

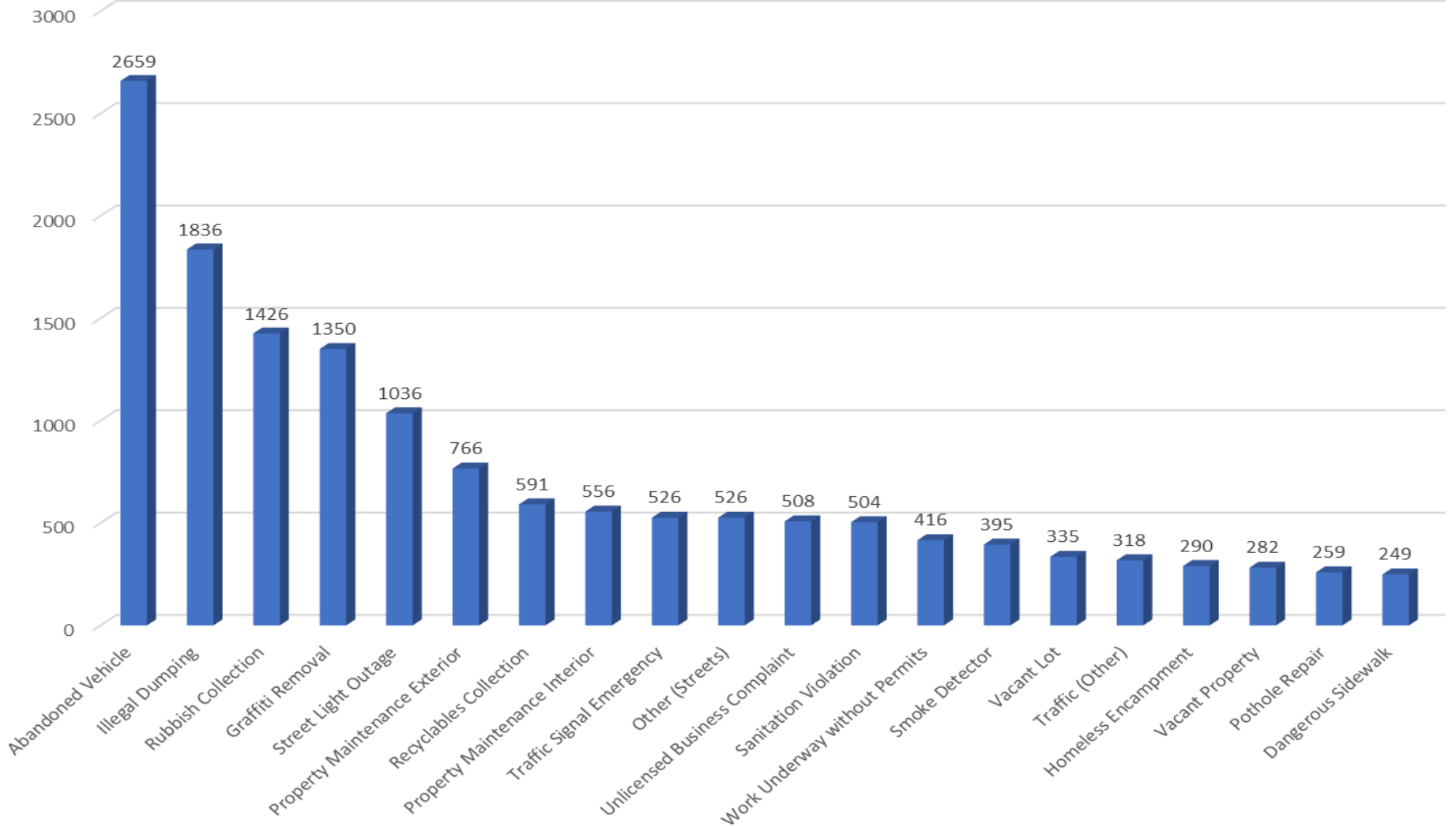


# Philly311

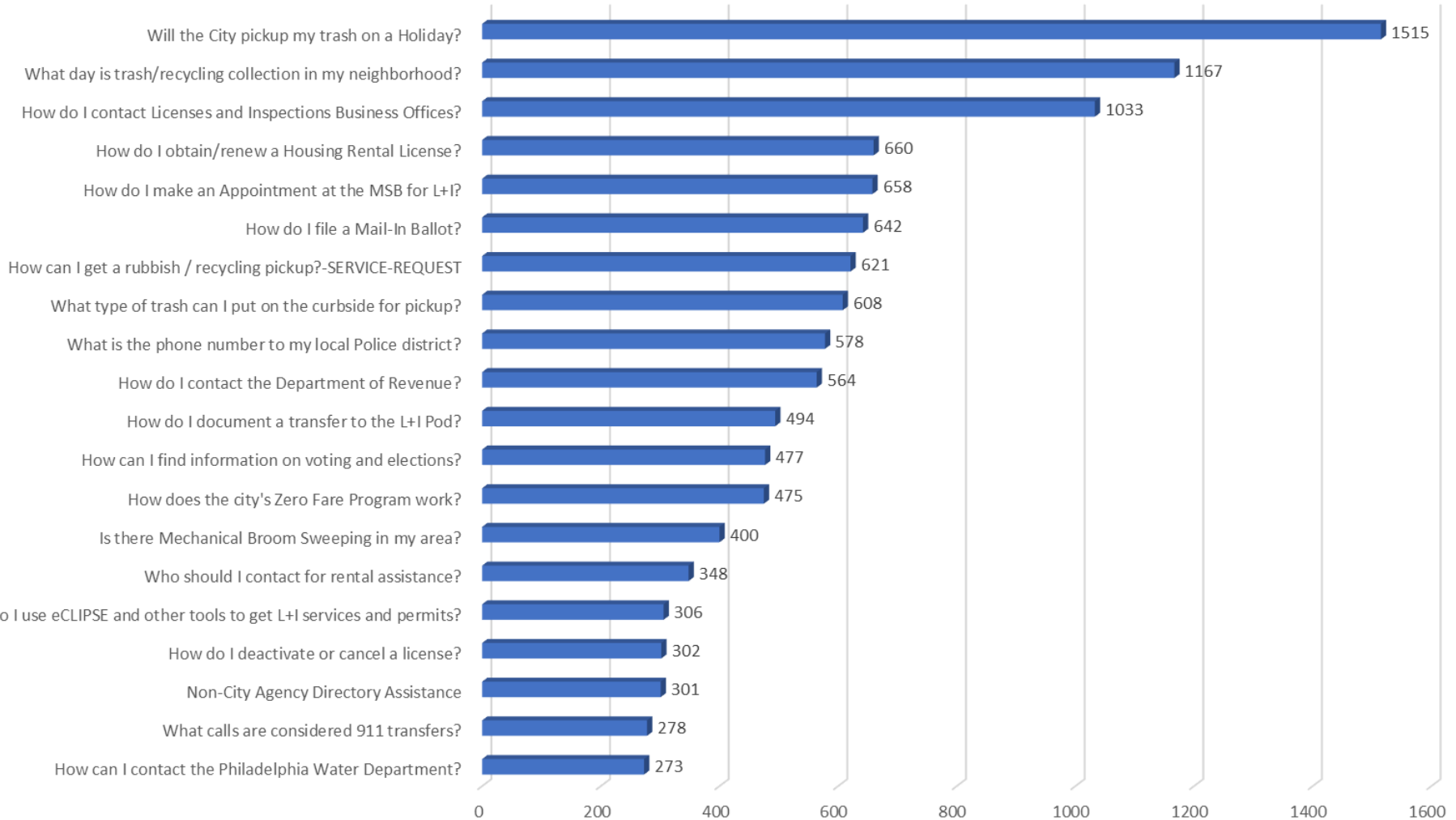
**November 2023**

*Public*

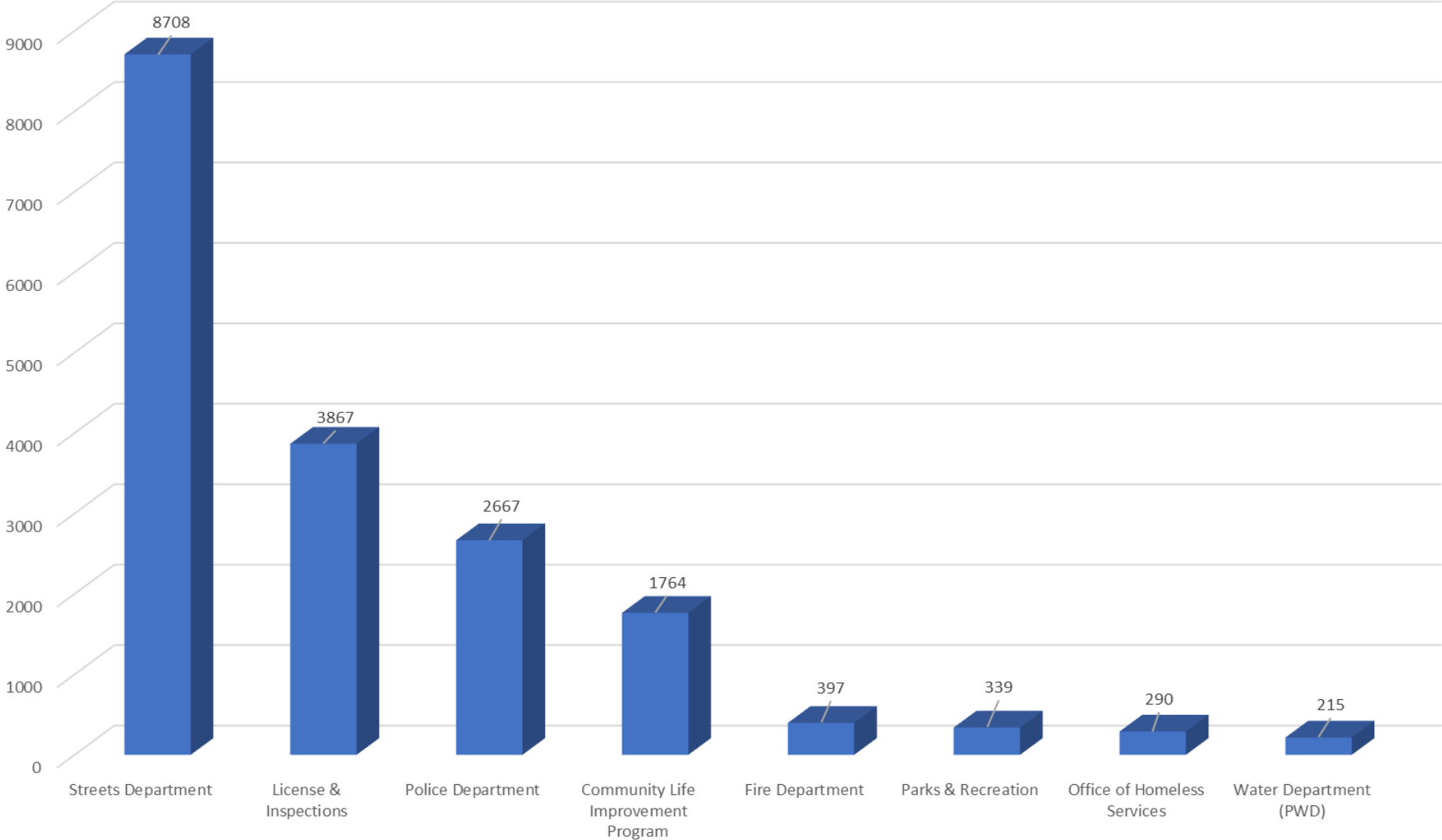
# Top 20 Service Requests of the 18,247 Total Cases Submitted



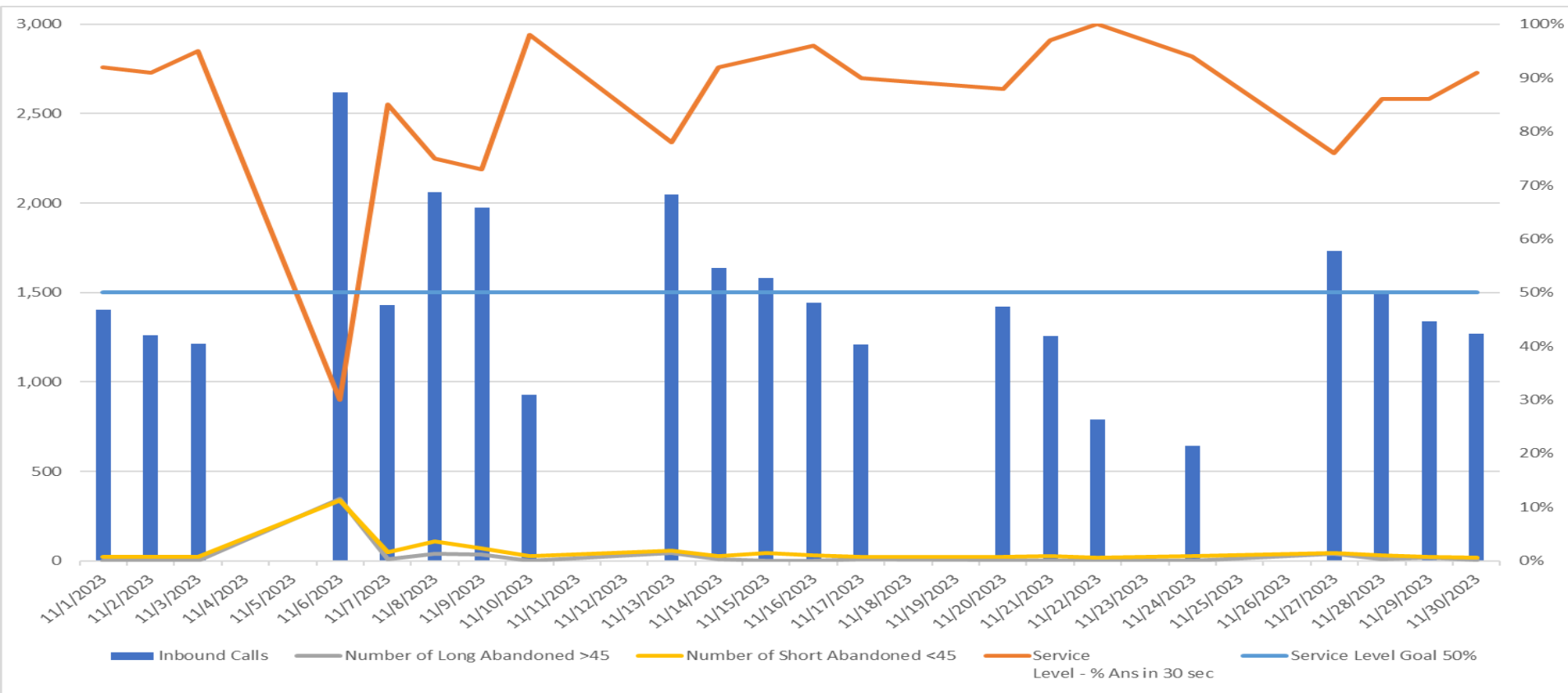
# Top 20 Information Requests of the 27,811 Total Cases Submitted



# Service Requests by Department of the 18,247 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



November 2023	Week 1 (11/1-11/4)	Week 2 (11/5-11/11)	Week 3 (11/12-11/18)	Week 4 (11/19-11/25)	Week 5 (11/26-11/30)
Calls Handled	3,878	9,015	7,918	4,111	5,840
Service Level (Goal 50%)	93%	72%	90%	95%	85%
Average Speed of Answer (Goal <30s)	4:26	3:39	3:58	4:00	4:10
Average Talk Time	4:01	3:15	3:34	3:37	3:46

“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.

