



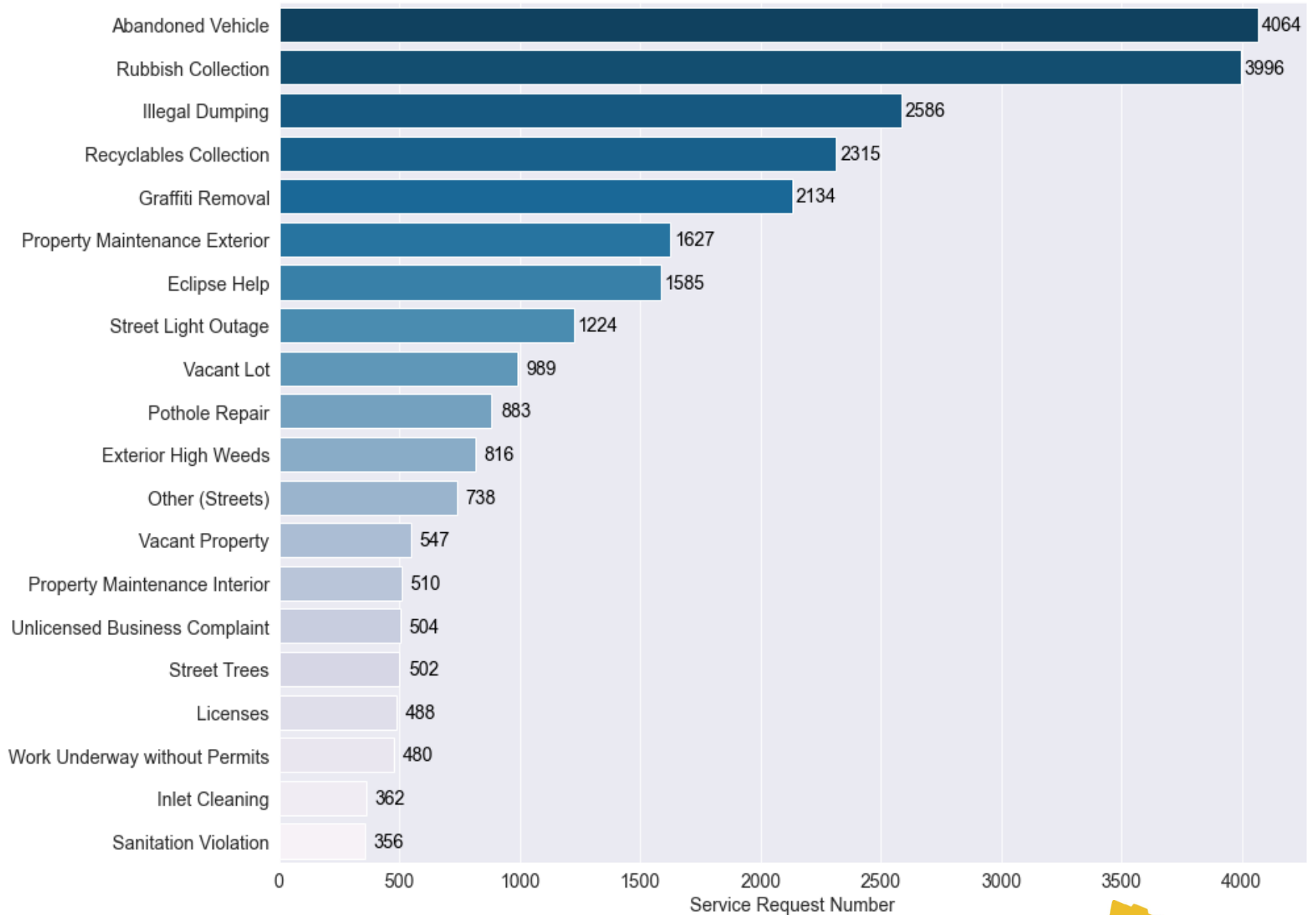
Philly311

Monthly Report

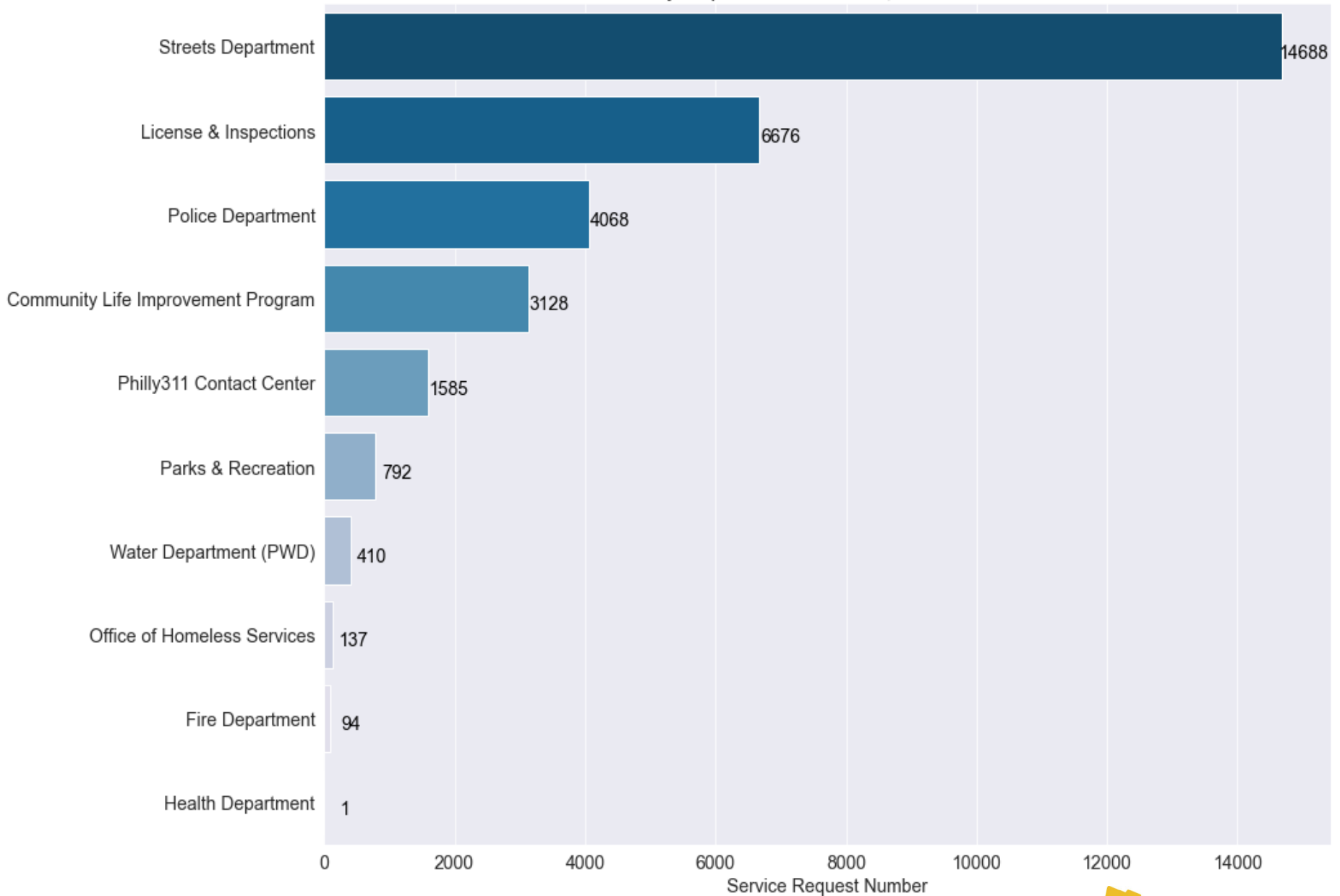
June 2021

Public

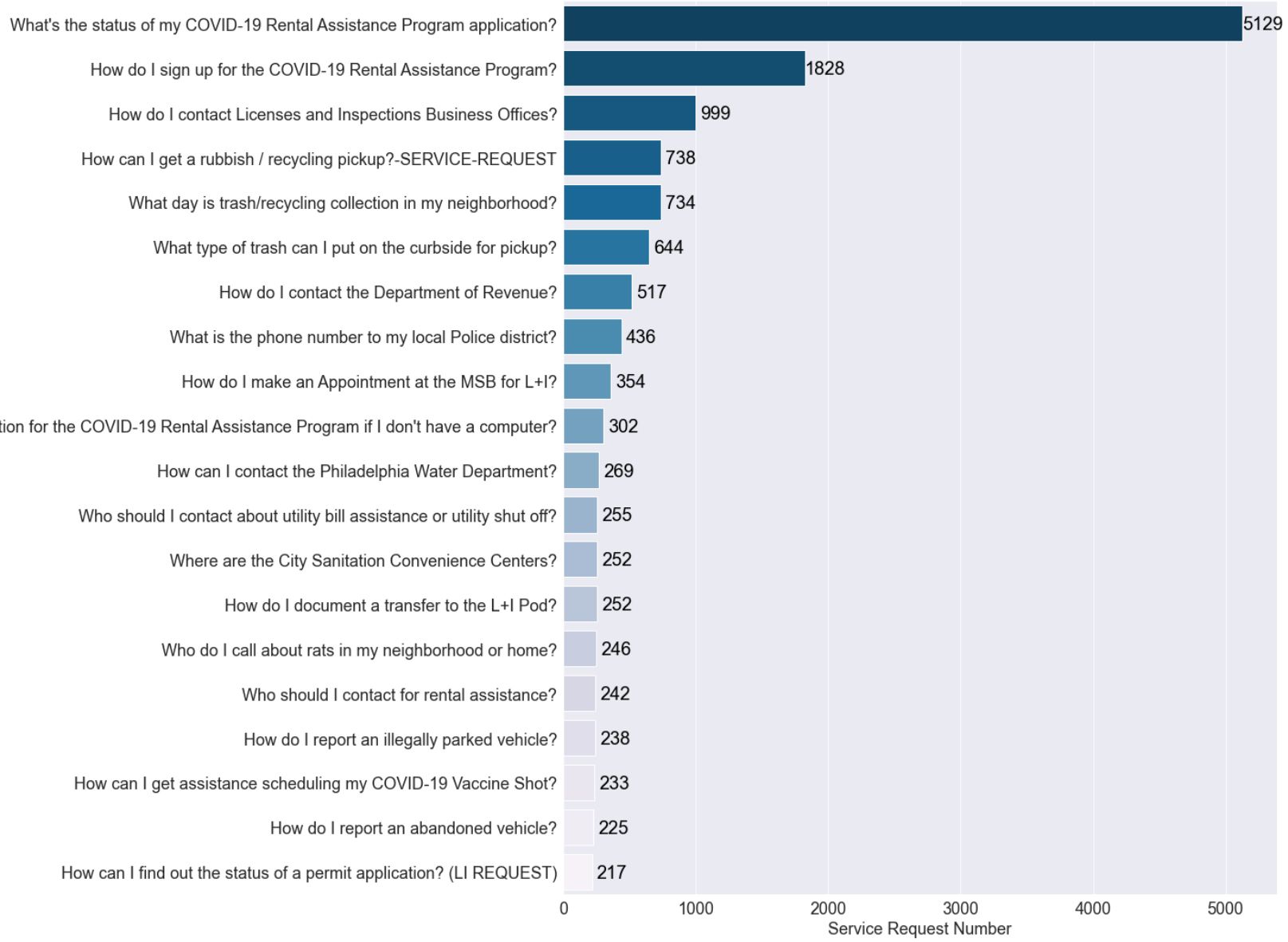
Top 20 Service Requests of the 31,579 Total Cases Submitted



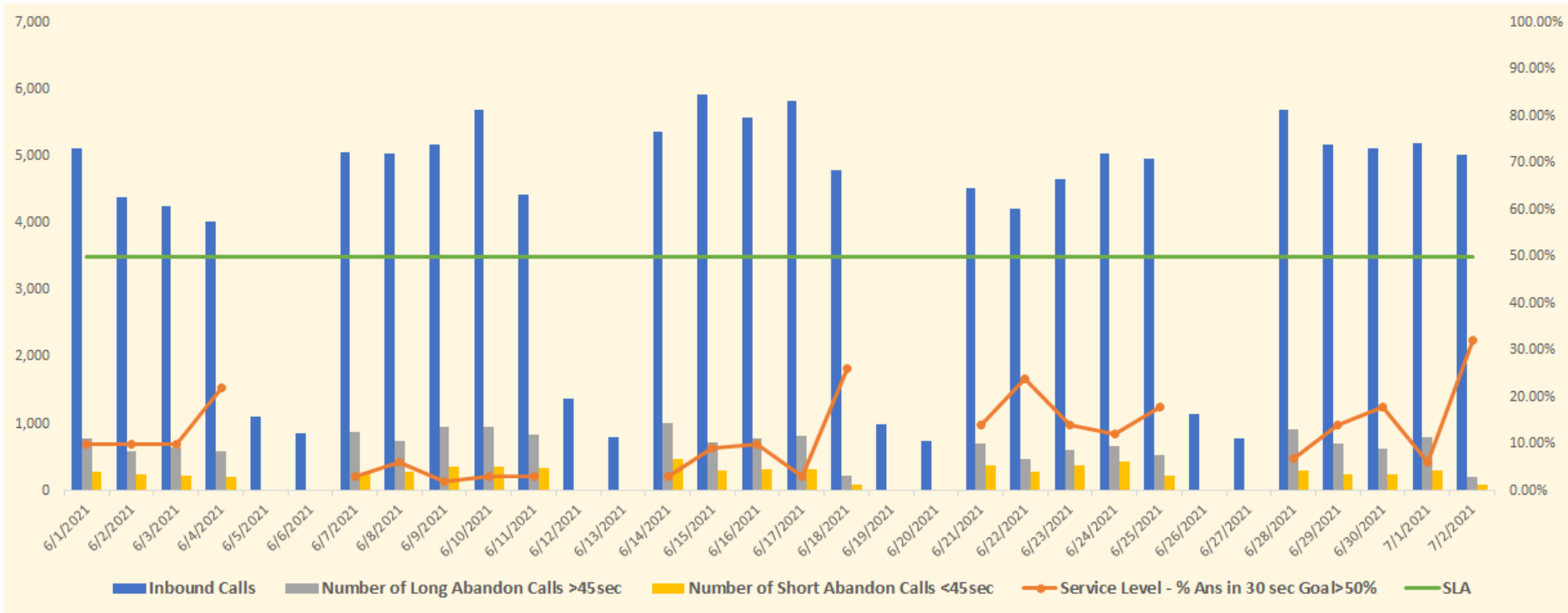
Service Tickets by Department of the 31,579 Total Cases Submitted



Top 20 Information Requests of the 28,281 Total Cases Submitted



Philly311 Call Volume, Abandon and Service Level by Day



June 2021	Week 1 6/1 to 6/4	Week 2 6/7 to 6/11	Week 3 6/14 to 6/18	Week 4 6/21 to 6/25	Week 5 6/28 to 7/2
Calls Handled	8,478	9,013	9,964	9,108	8,470
Service Level (Goal 50%)	13.0%	3.4%	10.2%	26.2%	15.4%
Average Speed of Answer (Goal <30s)	0:11:37	0:15:37	0:12:56	0:08:35	0:15:28
Average Talk Time	0:04:44	0:05:04	0:04:37	0:04:46	0:04:37

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 50%.
 “Average Speed of Answer” is the average waittime the call experiences in queue.

