

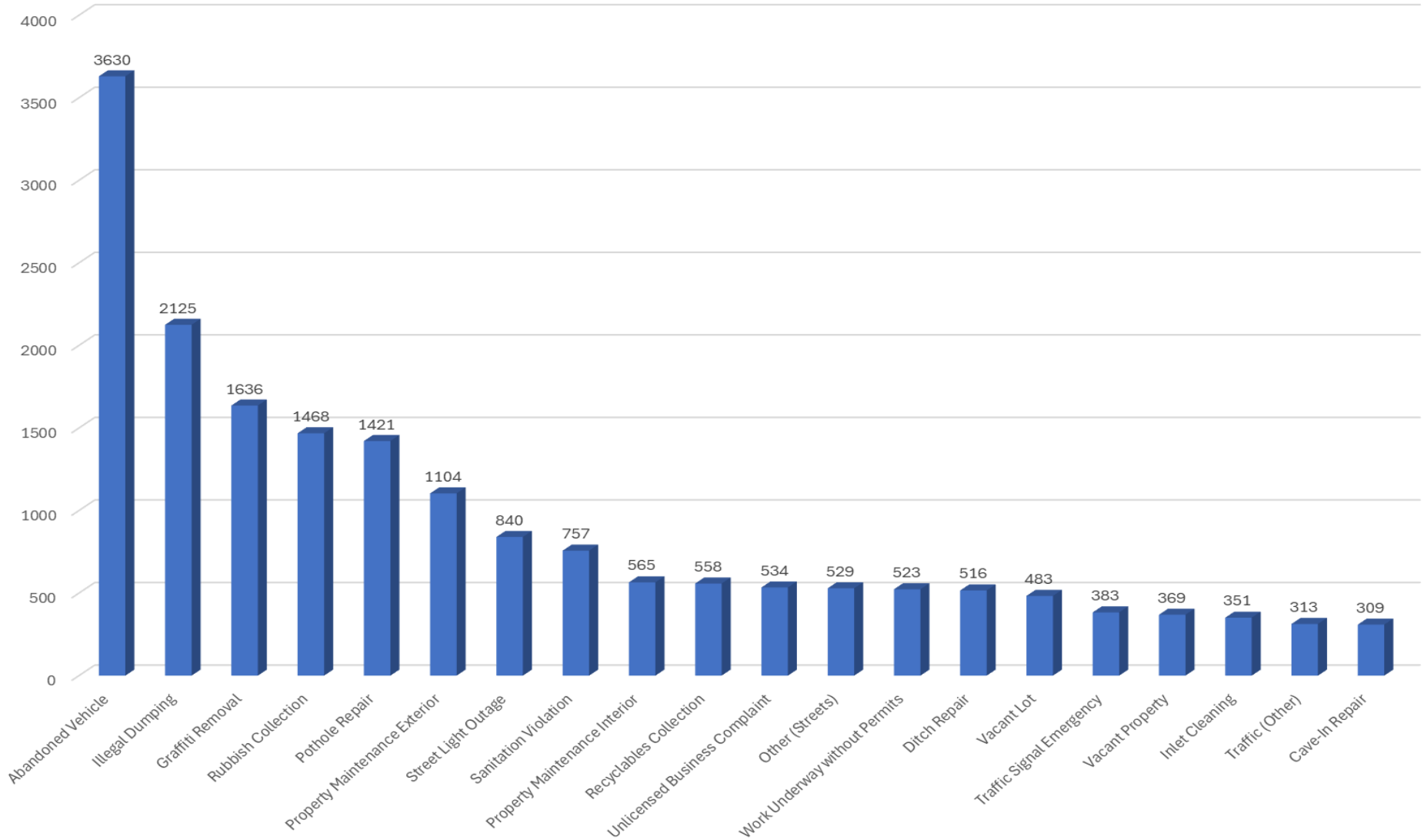


# Philly311

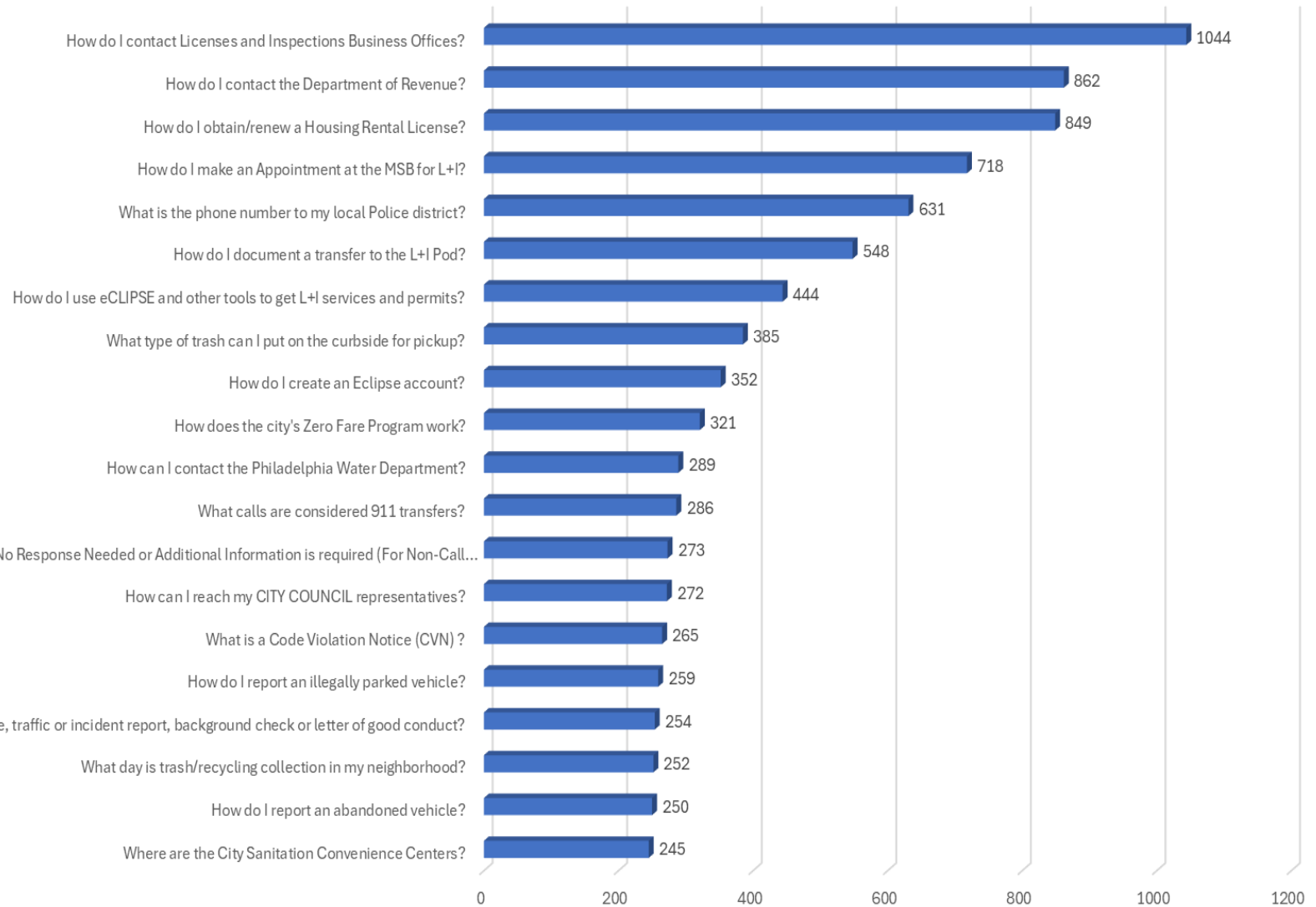
**March 2024**

***Public***

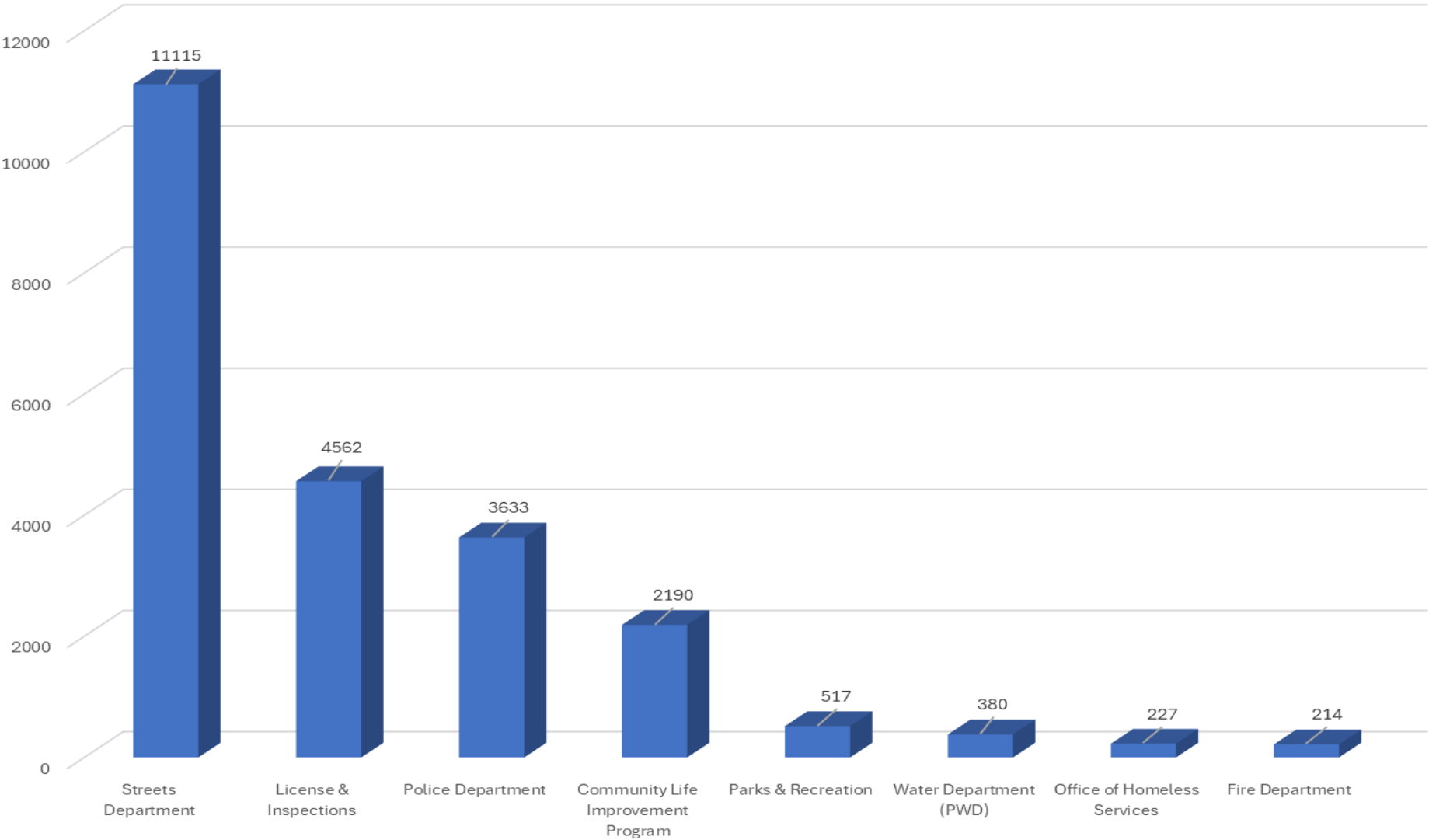
# Top 20 Service Requests of the 22,838 Total Cases Submitted



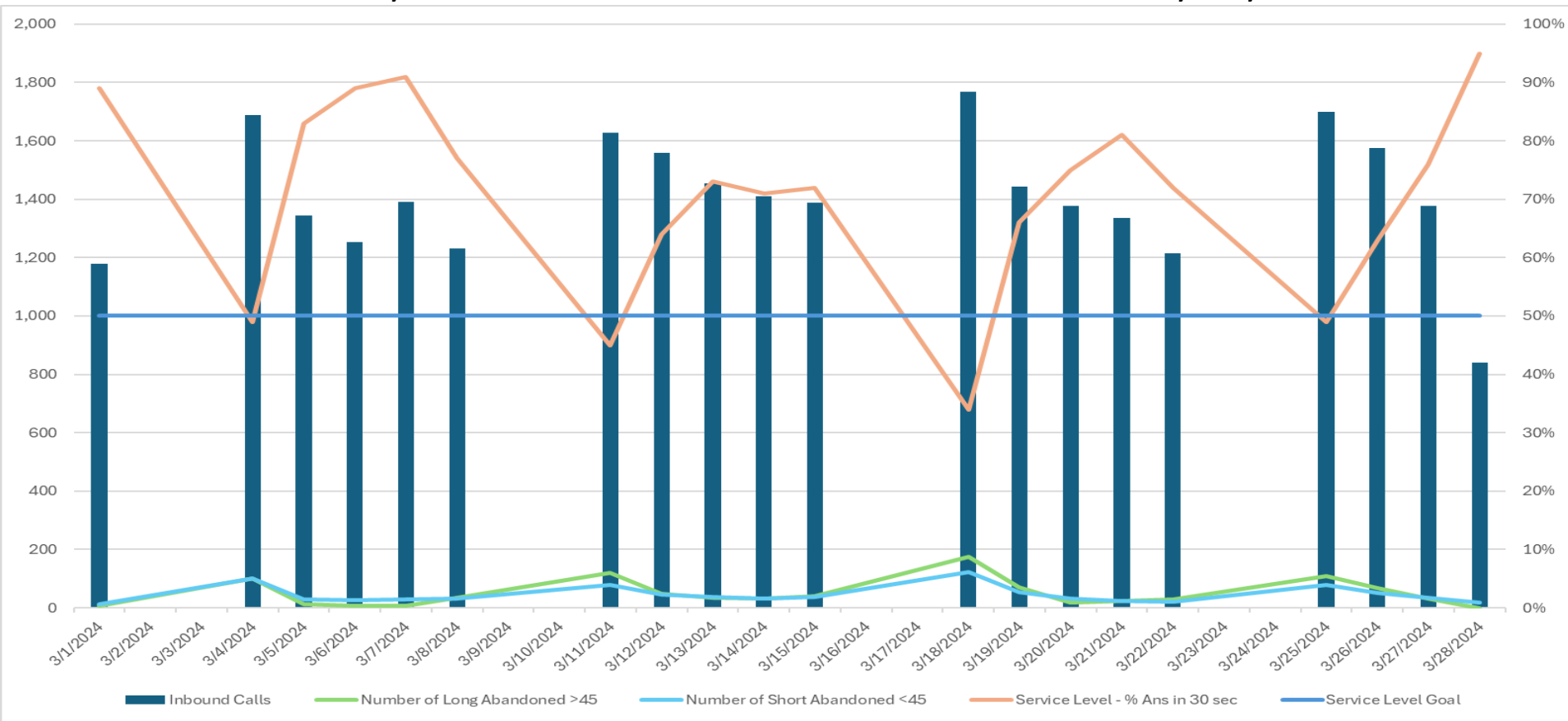
# Top 20 Information Requests of the 23,745 Total Cases Submitted



# Service Requests by Department of the 22,838 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



March 2024	Week 1 (3/1-3/2)	Week 2 (3/3-3/9)	Week 3 (3/10-3/16)	Week 4 (3/17-3/23)	Week 5 (3/24-3/30)
Calls Handled	1,178	6,907	7,438	7,140	5,490
Service Level (Goal 50%)	89%	78%	65%	66%	71%
Average Speed of Answer (Goal <30s)	4:26	4:28	4:39	4:42	4:25
Average Talk Time	4:01	4:04	4:14	4:18	4:01

“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.

