

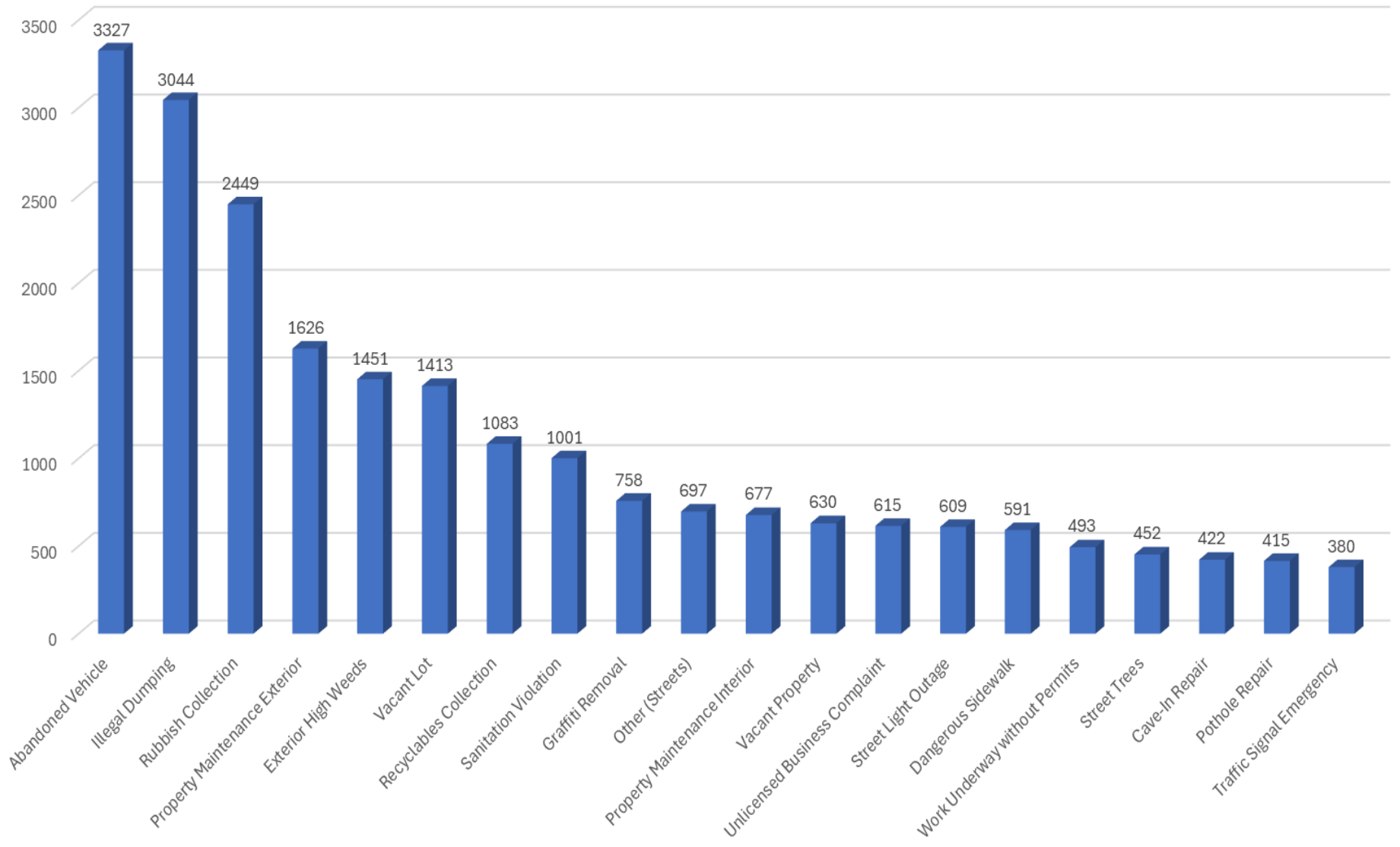


# Philly311

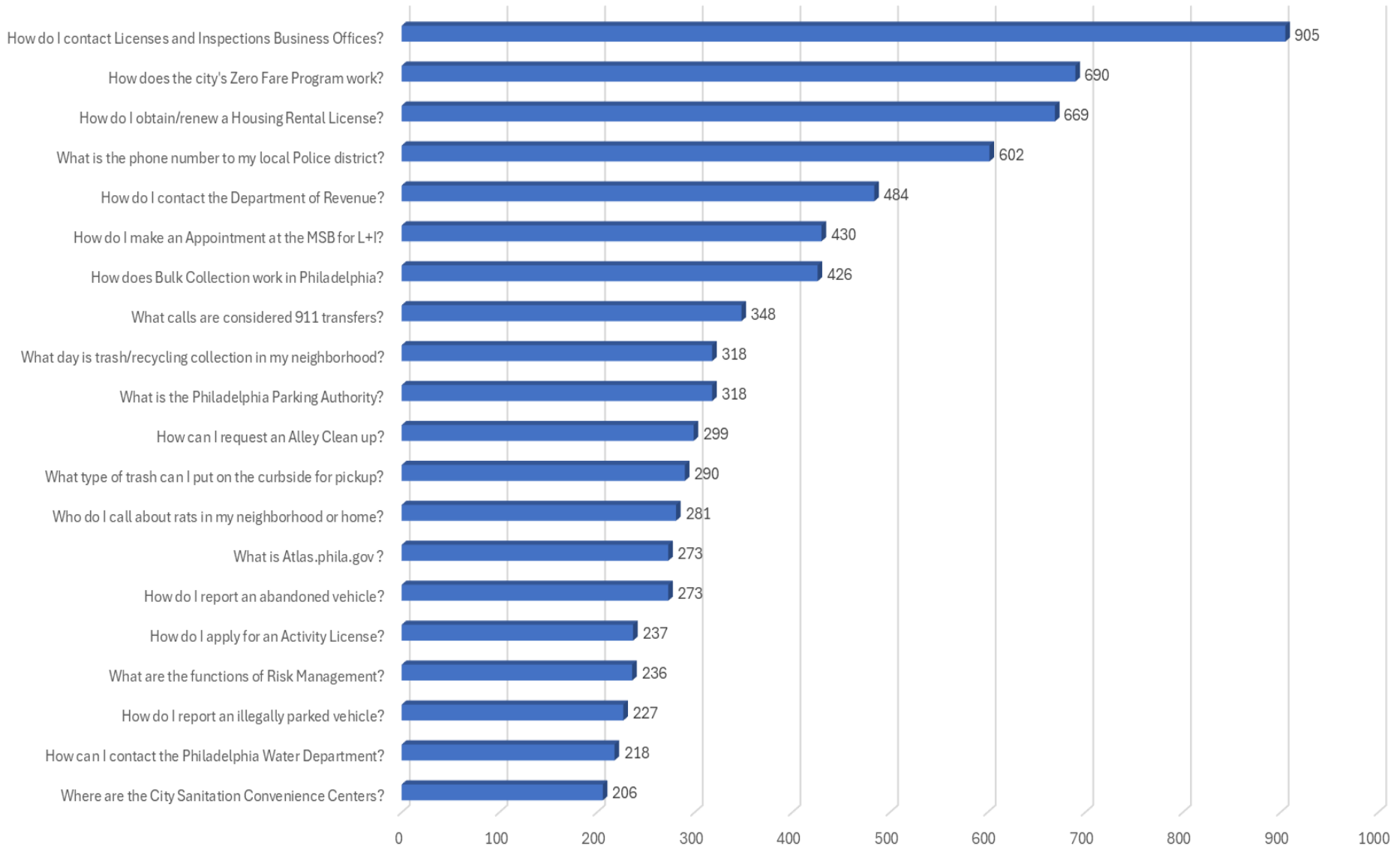
**August 2025**

***Public***

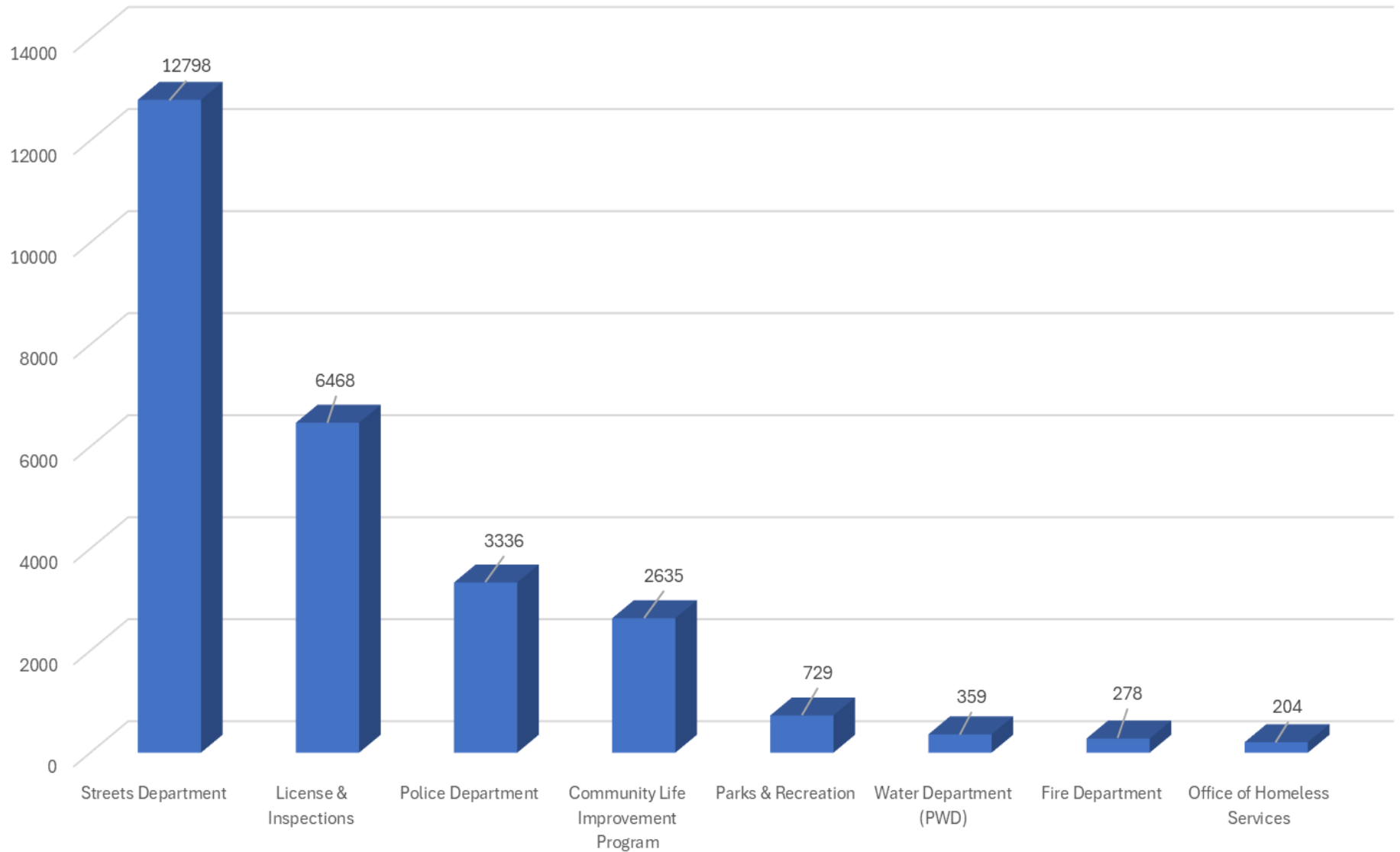
## Top 20 Service Requests of the 26,807 Total Cases Submitted



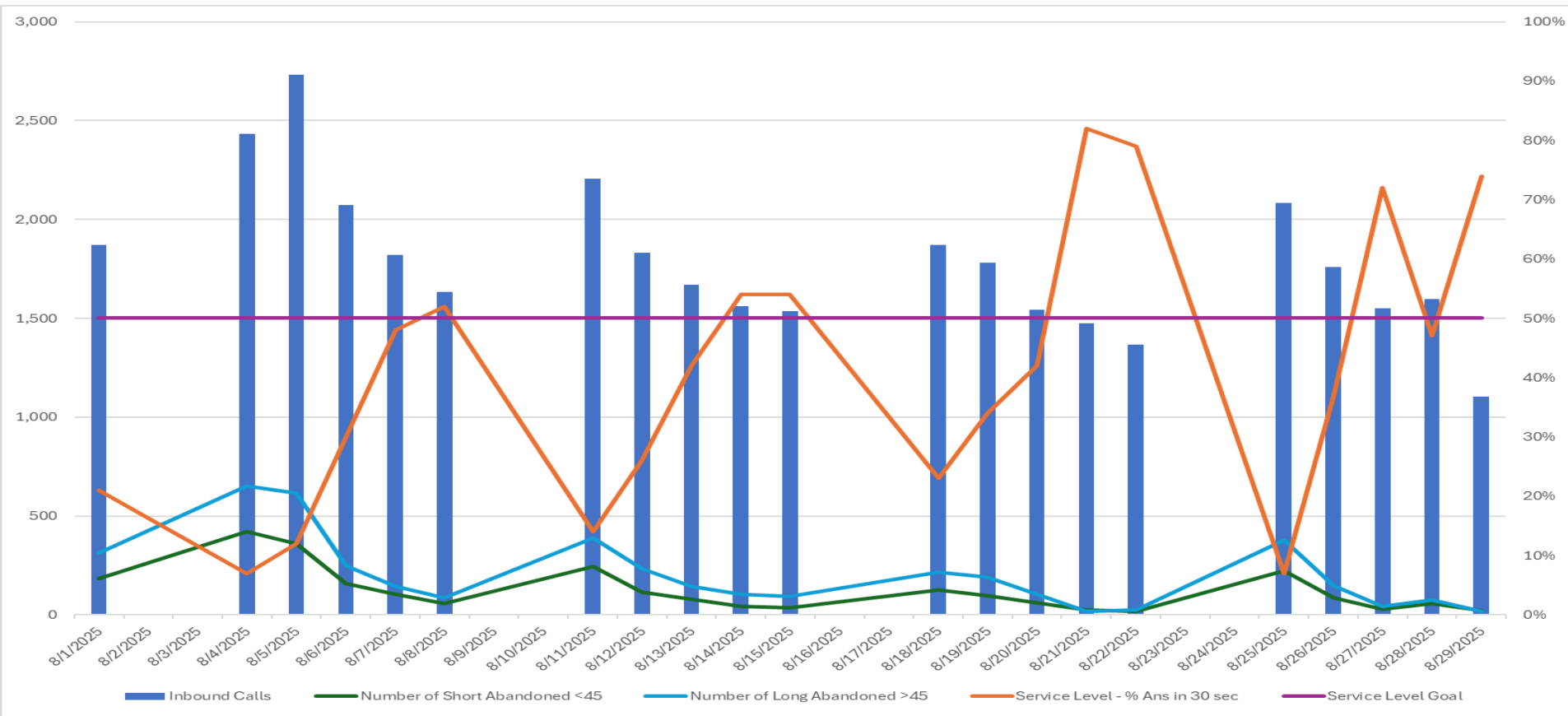
## Top 20 Information Requests of the 21,415 Total Cases Submitted



## Service Requests by Department of the 26,807 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



August 2025	Week 1 (8/1-8/2)	Week 2 (8/3-8/9)	Week 3 (8/10-8/16)	Week 4 (8/17-8/23)	Week 5 (8/24-8/31)
Calls Handled	1,871	10,691	8,802	8,033	8,092
Service Level (Goal 50%)	21%	30%	38%	52%	47%
Average Speed of Answer (Goal <30s)	4:48	4:45	4:53	4:51	4:52
Average Talk Time	4:32	4:20	4:29	4:25	4:24

“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.

