

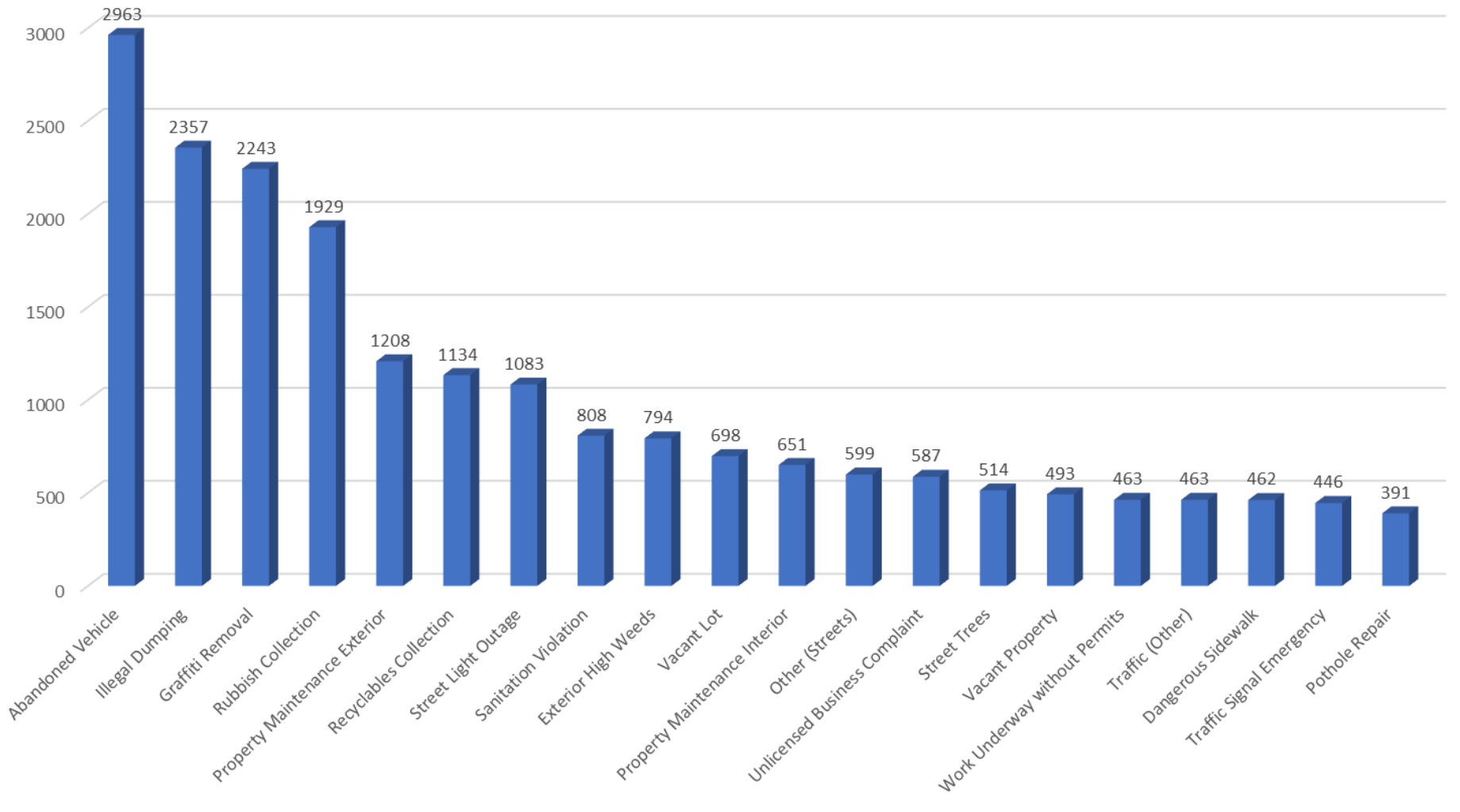


**Philly311**

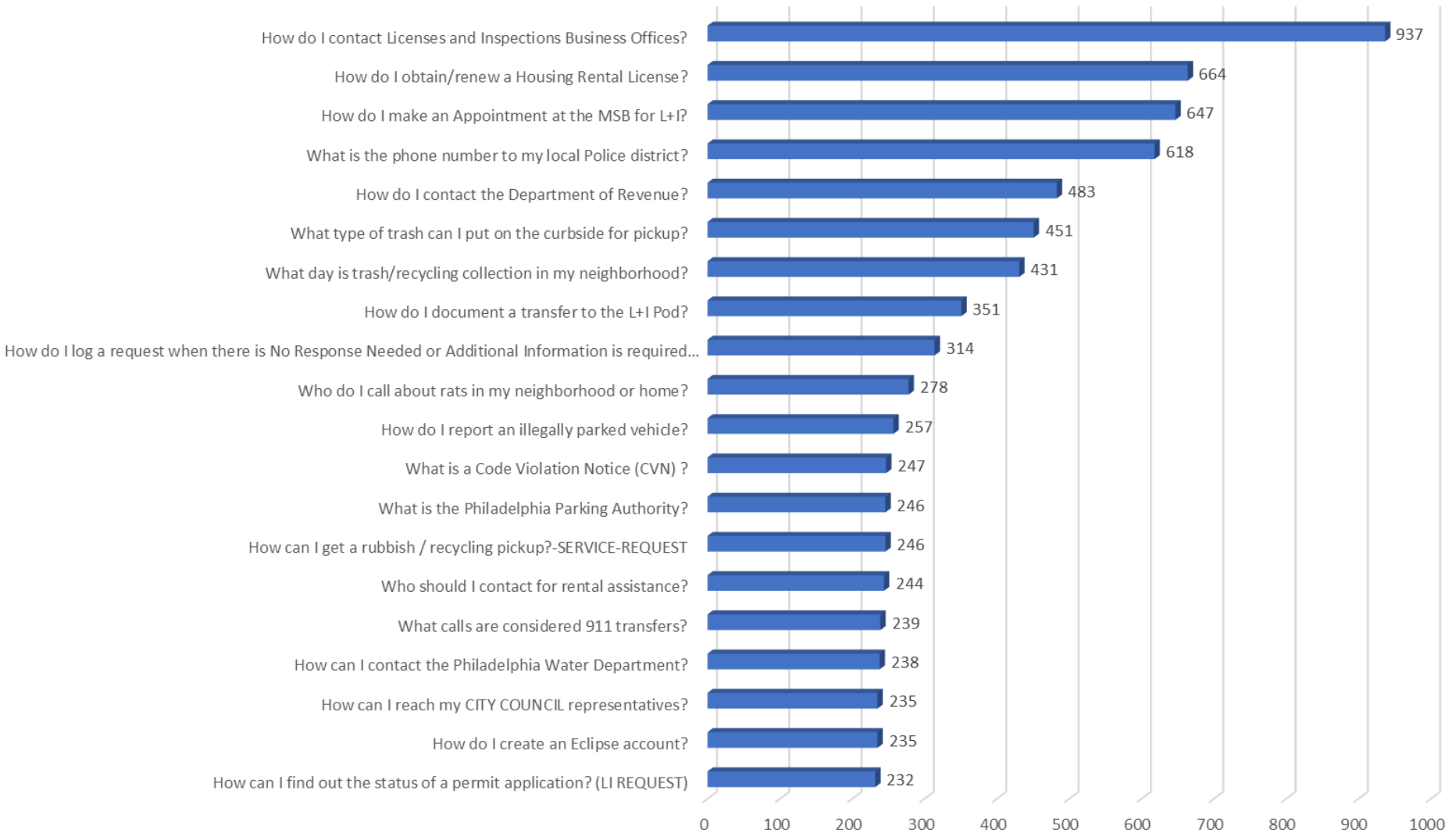
**September 2023**

***Public***

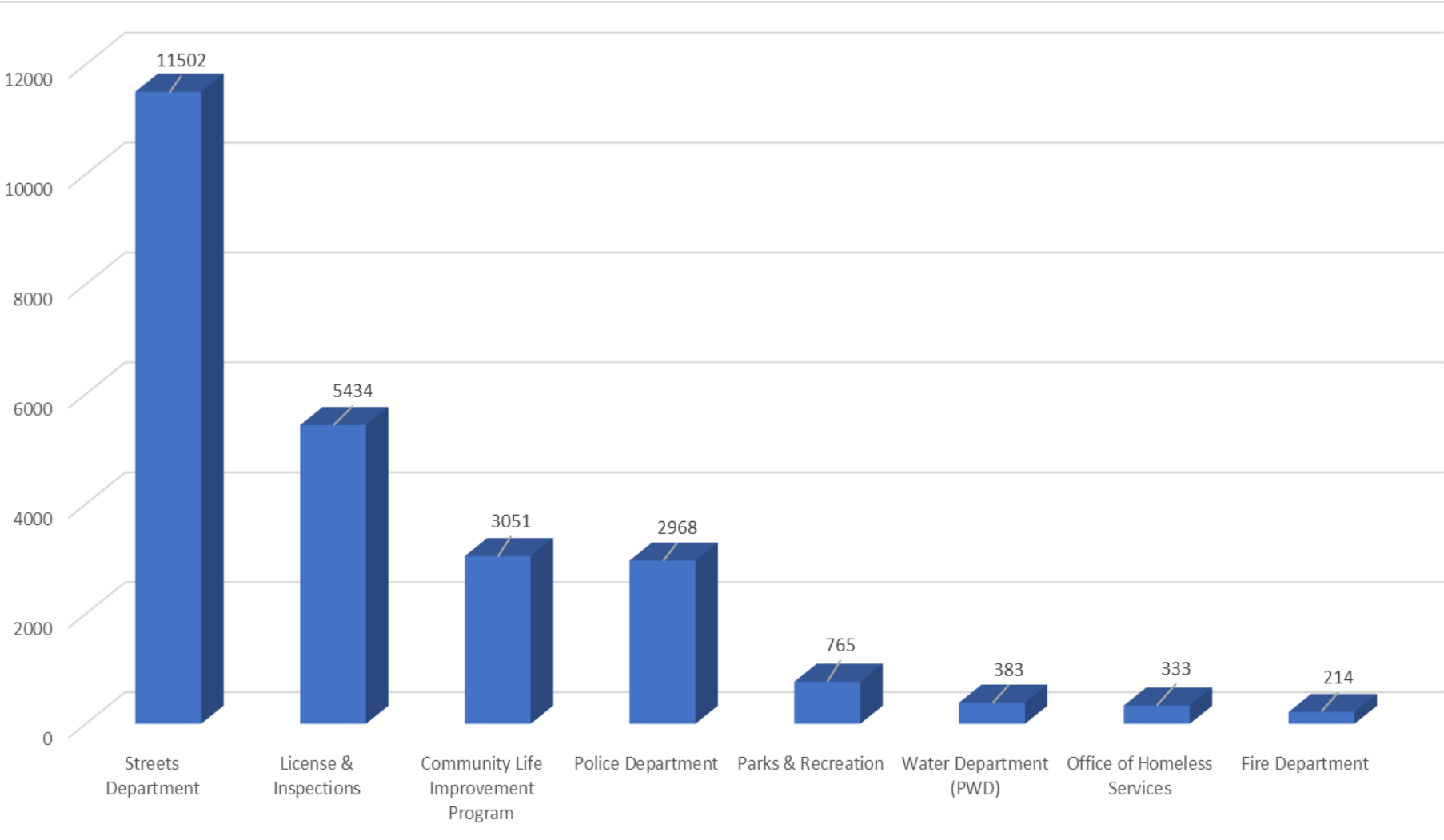
# Top 20 Service Requests of the 24,650 Total Cases Submitted



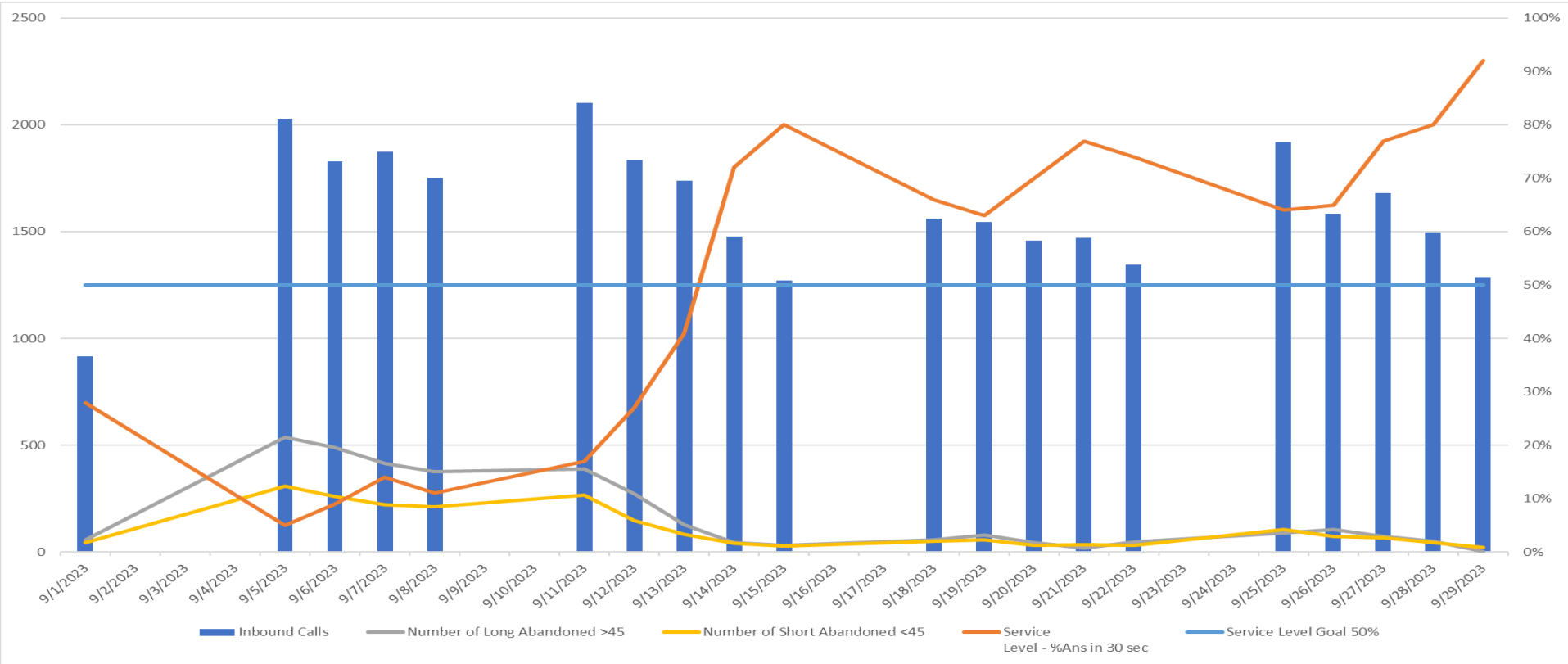
# Top 20 Information Requests of the 23,404 Total Cases Submitted



# Service Requests by Department of the 24,650 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



September 2023	Week 1 (9/1-9/2)	Week 2 (9/3-9/9)	Week 3 (9/10-9/16)	Week 4 (9/17-9/23)	Week 5 (9/24-9/30)
Calls Handled	915	7,479	8,423	7,380	7,965
Service Level (Goal 50%)	28%	10%	47%	70%	76%
Average Speed of Answer (Goal <30s)	4:36	5:04	5:02	4:52	4:16
Average Talk Time	4:07	4:38	4:36	4:27	3:52

“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.

