



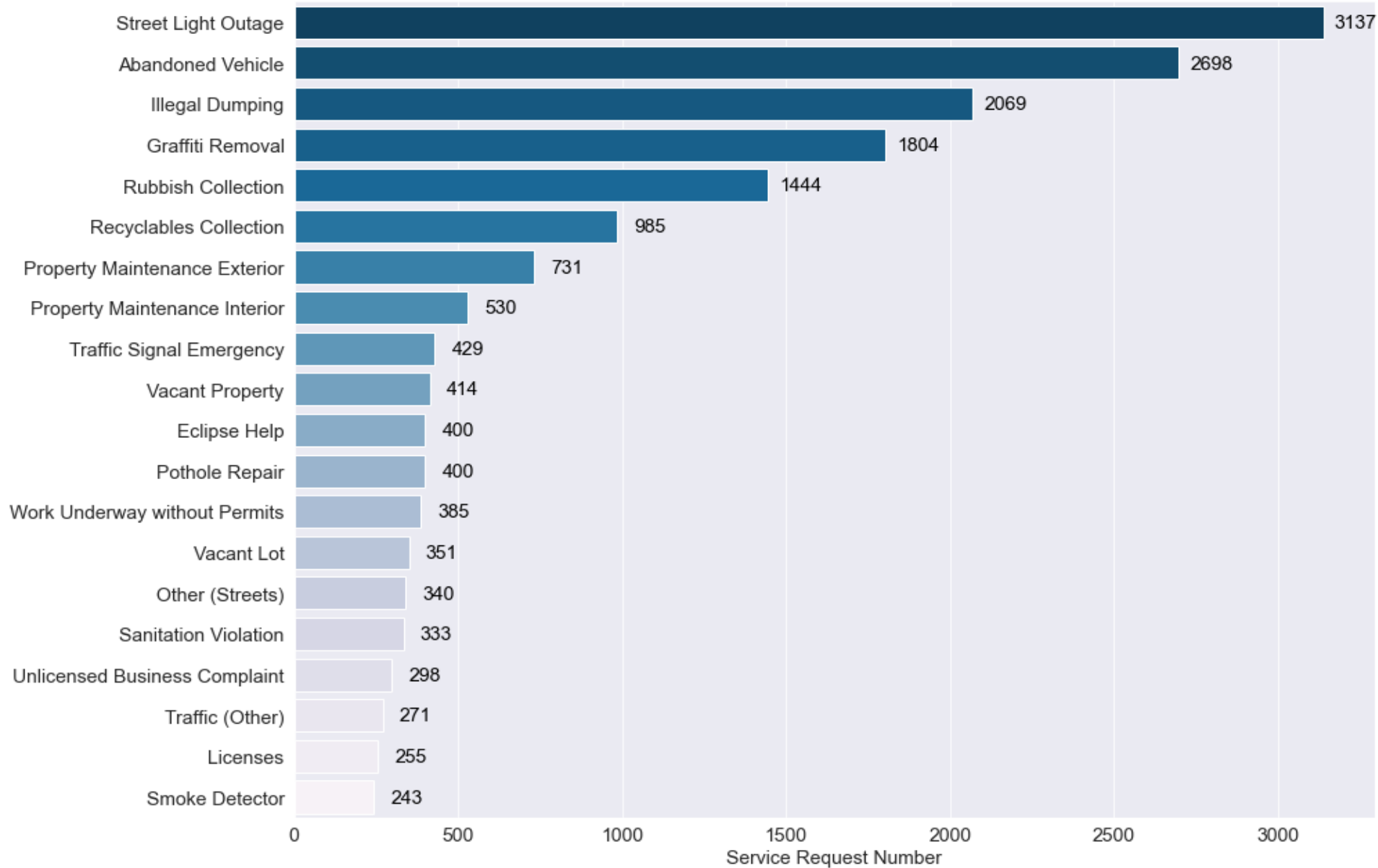
# Philly311

## Monthly Report

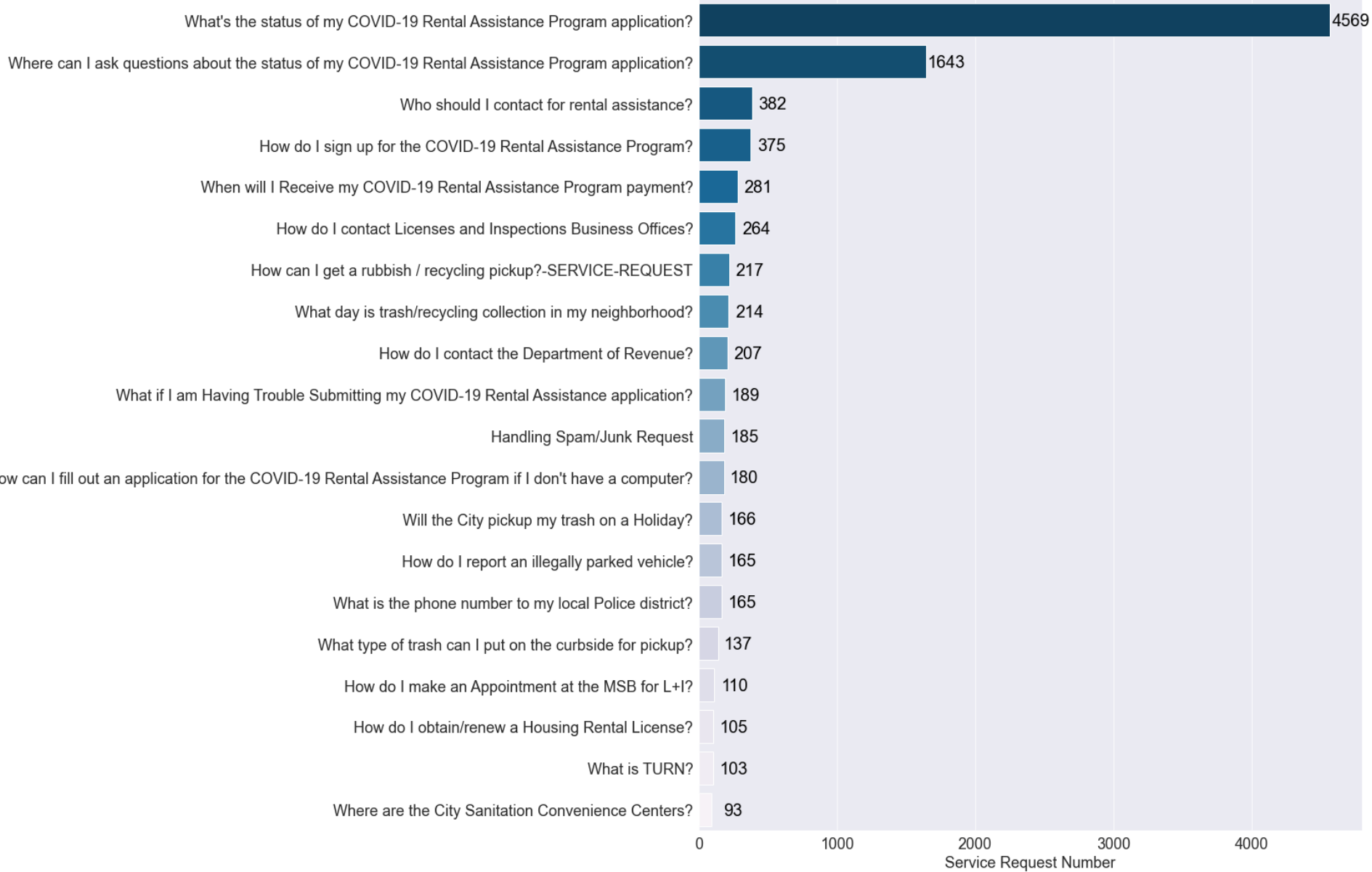
**November 2021**

*Public*

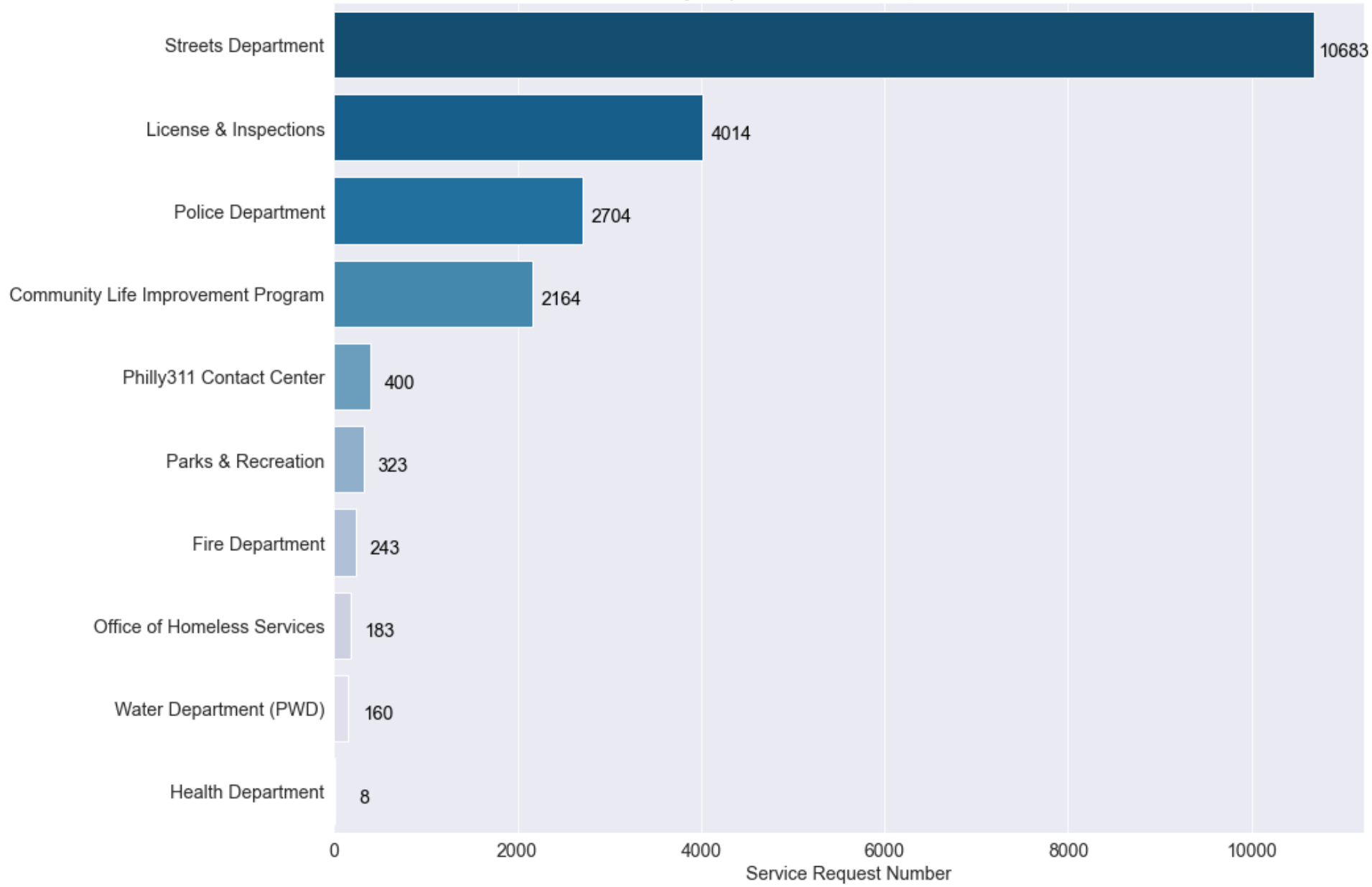
## Top 20 Service Requests of the 20,885 Total Cases Submitted



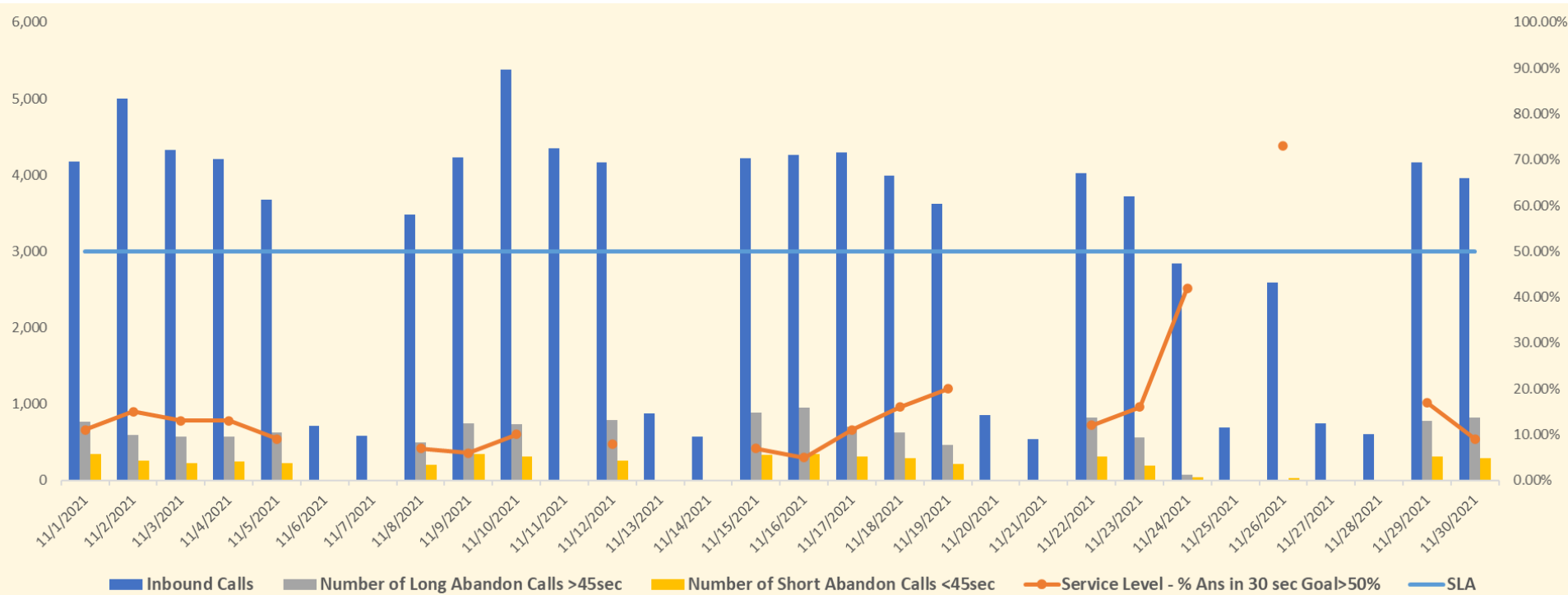
Top 20 Information Requests of the 14,992 Total Cases Submitted



Service Tickets by Department of the 20,882 Total Cases Submitted



# Philly311 Call Volume, Abandon and Service Level by Day



November 2021	Week 1 11/1 to 11/5	Week 2 11/8 to 11/12	Week 3 11/15 to 11/19	Week 4 11/22 to 11/26
Calls Handled	9,102	6,339	8,436	4,838
Service Level (Goal 50%)	12.2%	7.8%	11.8%	35.8%
Average Speed of Answer (Goal <30s)	0:15:48	0:20:42	0:19:18	0:12:04
Average Talk Time	0:04:02	0:04:12	0:04:13	0:04:16

“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.

