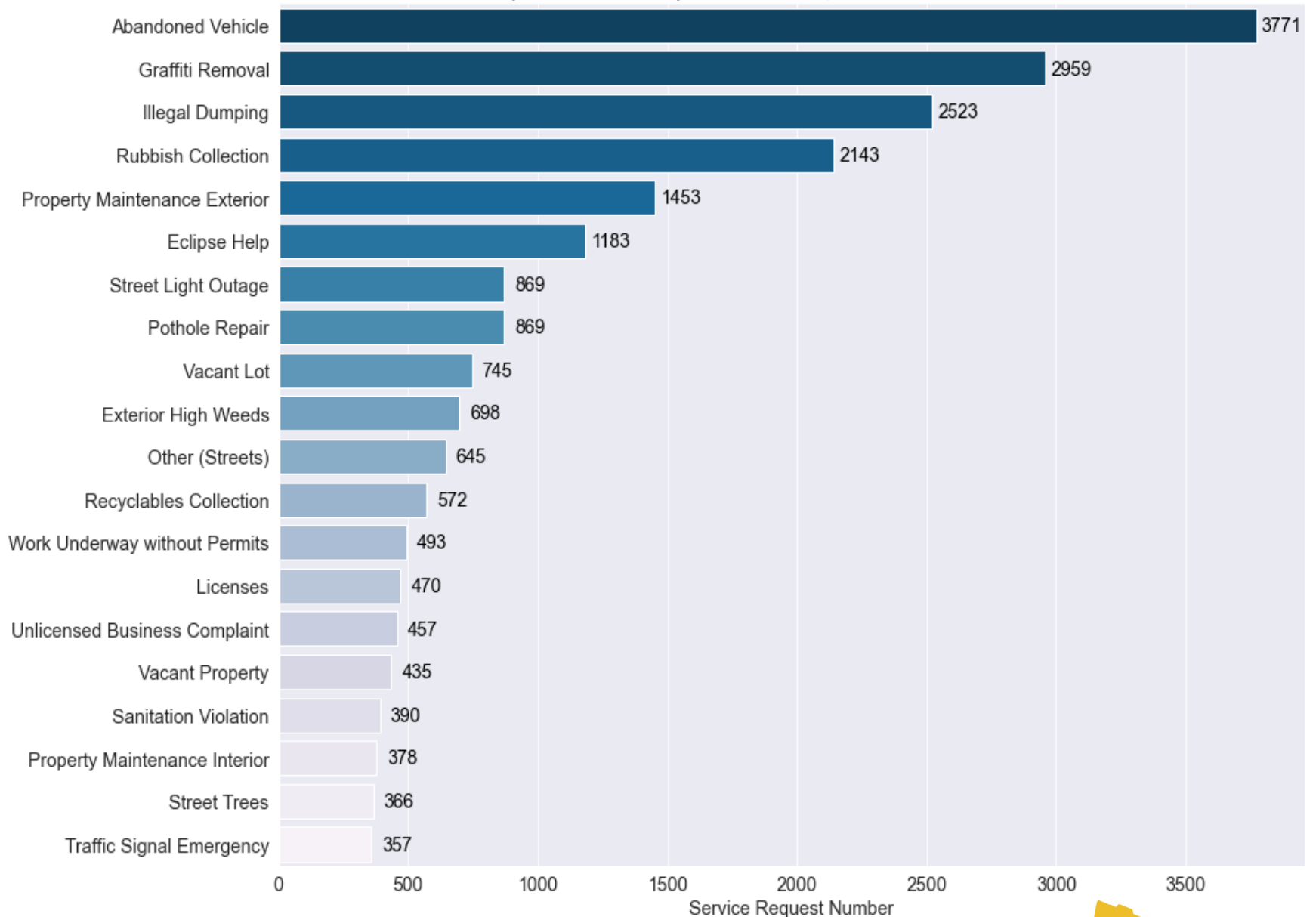
# Philly311

## Monthly Report

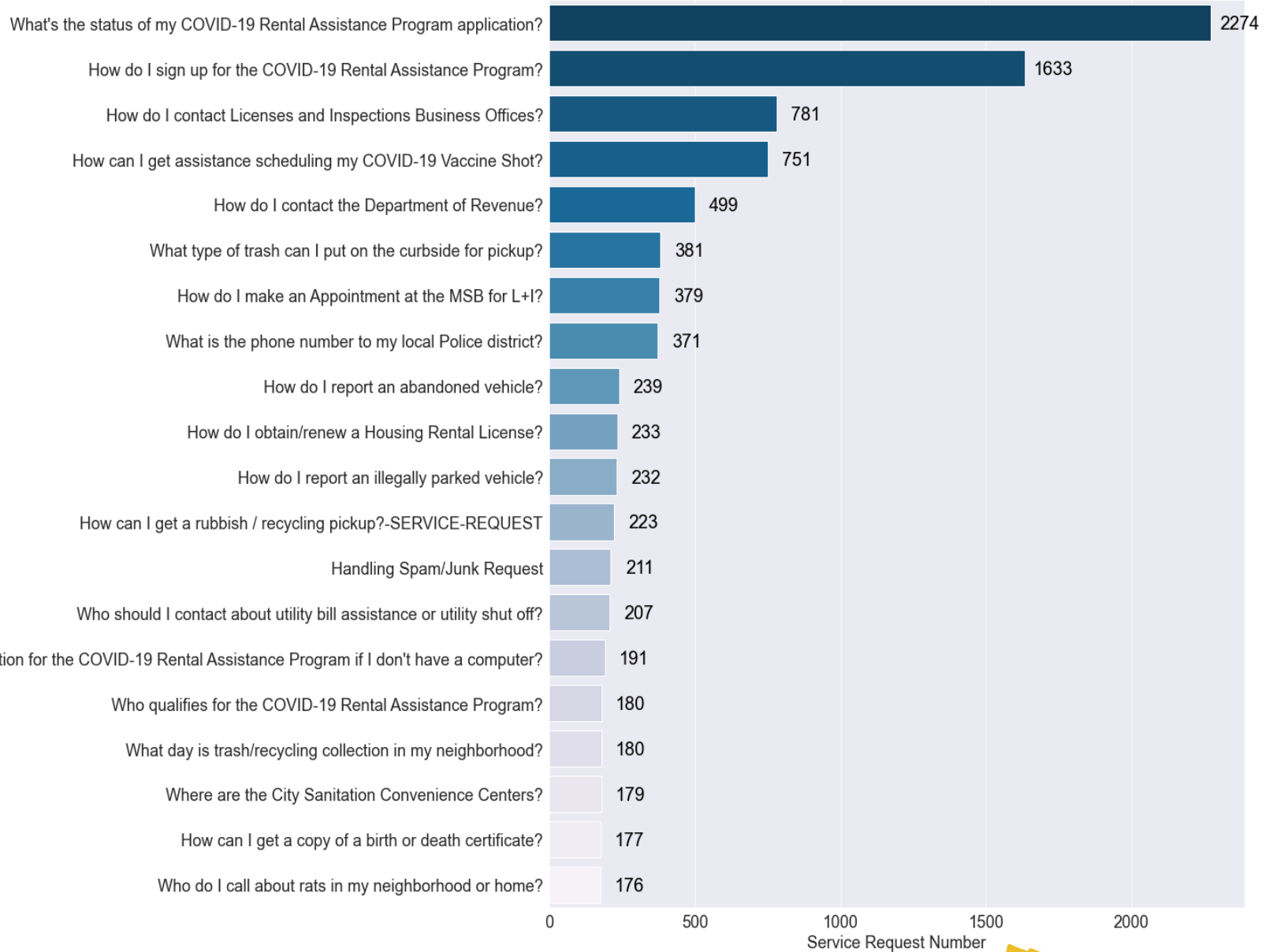
**May 2021**

***Public***

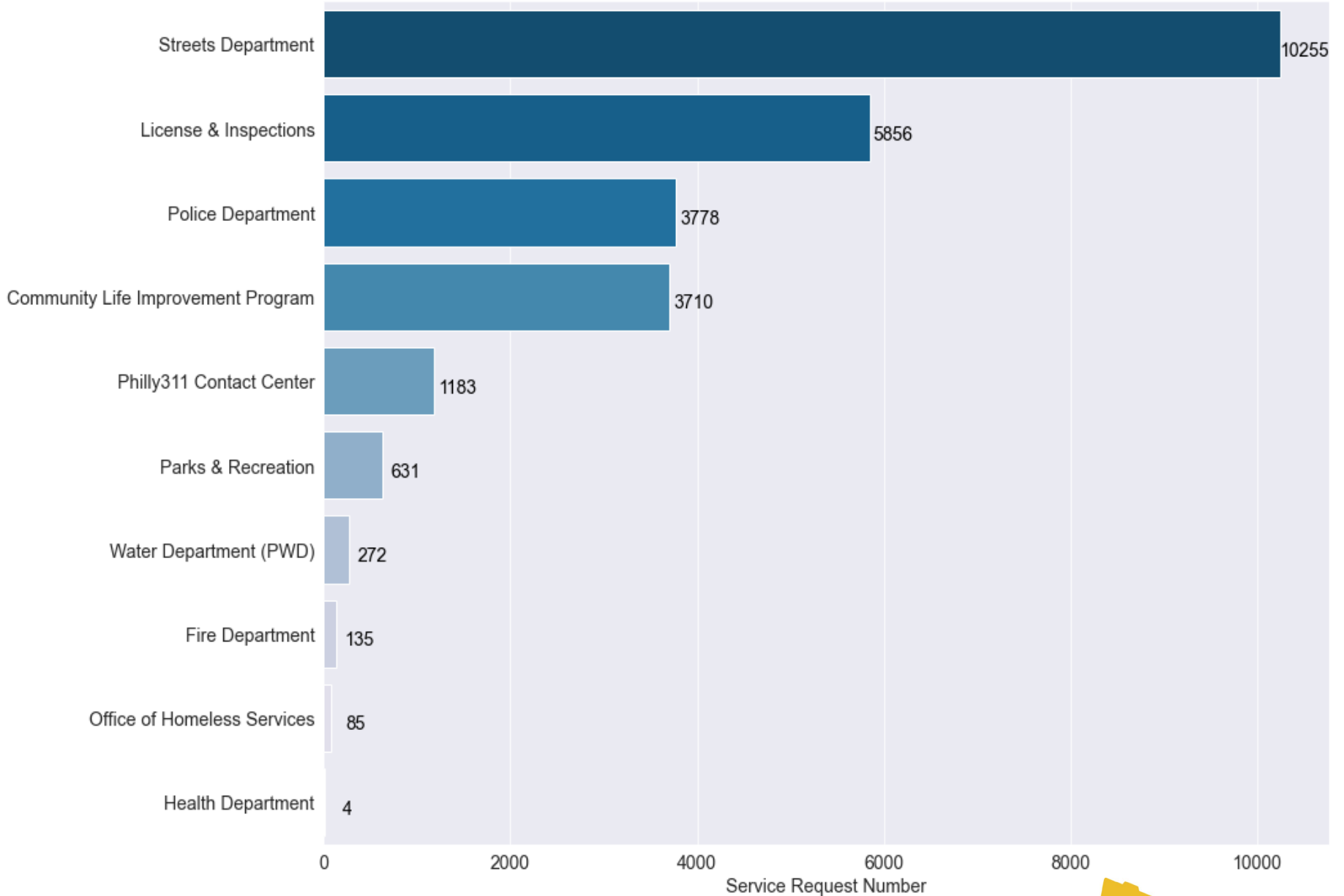
### Top 20 Service Requests of the 25,909 Total Cases Submitted



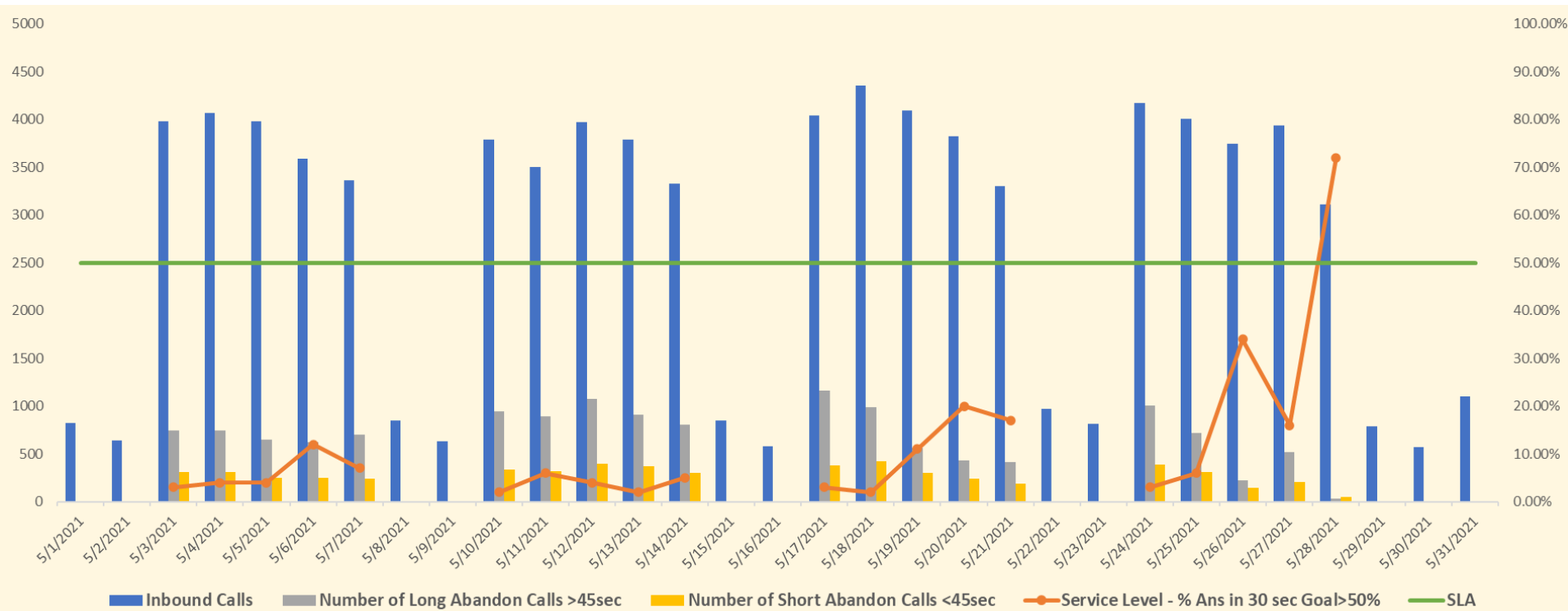
### Top 20 Information Requests of the 21,852 Total Cases Submitted



Service Tickets by Department of the 25,909 Total Cases Submitted



# Philly311 Call Volume, Abandon and Service Level by Day



May 2021	Week 1 5/3 to 5/7	Week 2 5/10 to 5/14	Week 3 5/17 to 5/21	Week 4 5/24 to 5/28
Calls Handled	8,533	6,848	8,839	9,108
Service Level (Goal 50%)	6.0%	3.8%	10.6%	26.2%
Average Speed of Answer (Goal <30s)	0:14:51	0:20:27	0:13:00	0:08:35
Average Talk Time	0:04:56	0:05:09	0:04:52	0:04:46

**“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.

