



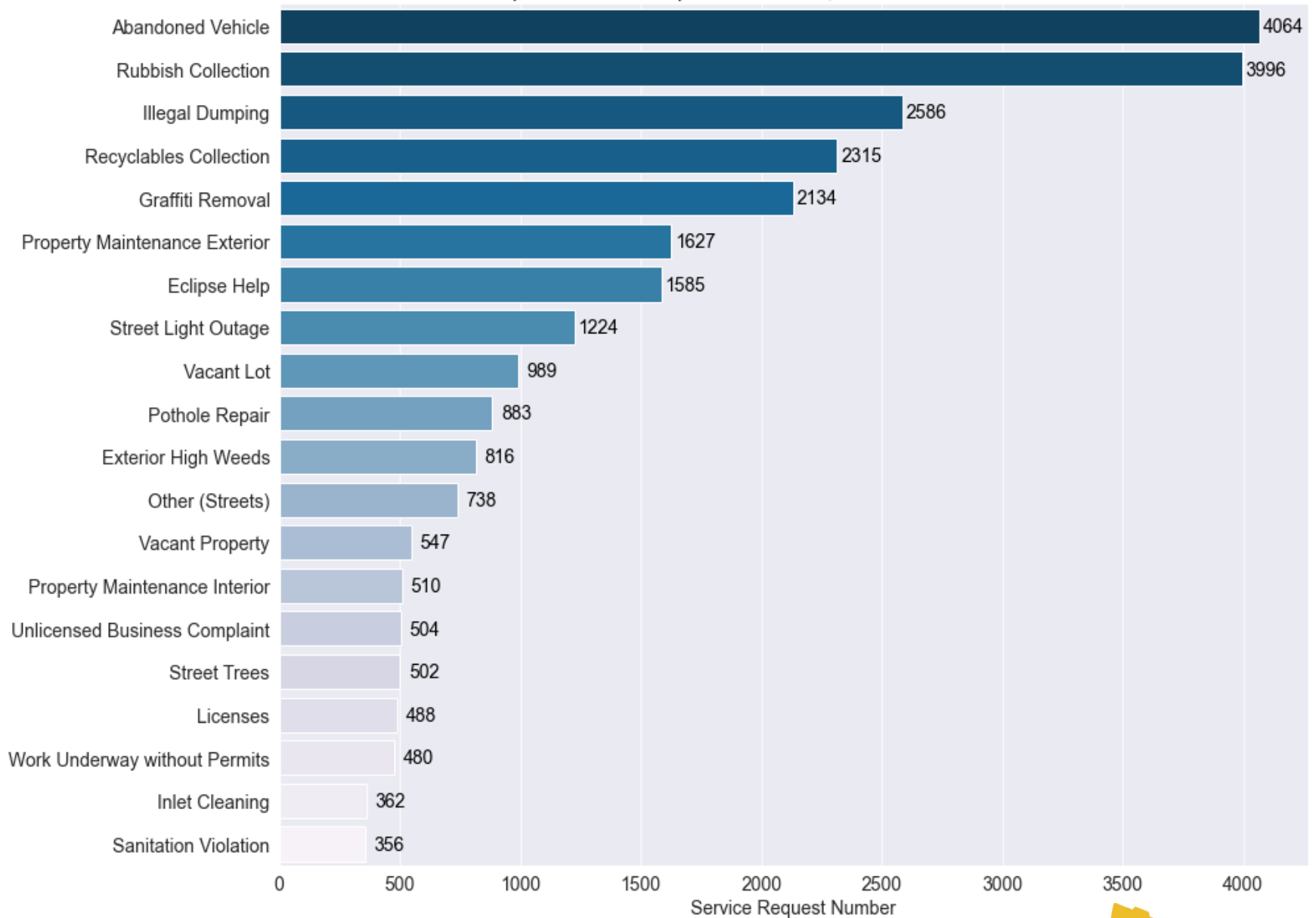
# Philly311

## Monthly Report

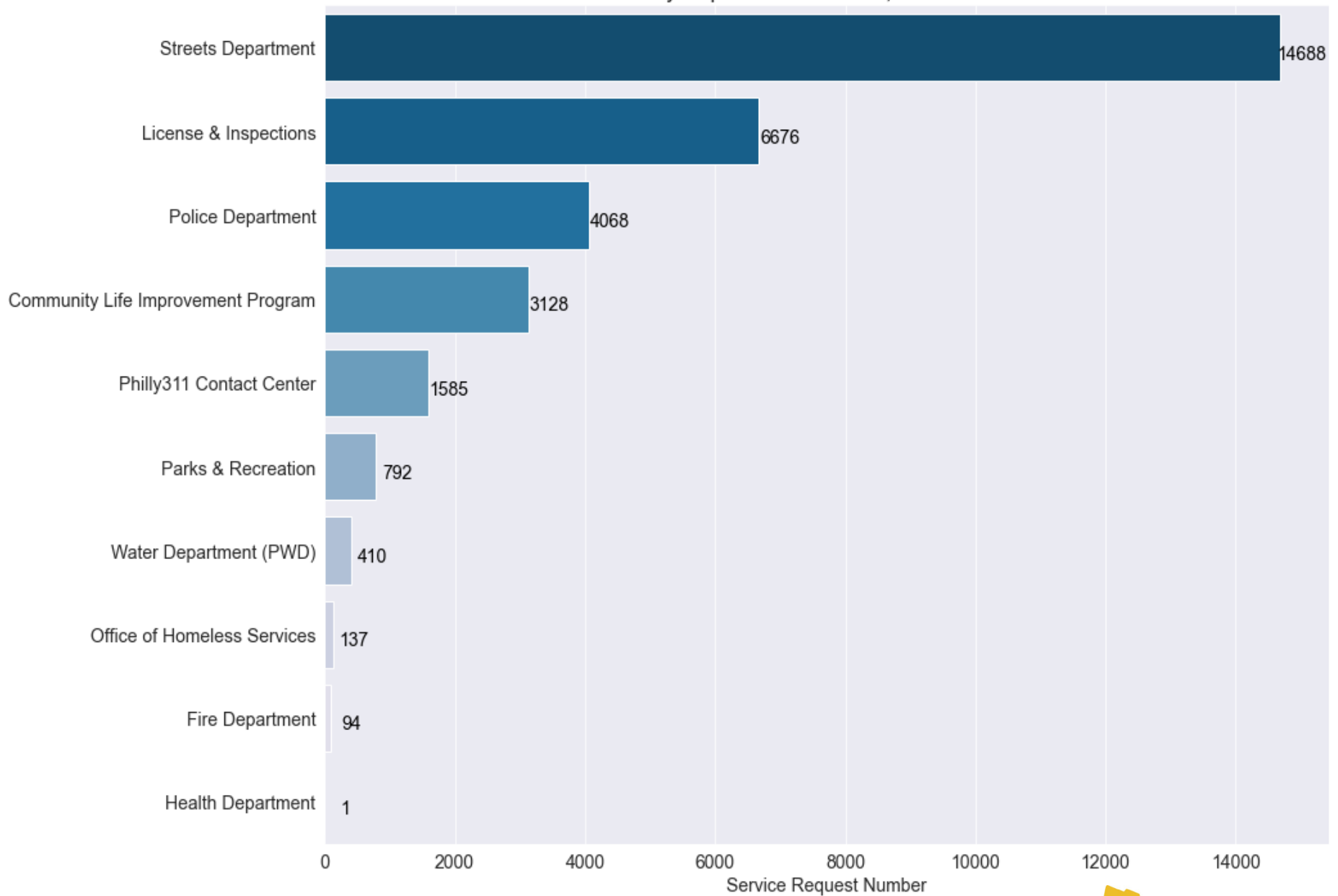
**June 2021**

***Public***

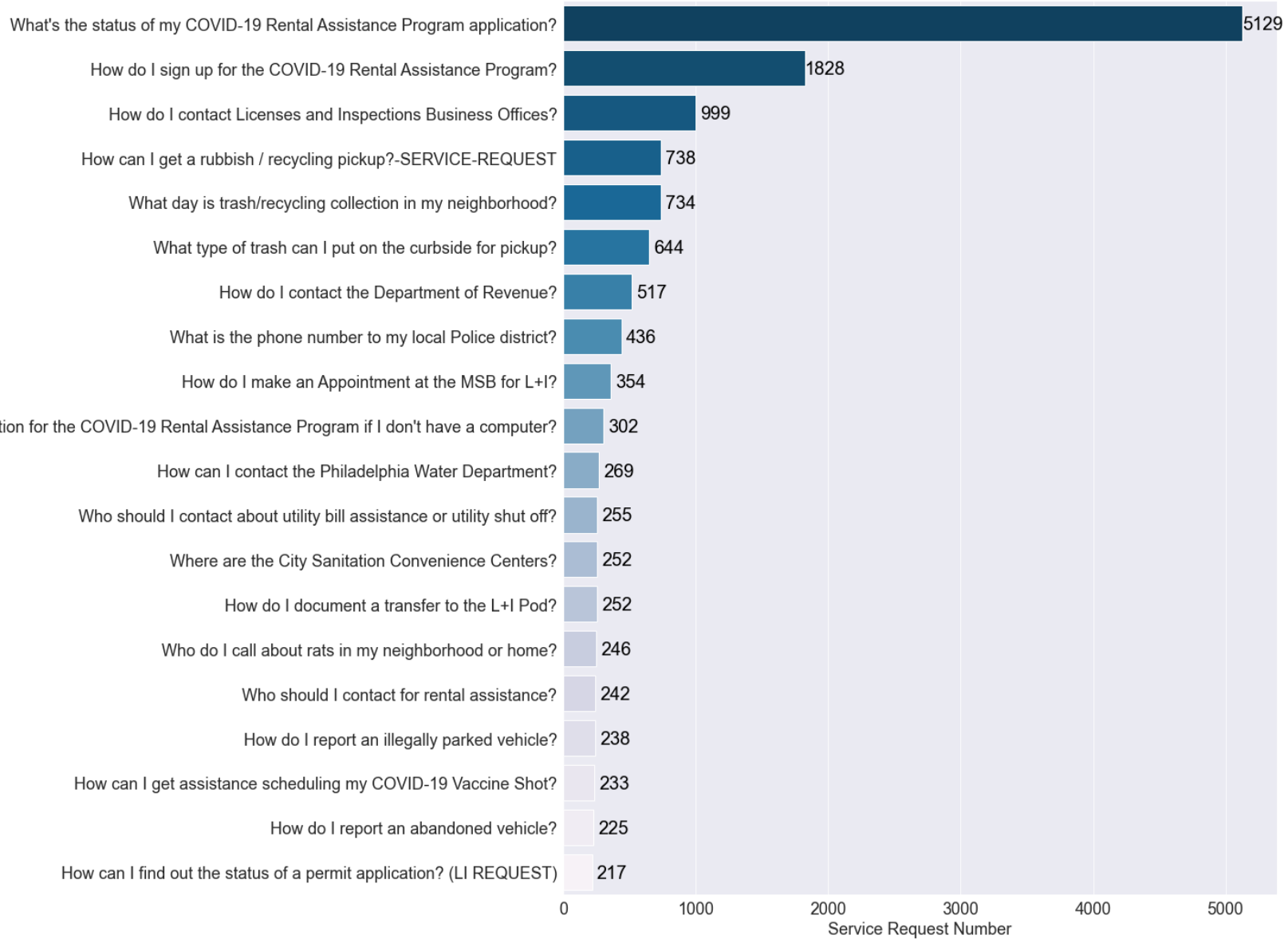
Top 20 Service Requests of the 31,579 Total Cases Submitted



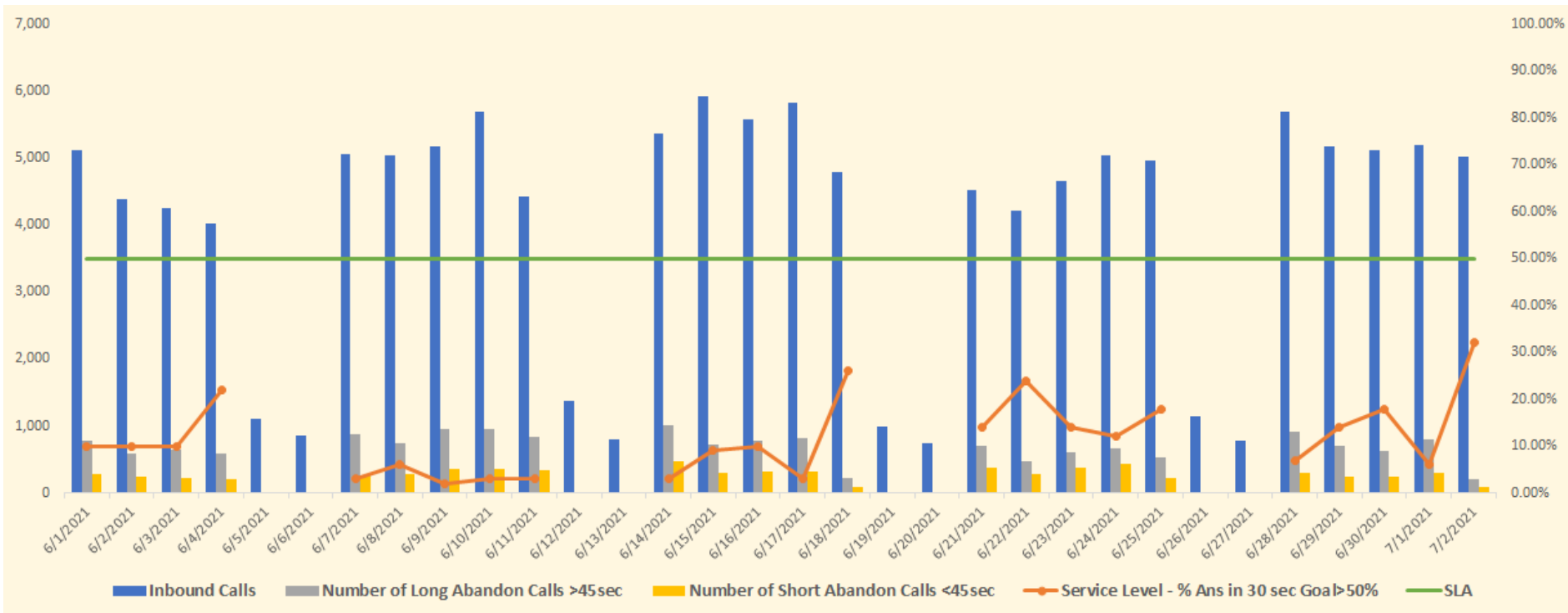
Service Tickets by Department of the 31,579 Total Cases Submitted



## 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.

