

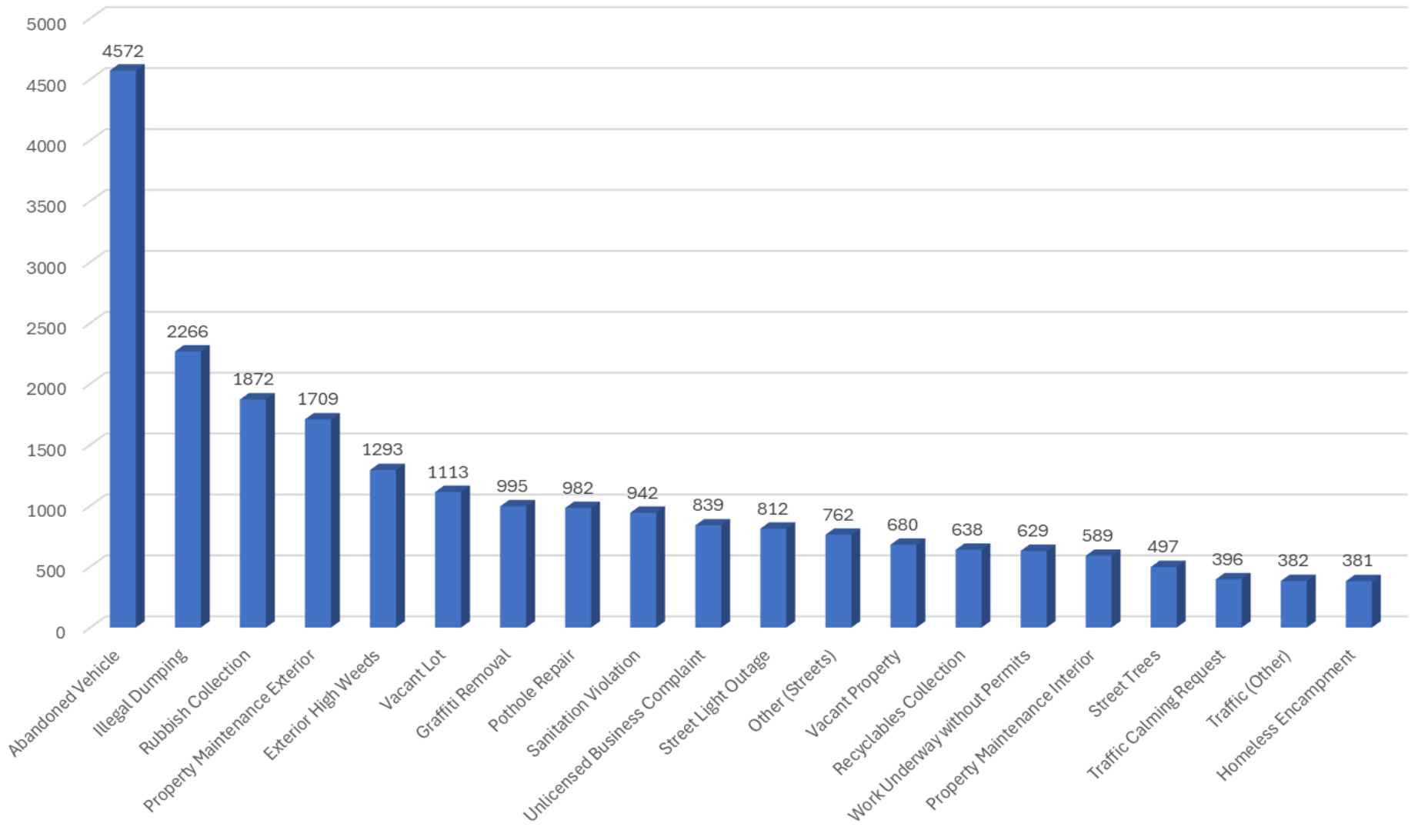


# Philly311

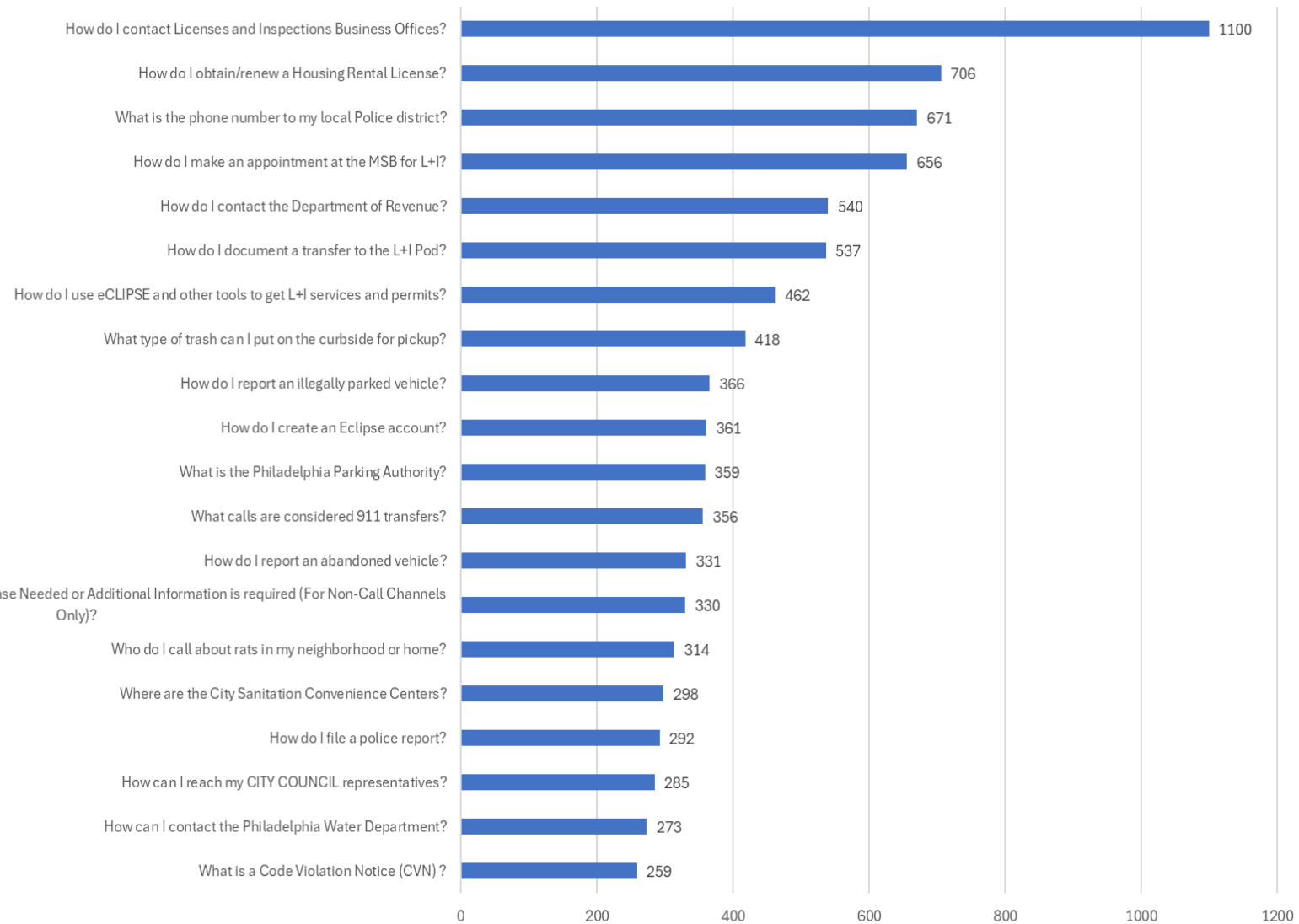
**May 2024**

***Public***

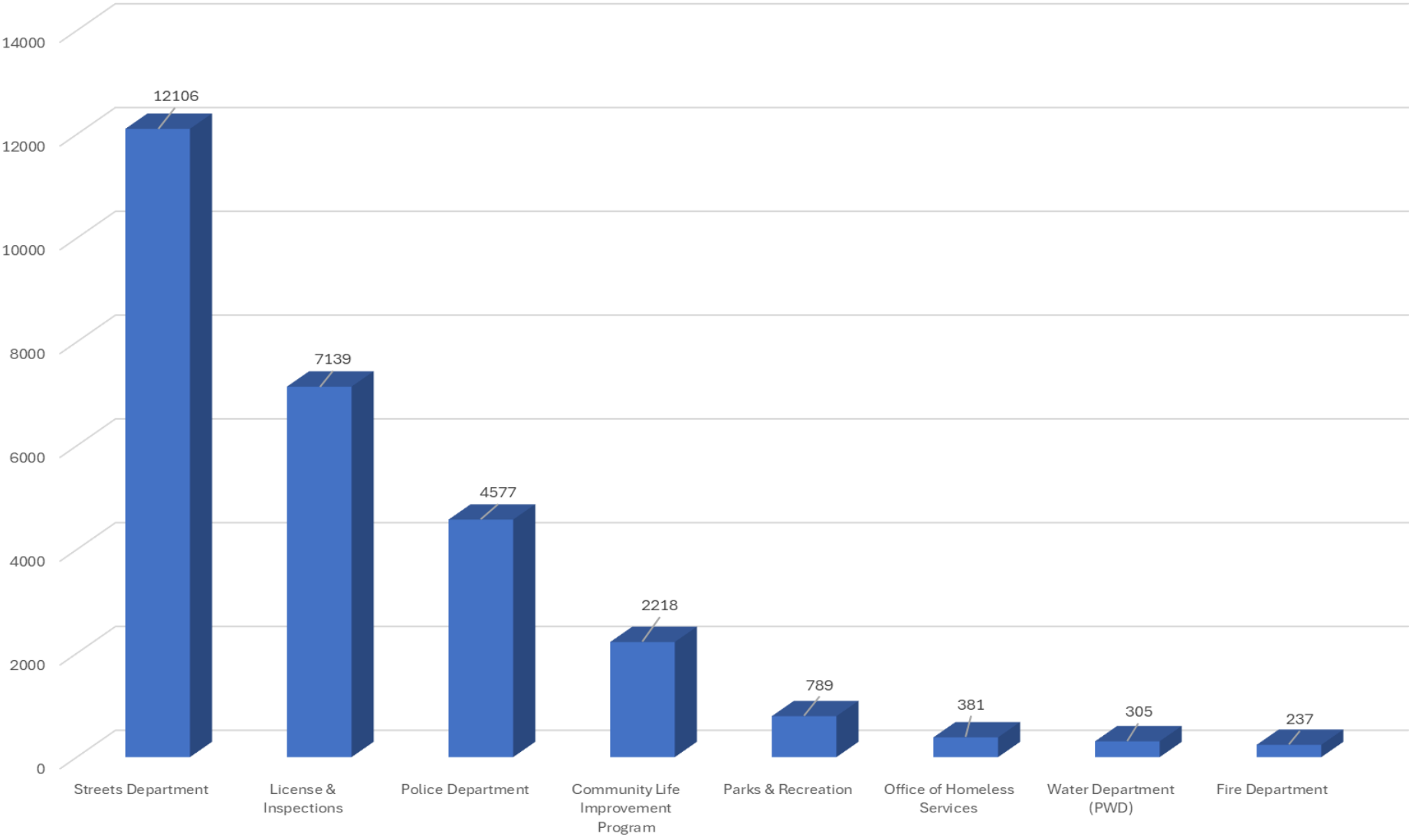
# Top 20 Service Requests of the 27,752 Total Cases Submitted



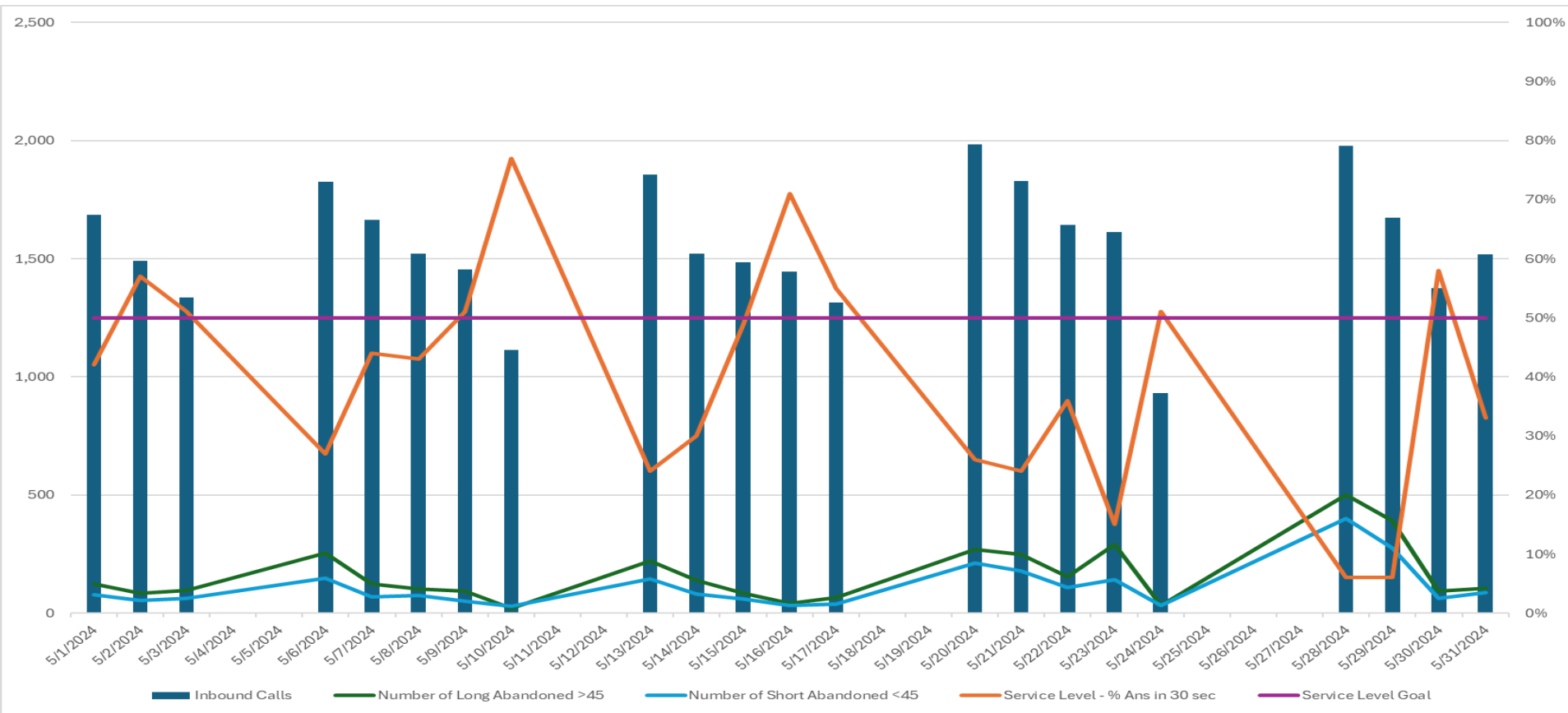
# Top 20 Information Requests of the 25,941 Total Cases Submitted



# Service Requests by Department of the 27,752 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



May 2024	Week 1 (5/1-5/4)	Week 2 (5/5-5/11)	Week 3 (5/12-5/18)	Week 4 (5/19-5/25)	Week 5 (5/26-5/31)
Calls Handled	4,513	7,577	7,619	7,997	6,542
Service Level (Goal 50%)	50%	48%	46%	30%	26%
Average Speed of Answer (Goal <30s)	5:04	5:02	4:59	5:01	4:52
Average Talk Time	4:40	4:36	4:34	4:35	4:27

“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.

