

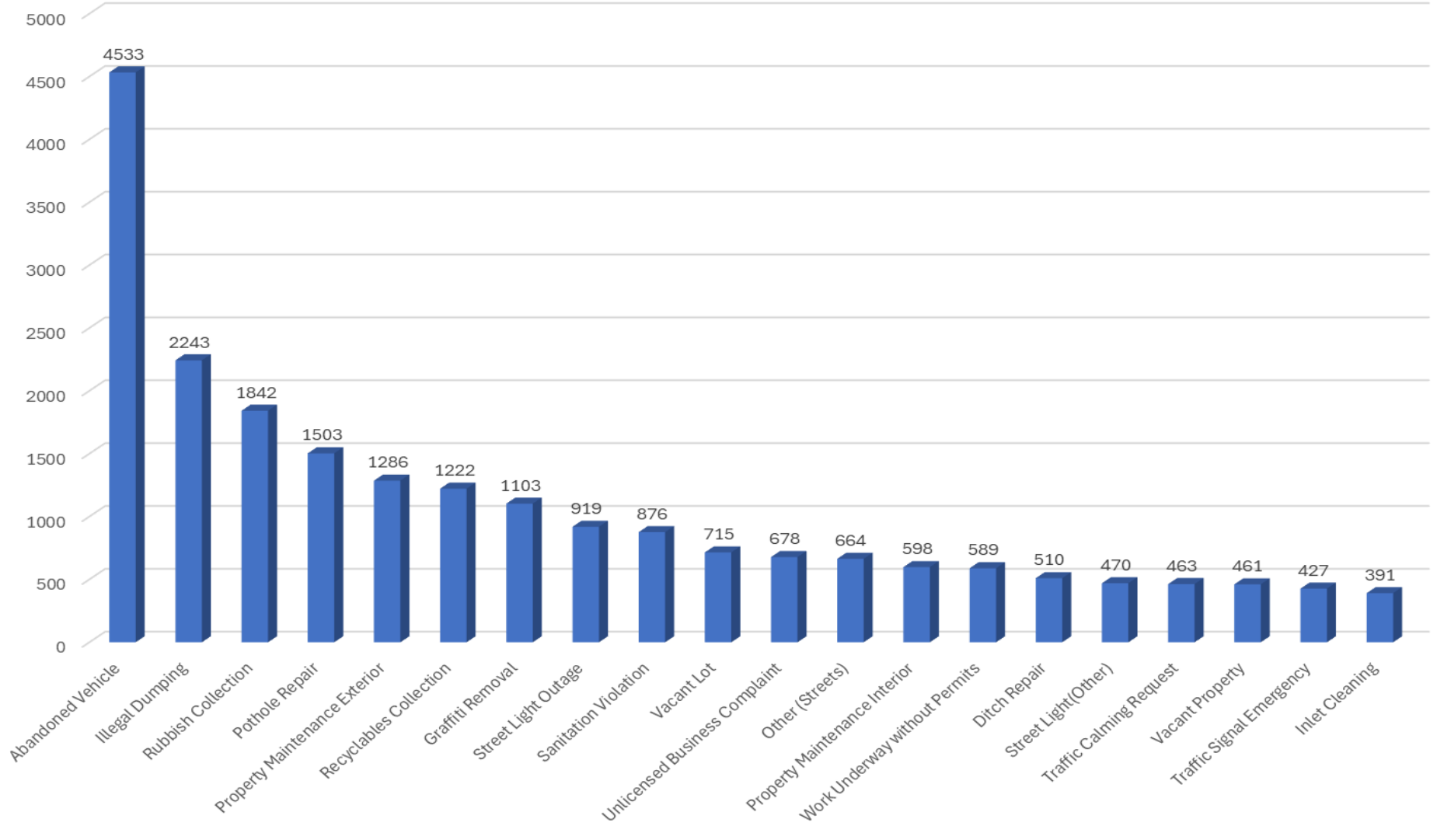


Philly311

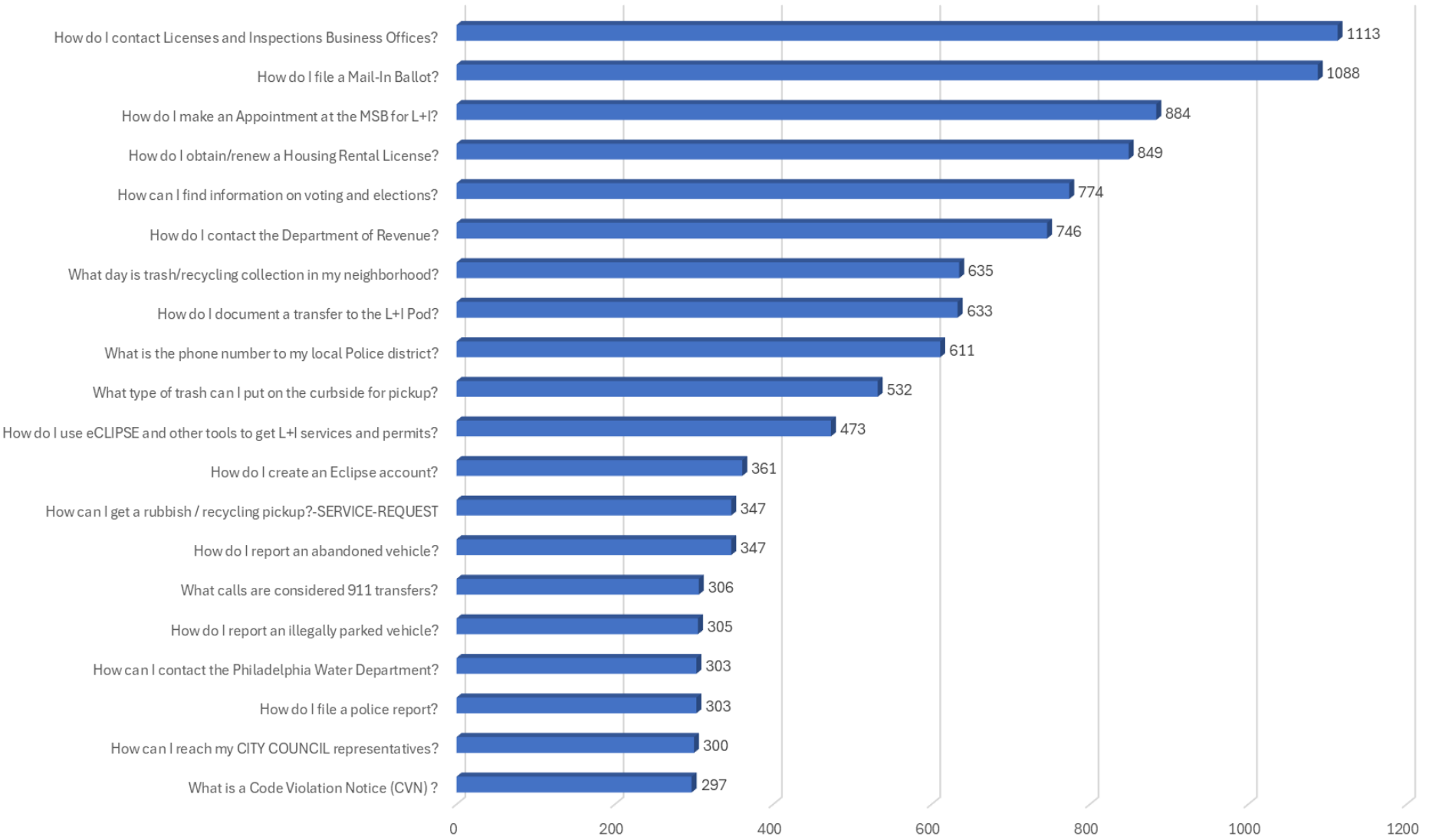
April 2024

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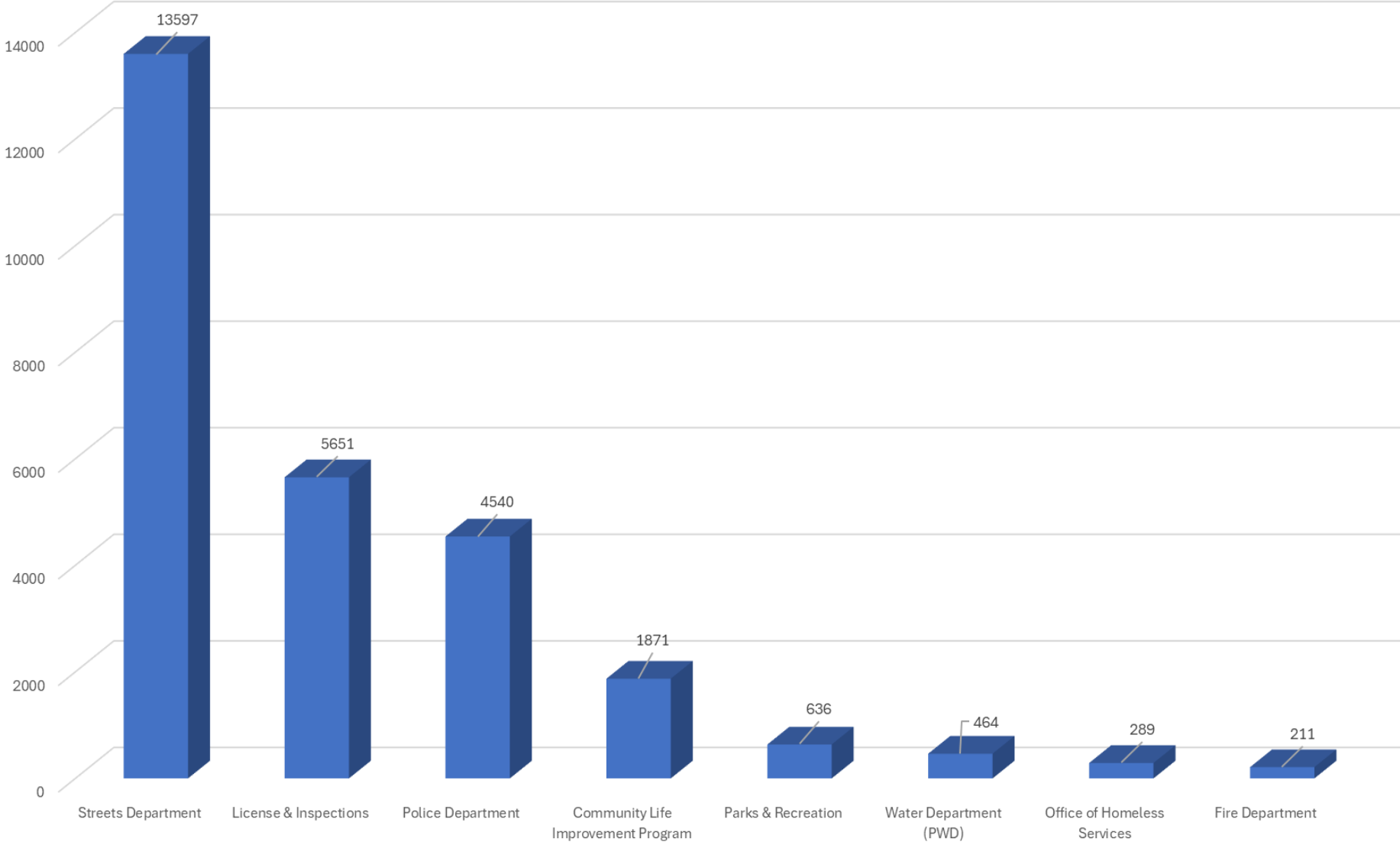
Top 20 Service Requests of the 27,259 Total Cases Submitted



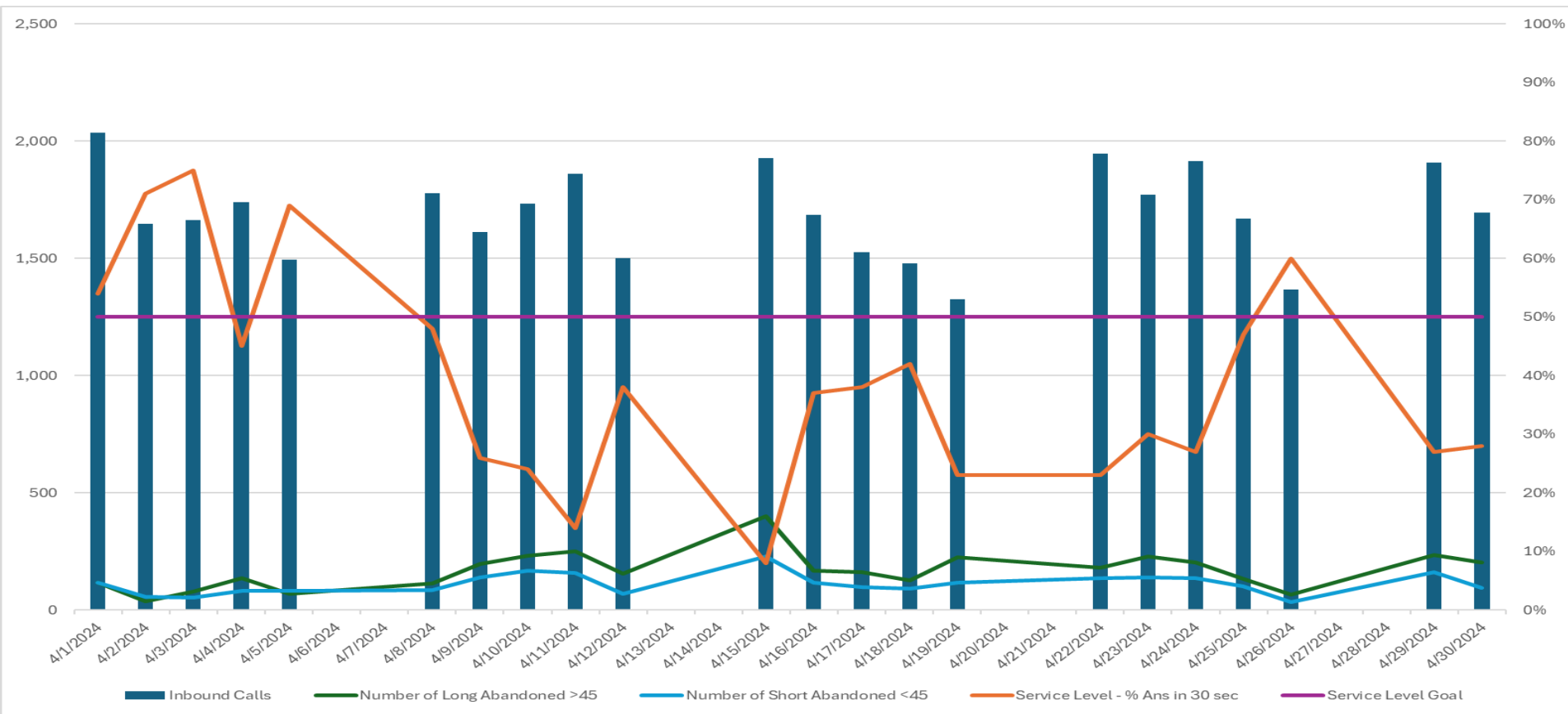
Top 20 Information Requests of the 28,884 Total Cases Submitted



Service Requests by Department of the 27,259 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



April 2024	Week 1 (4/1-4/6)	Week 2 (4/7-4/13)	Week 3 (4/14-4/20)	Week 4 (4/21-4/27)	Week 5 (4/28-4/30)
Calls Handled	8,579	8,487	7,942	8,670	3,602
Service Level (Goal 50%)	63%	30%	30%	37%	28%
Average Speed of Answer (Goal <30s)	4:17	4:53	5:00	4:37	5:06
Average Talk Time	3:52	4:25	4:33	4:12	4:42

“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.

