

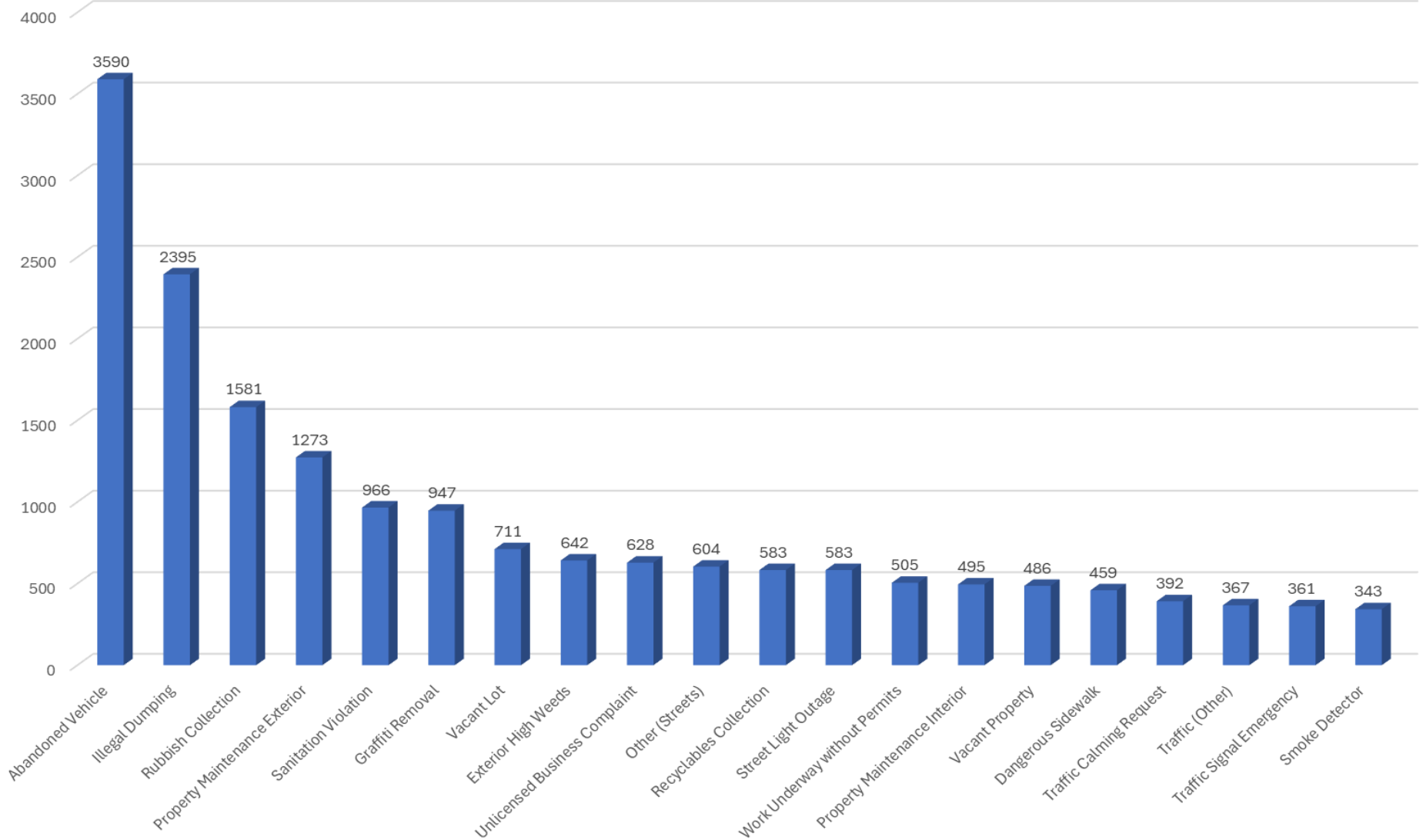


# Philly311

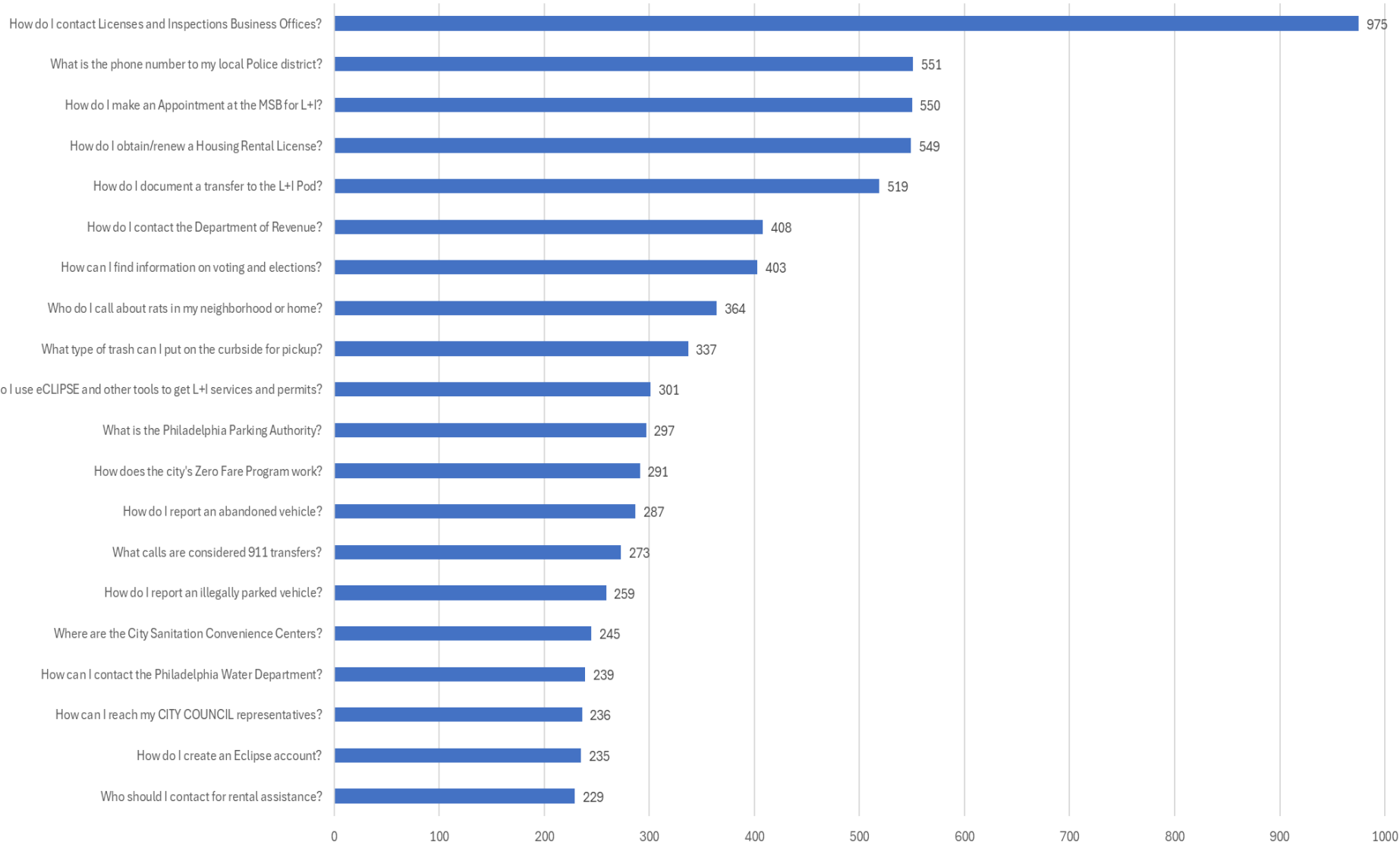
**September 2024**

*Public*

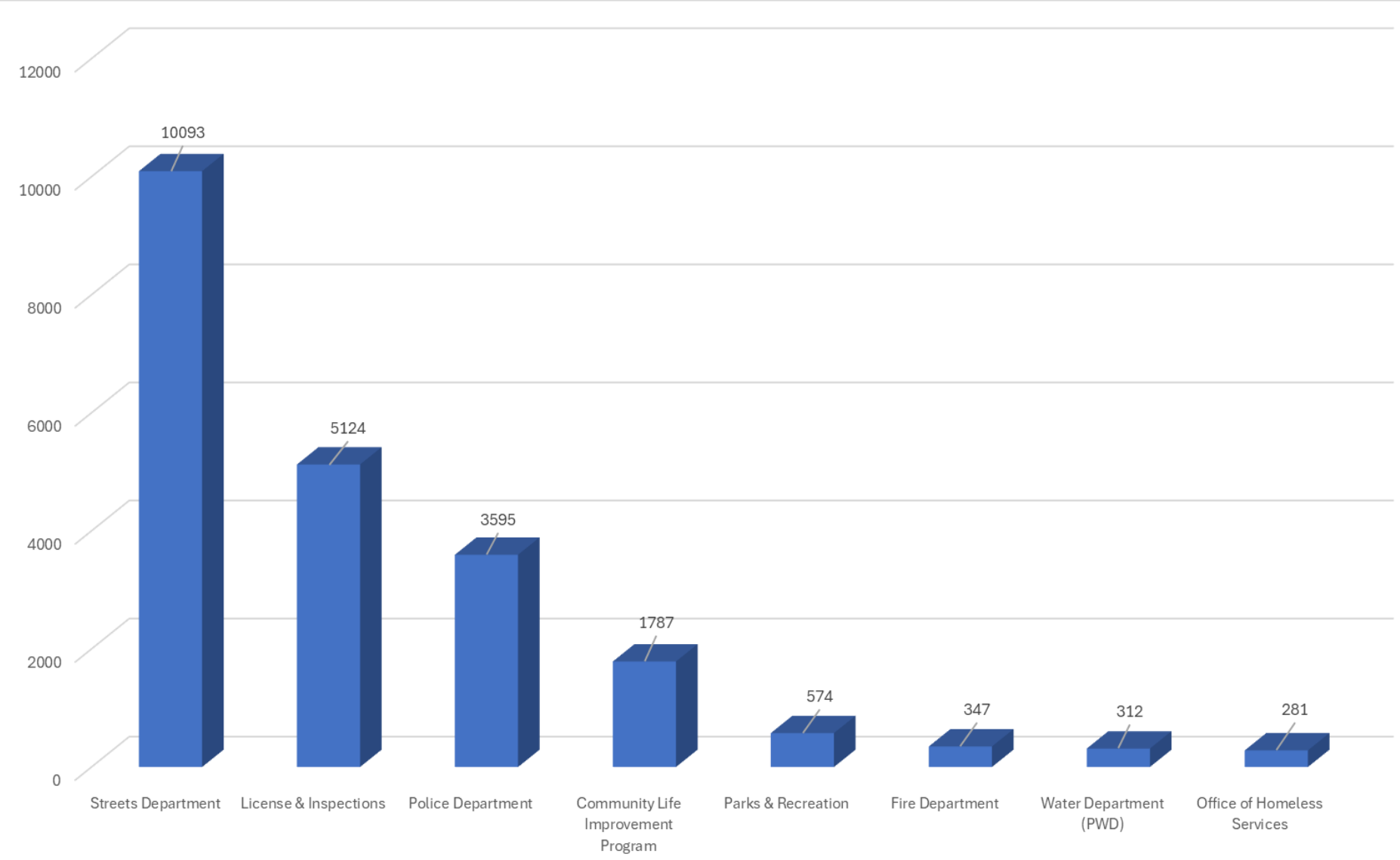
# Top 20 Service Requests of the 22,113 Total Cases Submitted



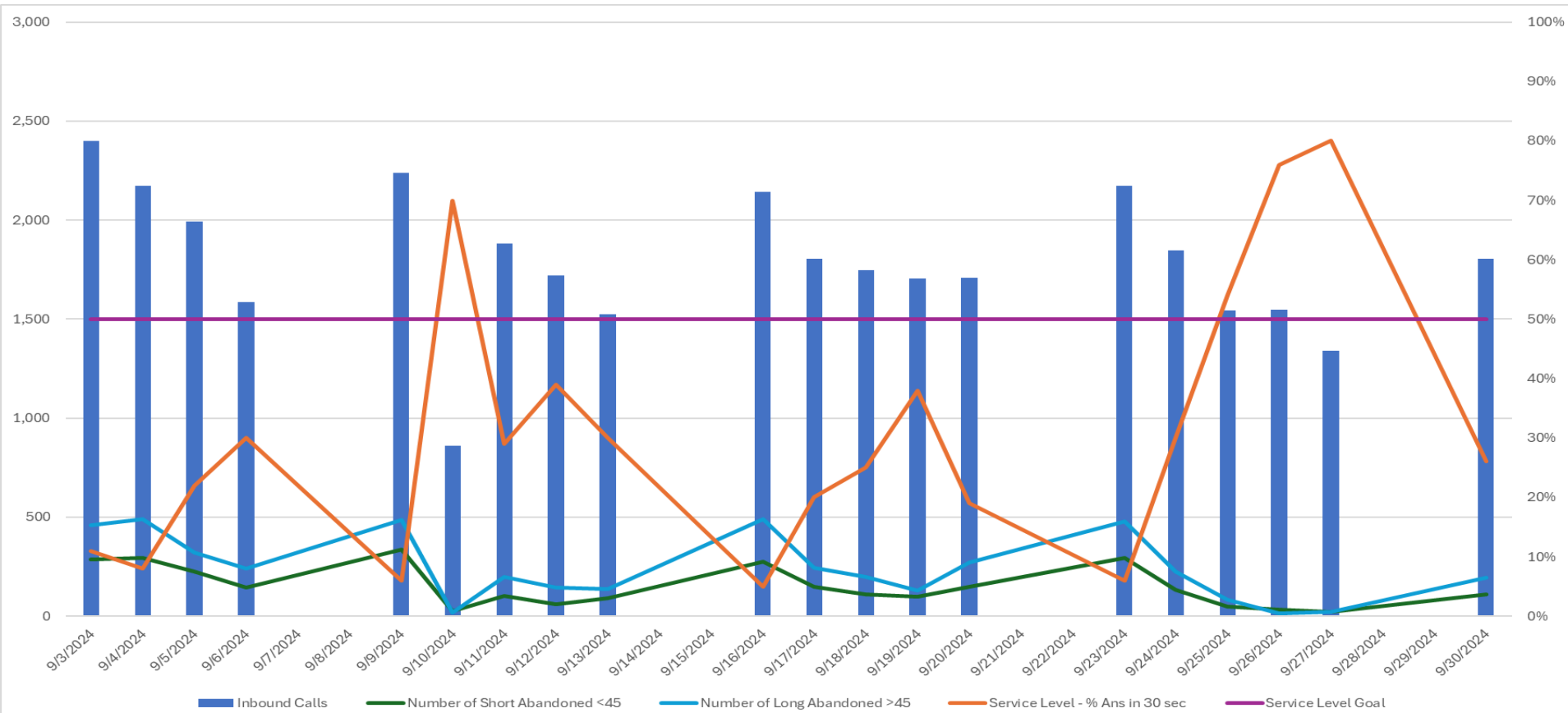
# Top 20 Information Requests of the 22,492 Total Cases Submitted



# Service Requests by Department of the 22,113 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



September 2024	Week 1 (9/1-9/7)	Week 2 (9/8-9/14)	Week 3 (9/15-9/21)	Week 4 (9/22-9/28)	Week 5 (9/29-9/30)
Calls Handled	8,148	8,227	9,110	8,452	1,805
Service Level (Goal 50%)	18%	35%	21%	49%	26%
Average Speed of Answer (Goal <30s)	5:12	4:58	4:55	4:51	4:49
Average Talk Time	4:47	4:33	4:31	4:27	4:16

“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.

