

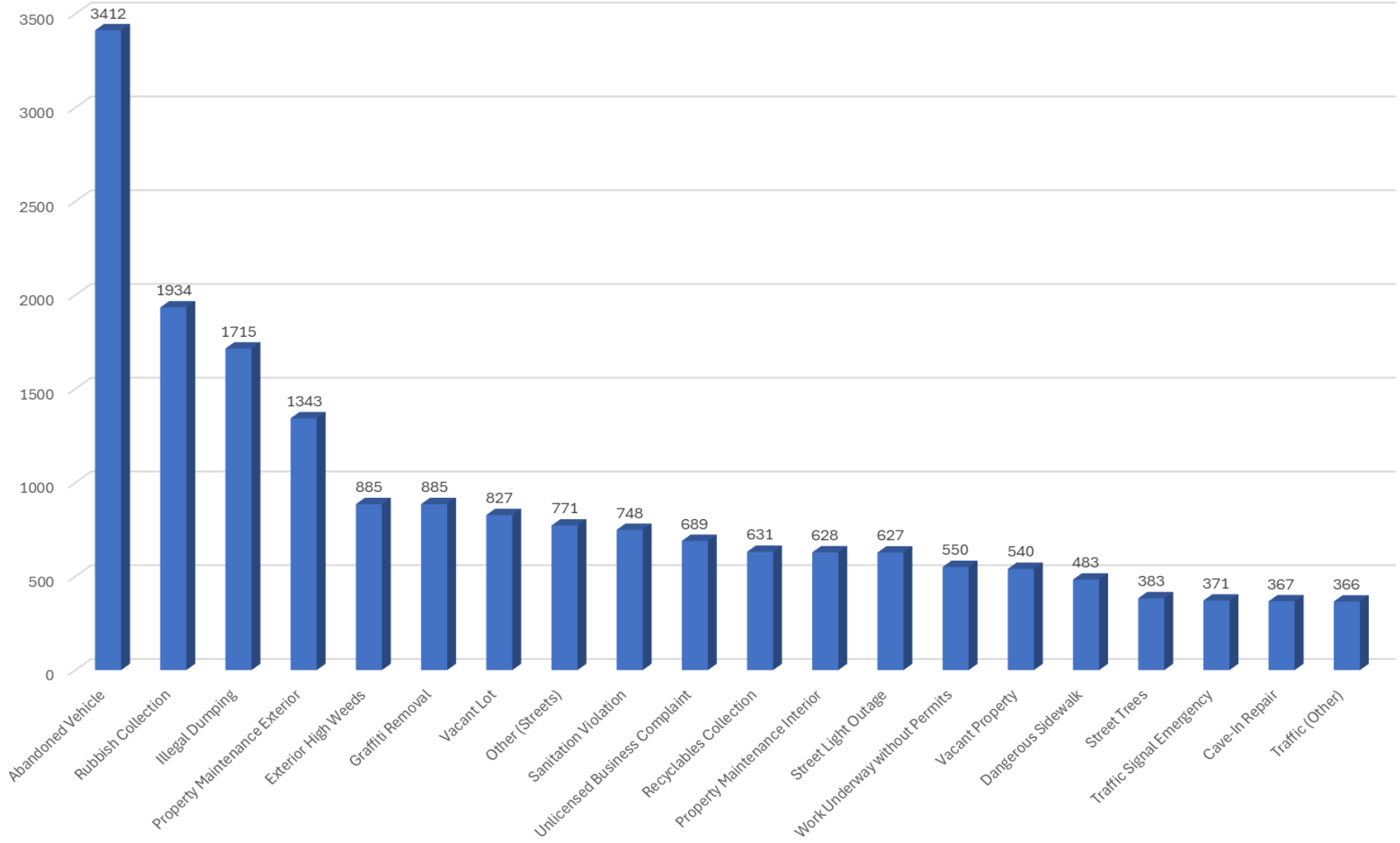


Philly311

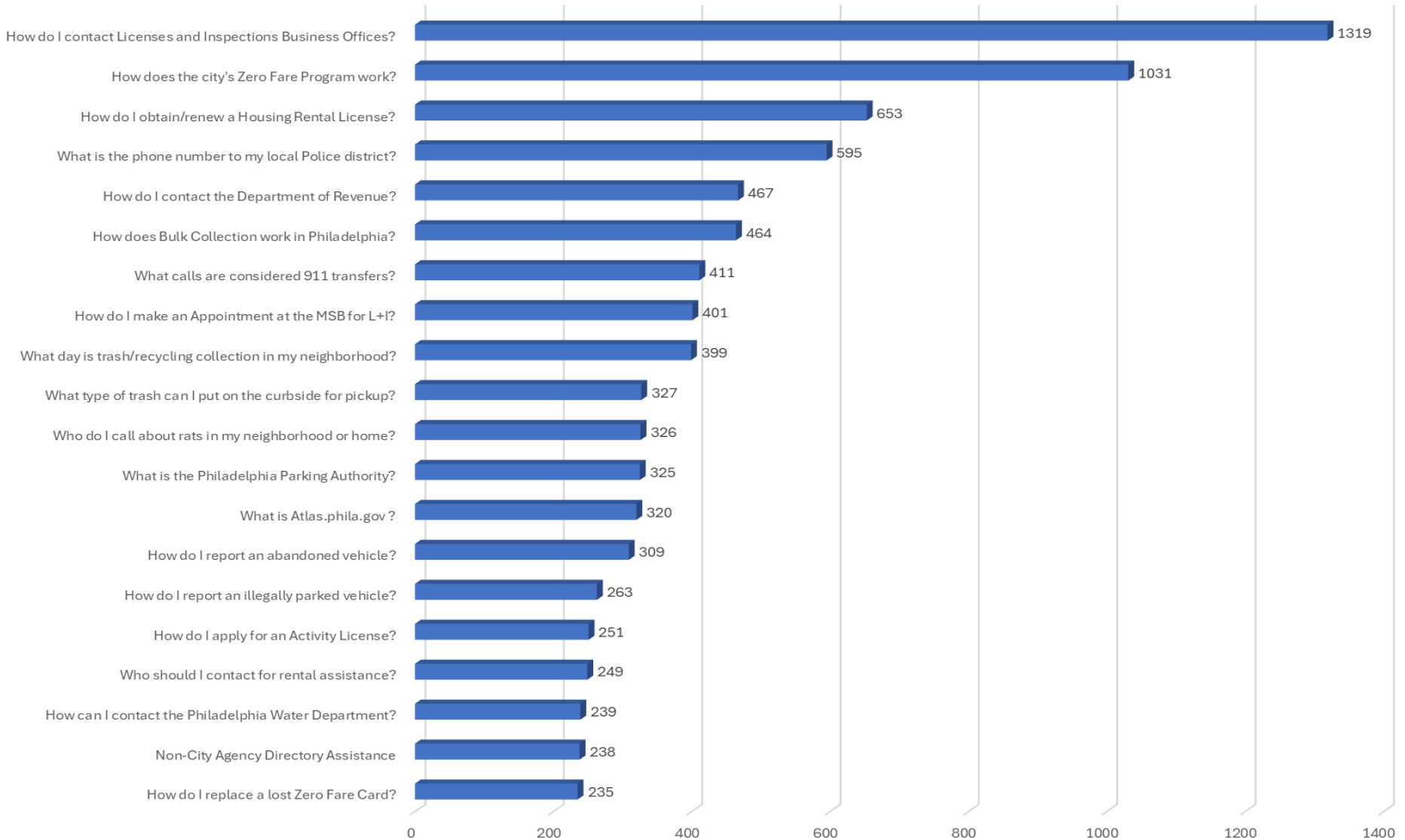
September 2025

Public

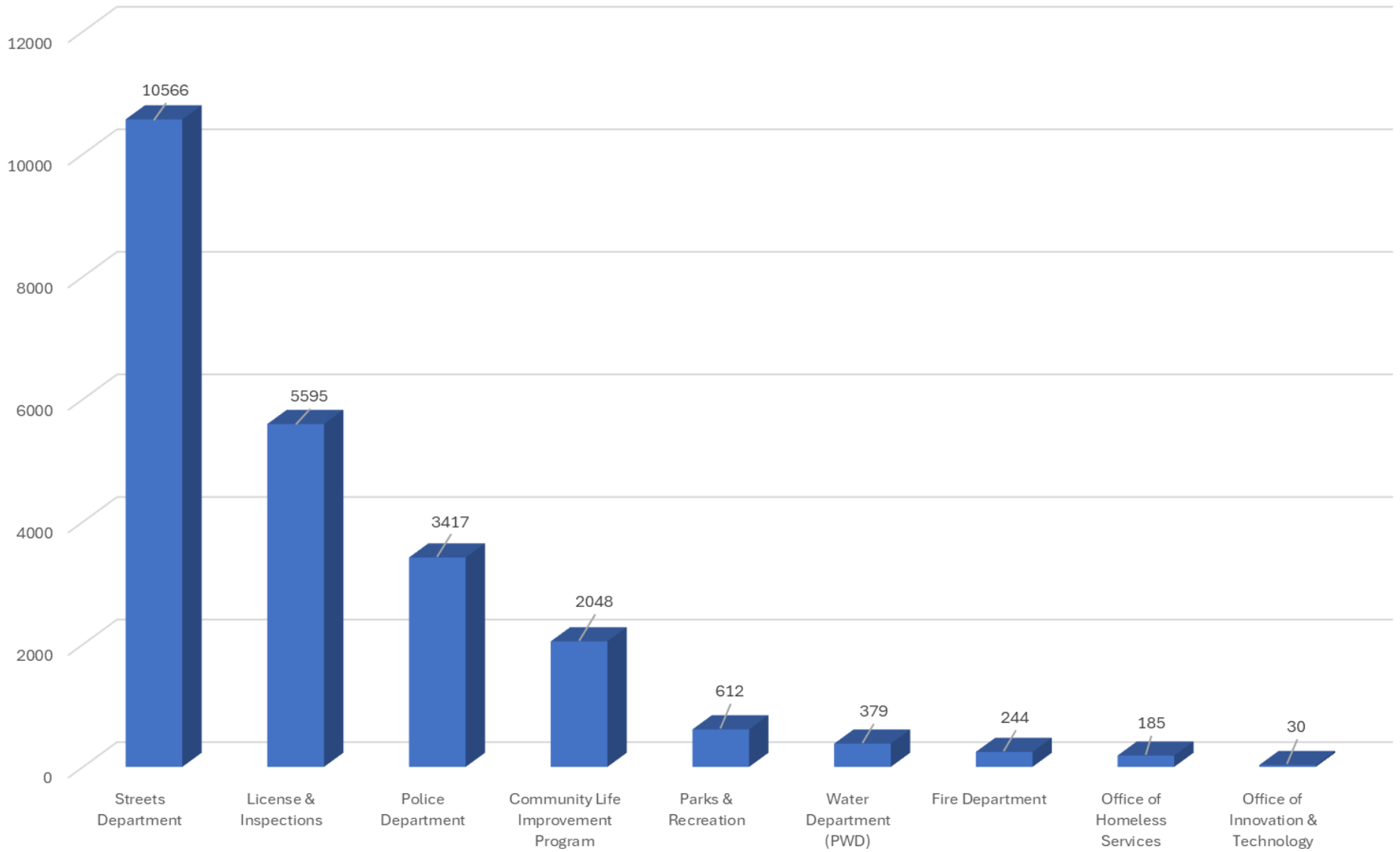
Top 20 Service Requests of the 23,076 Total Cases Submitted



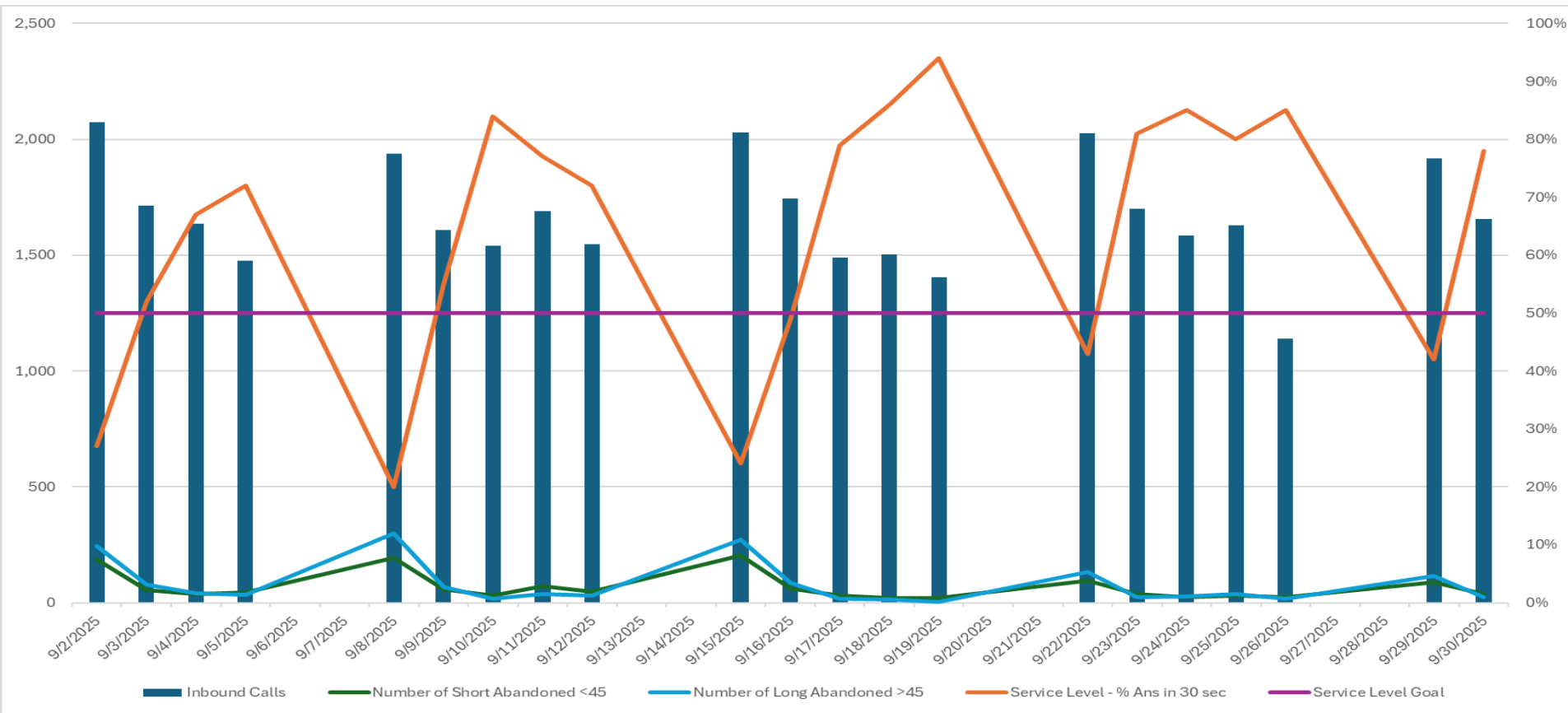
Top 20 Information Requests of the 23,782 Total Cases Submitted



Service Requests by Department of the 23,076 Total Cases Submitted



Philly311 Call Volumes, Abandons and Service Level by Day



September 2025	Week 1 (9/1-9/6)	Week 2 (9/7-9/13)	Week 3 (9/14-9/20)	Week 4 (9/21-9/27)	Week 5 (9/28-9/30)
Calls Handled	6,901	8,320	8,169	8,075	3,571
Service Level (Goal 50%)	55%	62%	66%	75%	60%
Average Speed of Answer (Goal <30s)	4:40	4:43	4:43	4:32	4:40
Average Talk Time	4:13	4:15	4:16	4:05	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.

