

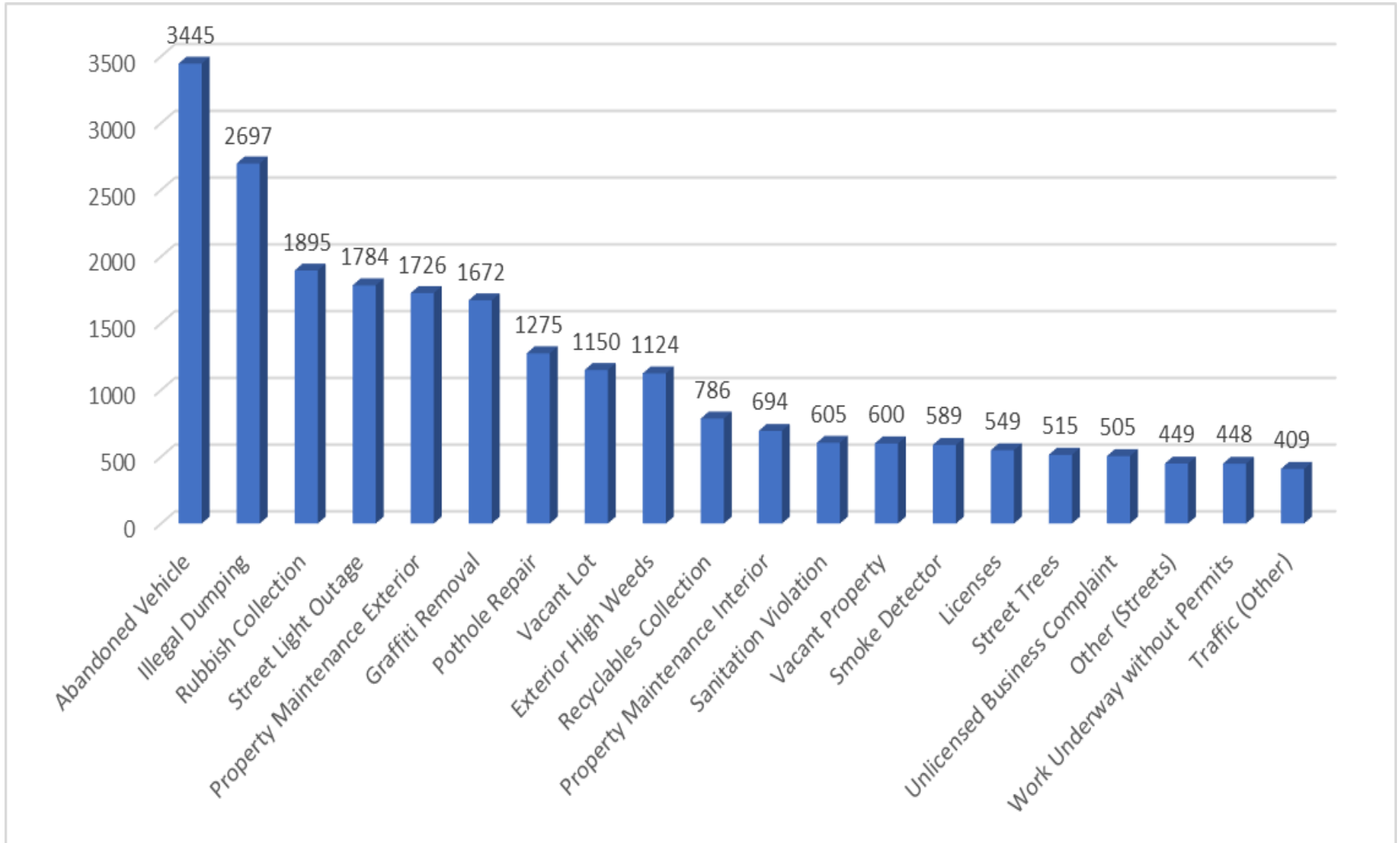


# Philly311

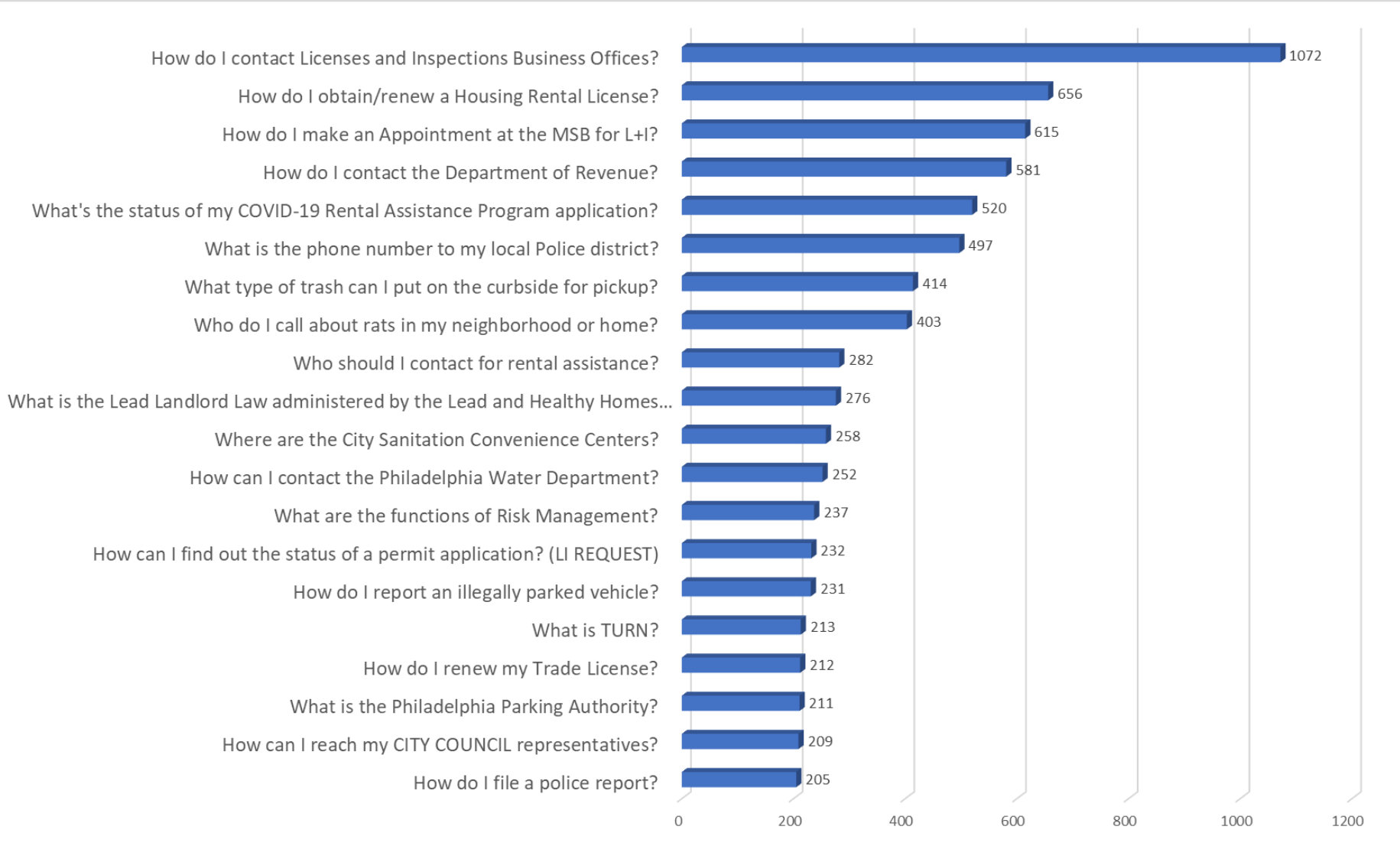
**June 2022**

***Public***

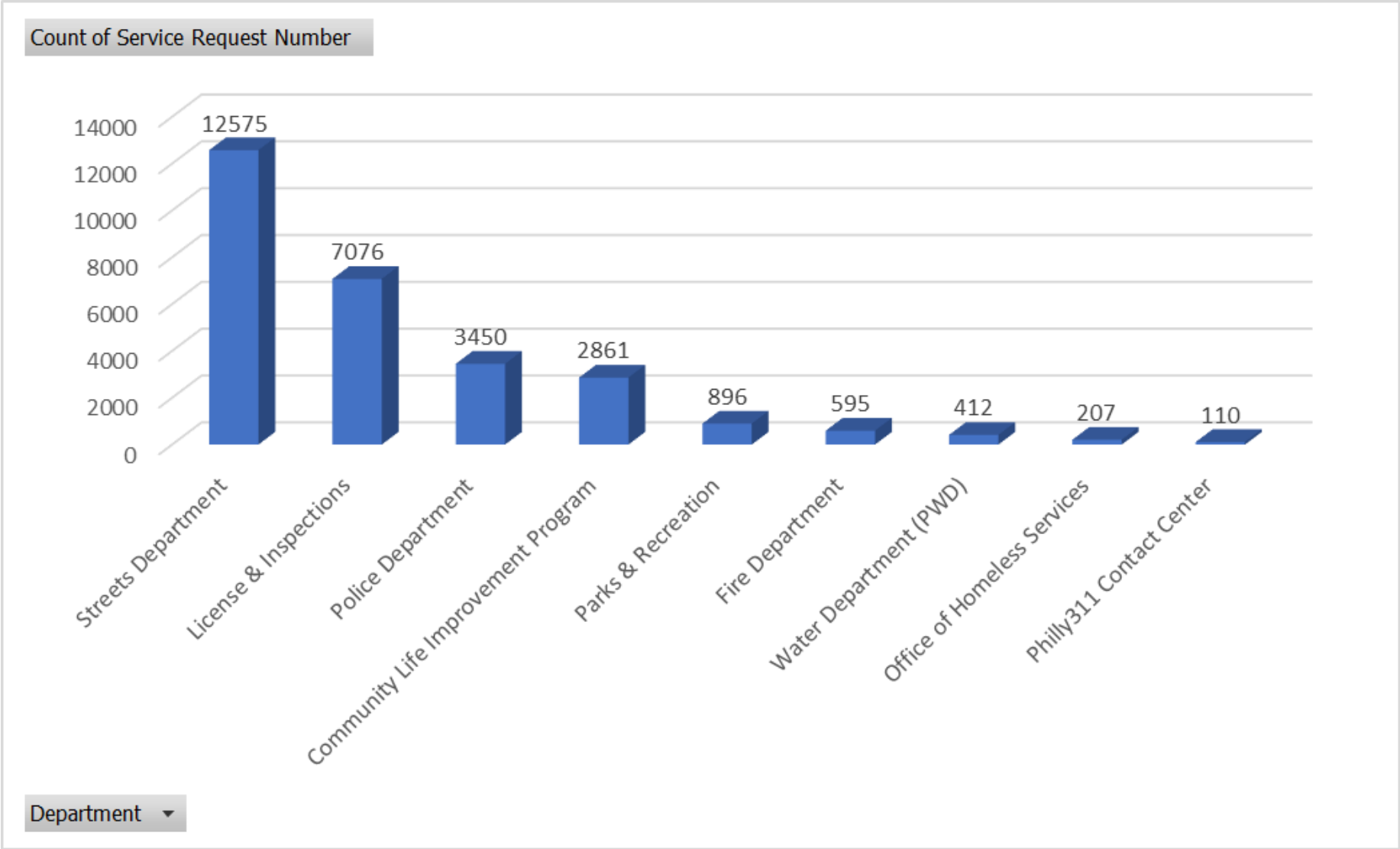
## Top 20 Service Requests of the 28,182 Total Cases Submitted



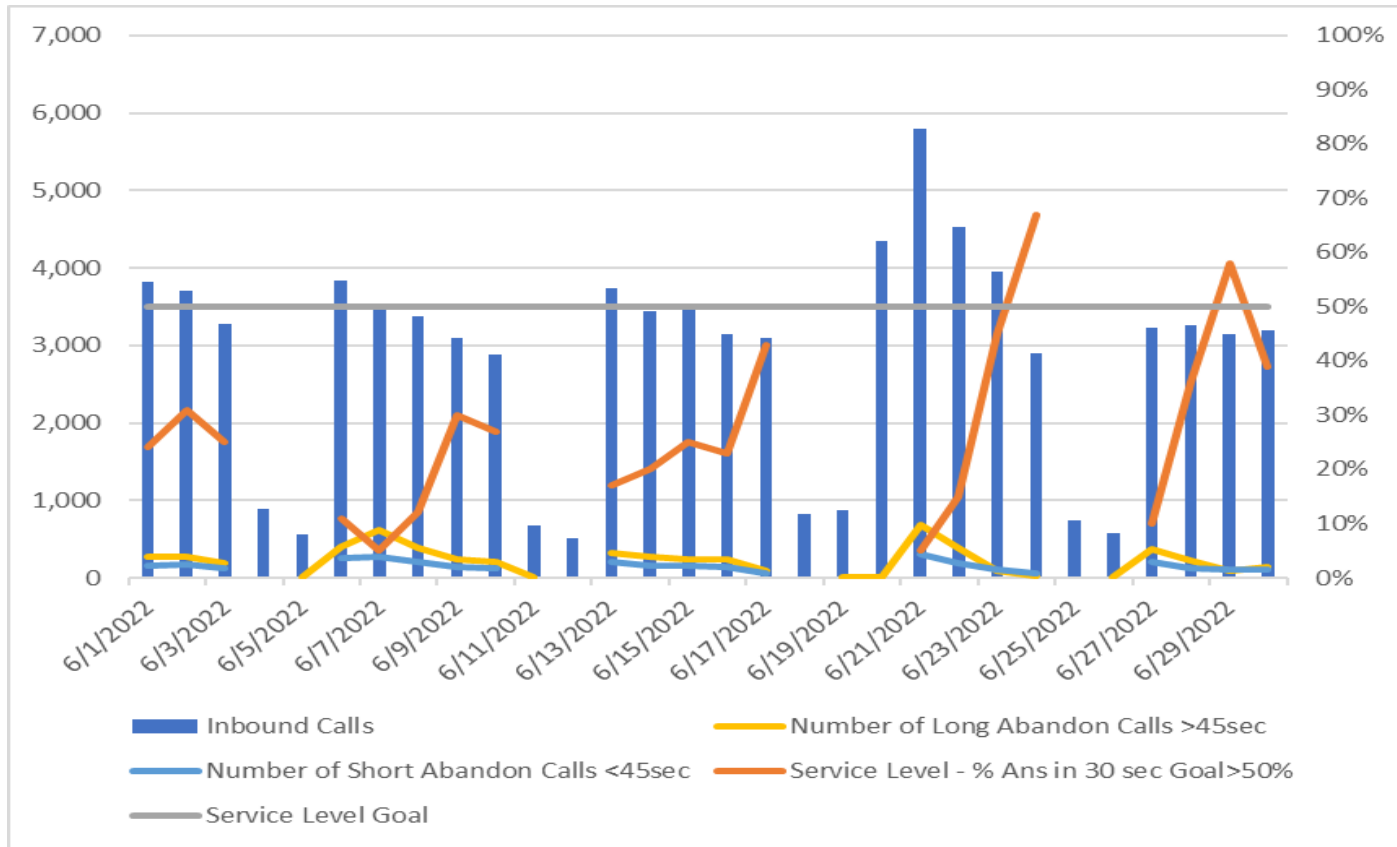
# Top 20 Information Requests of the 22,142 Total Cases Submitted



# Service Requests by Department of the 28,128 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



June 2022	Week 1 (6/1 - 6/4)	Week 2 (6/5 - 6/11)	Week 3 (6/12 - 6/18)	Week 4 (6/19 - 6/25)	Week 5 (6/26 - 6/30)
Calls Handled	4,862	7,401	7,499	6,629	6,510
Service Level (Goal 50%)	27%	17%	26%	33%	36%
Average Speed of Answer (Goal <30s)	3:59	5:26	4:03	3:23	2:21
Average Talk Time	3:52	3:48	3:46	3:48	3:37

**“Service Level”** is the percentage of calls answered in less than 30 seconds. Our goal is 50%.

**“Average Speed of Answer”** is the average wait time the call experiences in queue.

