

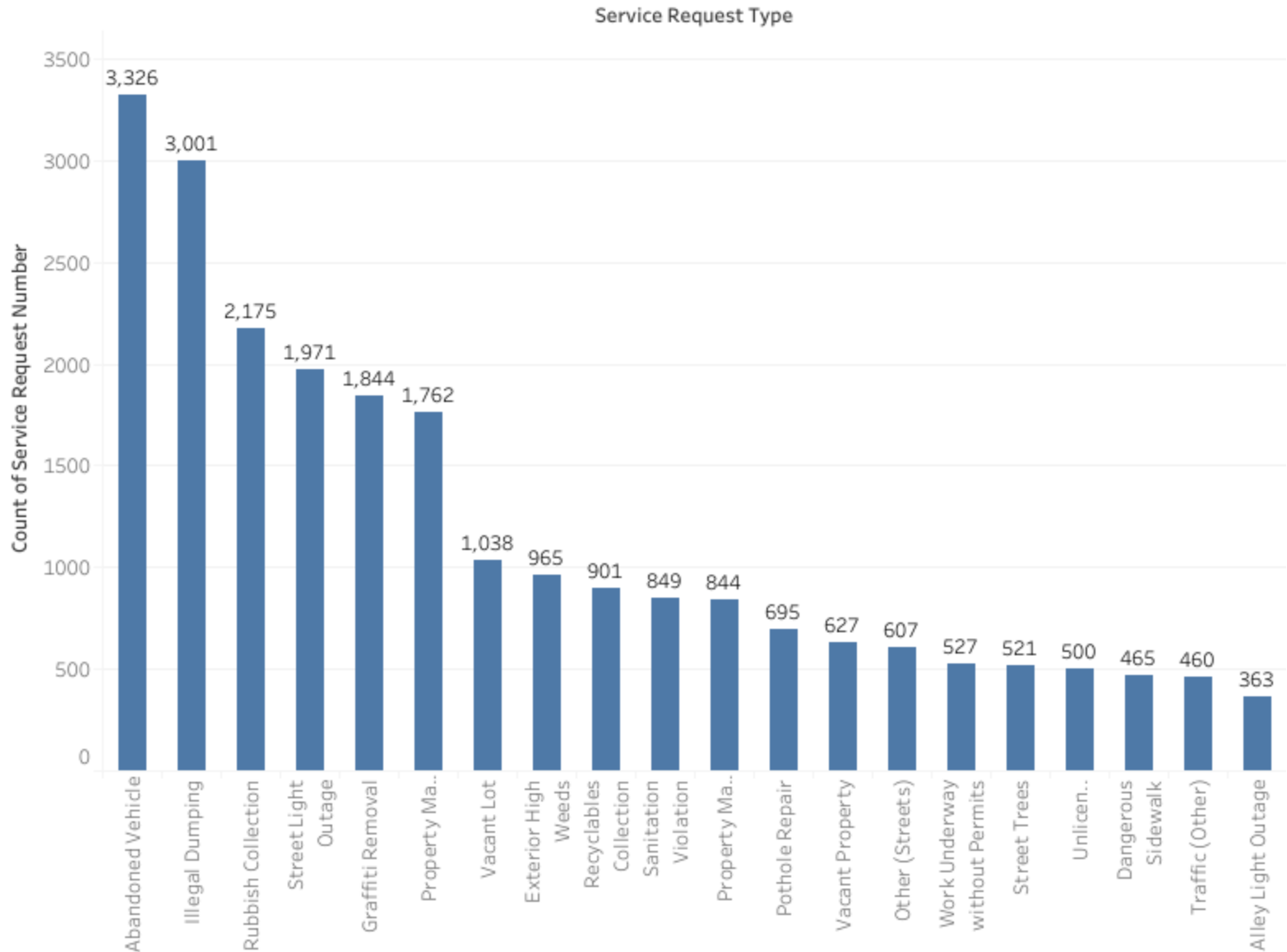


# Philly311

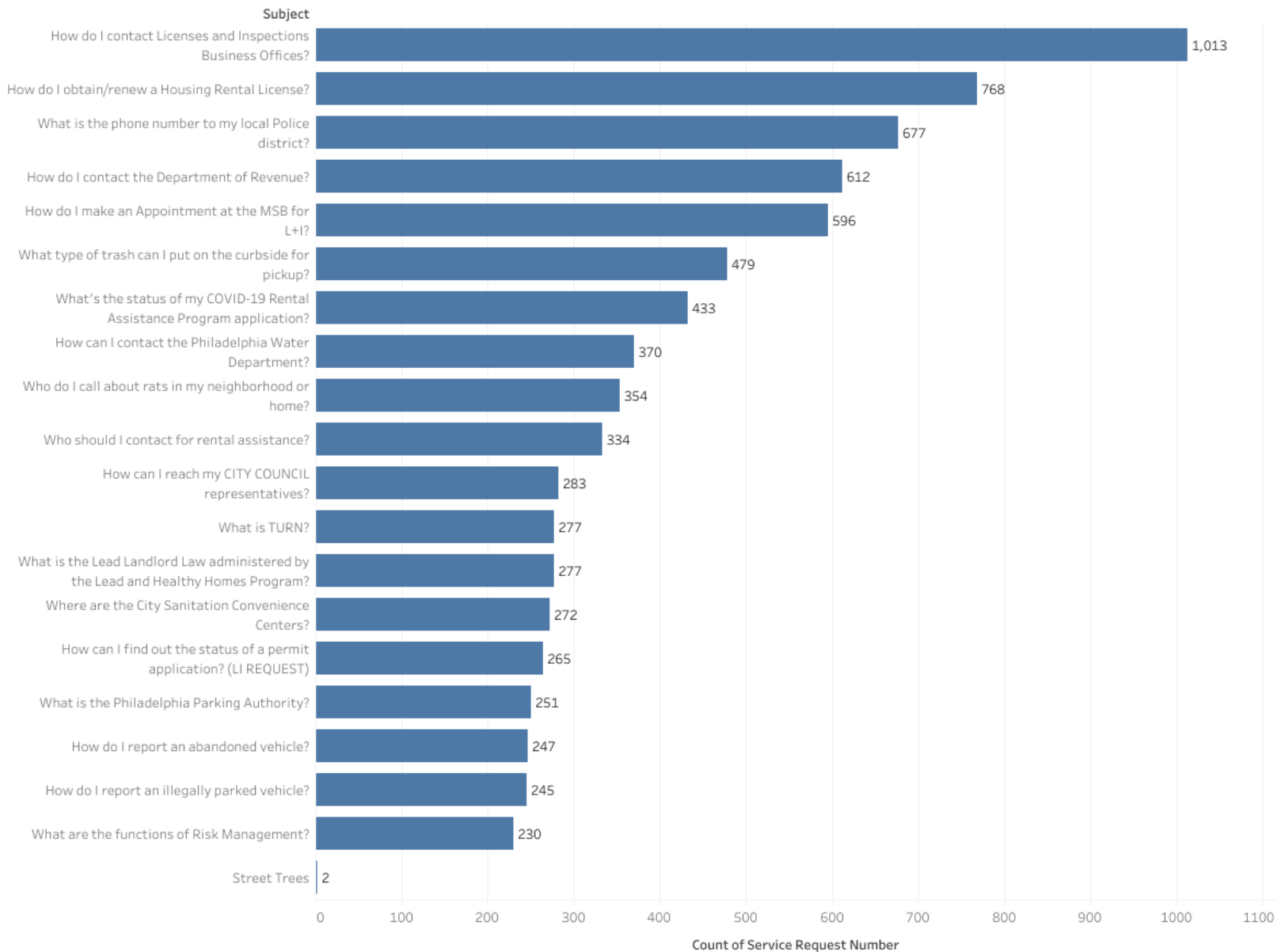
**August 2022**

***Public***

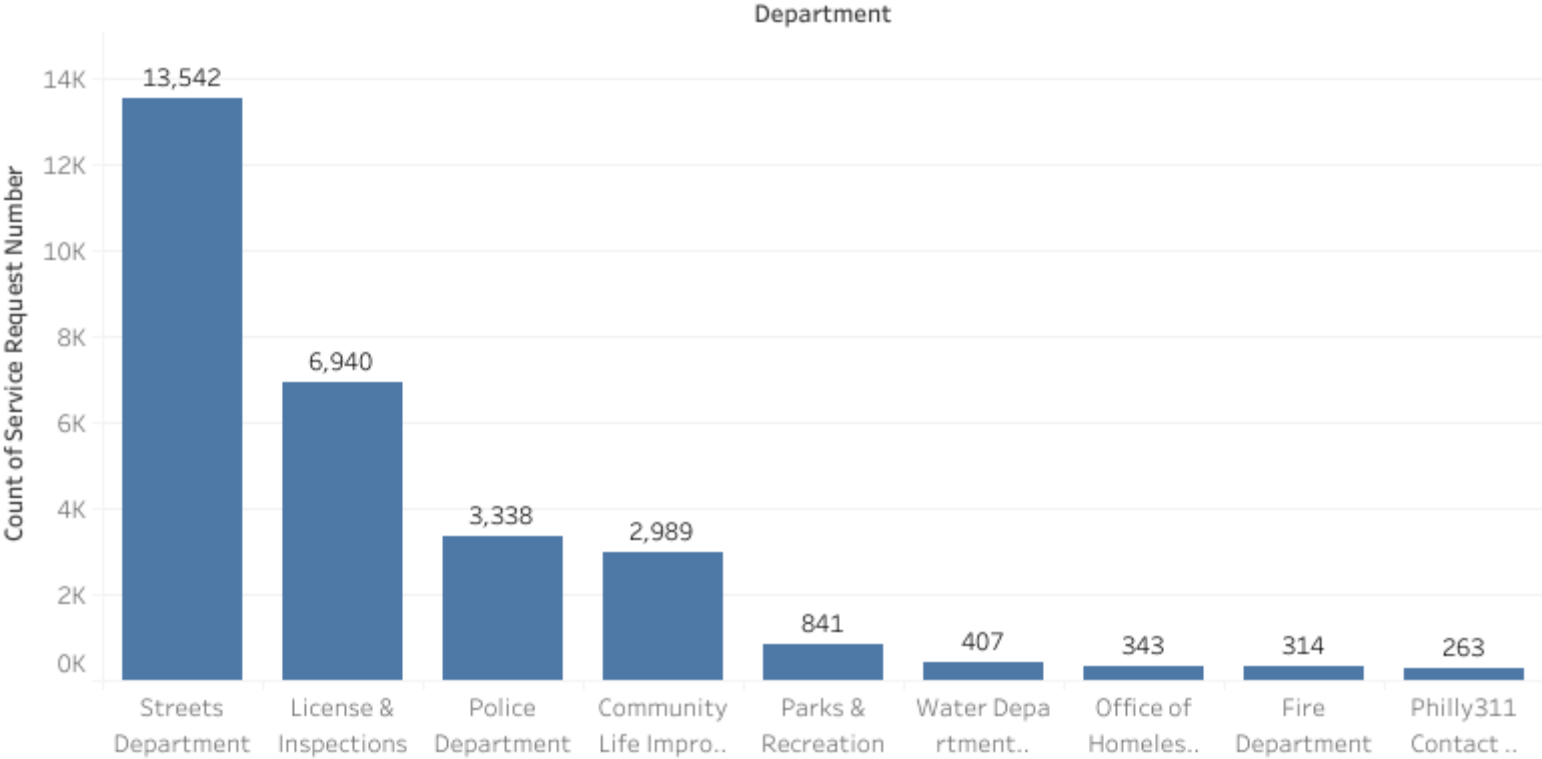
# Top 20 Service Requests of the 28,977 Total Cases Submitted



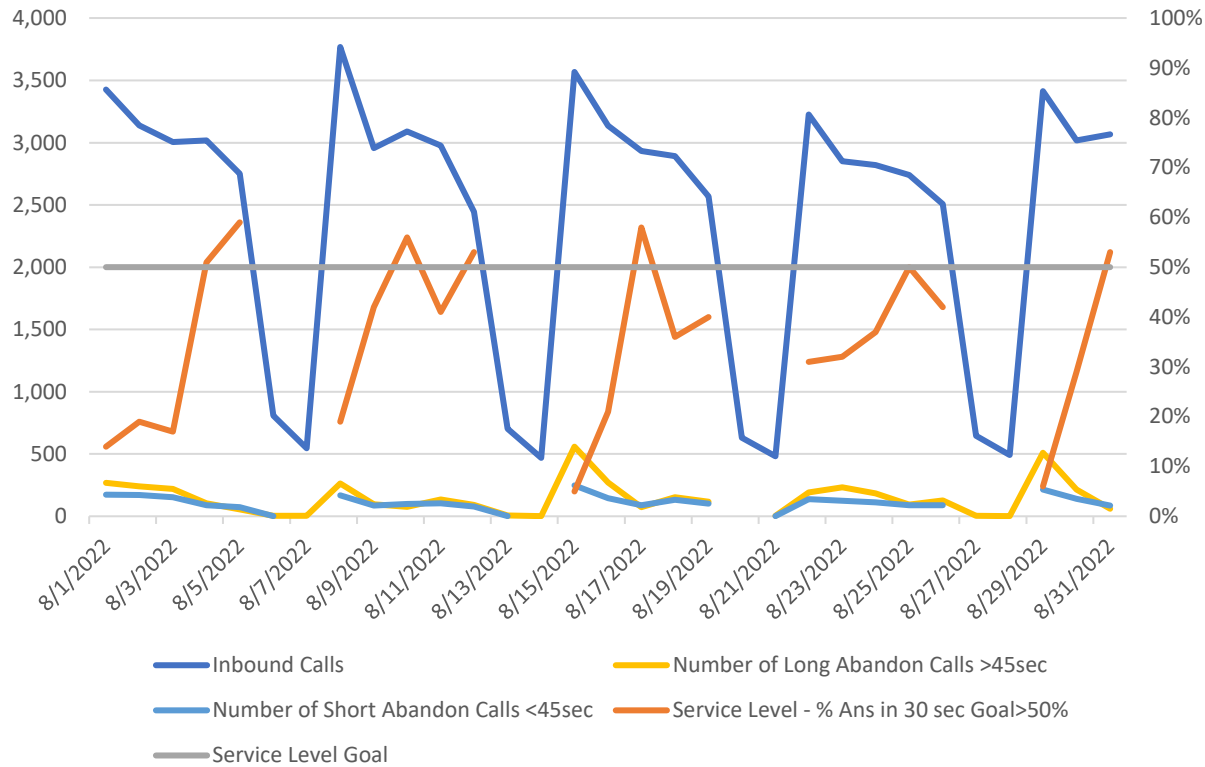
# Service Requests by Department of the 24,202 Total Cases Submitted



# Service Requests by Department of the 28,977 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



August 2022	Week 1 (8/1 - 8/6)	Week 2 (8/7 - 8/13)	Week 3 (8/14 - 8/20)	Week 4 (8/21 - 8/27)	Week 5 (8/28 - 8/31)
Calls Handled	7,867	8,298	7,697	7,594	4,718
Service Level (Goal 50%)	32%	42%	32%	38%	42%
Average Speed of Answer (Goal <30s)	02:48	01:56	03:17	02:31	03:35
Average Talk Time	03:45	03:48	03:51	03:47	03:51

“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.

