



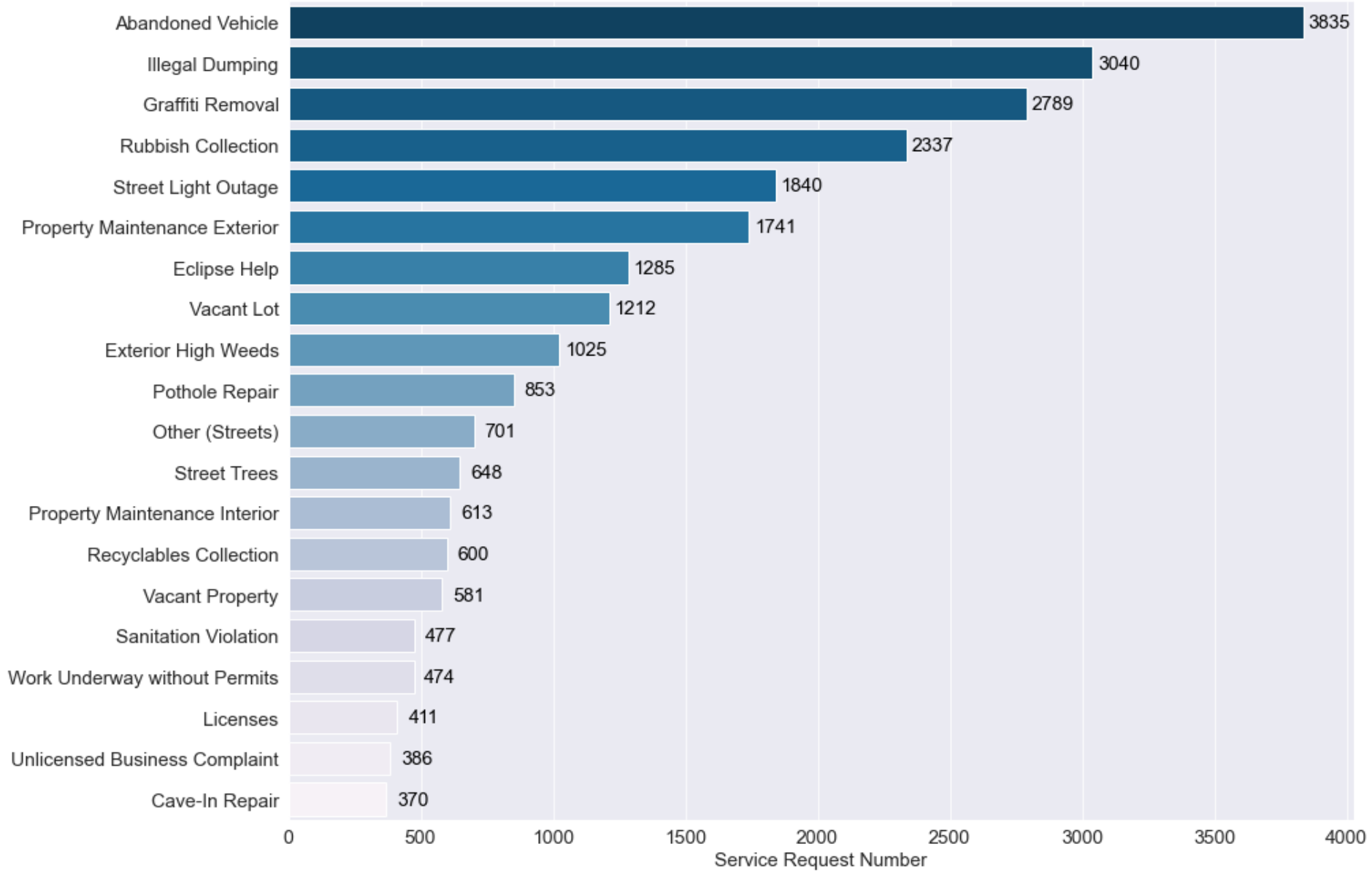
# Philly311

## Monthly Report

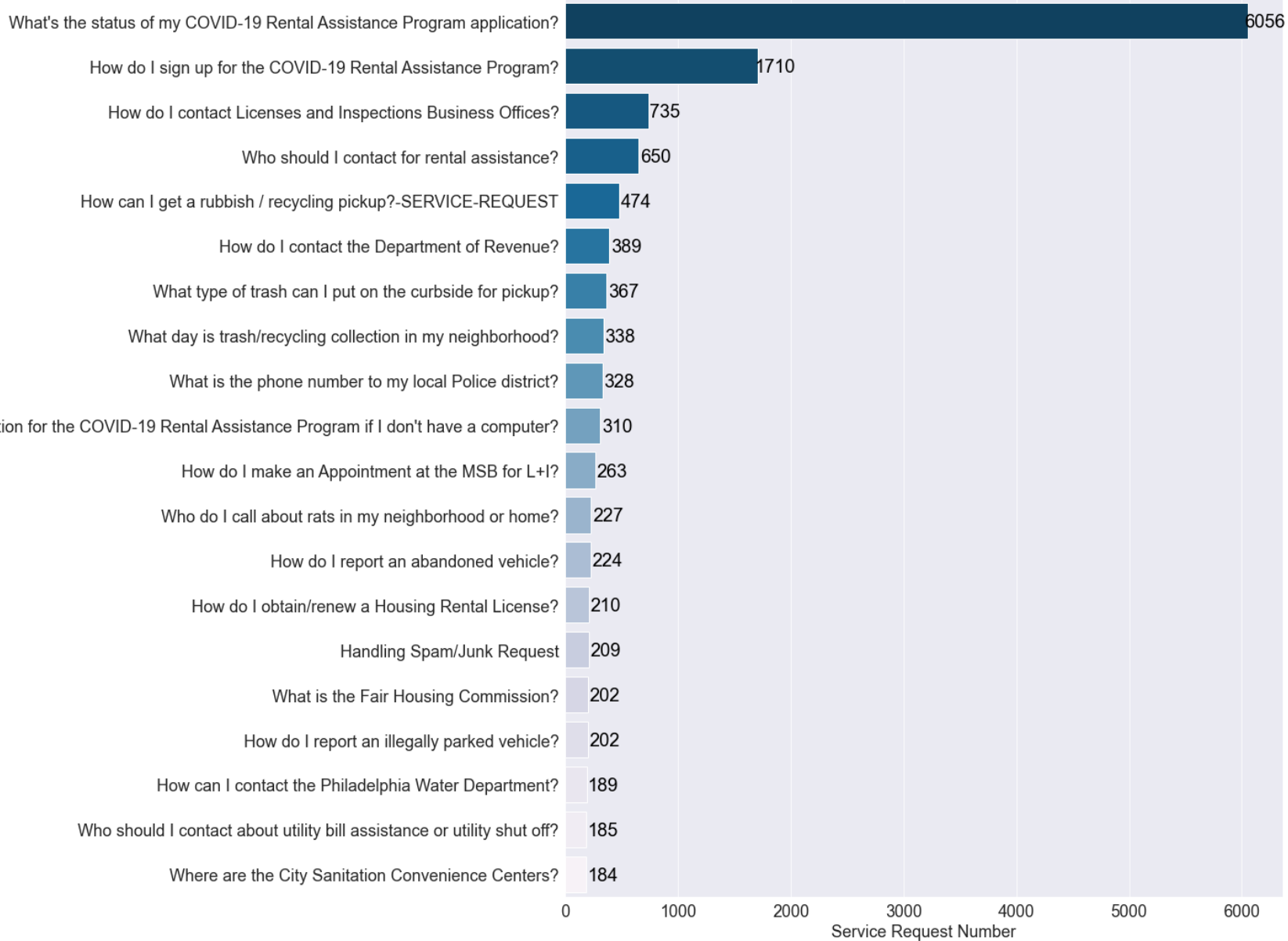
**July 2021**

***Public***

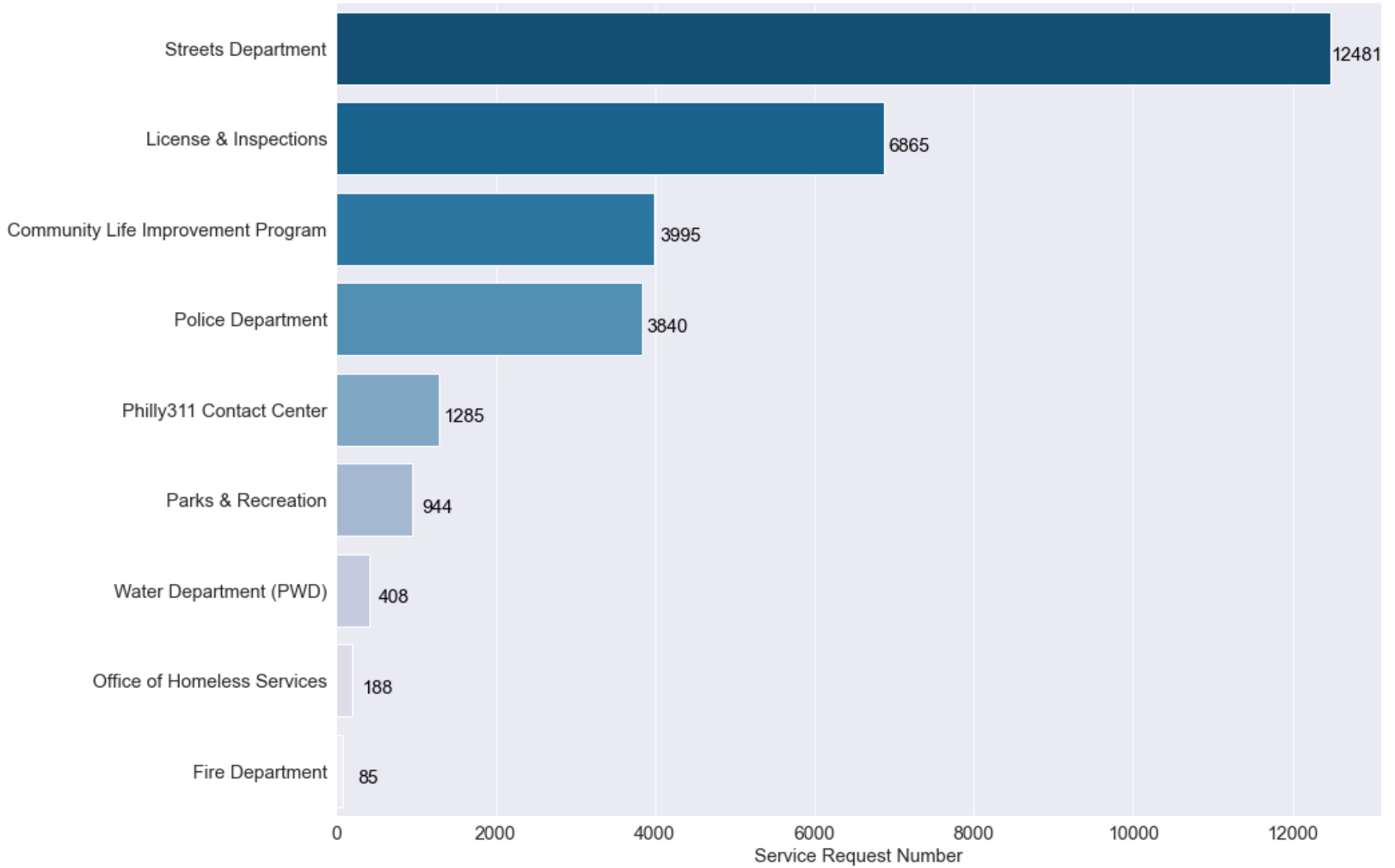
### Top 20 Service Requests of the 30,091 Total Cases Submitted



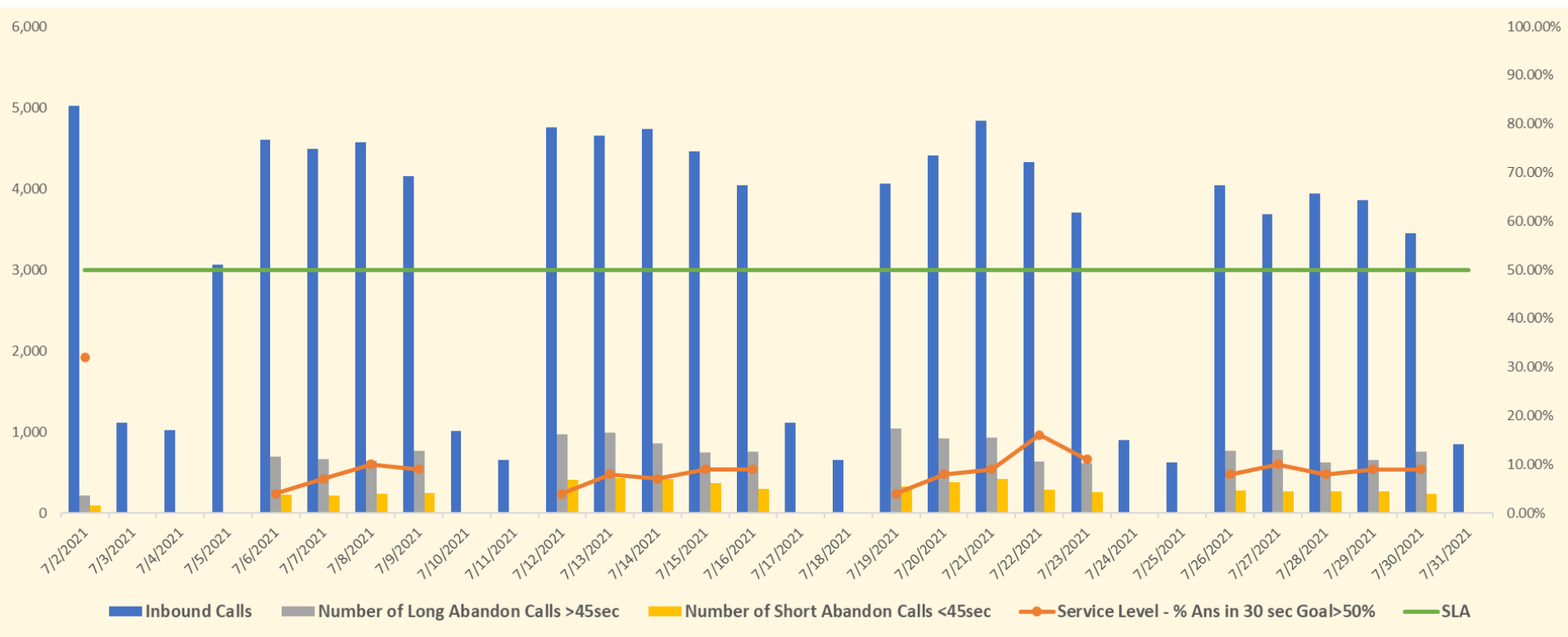
## Top 20 Information Requests of the 25,705 Total Cases Submitted



Service Tickets by Department of the 30,091 Total Cases Submitted



# Philly311 Call Volume, Abandon and Service Level by Day



June 2021	Week 1 7/6 to 7/9	Week 2 7/12 to 7/16	Week 3 7/19 to 7/23	Week 4 7/26 to 7/30
Calls Handled	7,373	9,828	9,602	9,024
Service Level (Goal 50%)	7.5%	7.4%	9.6%	8.8%
Average Speed of Answer (Goal <30s)	0:15:53	0:12:17	0:13:54	0:16:53
Average Talk Time	0:04:46	0:04:33	0:04:36	0:04:53

“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.

