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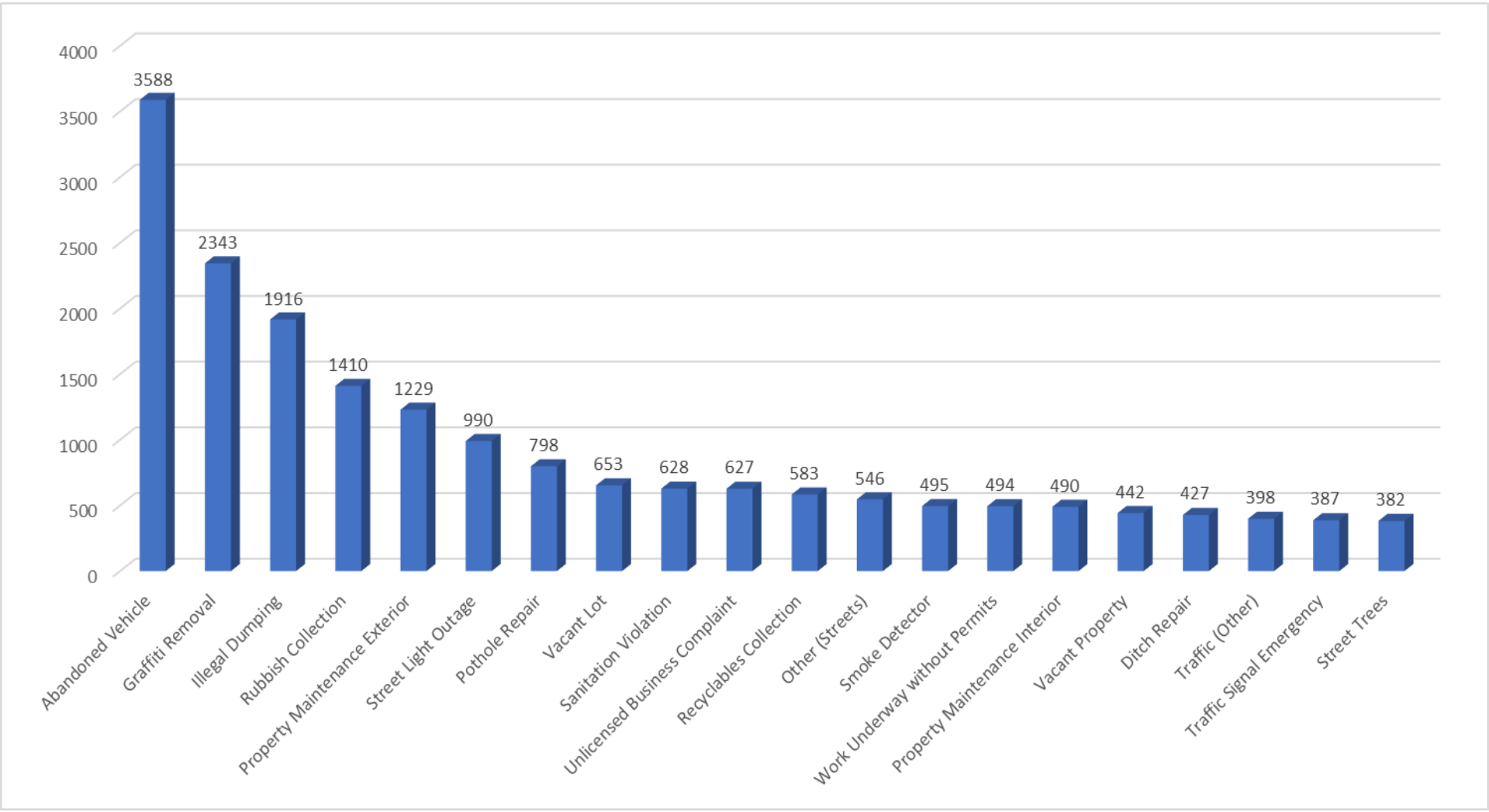
April 2023

Public

Top 20 Service Requests of the 23,390 Total Cases Submitted



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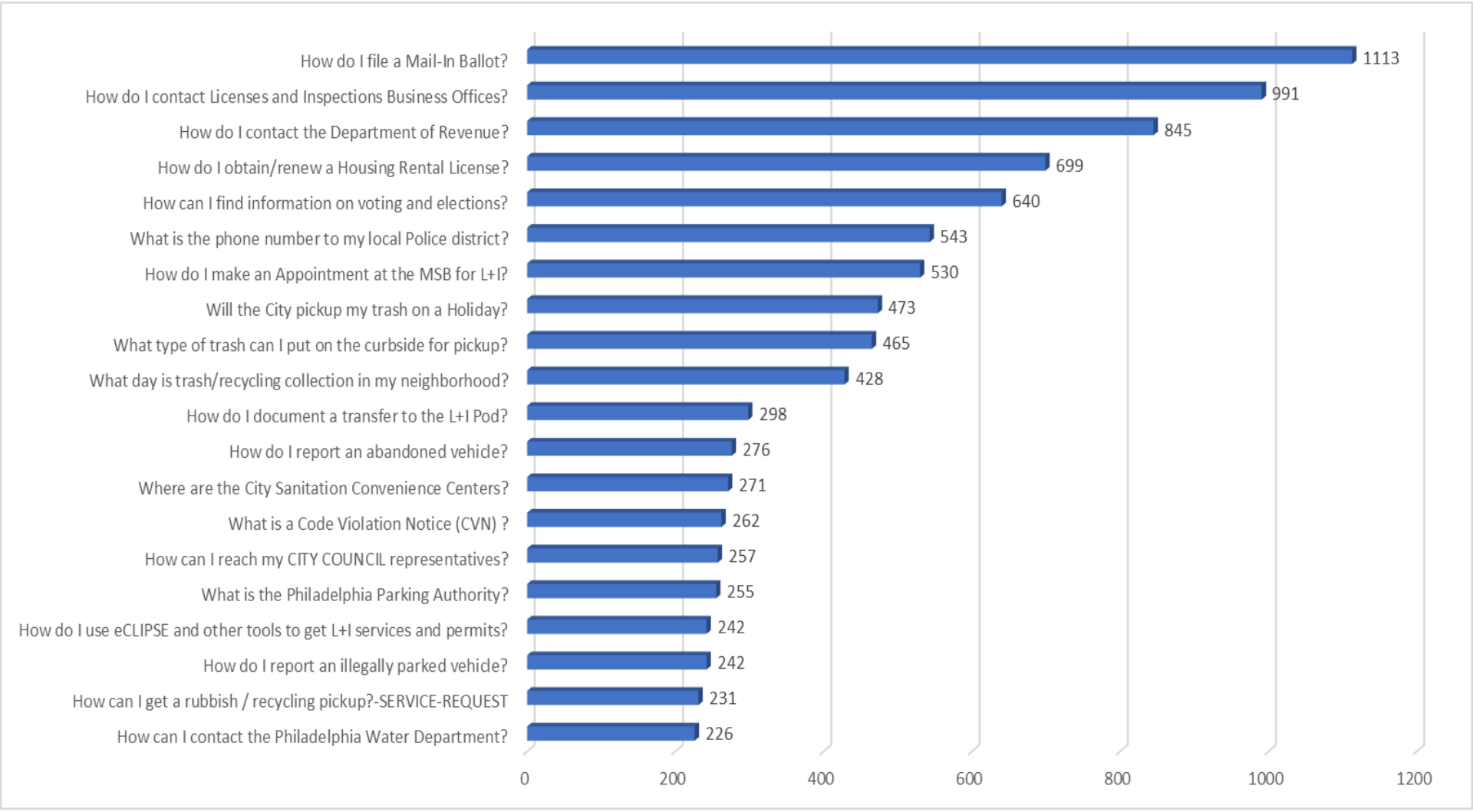
Top 20 Information Requests of the 25,656 Total Cases Submitted



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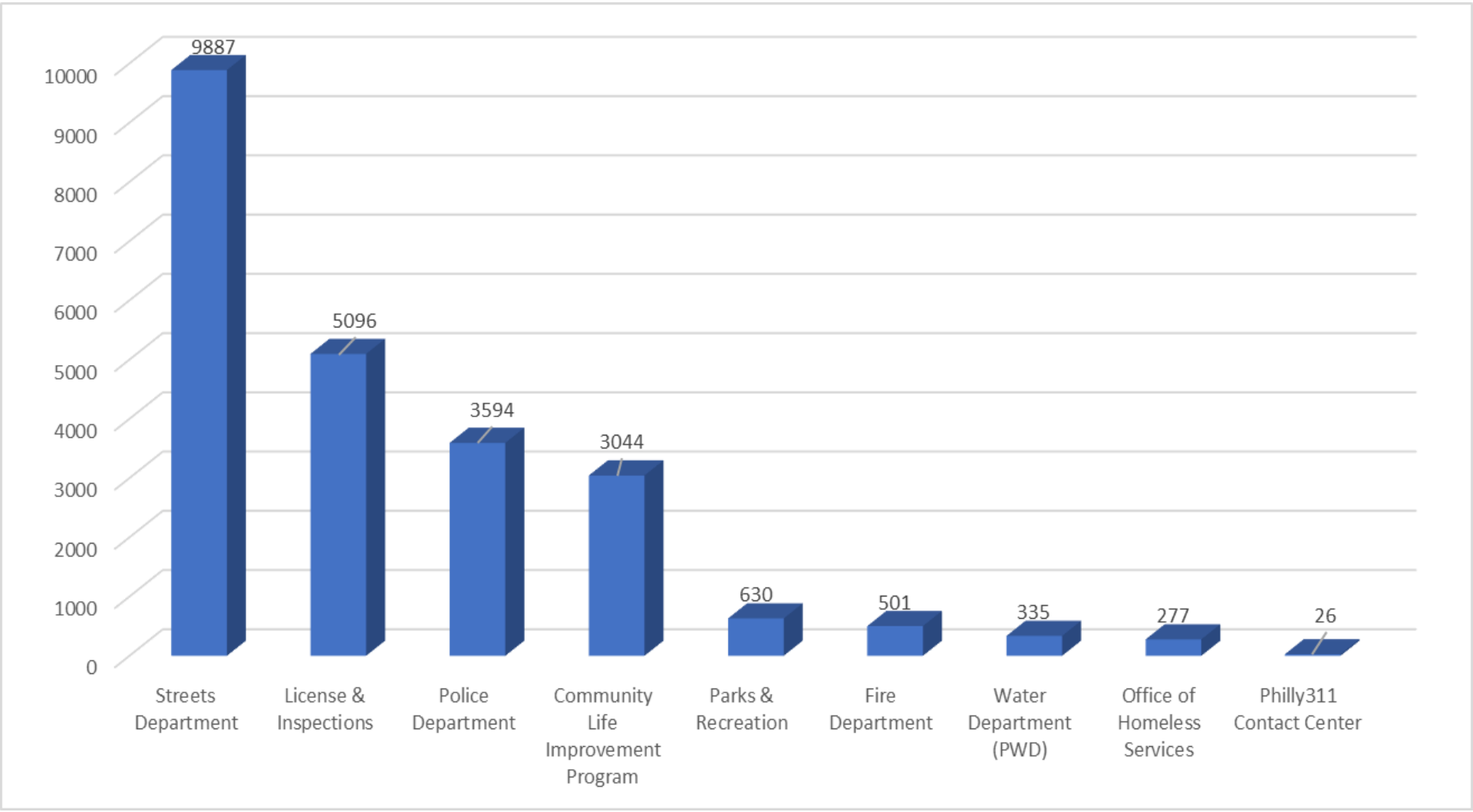
Service Requests by Department of the 23,390 Total Cases Submitted



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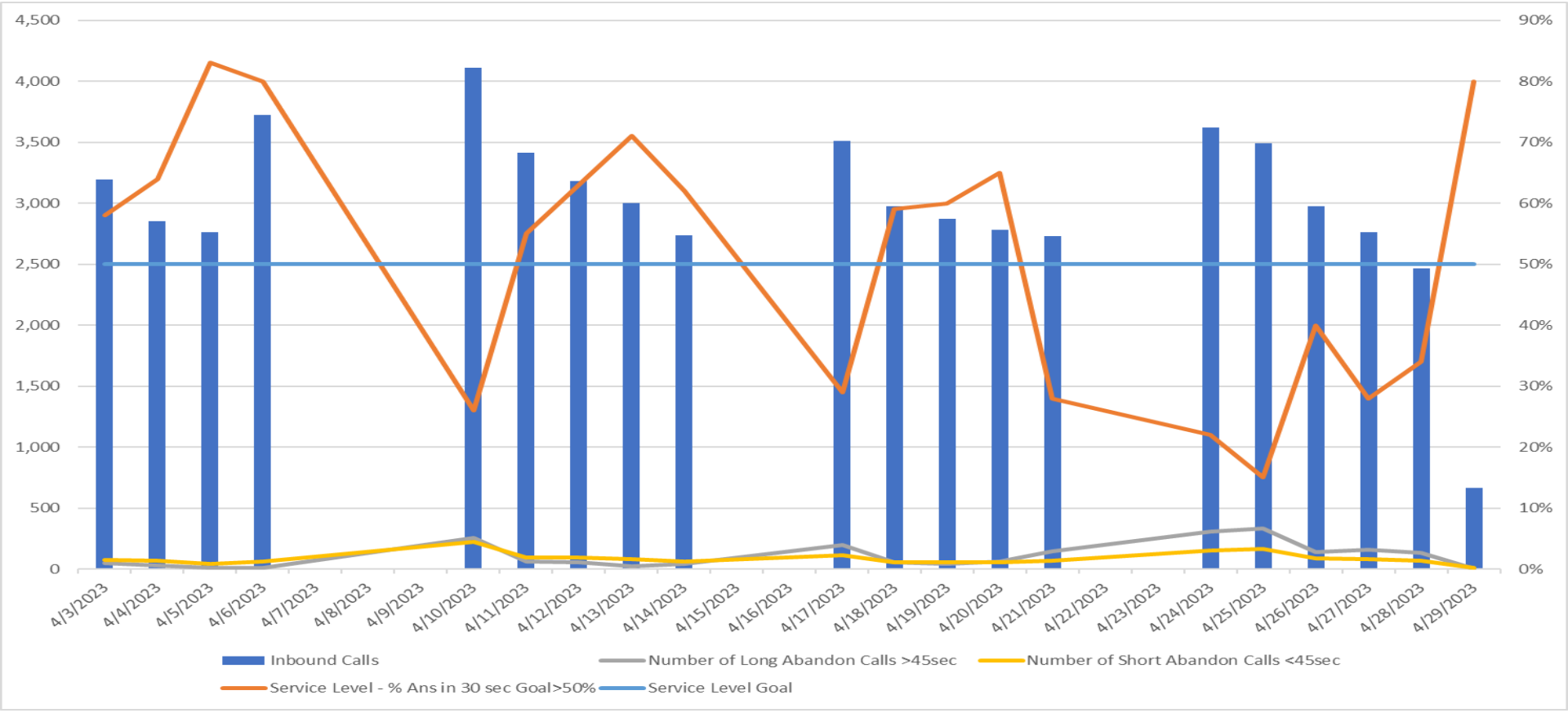
Philly311 Call Volumes, Abandons and Service Level by Day



March 2023	Week 1 (4/1-4/8)	Week 2 (4/9-4/15)	Week 3 (4/16-4/22)	Week 4 (4/23-4/30)
Calls Handled	6,153	8,908	8,383	8,204
Service Level (Goal 50%)	71%	55%	48%	37%
Average Speed of Answer (Goal <30s)	0:38	1:09	1:34	2:36
Average Talk Time	3:13	3:21	3:32	3:38

"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.

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