

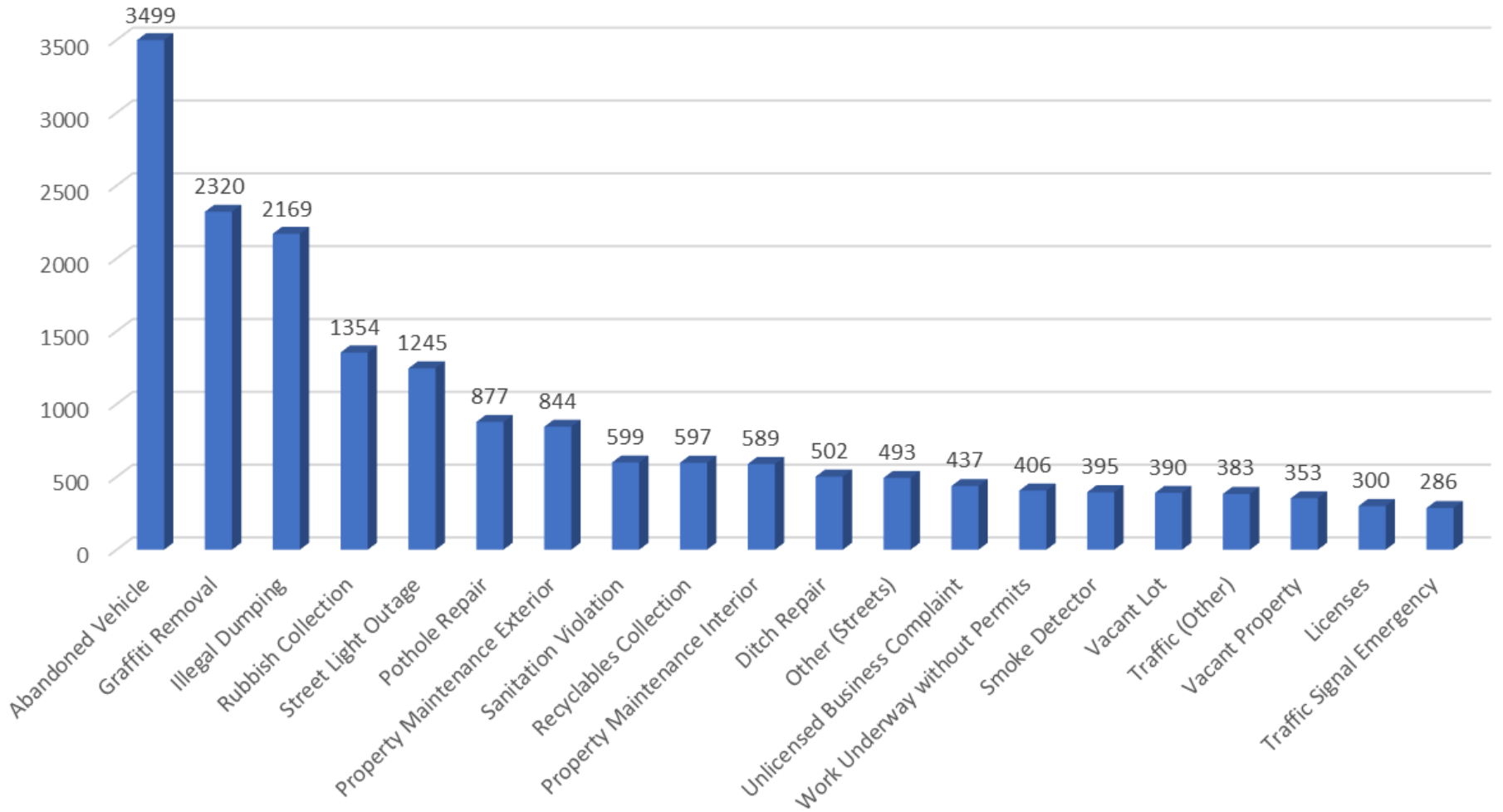


# Philly311

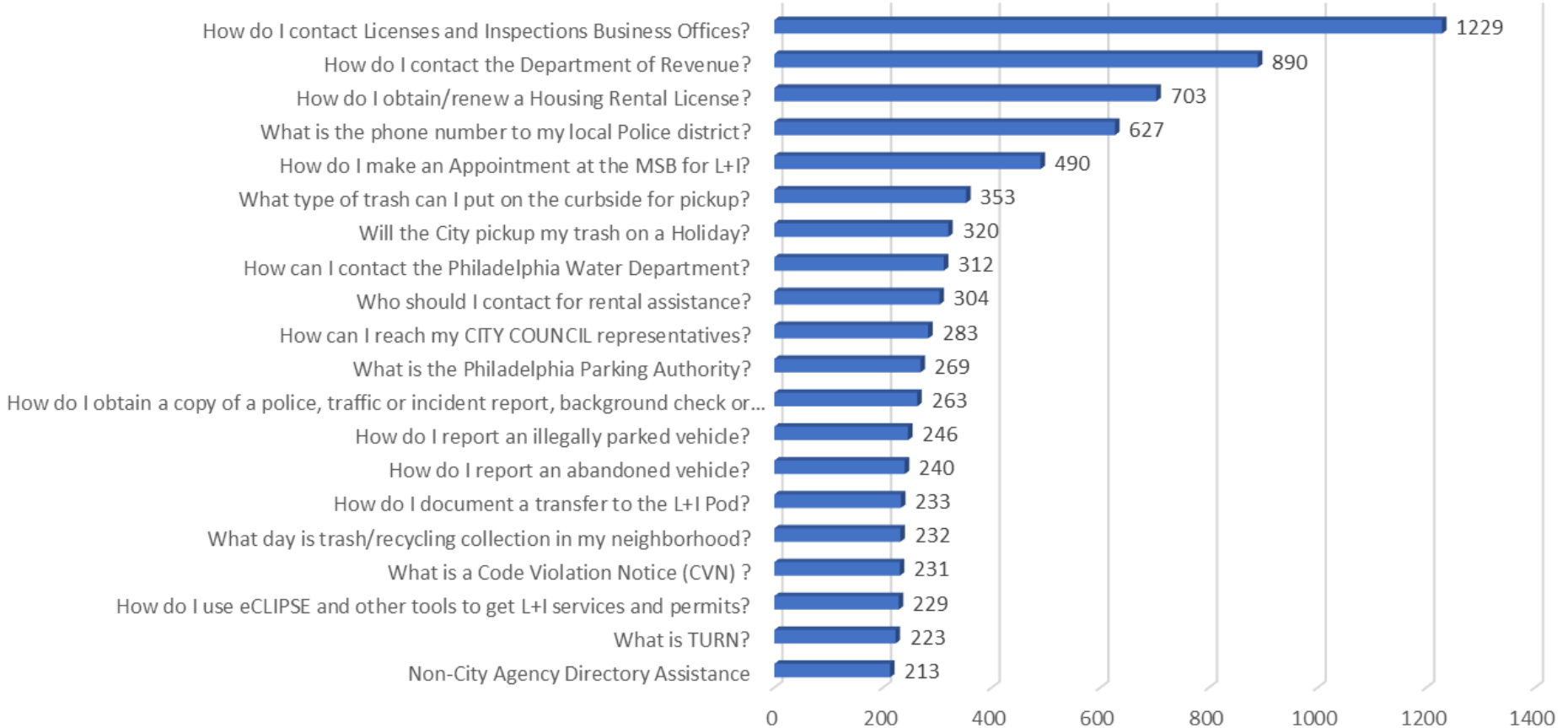
**January 2023**

***Public***

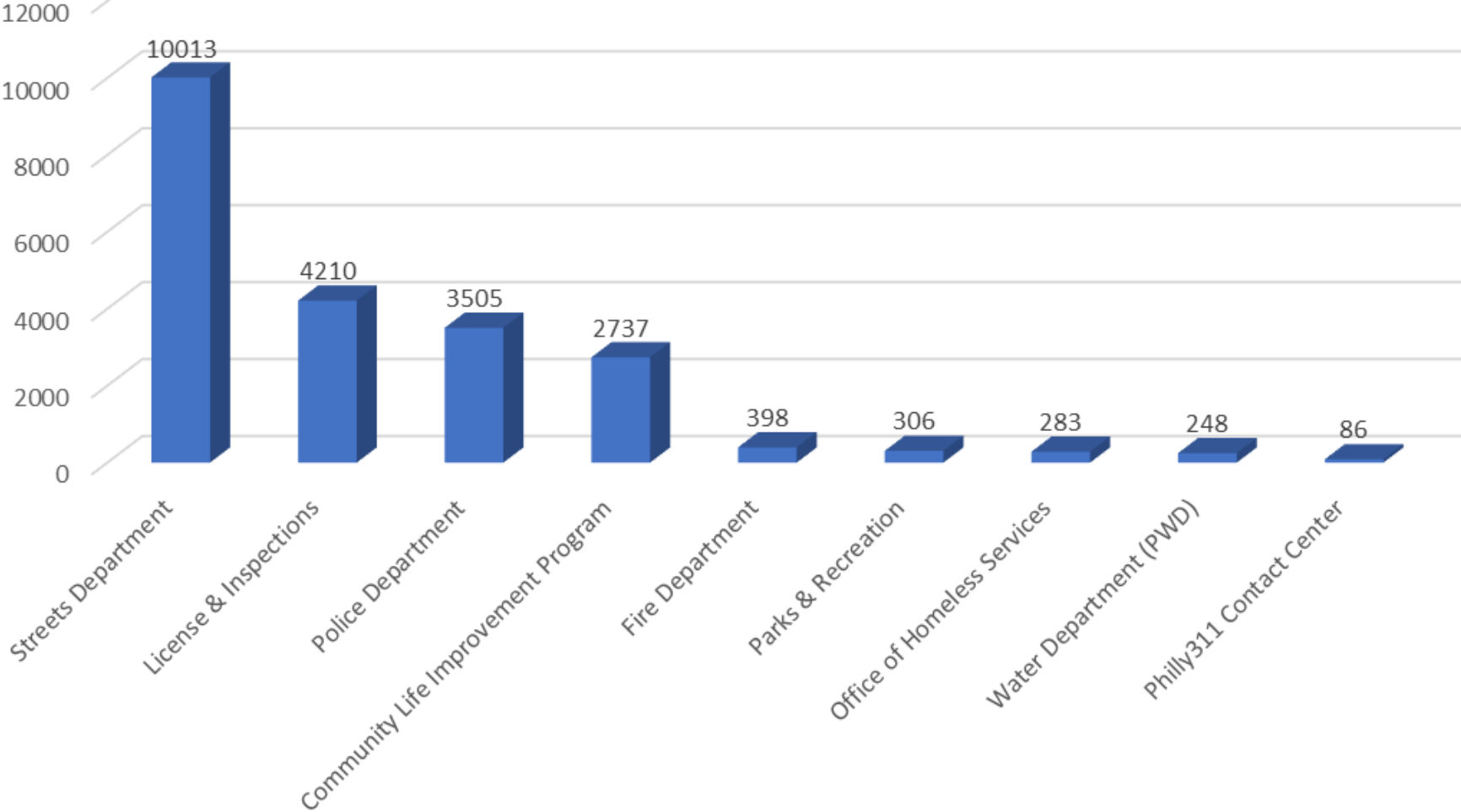
# Top 20 Service Requests of the 21,786 Total Cases Submitted



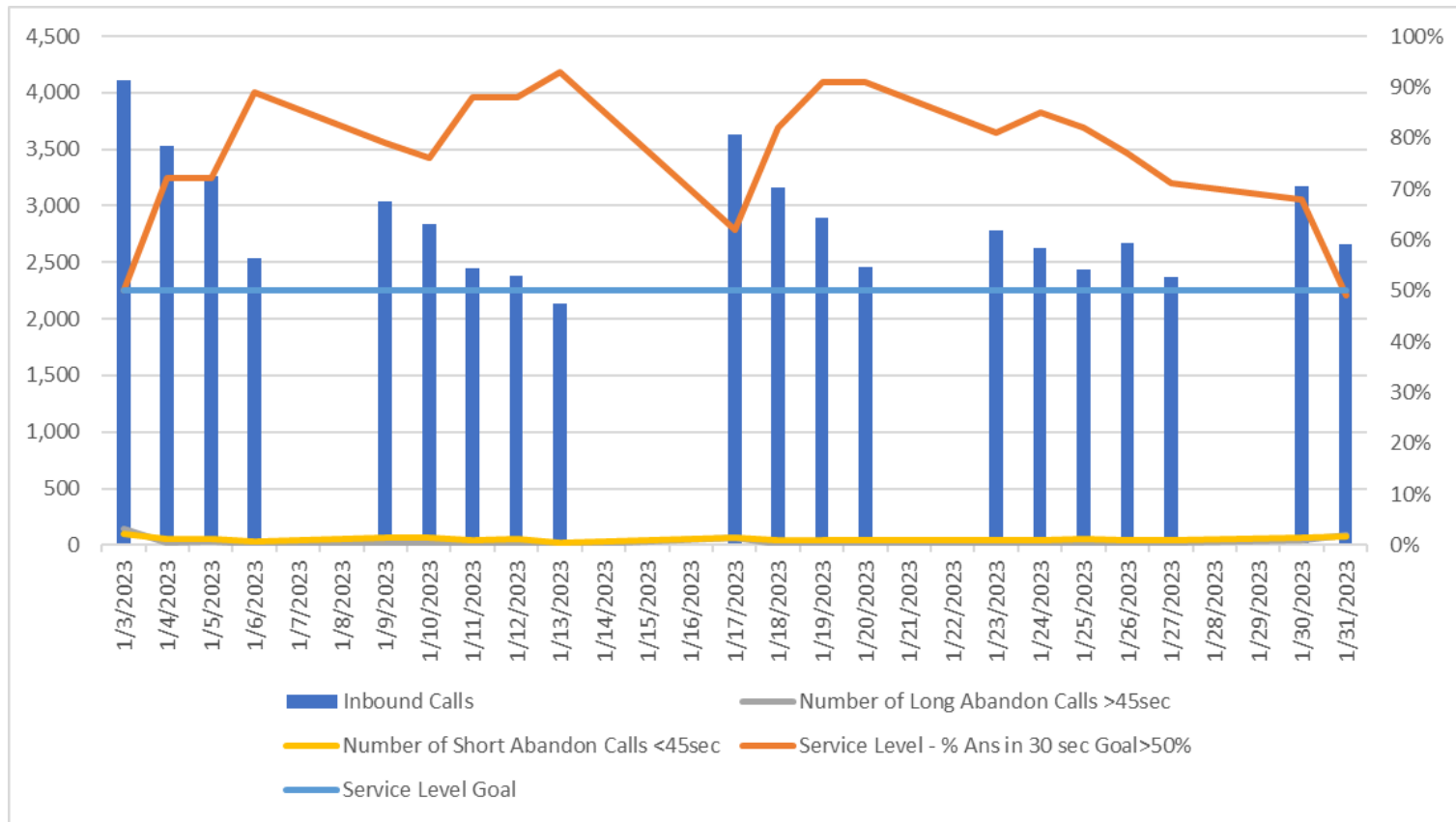
# Top 20 Information Requests of the 23,939 Total Cases Submitted



# Service Requests by Department of the 21,786 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



January 2023	Week 1 (1/1 - 1/7)	Week 2 (1/8 - 1/14)	Week 3 (1/15 - 1/21)	Week 4 (1/22 - 1/28)	Week 5 (1/29 - 1/31)
Calls Handled	6,140	6,654	6,114	7,278	2,936
Service Level (Goal 50%)	71%	85%	82%	79%	59%
Average Speed of Answer (Goal <30s)	0:48	0:22	0:29	0:29	1:19
Average Talk Time	3:37	3:18	3:22	3:30	3:42

**“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.

