

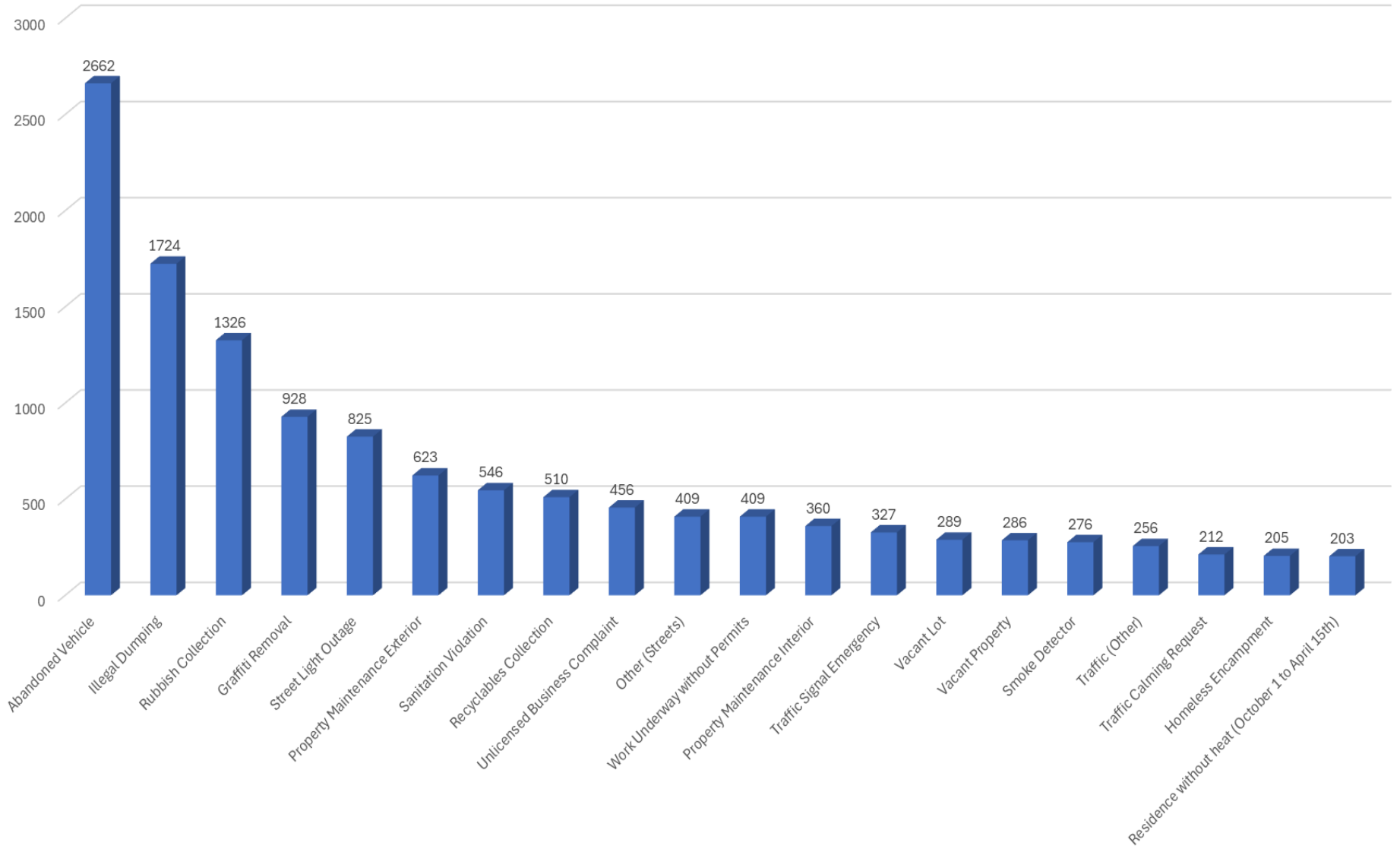


# Philly311

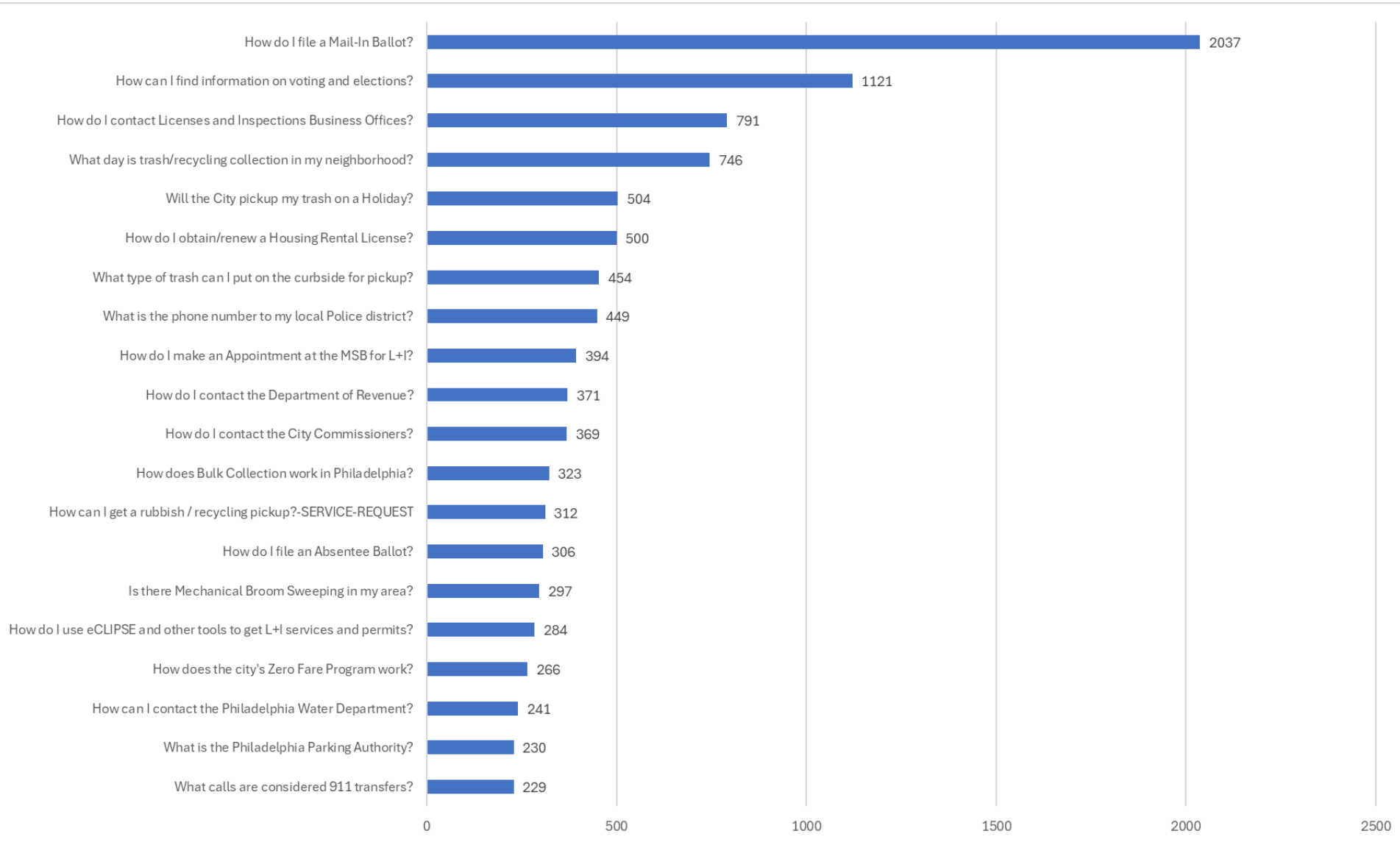
**November 2024**

*Public*

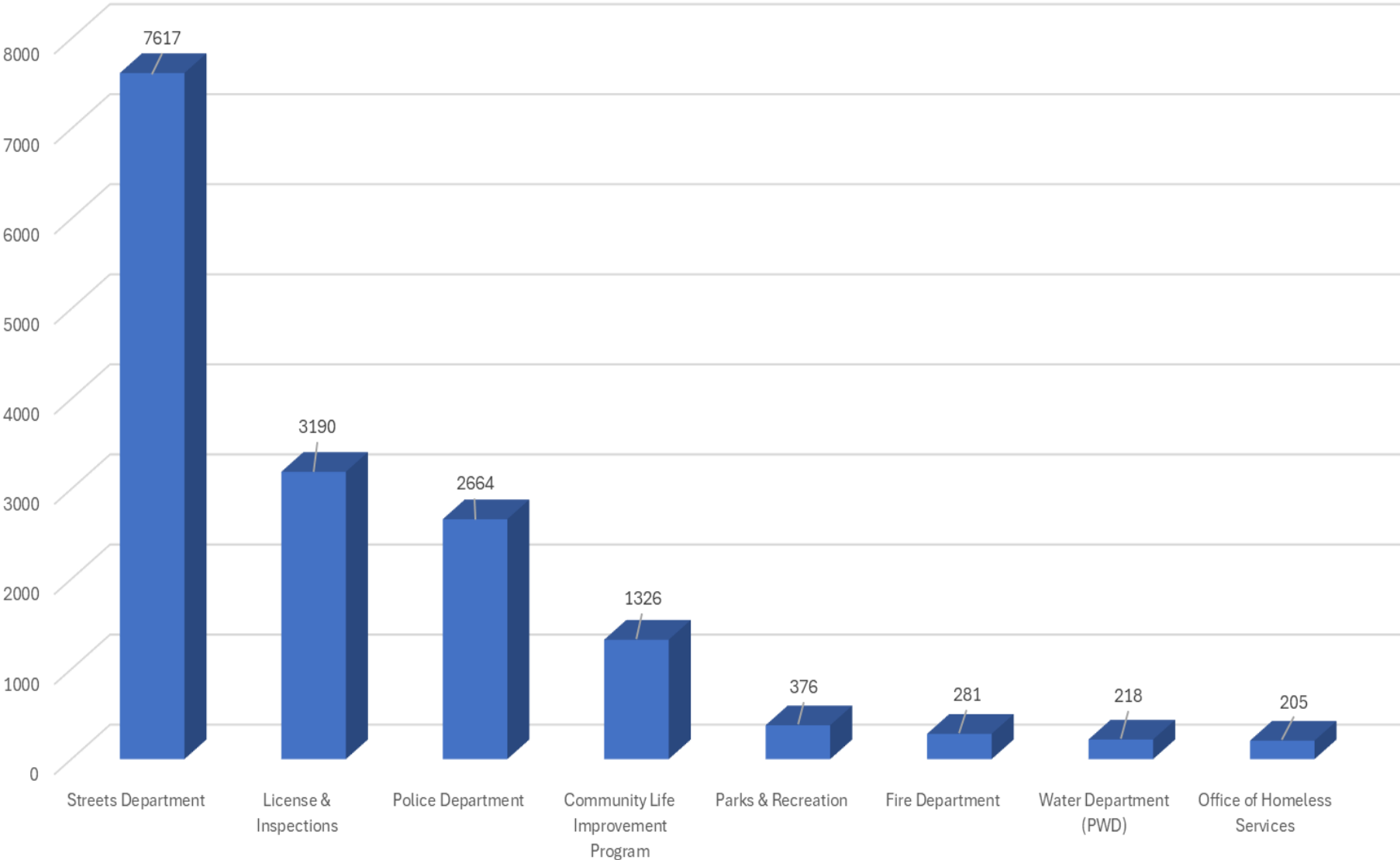
# Top 20 Service Requests of the 15,877 Total Cases Submitted



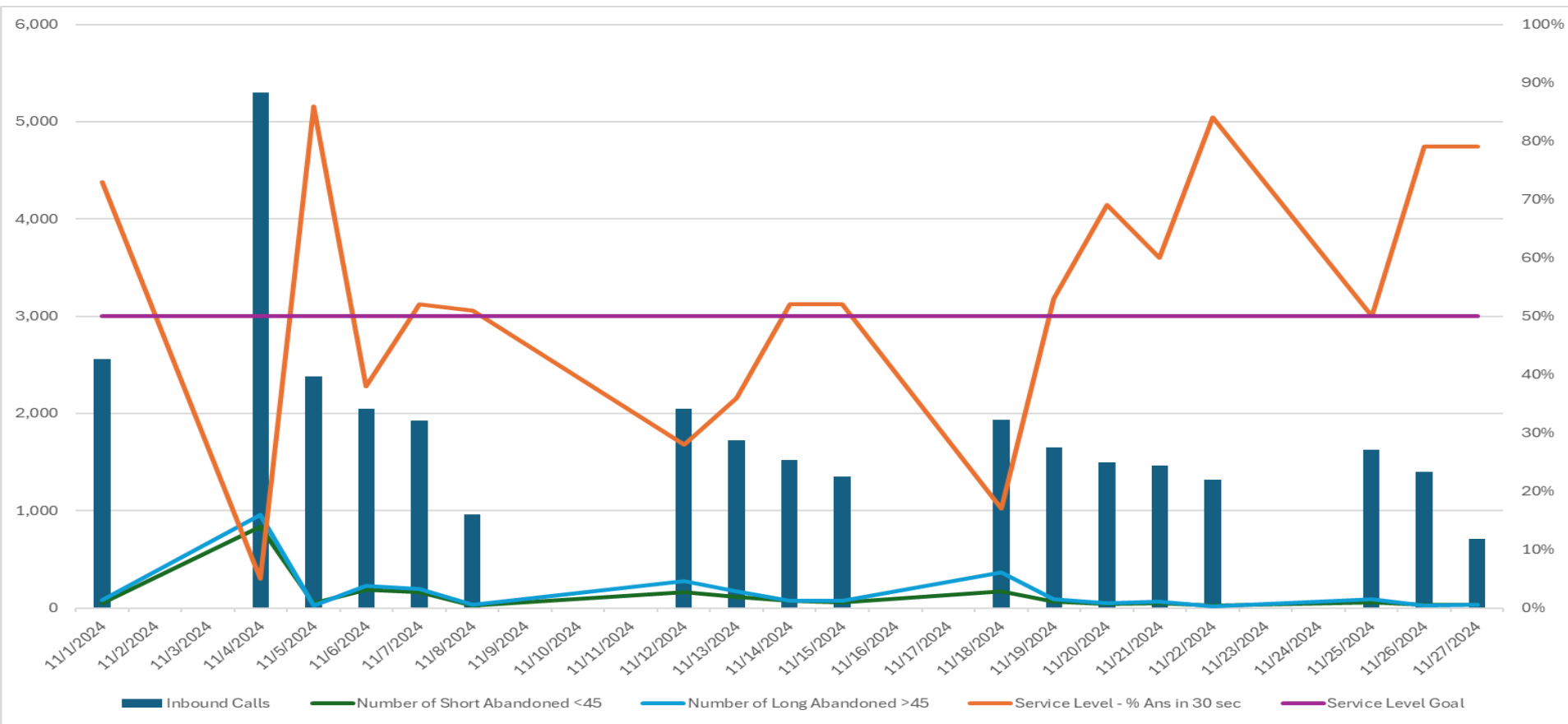
# Top 20 Information Requests of the 23,248 Total Cases Submitted



# Service Requests by Department of the 15,877 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



November 2024	Week 1 (11/1-11/2)	Week 2 (11/3-11/9)	Week 3 (11/10-11/16)	Week 4 (11/17-11/23)	Week 5 (11/24-11/30)
Calls Handled	2,559	12,613	6,640	7,860	3,737
Service Level (Goal 50%)	73%	46%	42%	57%	69%
Average Speed of Answer (Goal <30s)	4:11	4:00	4:43	4:36	4:14
Average Talk Time	3:49	3:35	4:19	4:13	3:50

“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.

