

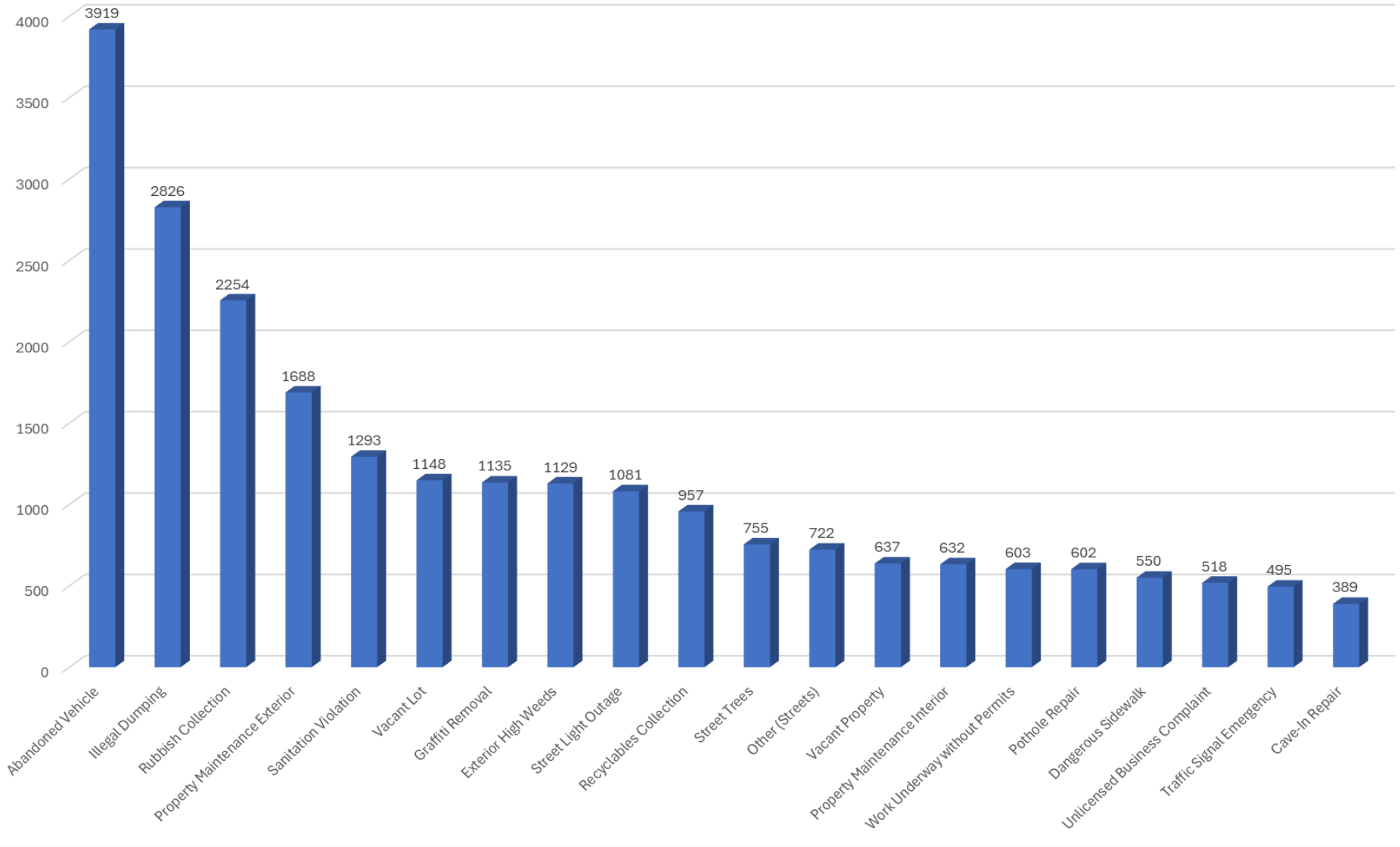


# Philly311

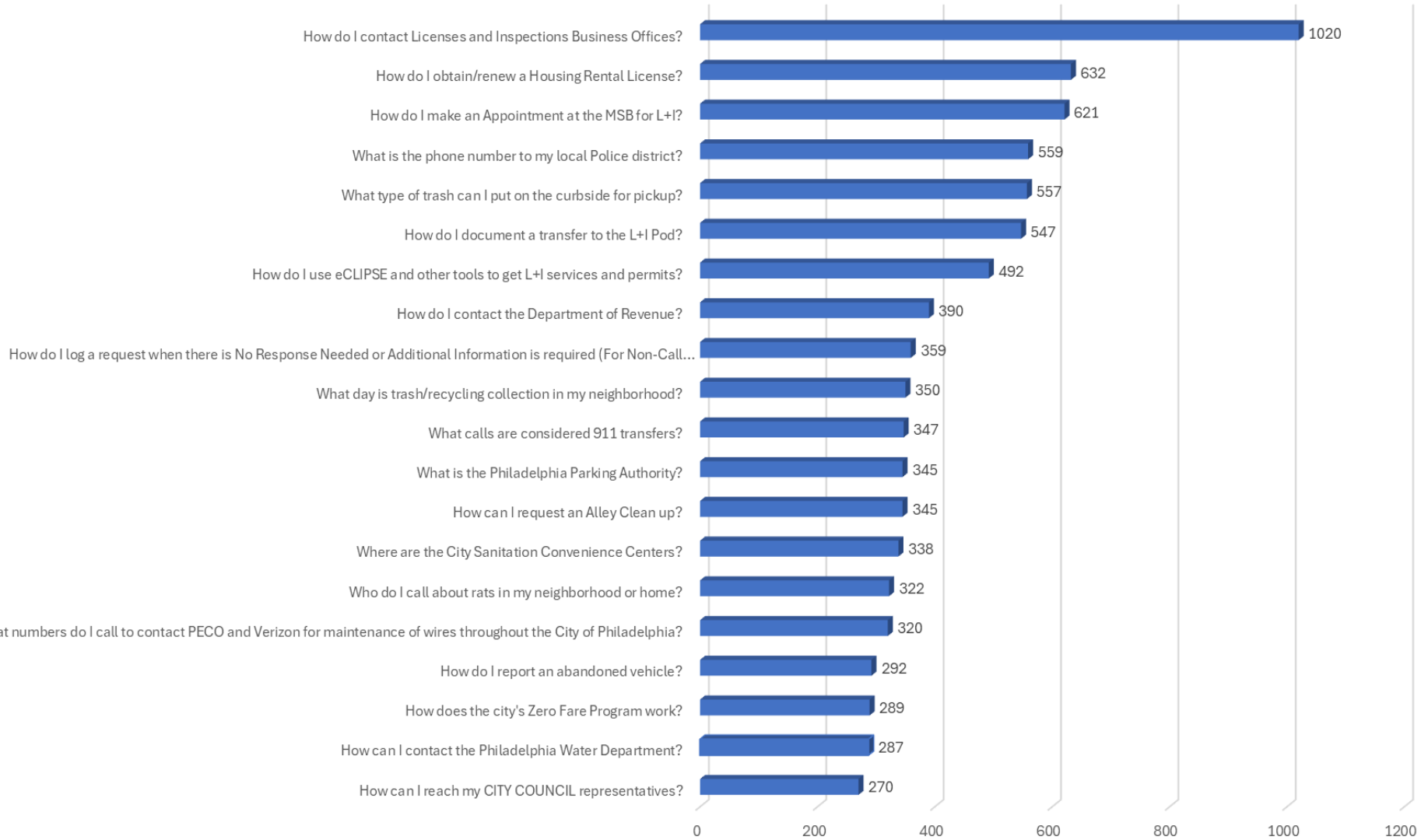
**July 2024**

***Public***

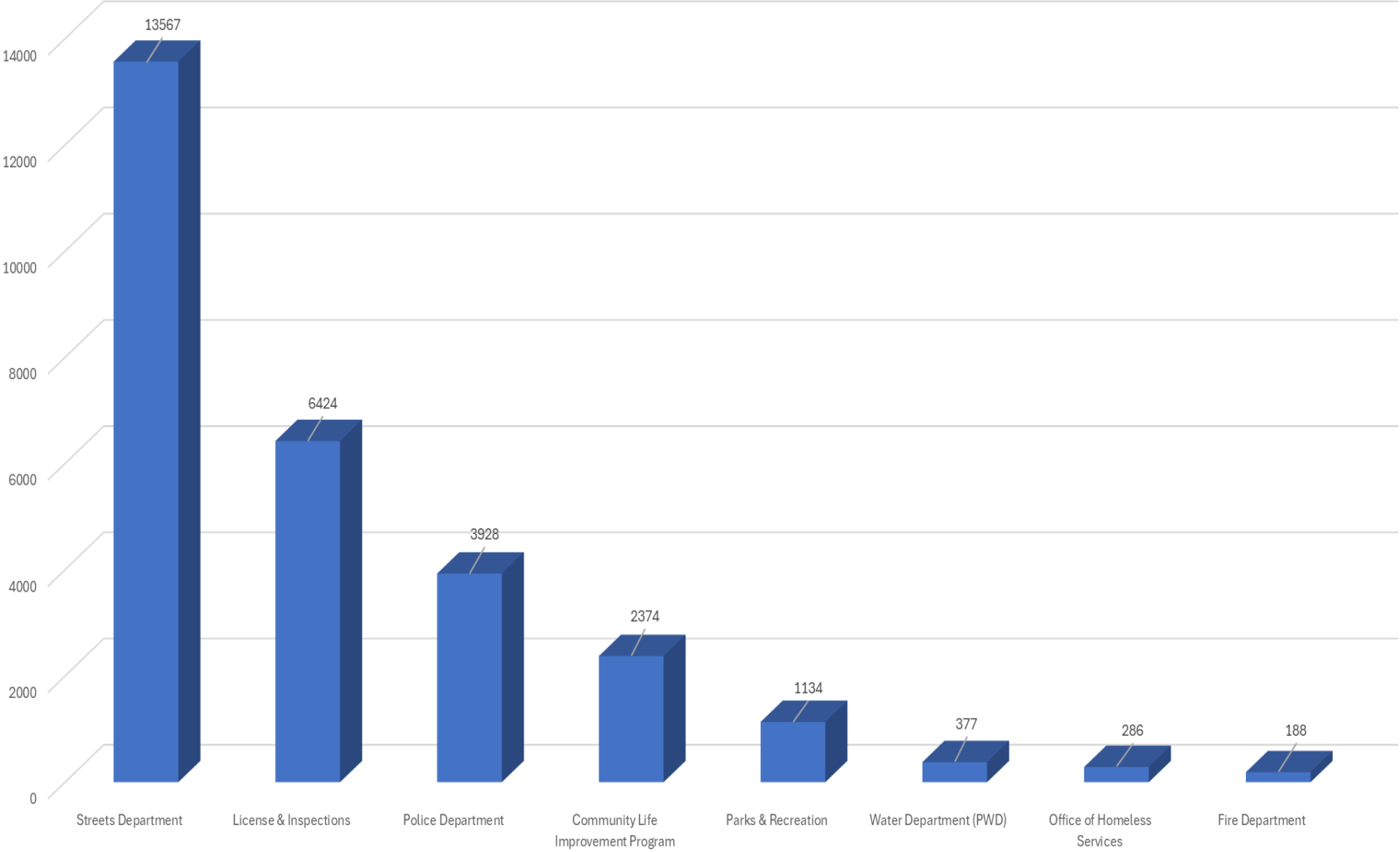
# Top 20 Service Requests of the 28,278 Total Cases Submitted



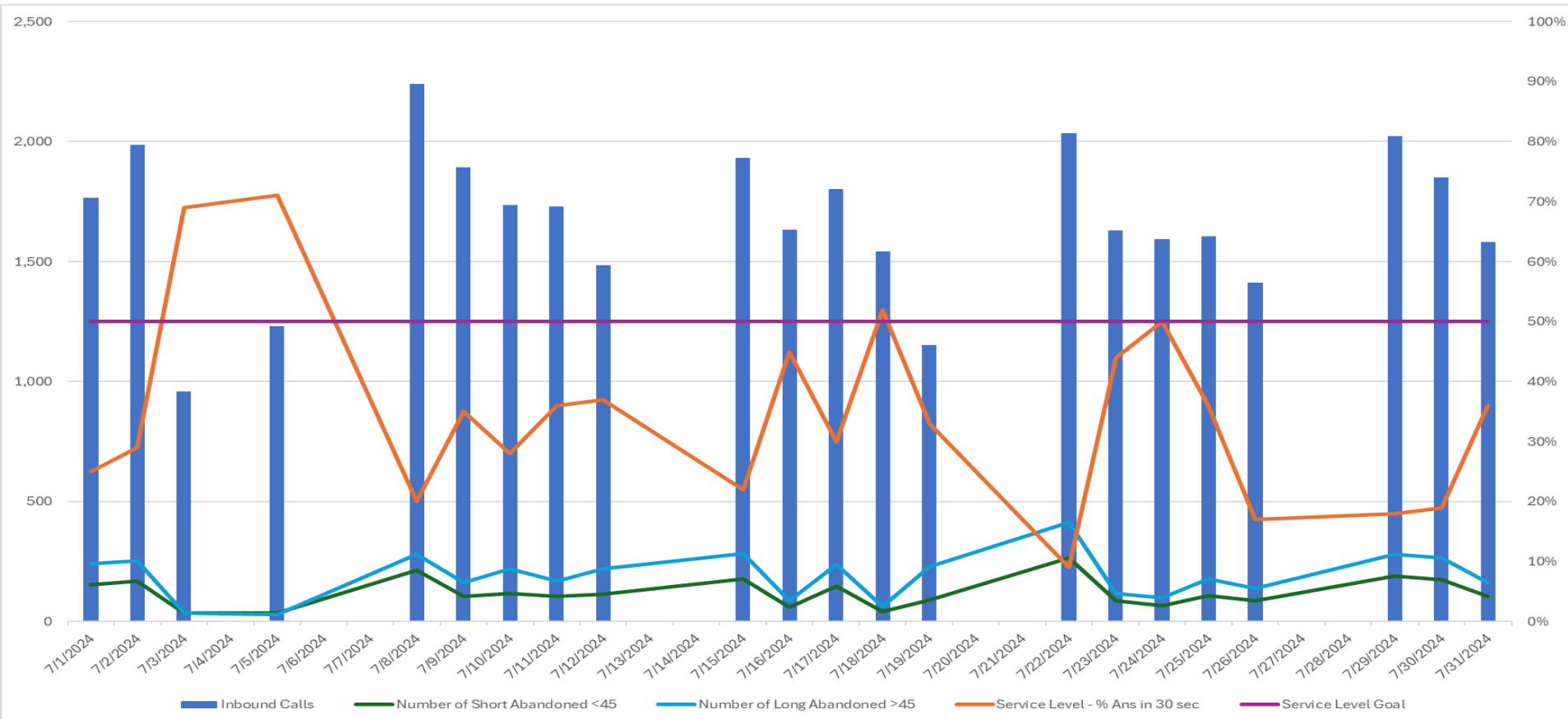
# Top 20 Information Requests of the 25,692 Total Cases Submitted



# Service Requests by Department of the 28,278 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



July 2024	Week 1 (7/1-7/6)	Week 2 (7/7-7/13)	Week 3 (7/14-7/20)	Week 4 (7/21-7/27)	Week 5 (7/28-7/31)
Calls Handled	5,941	9,084	8,061	8,275	5,455
Service Level (Goal 50%)	49%	31%	36%	31%	24%
Average Speed of Answer (Goal <30s)	4:32	4:46	4:43	4:48	4:56
Average Talk Time	4:08	4:23	4:21	4:22	4:33

“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.

