

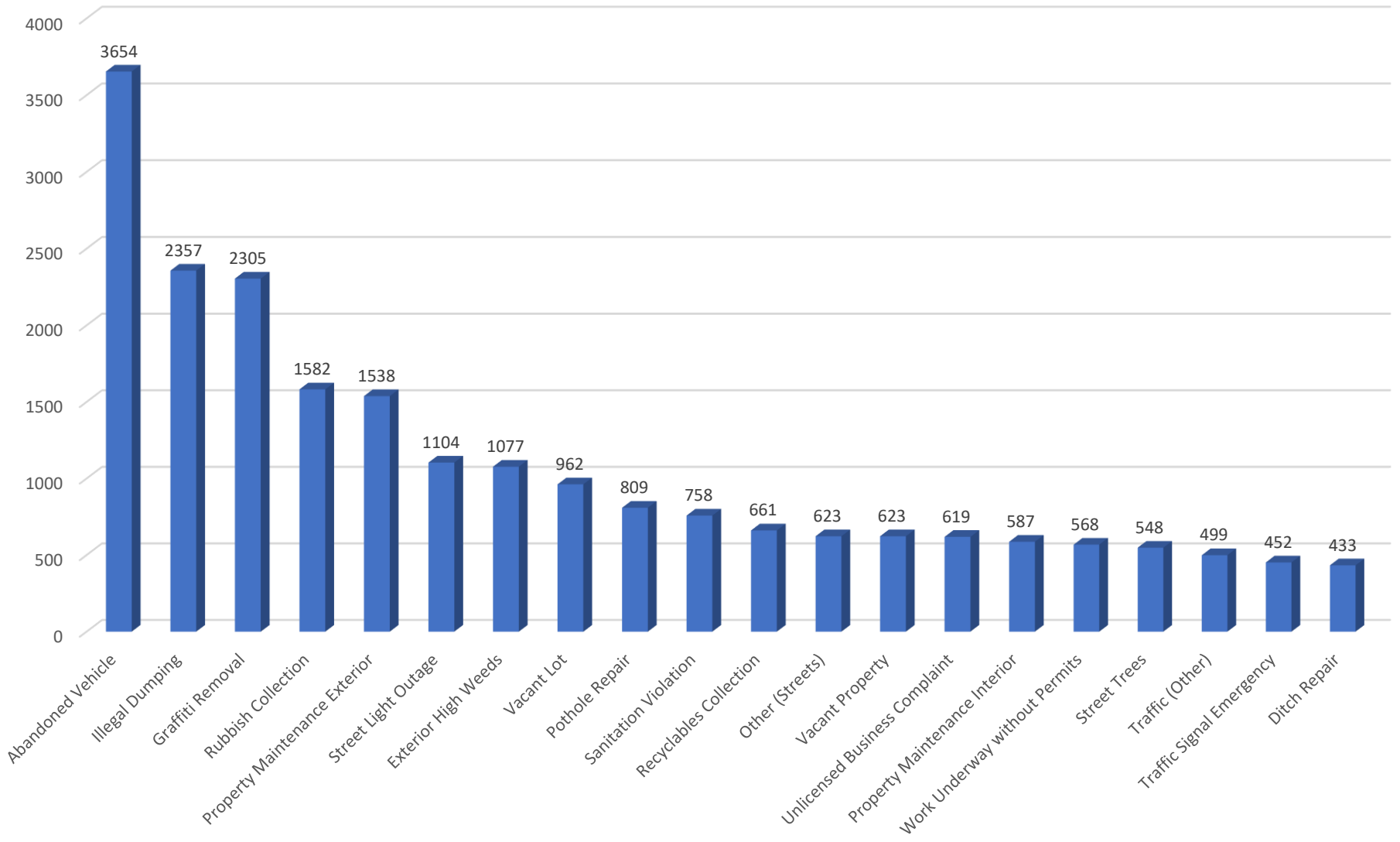


Philly311

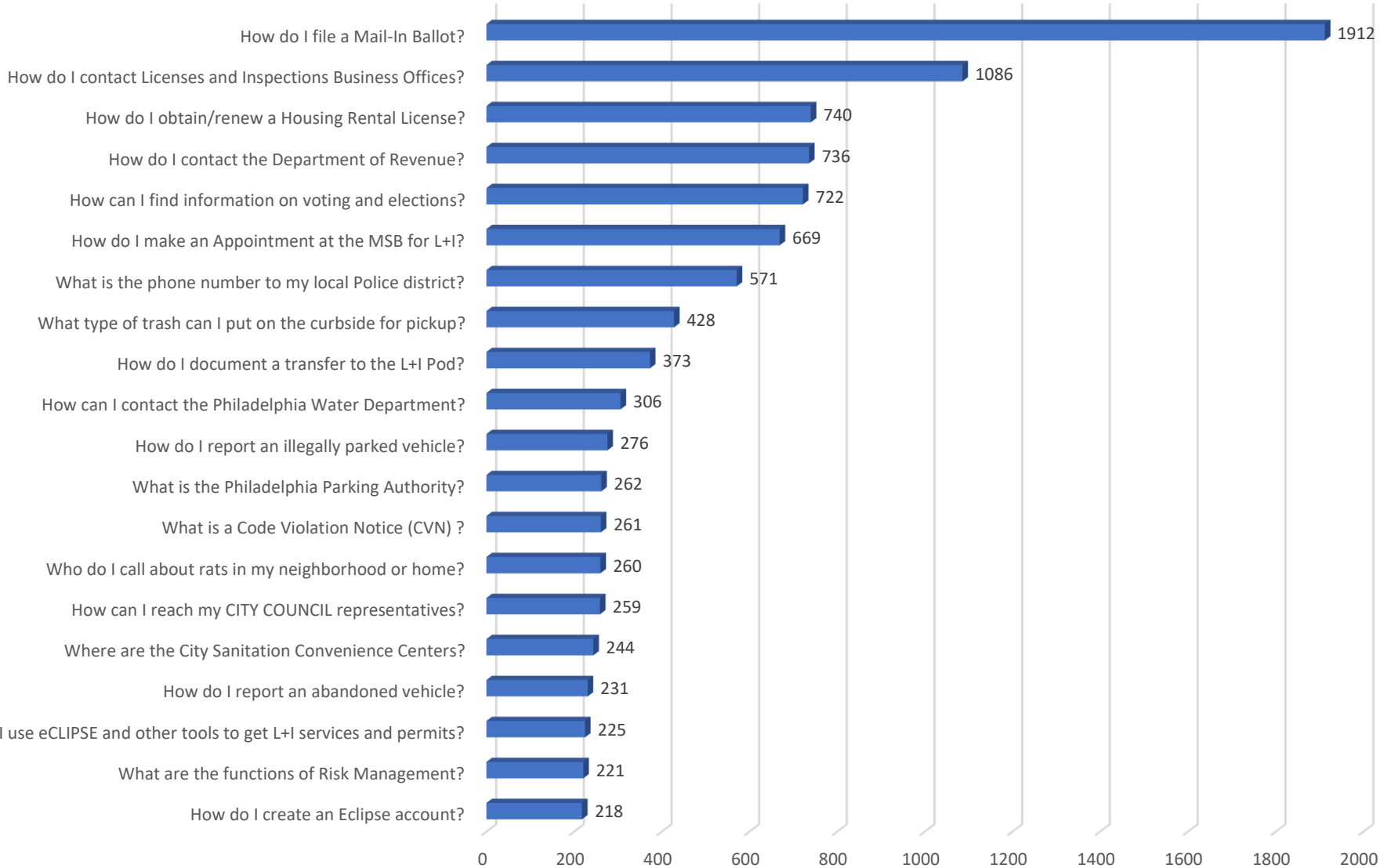
May 2023

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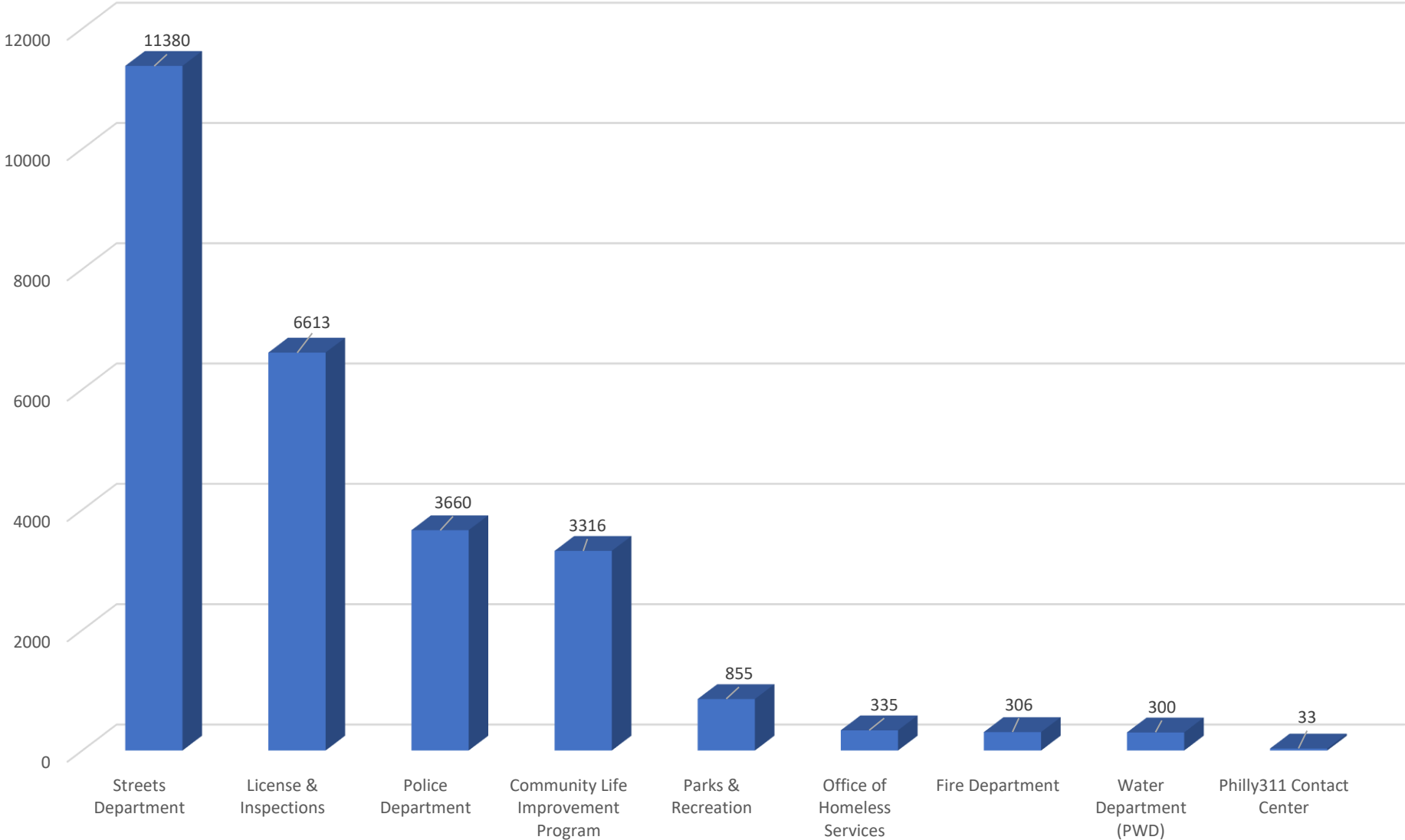
Top 20 Service Requests of the 26,798 Total Cases Submitted



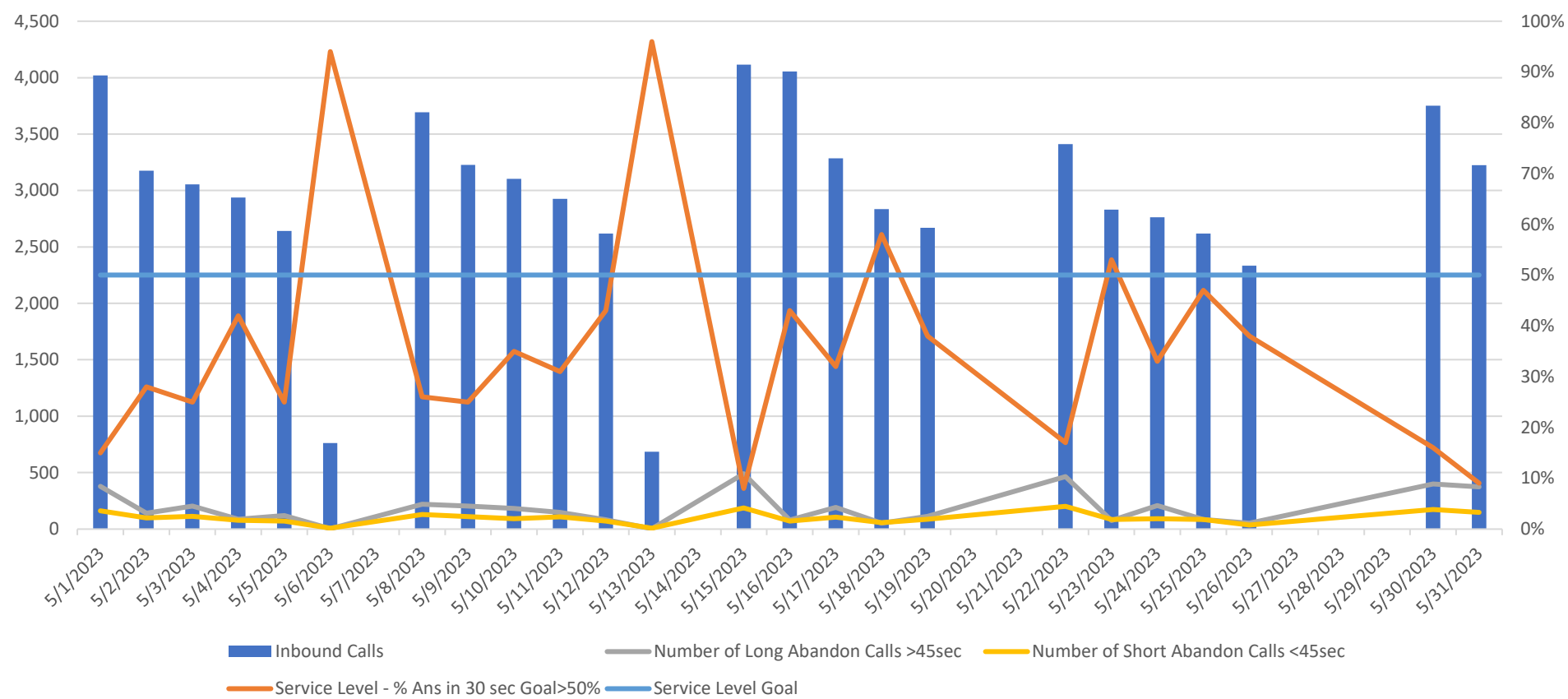
Top 20 Information Requests of the 27,709 Total Cases Submitted



Service Requests by Department of the 26,798 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



May 2023	Week 1 (5/1-5/6)	Week 2 (5/7-5/13)	Week 3 (5/14-5/20)	Week 4 (5/21-5/27)	Week 5 (5/28-5/31)
Calls Handled	8,341	8,504	7,521	6,818	2,999
Service Level (Goal 50%)	38%	43%	36%	38%	13%
Average Speed of Answer (Goal <30s)	2:23	2:09	2:36	2:42	5:34
Average Talk Time	3:41	3:28	3:34	3:36	3:51

“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.

