

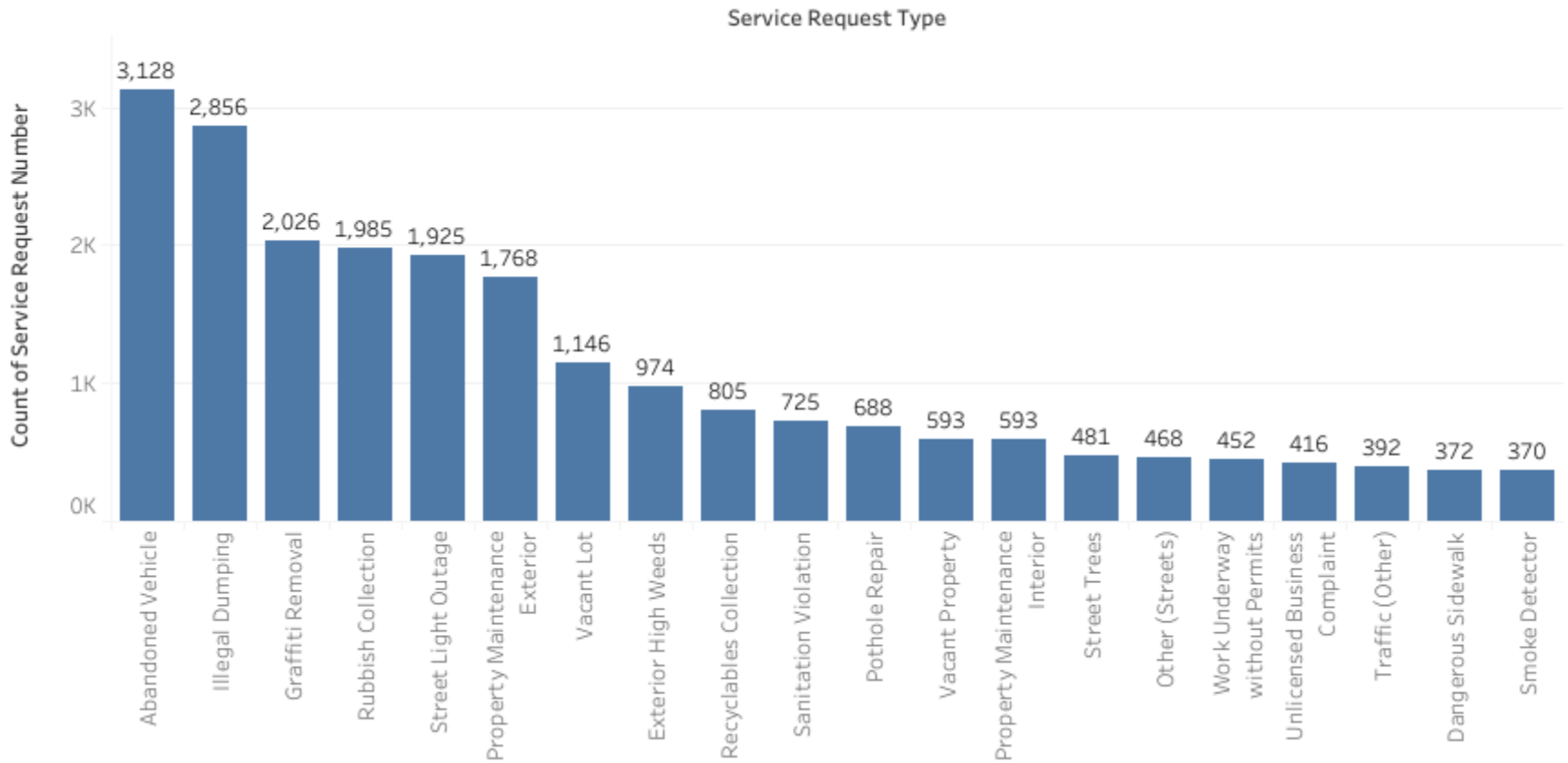


**Philly311**

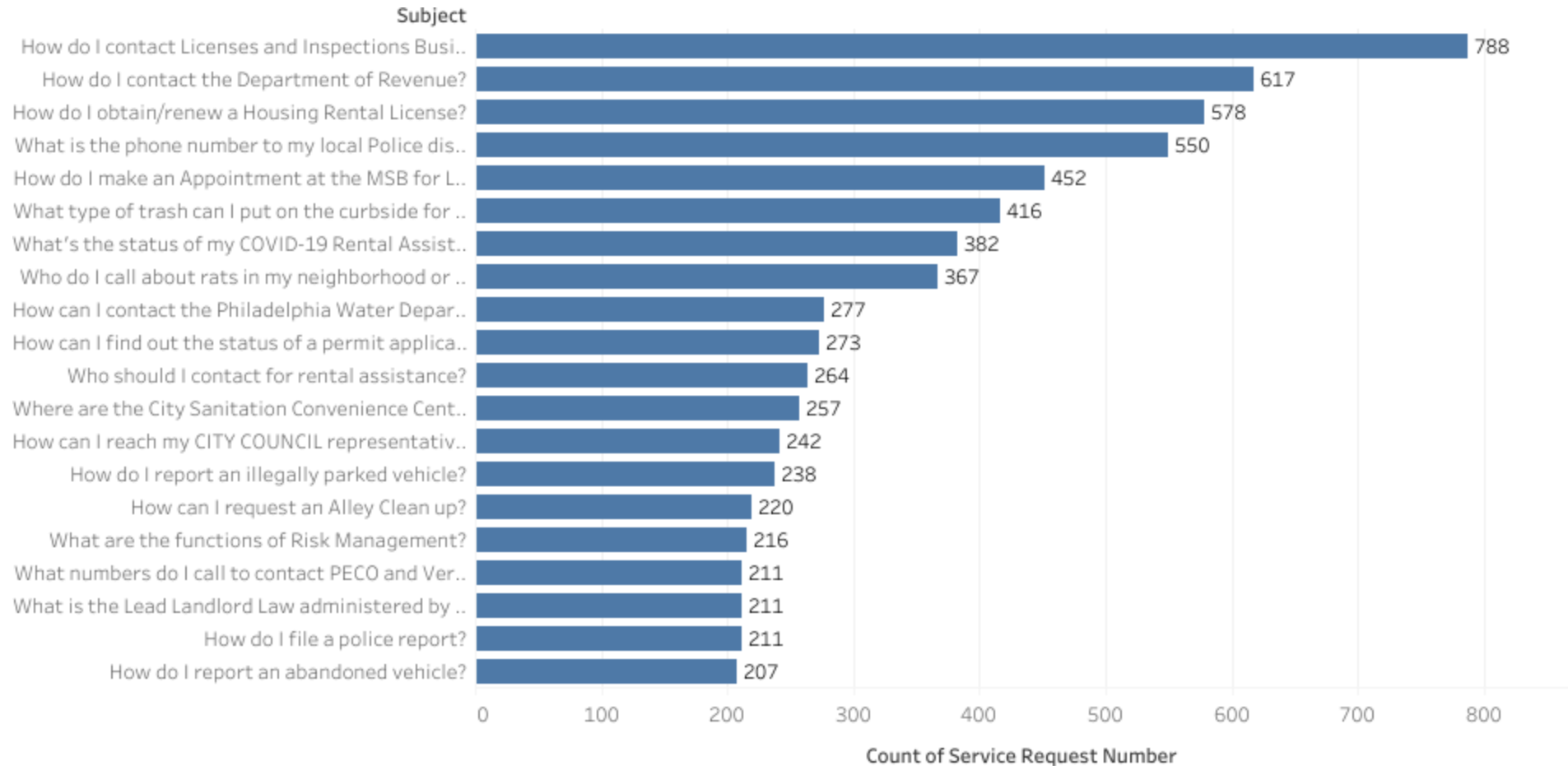
**July 2022**

***Public***

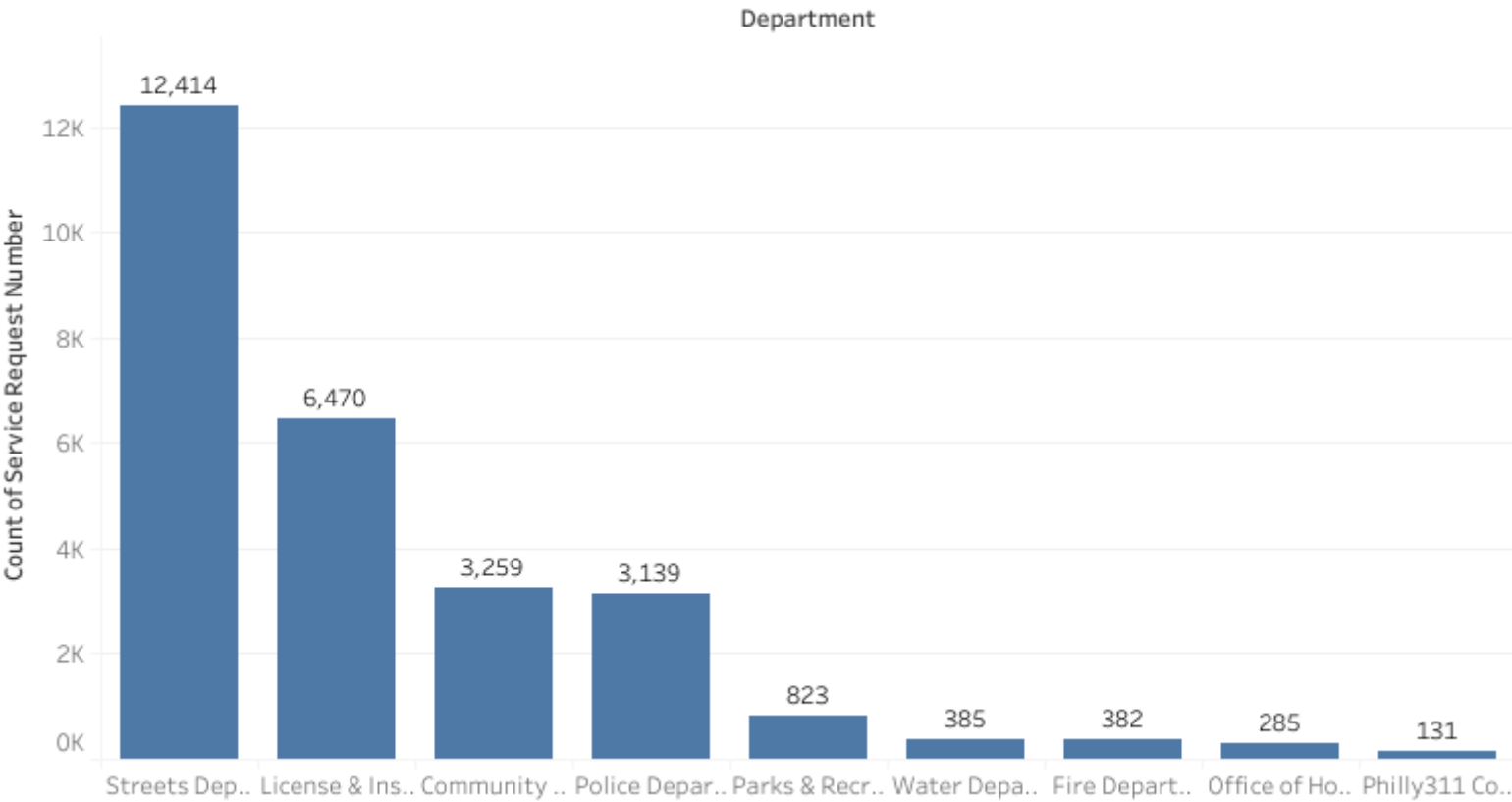
# Top 20 Service Requests of the 28,977 Total Cases Submitted



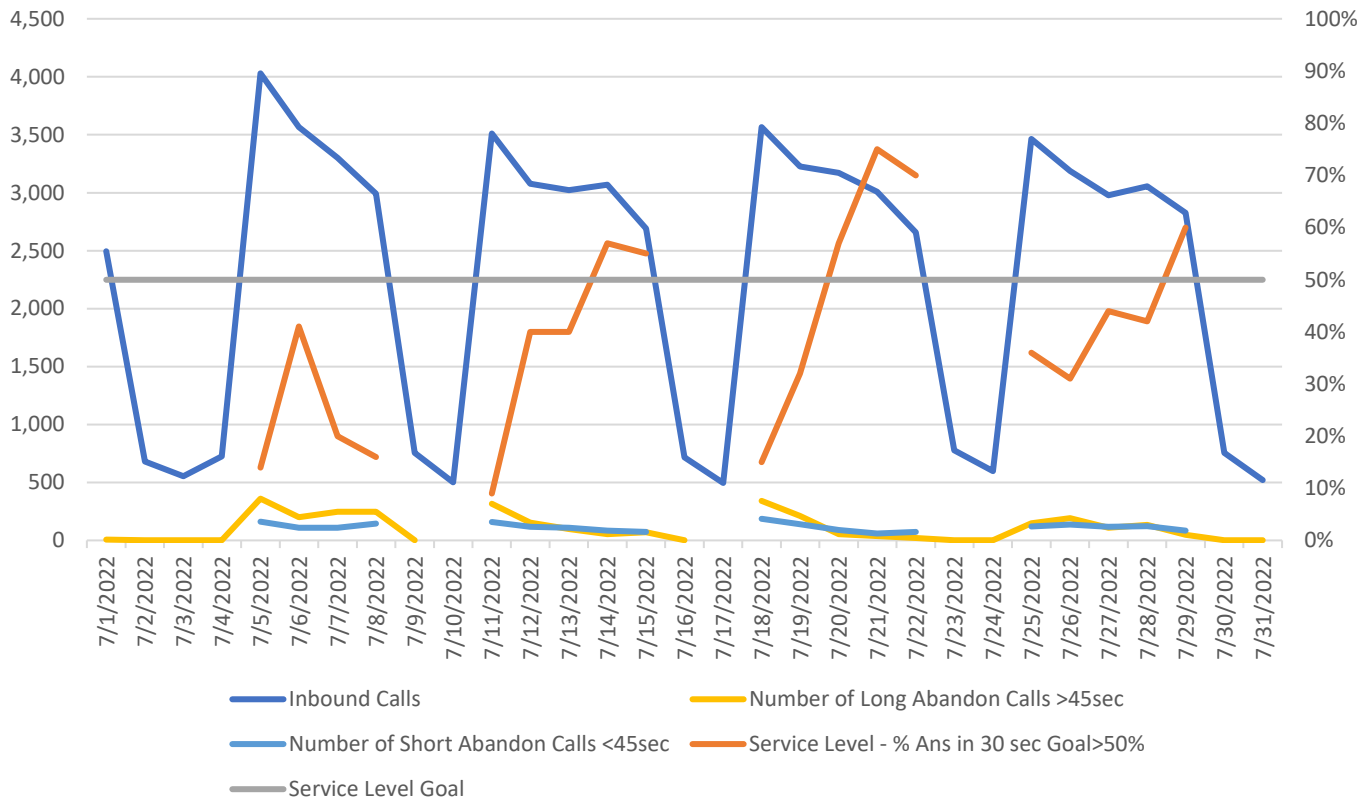
# Top 20 Information Requests of the 28,977 Total Cases Submitted



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



# Philly311 Call Volumes, Abandons and Service Level by Day



July 2022	Week 1 (7/1 – 7/2)	Week 2 (7/3 – 7/9)	Week 3 (7/10 – 7/16)	Week 4 (7/17 – 7/23)	Week 5 (7/24 – 7/30)
Calls Handled	879	6,396	8,230	8,337	8,222
Service Level (Goal 50%)	87%	23%	40%	50%	43%
Average Speed of Answer (Goal <30s)	0:22	03:39	01:57	01:58	01:59
Average Talk Time	03:23	03:53	03:42	03:38	03:50

“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.

