

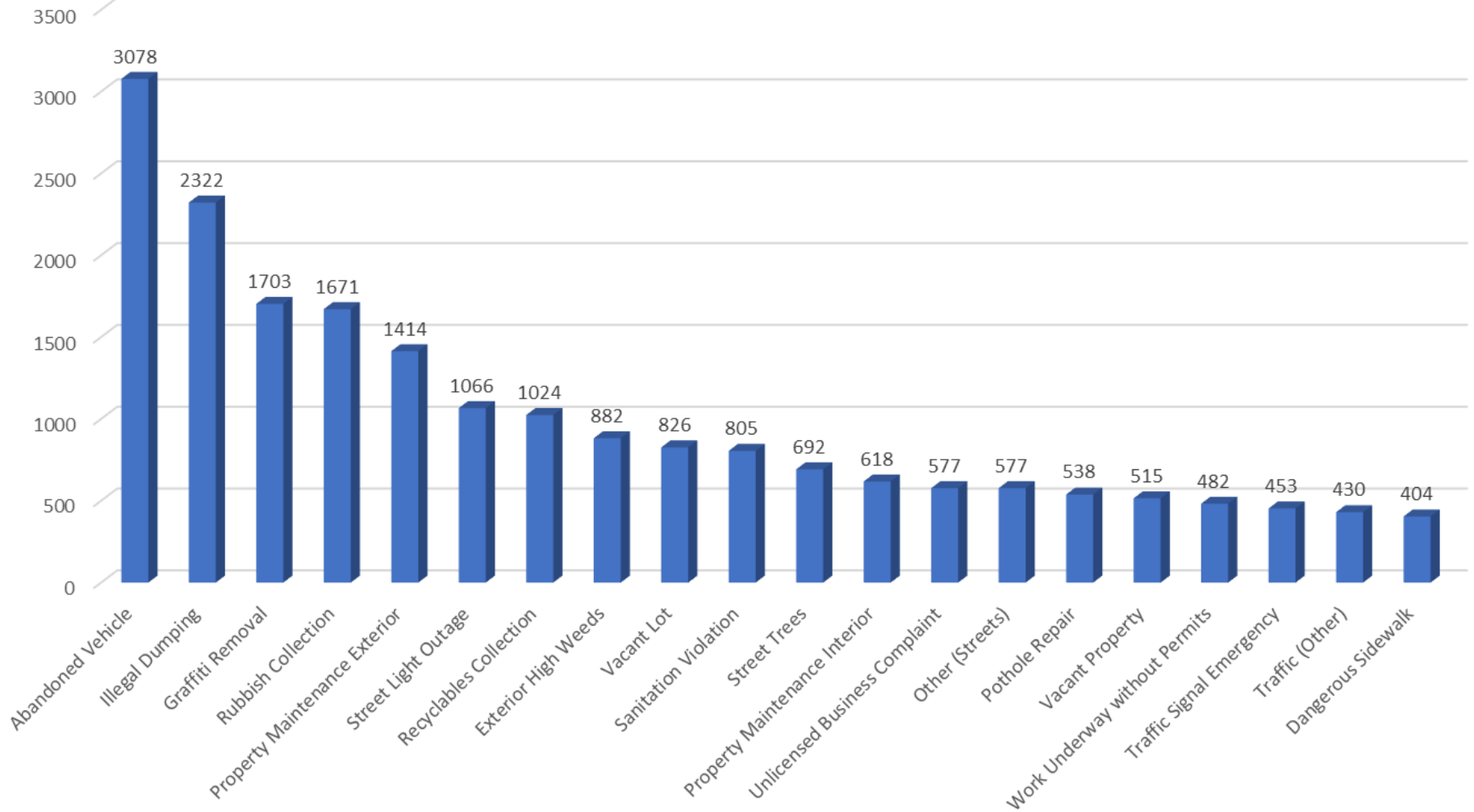


# Philly311

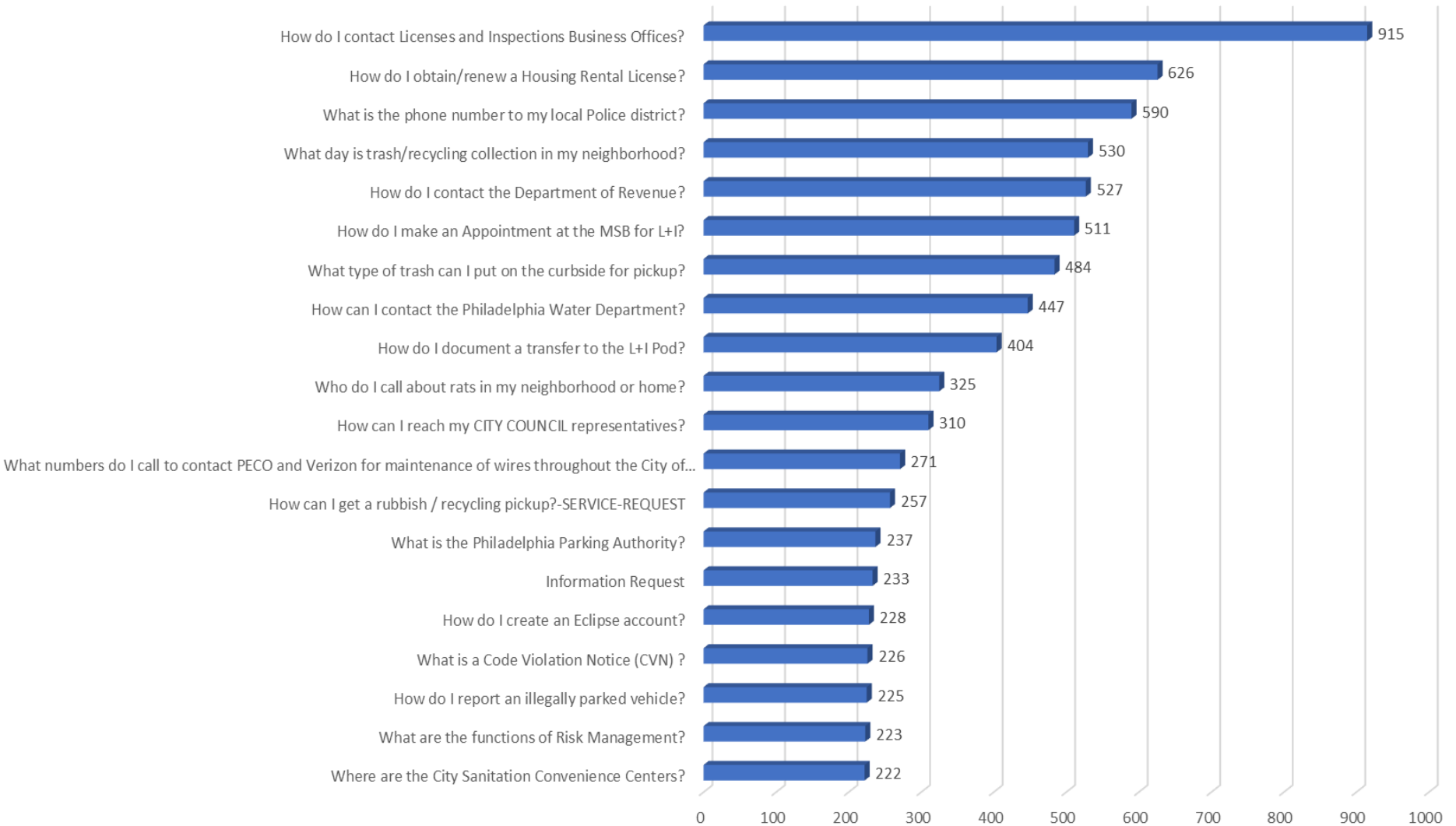
**June 2023**

***Public***

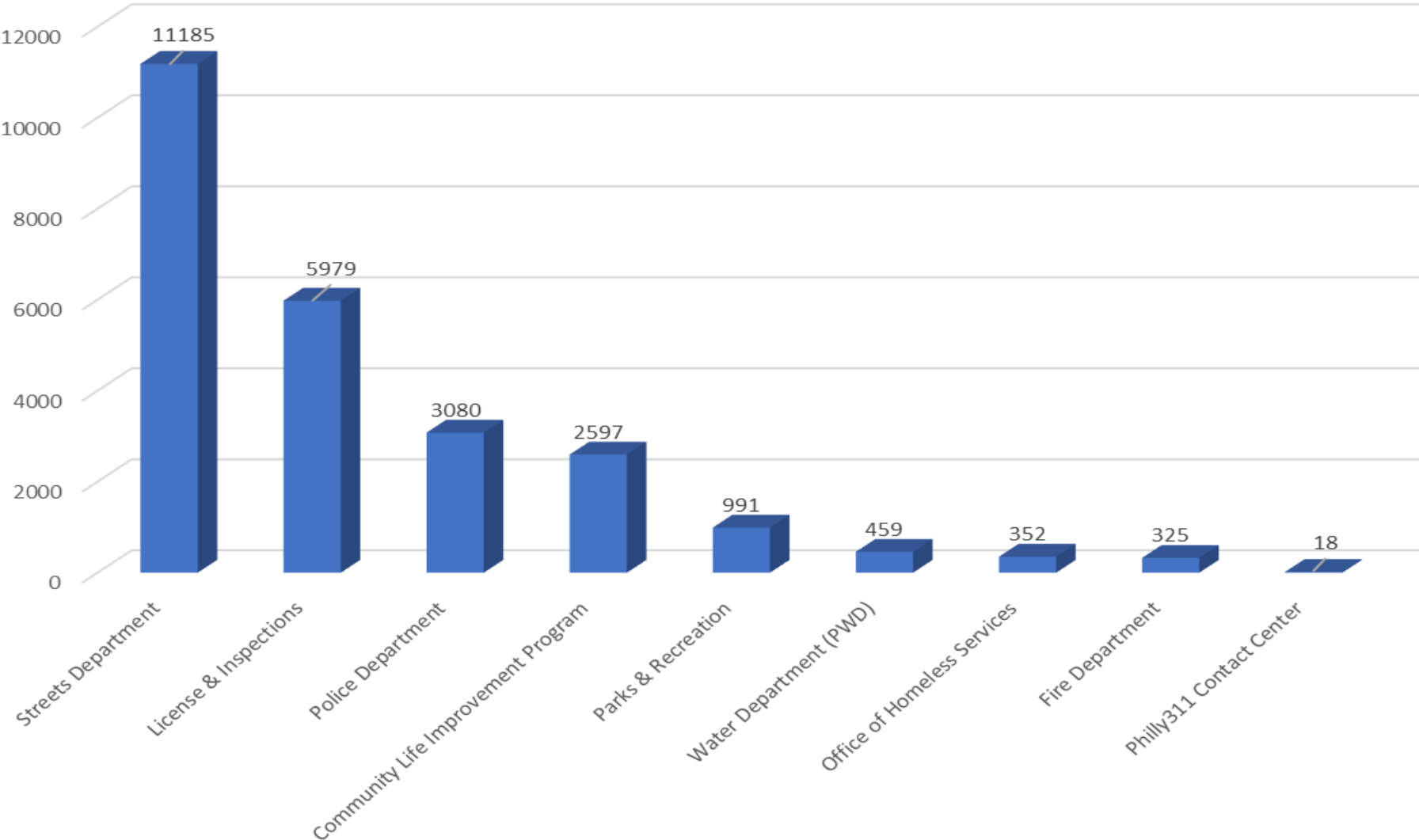
# Top 20 Service Requests of the 24,986 Total Cases Submitted



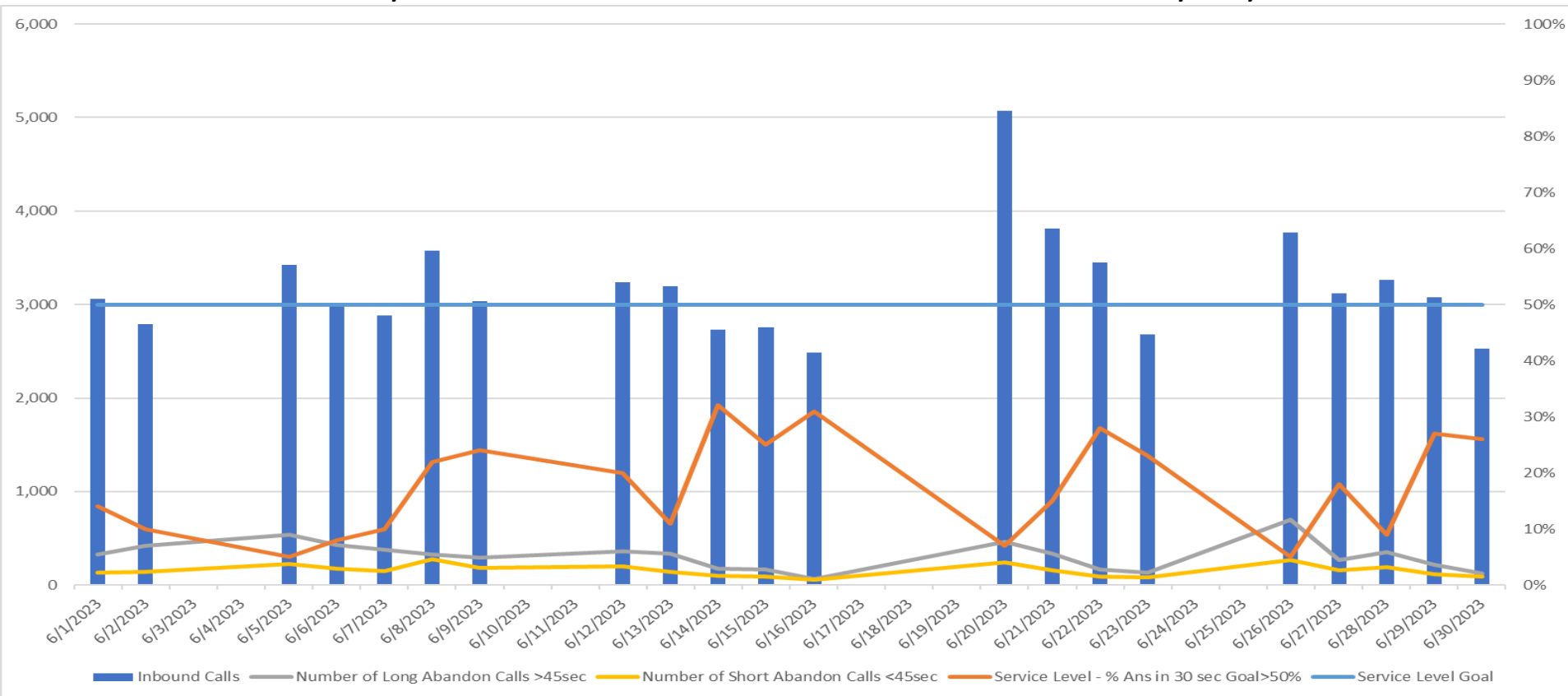
# Top 20 Information Requests of the 24,150 Total Cases Submitted



# Service Requests by Department of the 24,986 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



| June 2023                           | Week 1<br>(6/1-6/3) | Week 2<br>(6/4-6/10) | Week 3<br>(6/11-6/17) | Week 4<br>(6/18-6/24) | Week 5<br>(6/25-6/30) |
|-------------------------------------|---------------------|----------------------|-----------------------|-----------------------|-----------------------|
| Calls Handled                       | 1,215               | 1,411                | 1,261                 | 1,453                 | 1,505                 |
| Service Level (Goal 50%)            | 12%                 | 14%                  | 24%                   | 18%                   | 17%                   |
| Average Speed of Answer (Goal <30s) | 6:02                | 5:42                 | 3:49                  | 4:13                  | 4:26                  |
| Average Talk Time                   | 3:58                | 3:40                 | 3:45                  | 3:55                  | 4:01                  |

“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.

