

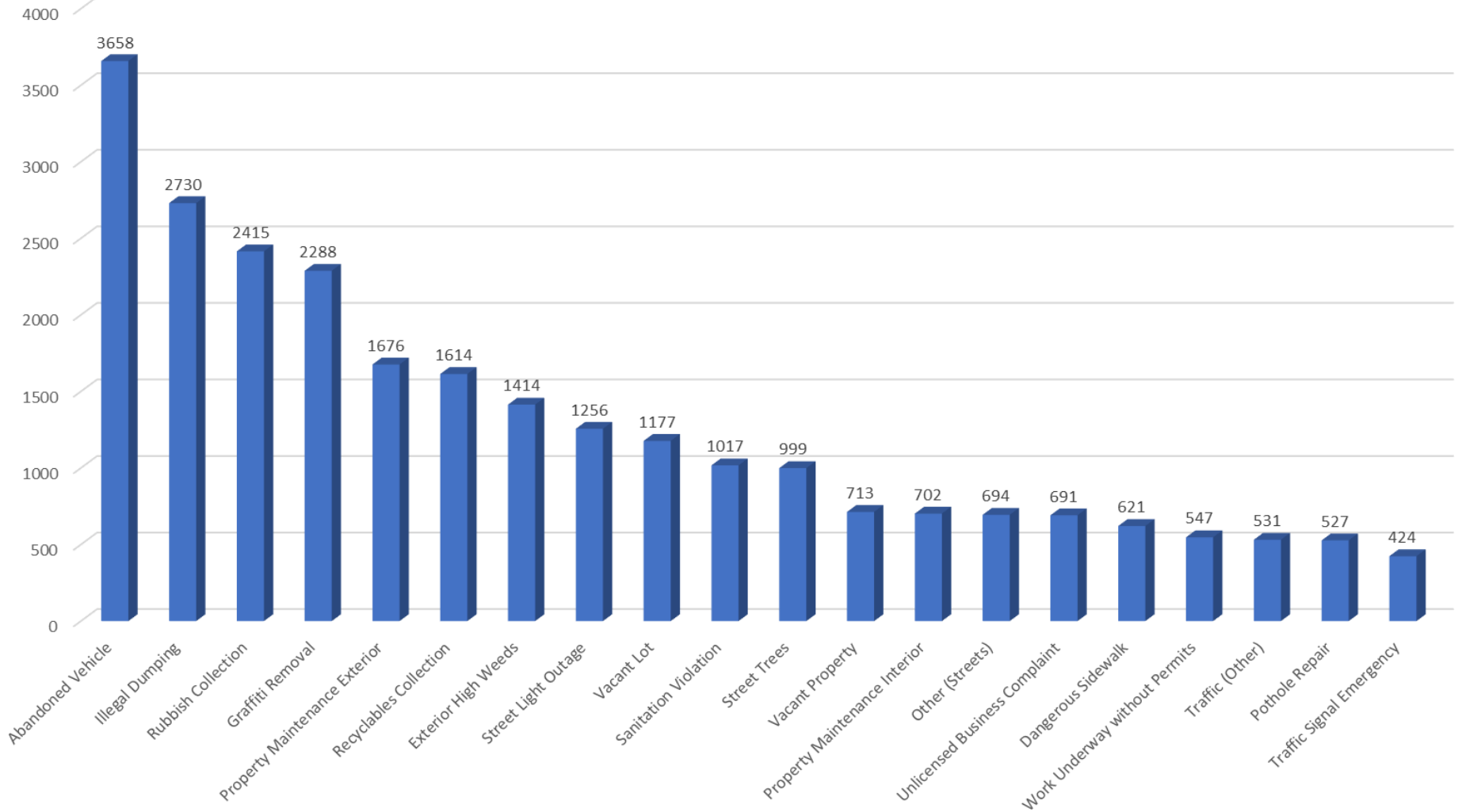


# Philly311

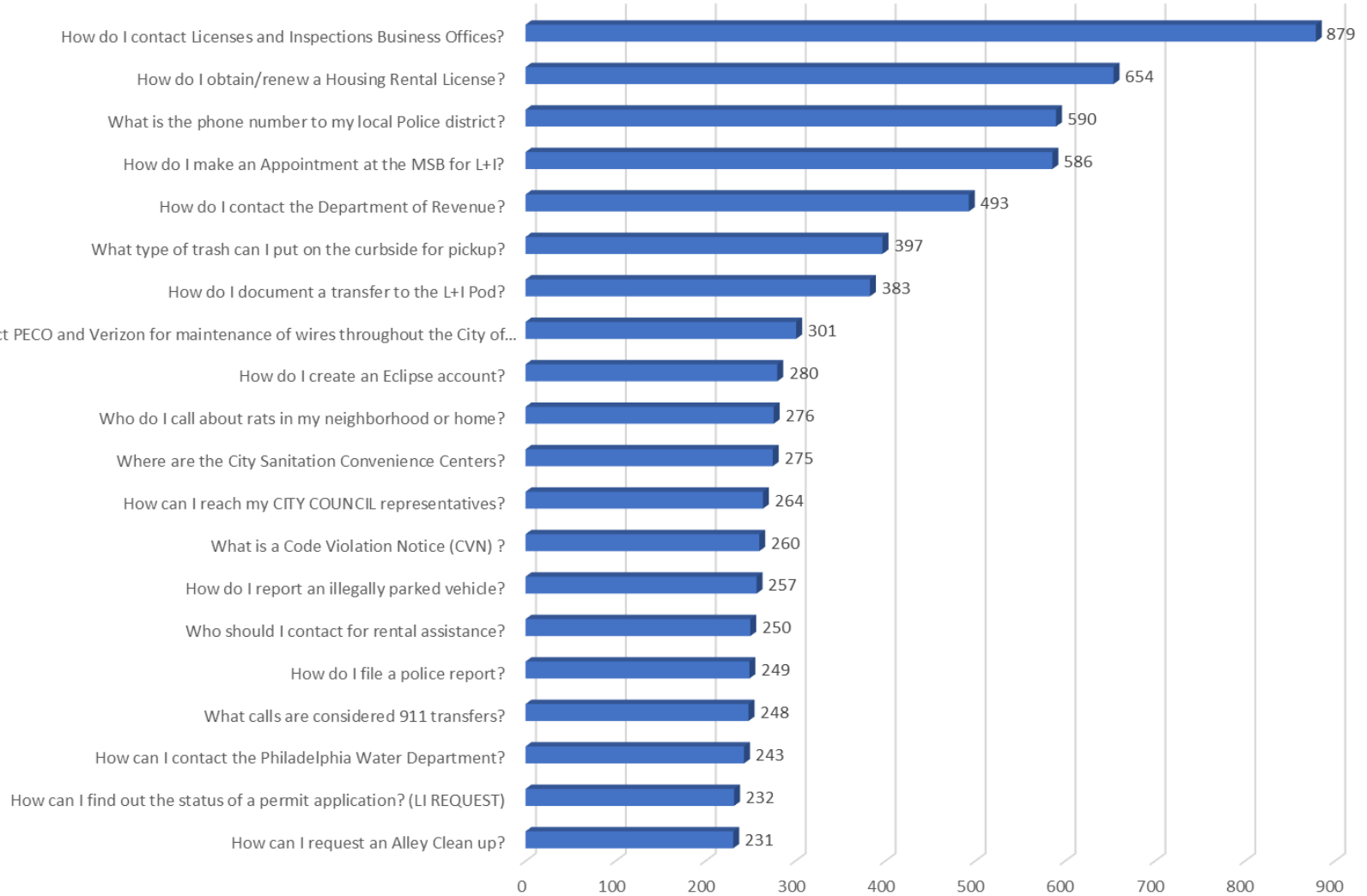
**August 2023**

***Public***

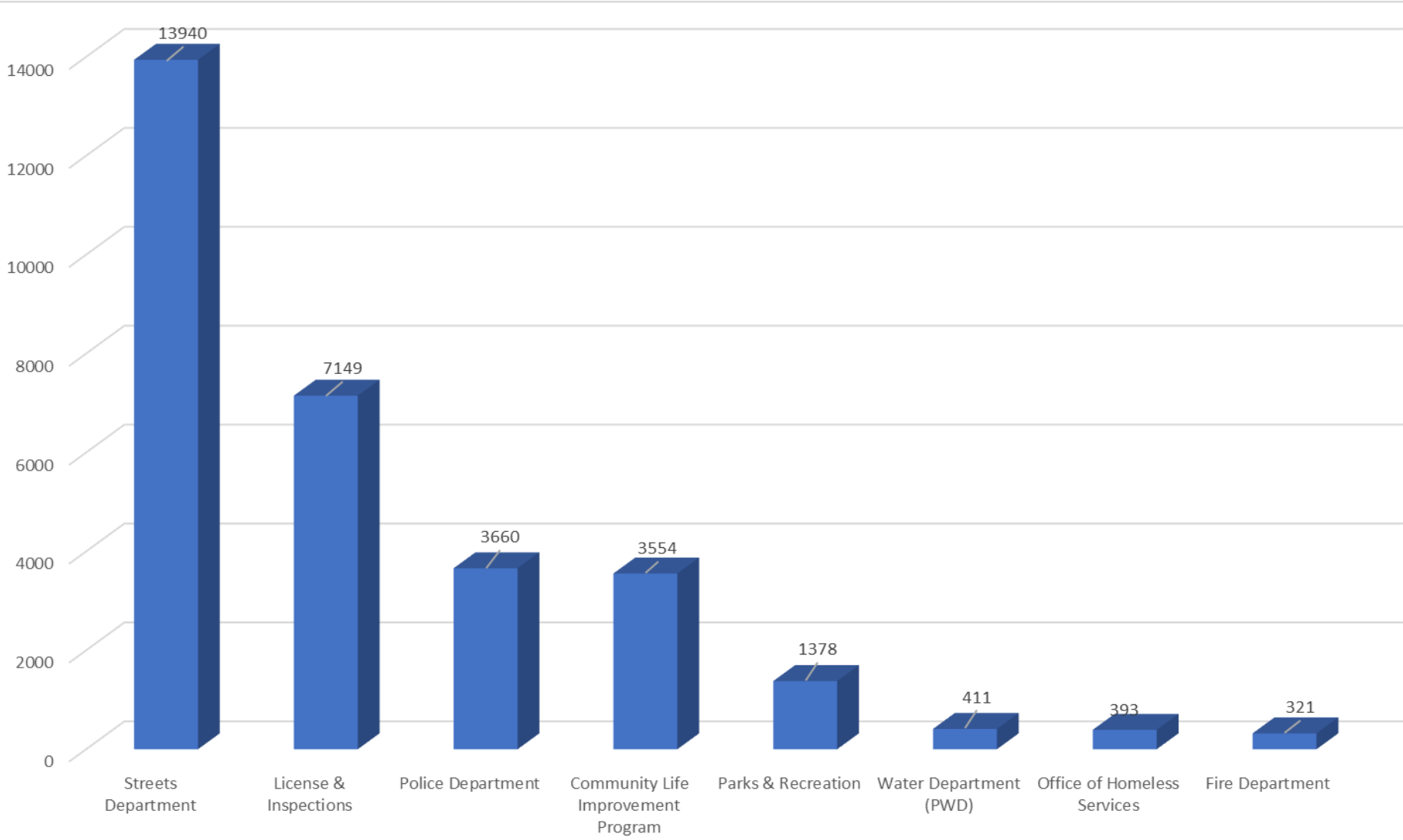
# Top 20 Service Requests of the 30,806 Total Cases Submitted



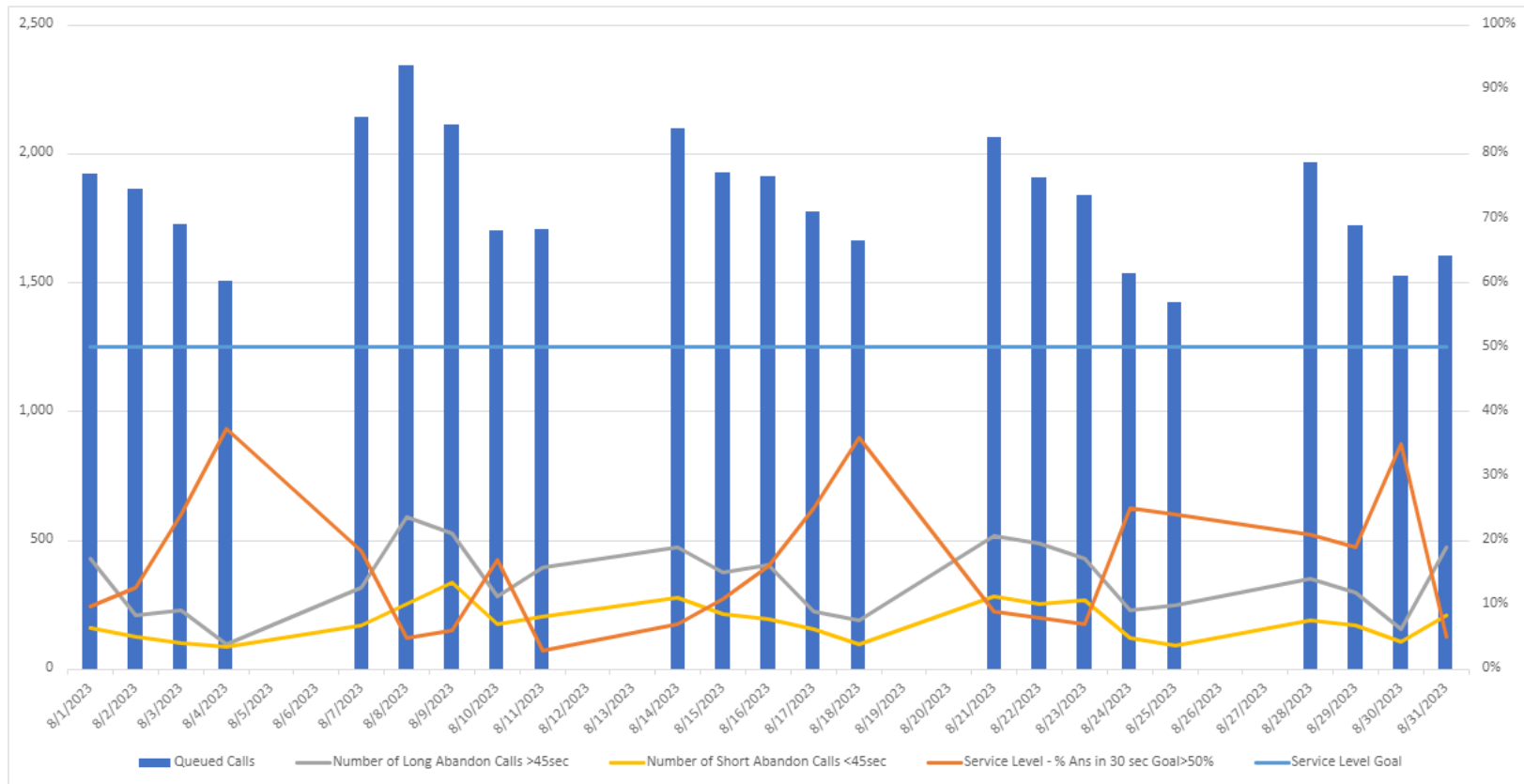
# Top 20 Information Requests of the 24,055 Total Cases Submitted



# Service Requests by Department of the 30,806 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



August 2023	Week 1 (8/1-8/5)	Week 2 (8/6-8/12)	Week 3 (8/13-8/19)	Week 4 (8/20-8/26)	Week 5 (8/27-8/31)
Calls Handled	5,566	6,741	6,768	5,836	4,857
Service Level (Goal 50%)	21%	10%	19%	15%	20%
Average Speed of Answer (Goal <30s)	4:00	5:44	4:53	5:03	5:05
Average Talk Time	4:17	4:40	4:29	4:39	4:36

**“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.



On August 9th, Philly311 transitioned to a new telephony system, resulting in a change in reporting practices. Moving forward, Philly311 will report on "Queued Calls". A "queued call" in a call center refers to a phone call from a customer that is waiting in line to be answered.