



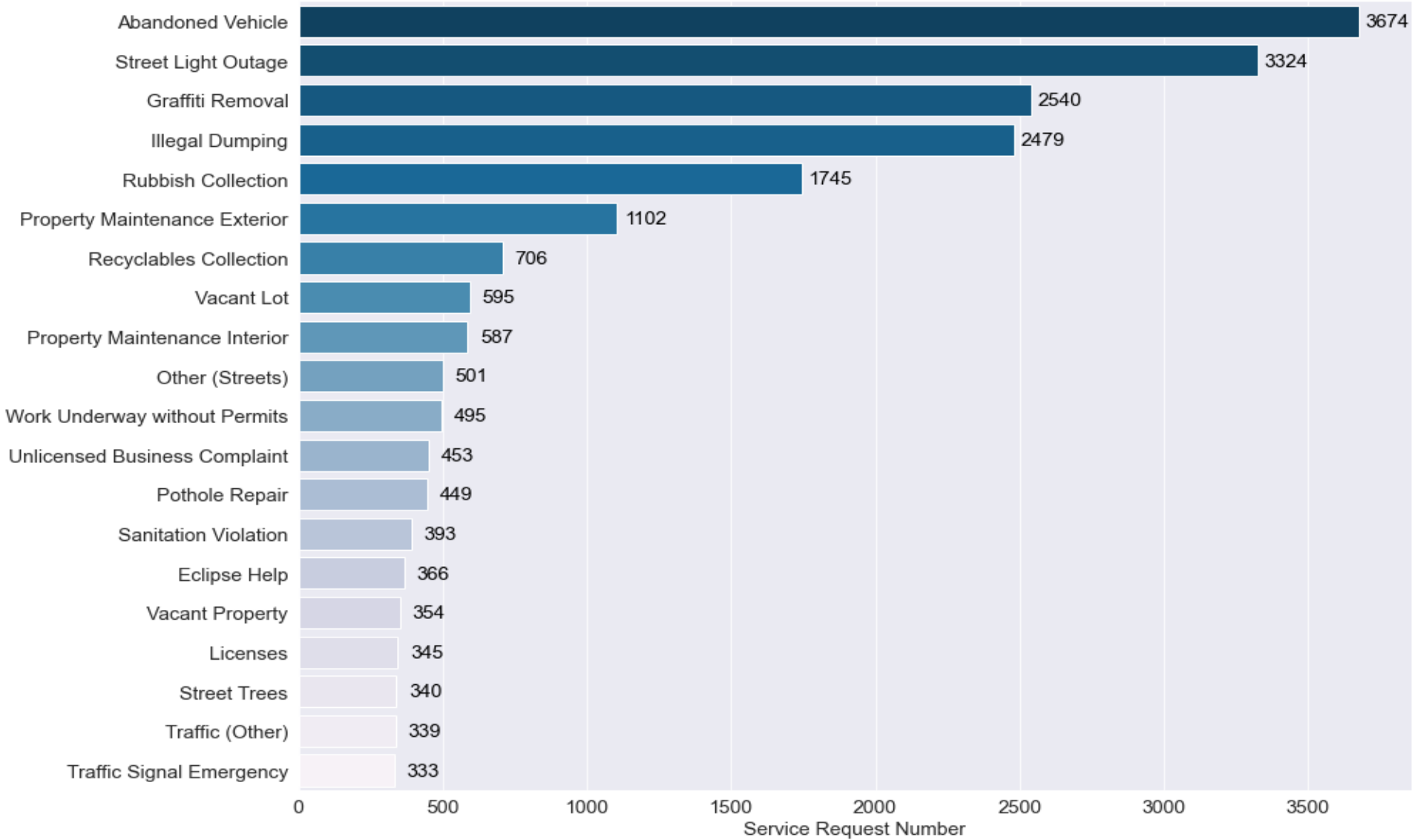
# Philly311

## Monthly Report

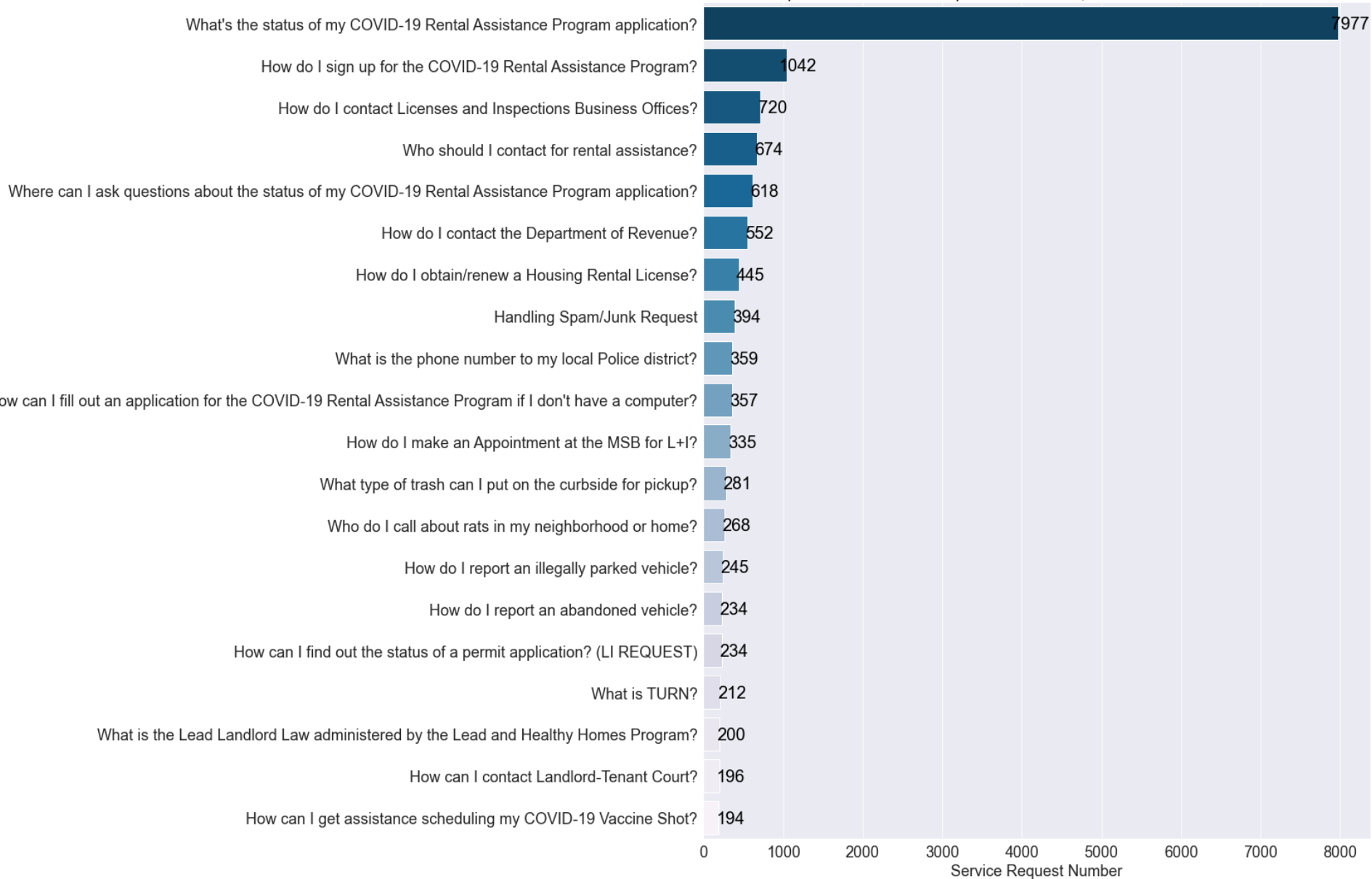
**October 2021**

*Public*

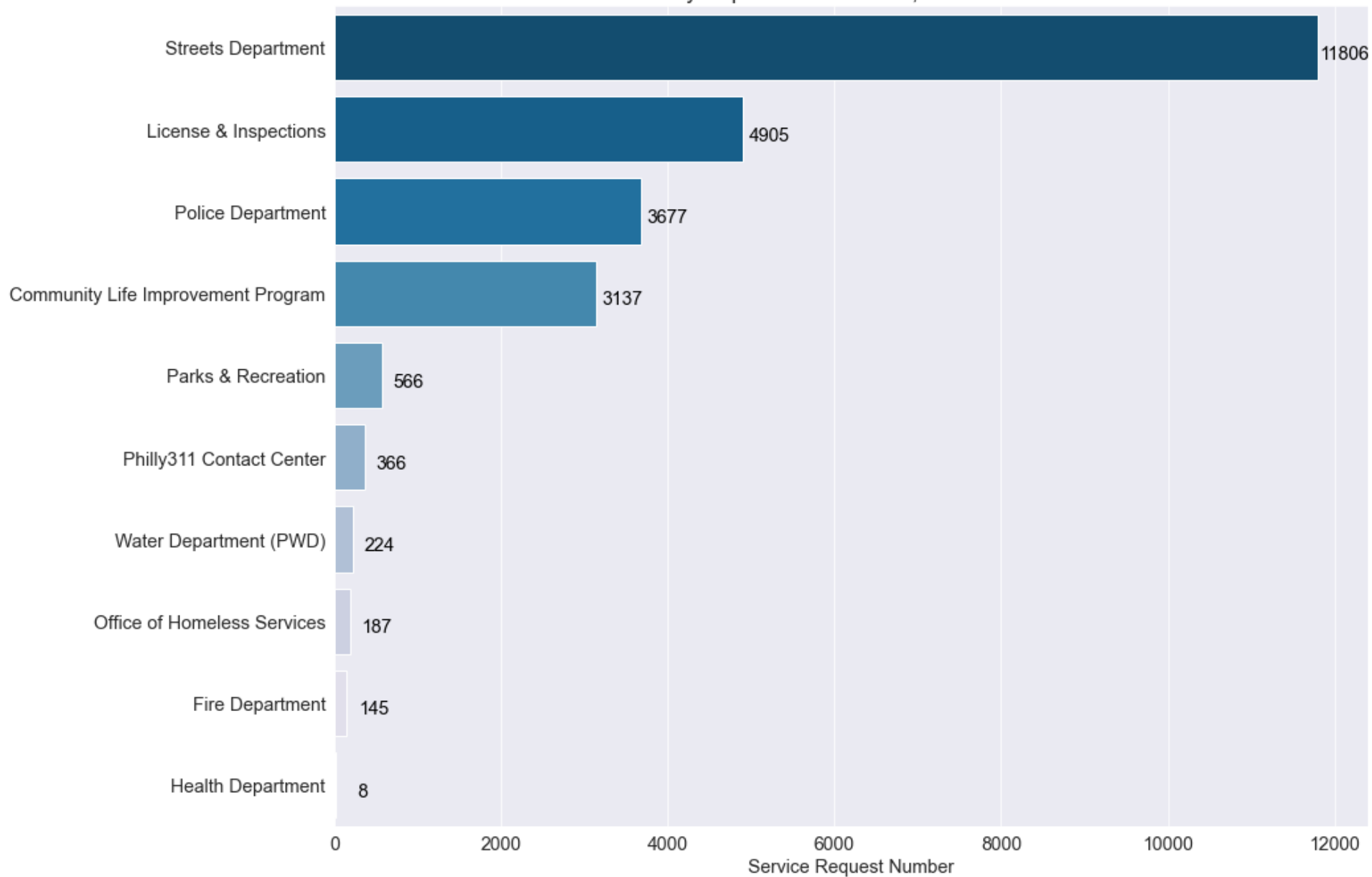
### Top 20 Service Requests of the 25,021 Total Cases Submitted



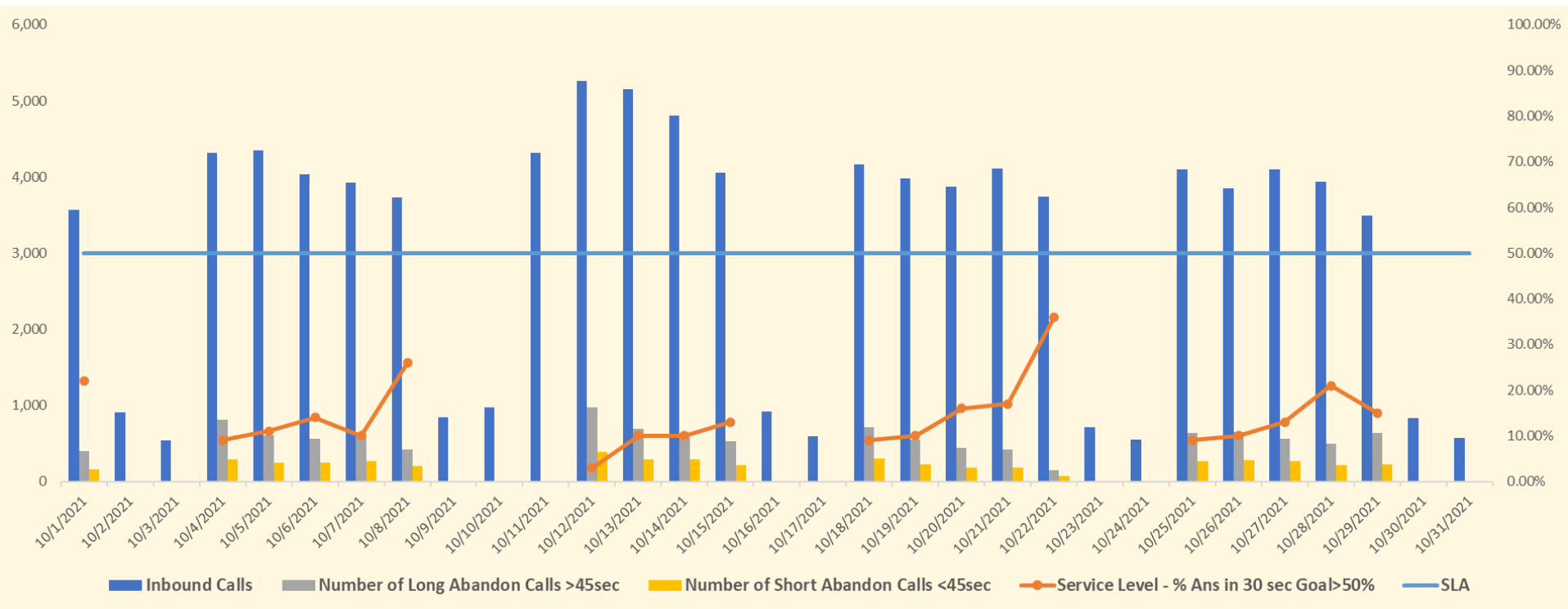
## Top 20 Information Requests of the 28,169 Total Cases Submitted



Service Tickets by Department of the 25,021 Total Cases Submitted



# Philly311 Call Volume, Abandon and Service Level by Day



October 2021	Week 1 10/4 to 10/8	Week 2 10/12 to 10/15	Week 3 10/18 to 10/22	Week 4 10/25 to 10/29
Calls Handled	9,292	7,522	9,094	8,835
Service Level (Goal 50%)	14.0%	9.0%	17.6%	13.6%
Average Speed of Answer (Goal <30s)	0:10:29	0:11:58	0:10:47	0:15:18
Average Talk Time	0:04:09	0:04:17	0:04:05	0:04:06

“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.

