

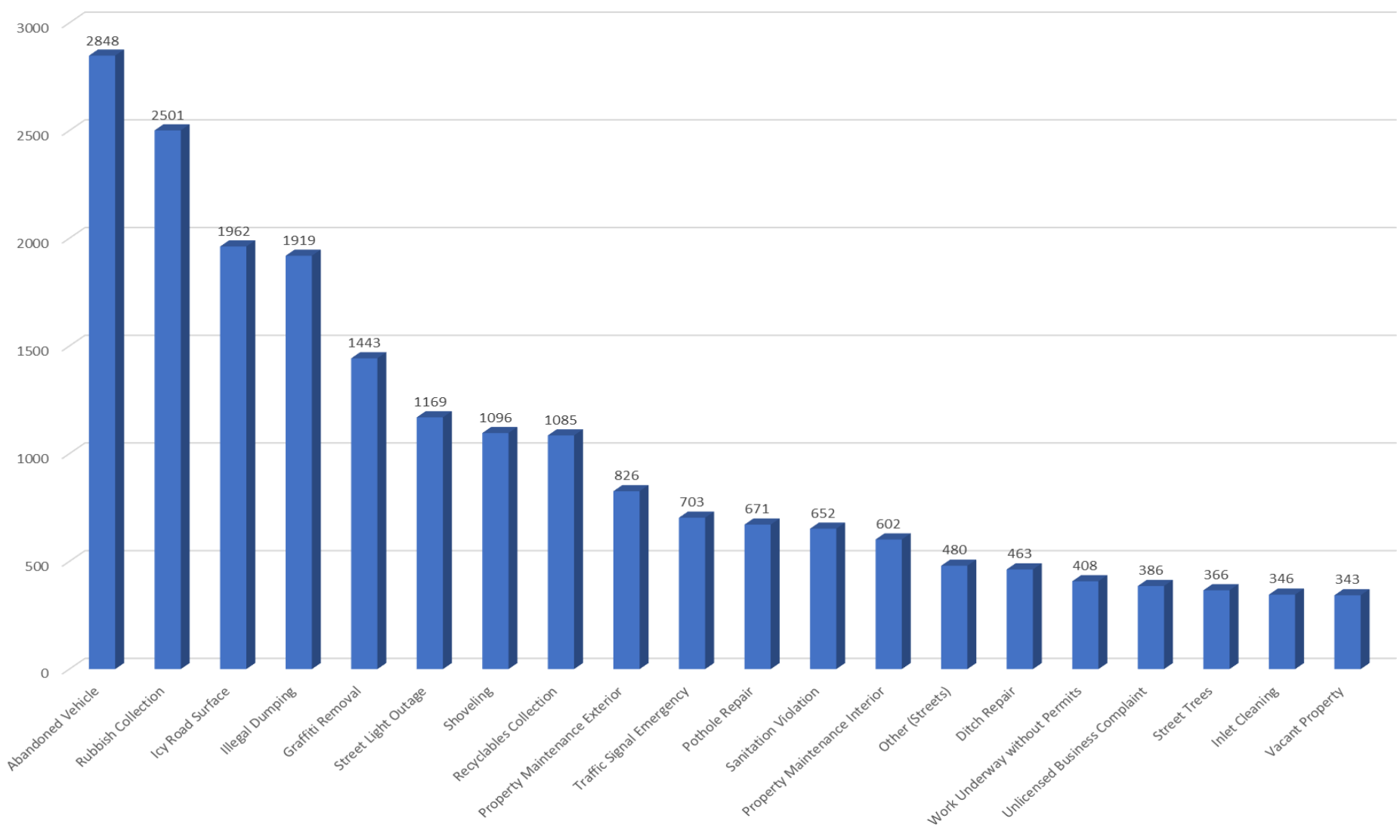


Philly311

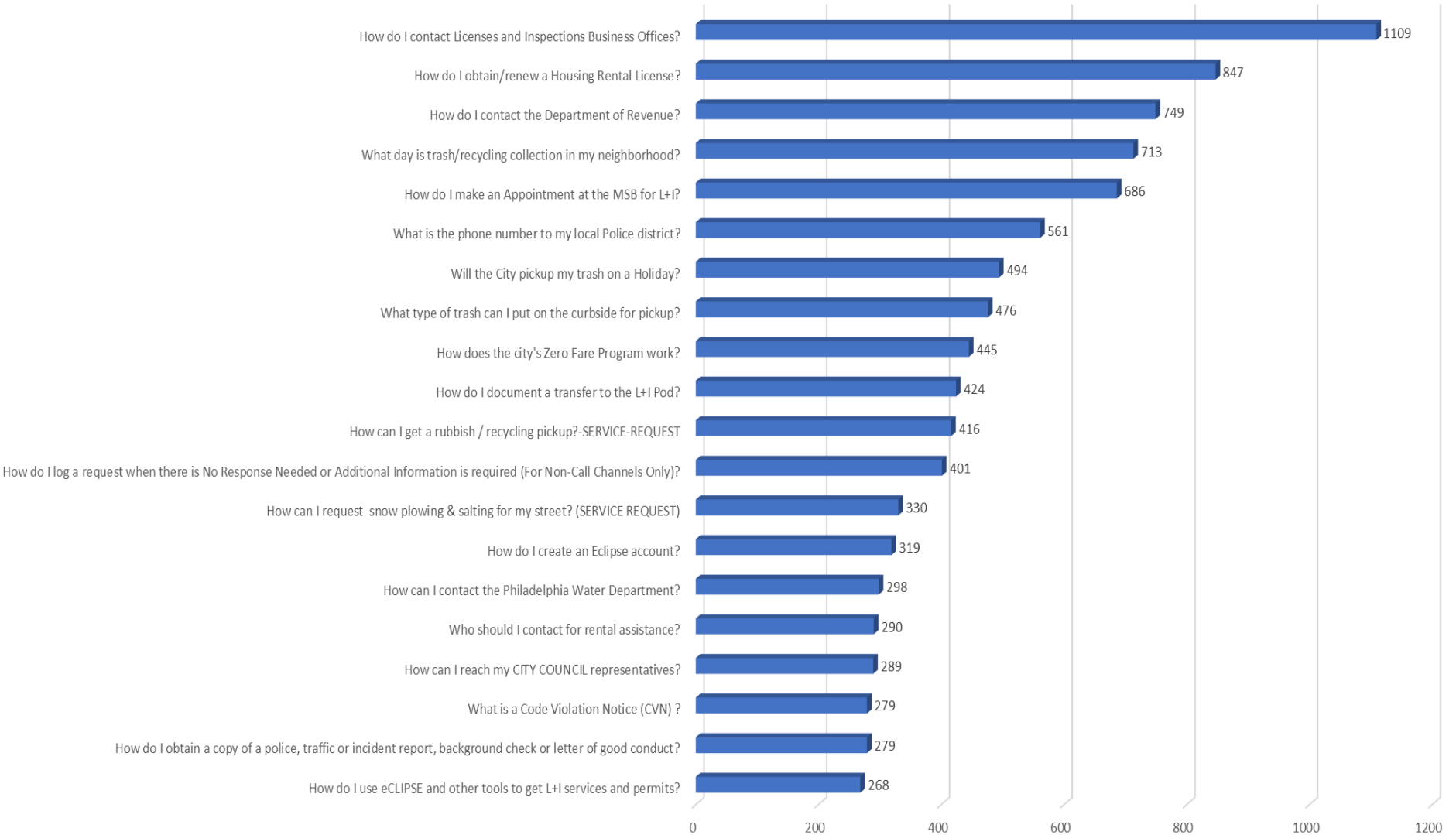
January 2024

Public

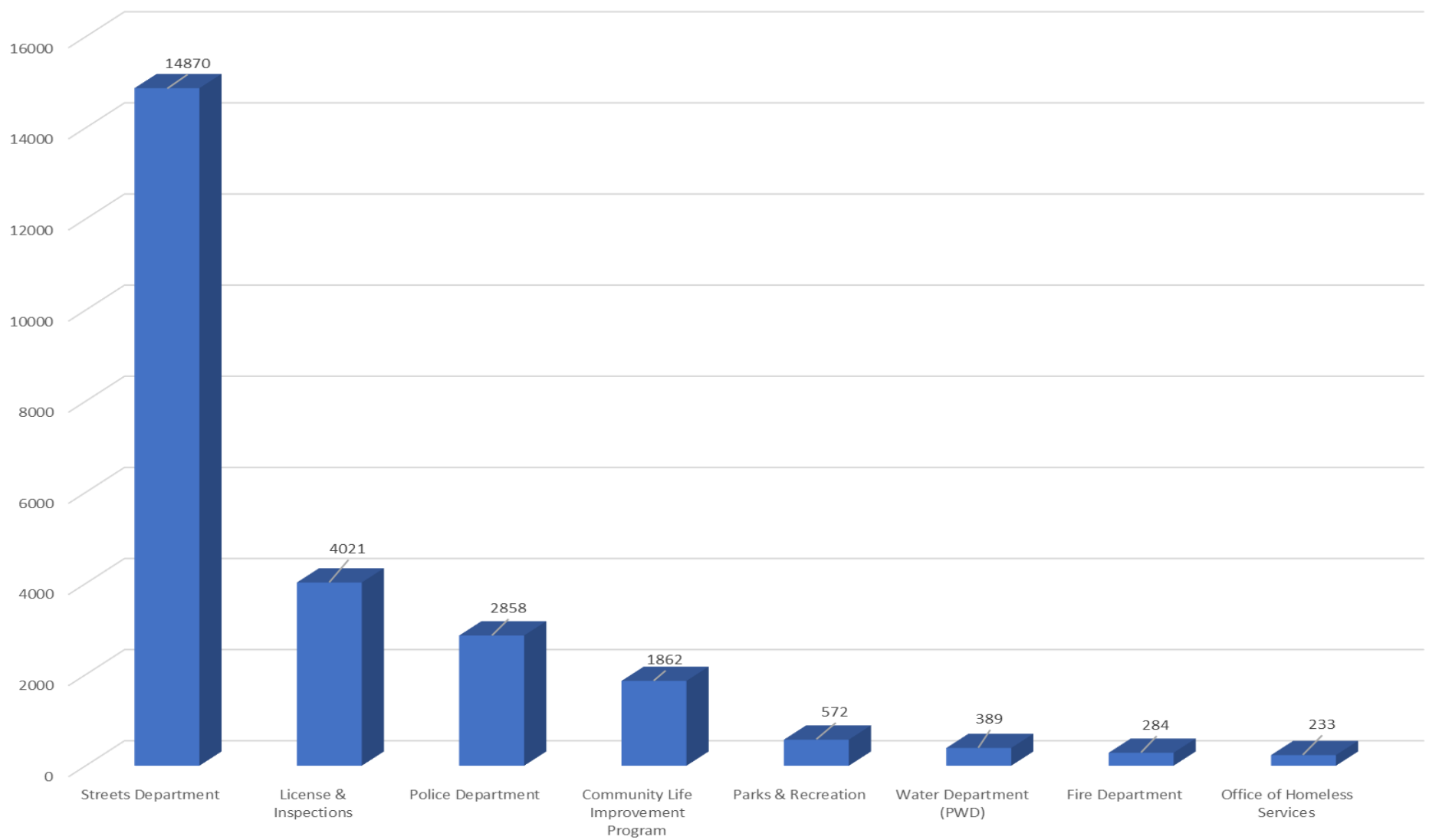
Top 20 Service Requests of the 25,089 Total Cases Submitted



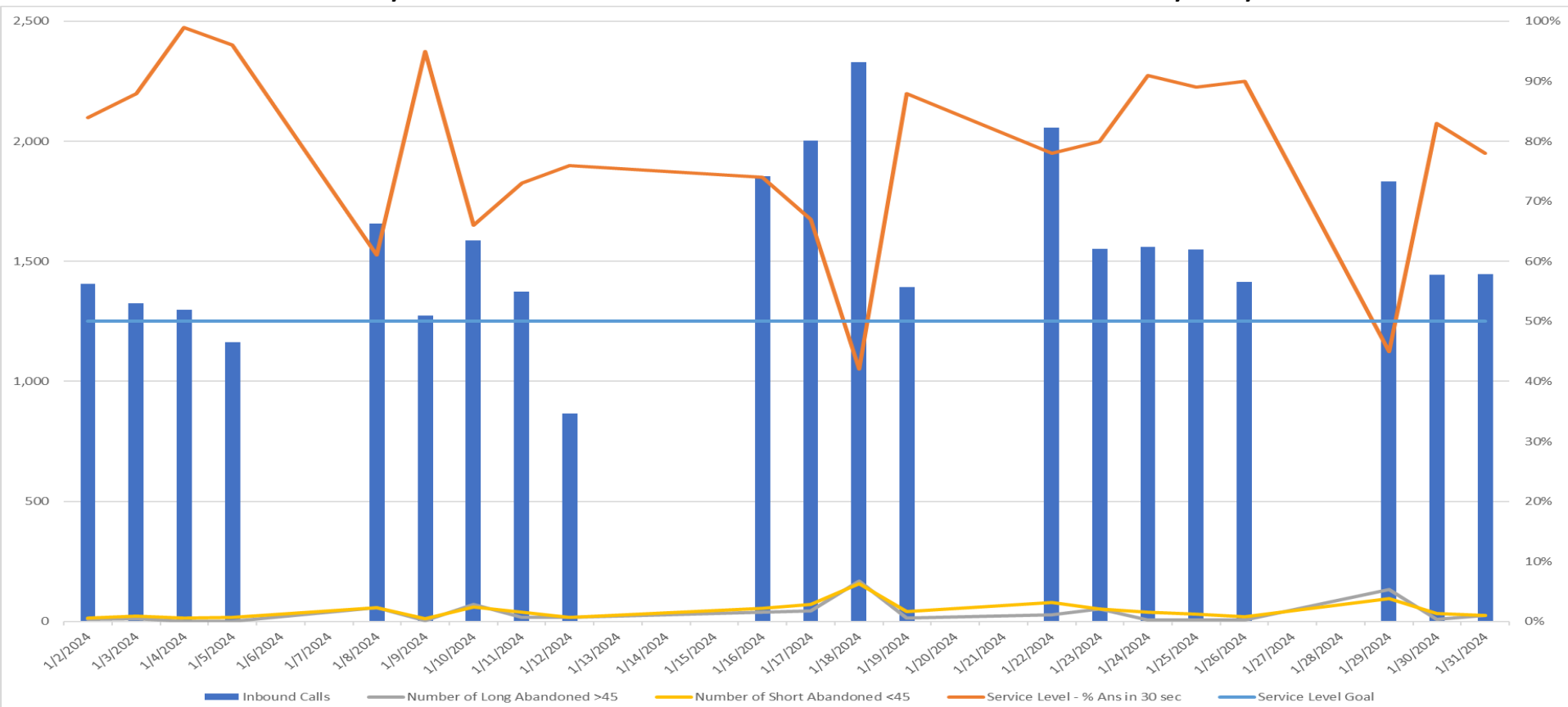
Top 20 Information Requests of the 26,395 Total Cases Submitted



Service Requests by Department of the 25,089 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



January 2024	Week 1 (1/1-1/6)	Week 2 (1/7-1/13)	Week 3 (1/14-1/20)	Week 4 (1/21-1/27)	Week 5 (1/28-1/31)
Calls Handled	5,191	6,760	7,580	8,133	4,727
Service Level (Goal 50%)	92%	74%	68%	86%	69%
Average Speed of Answer (Goal <30s)	4:31	4:29	3:38	4:06	4:36
Average Talk Time	4:08	4:04	3:14	3:41	4:13

“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.

