

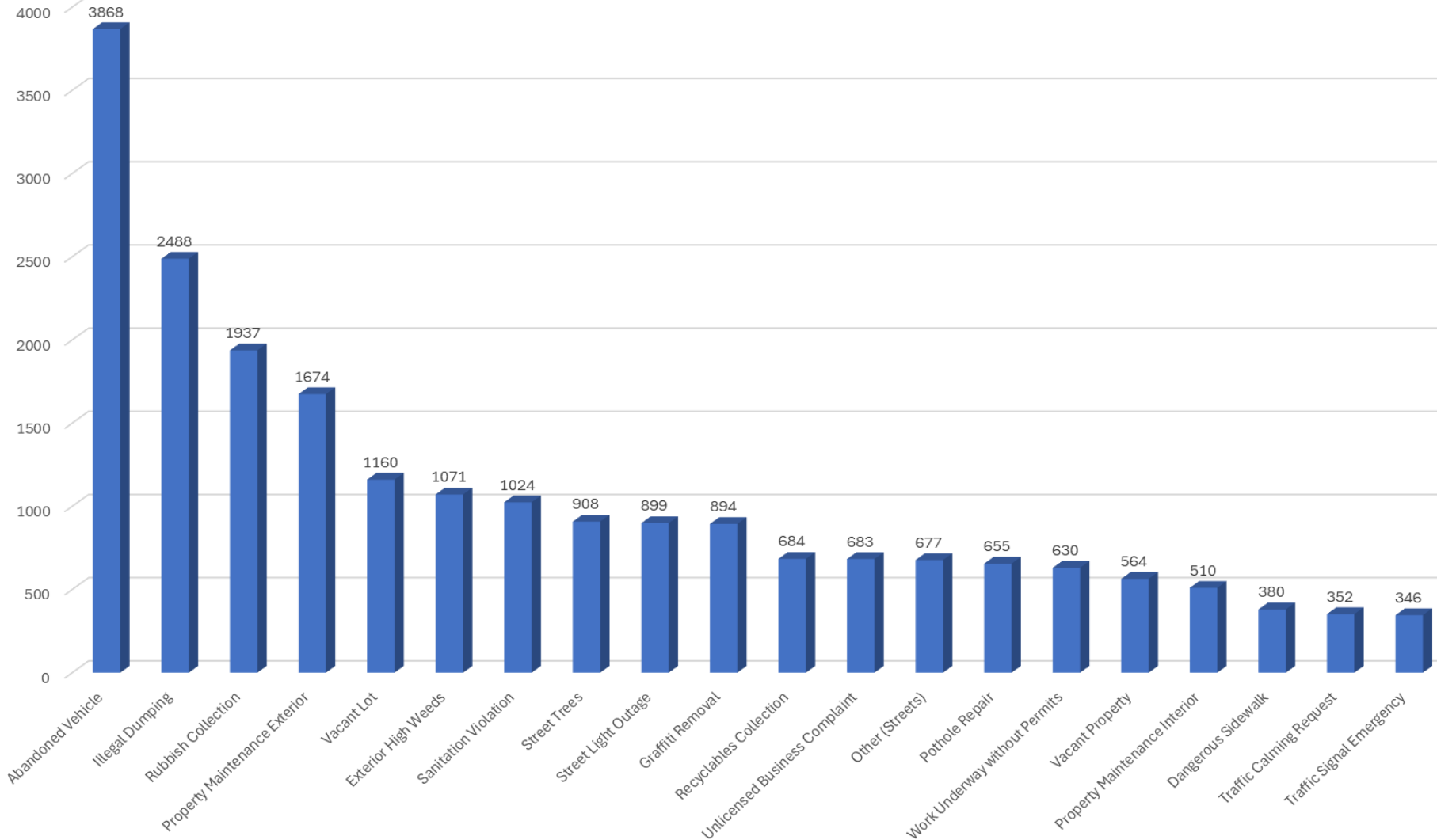


# Philly311

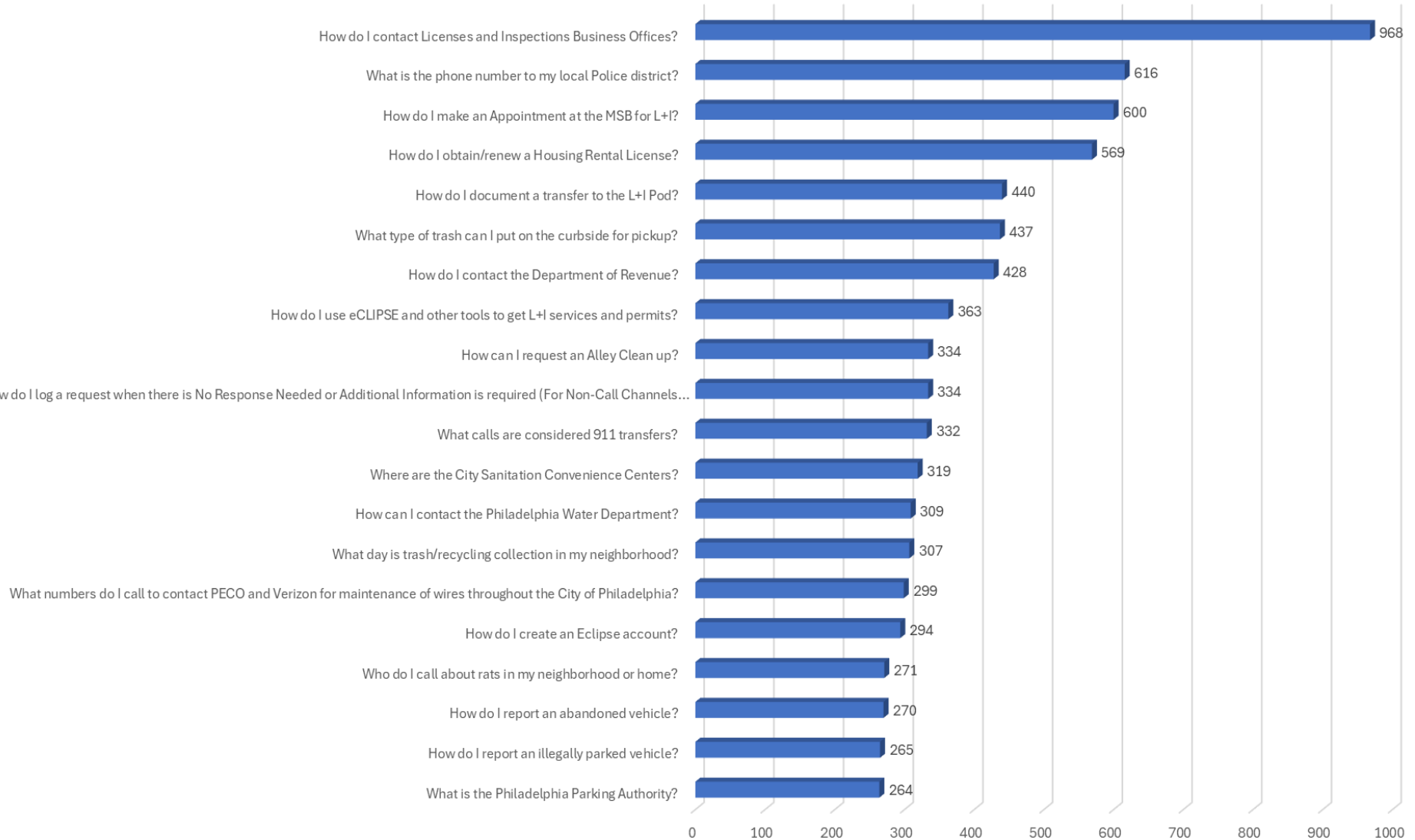
**June 2024**

***Public***

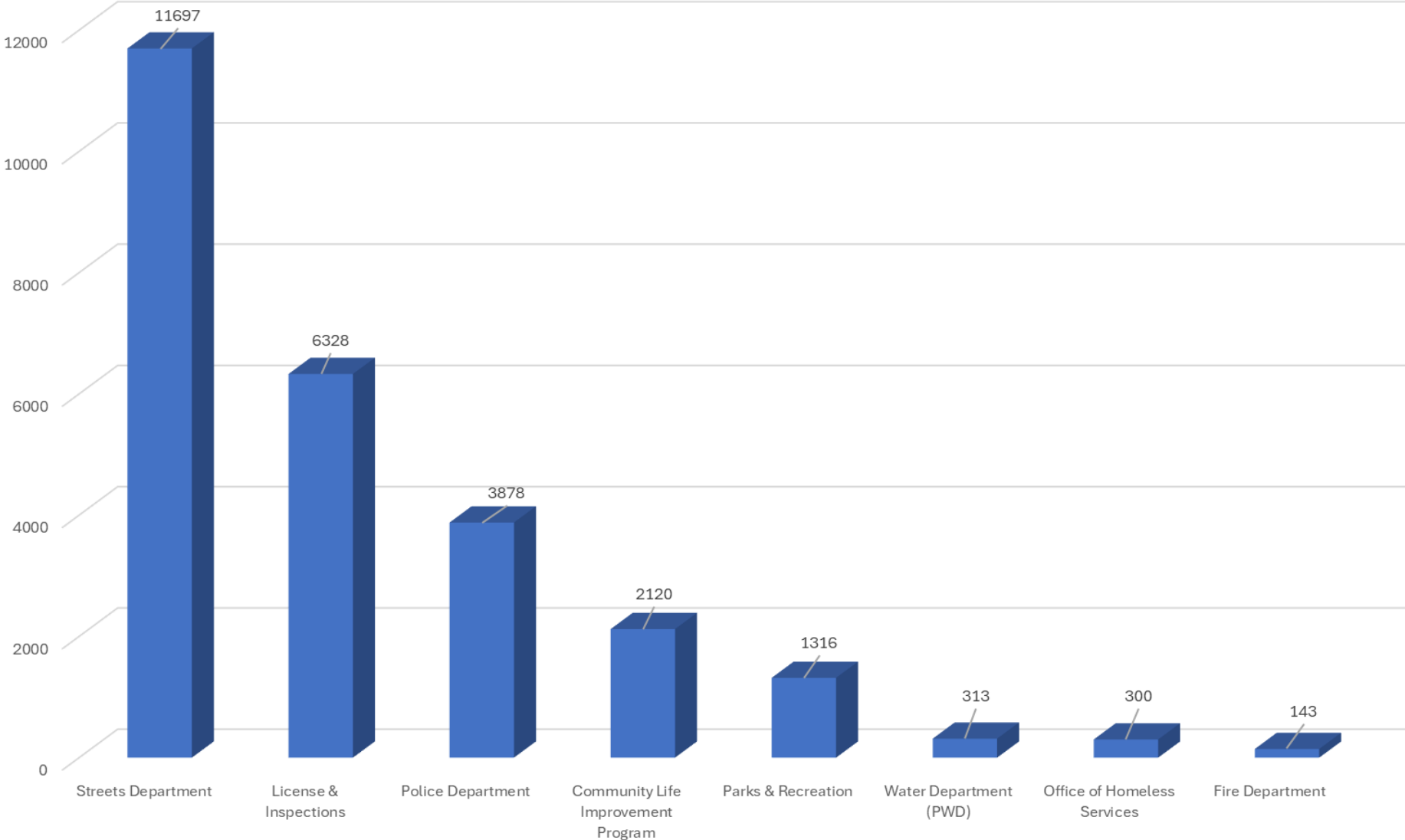
# Top 20 Service Requests of the 26,095 Total Cases Submitted



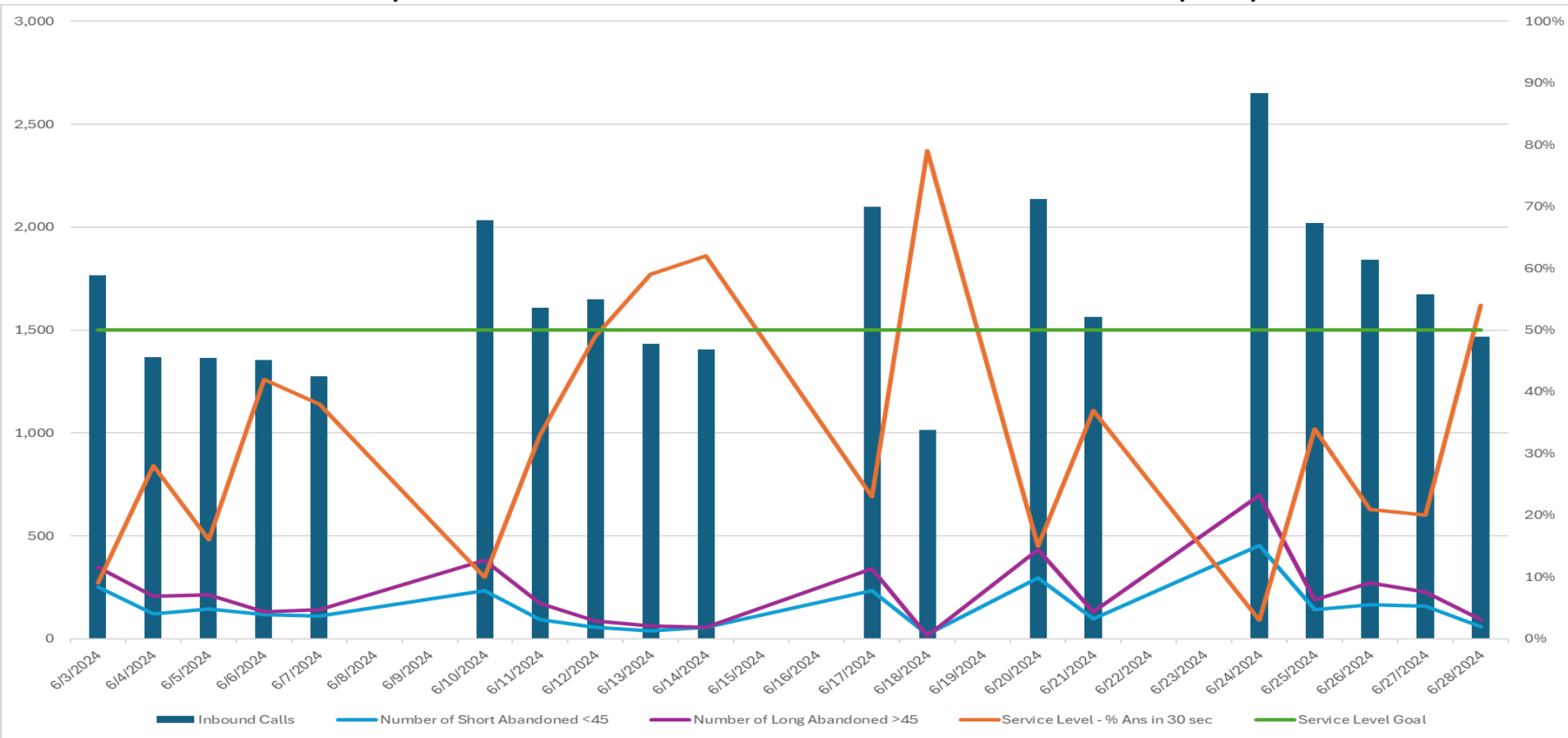
# Top 20 Information Requests of the 23,361 Total Cases Submitted



# Service Requests by Department of the 26,095 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



June 2024	Week 1 (6/1-6/8)	Week 2 (6/9-6/15)	Week 3 (6/16-6/22)	Week 4 (6/23-6/30)
Calls Handled	7,129	8,132	6,814	9,655
Service Level (Goal 50%)	27%	43%	39%	26%
Average Speed of Answer (Goal <30s)	4:39	4:46	4:52	4:42
Average Talk Time	4:16	4:21	4:30	4:19

“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.

