

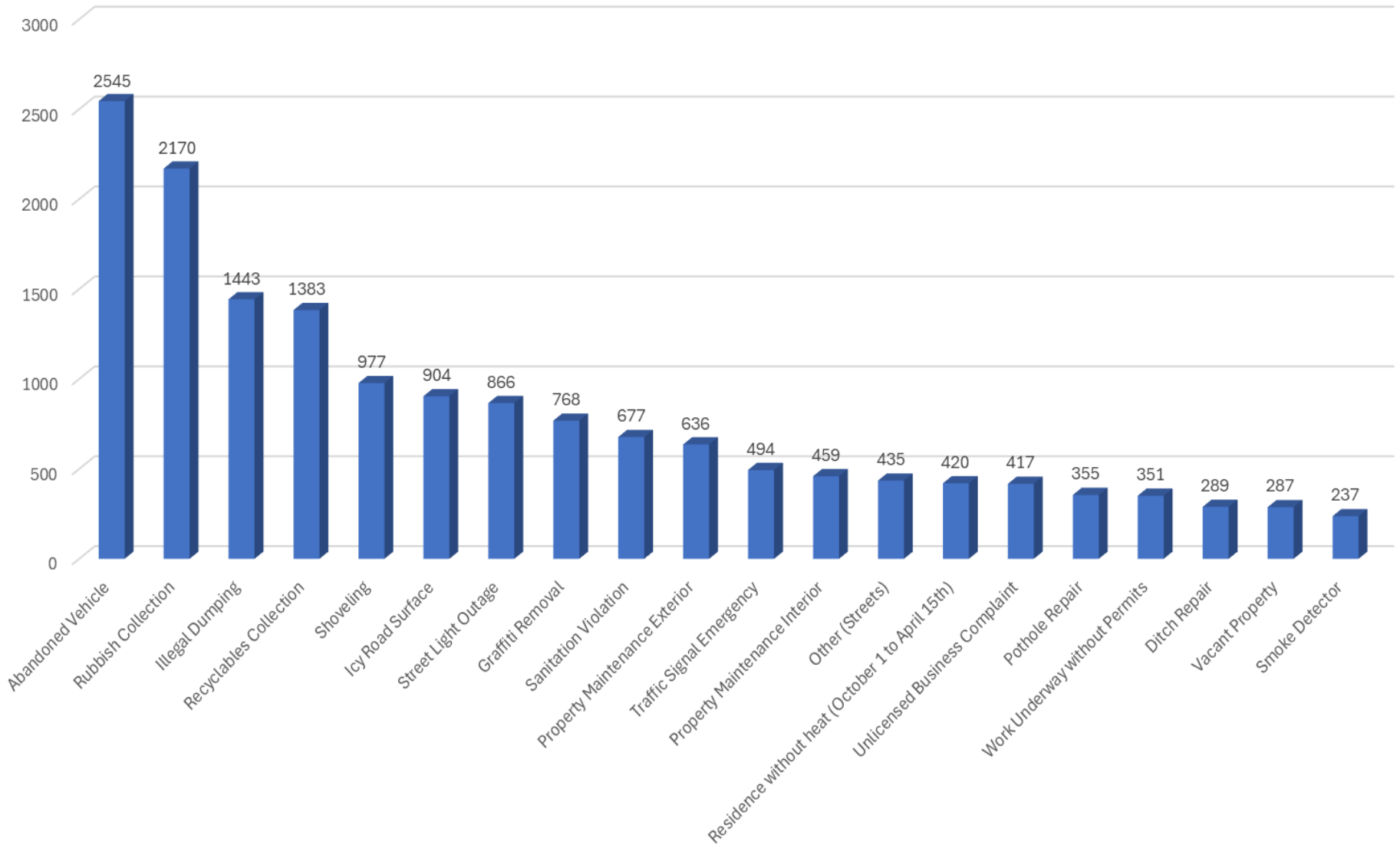


# Philly311

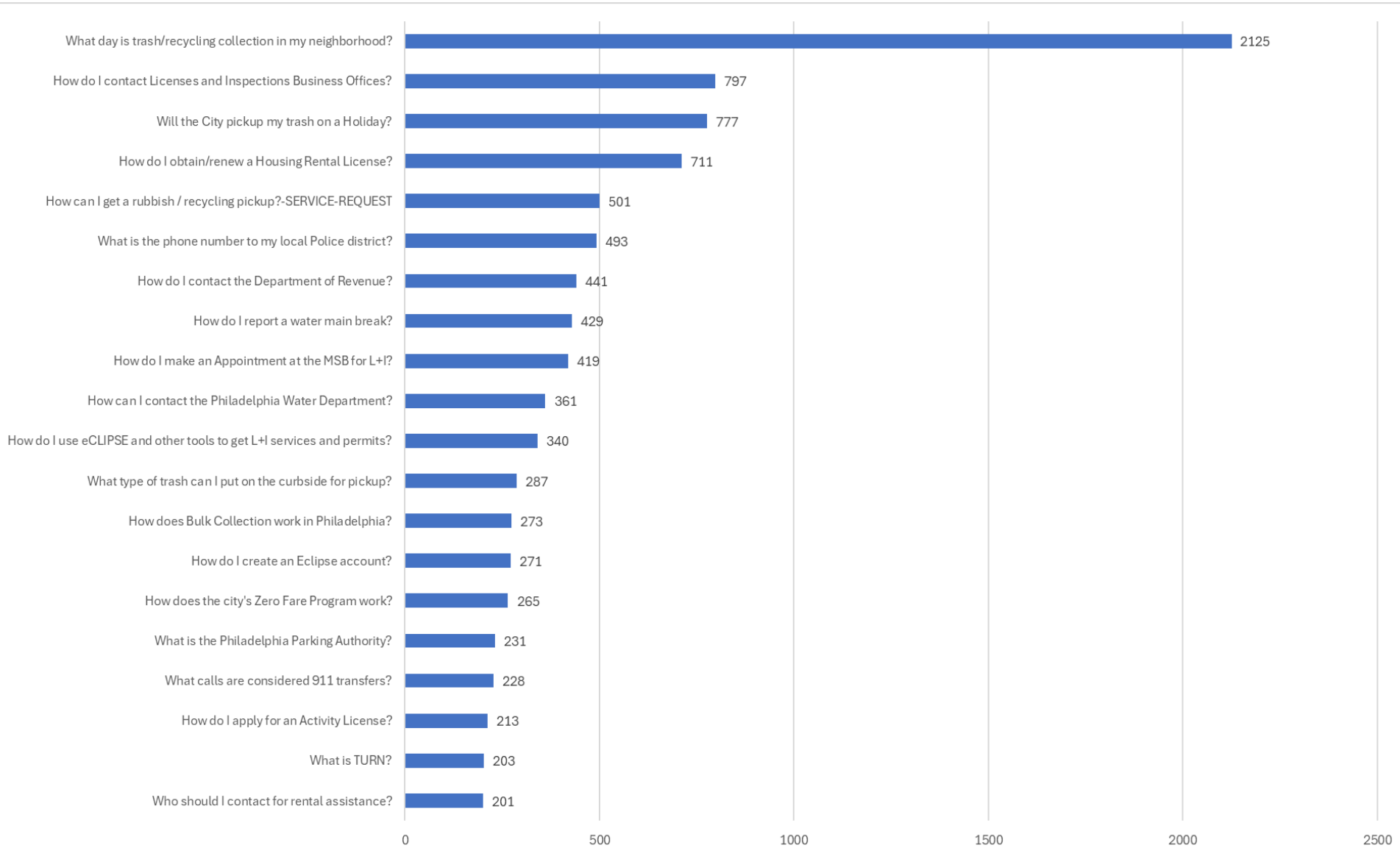
**January 2025**

***Public***

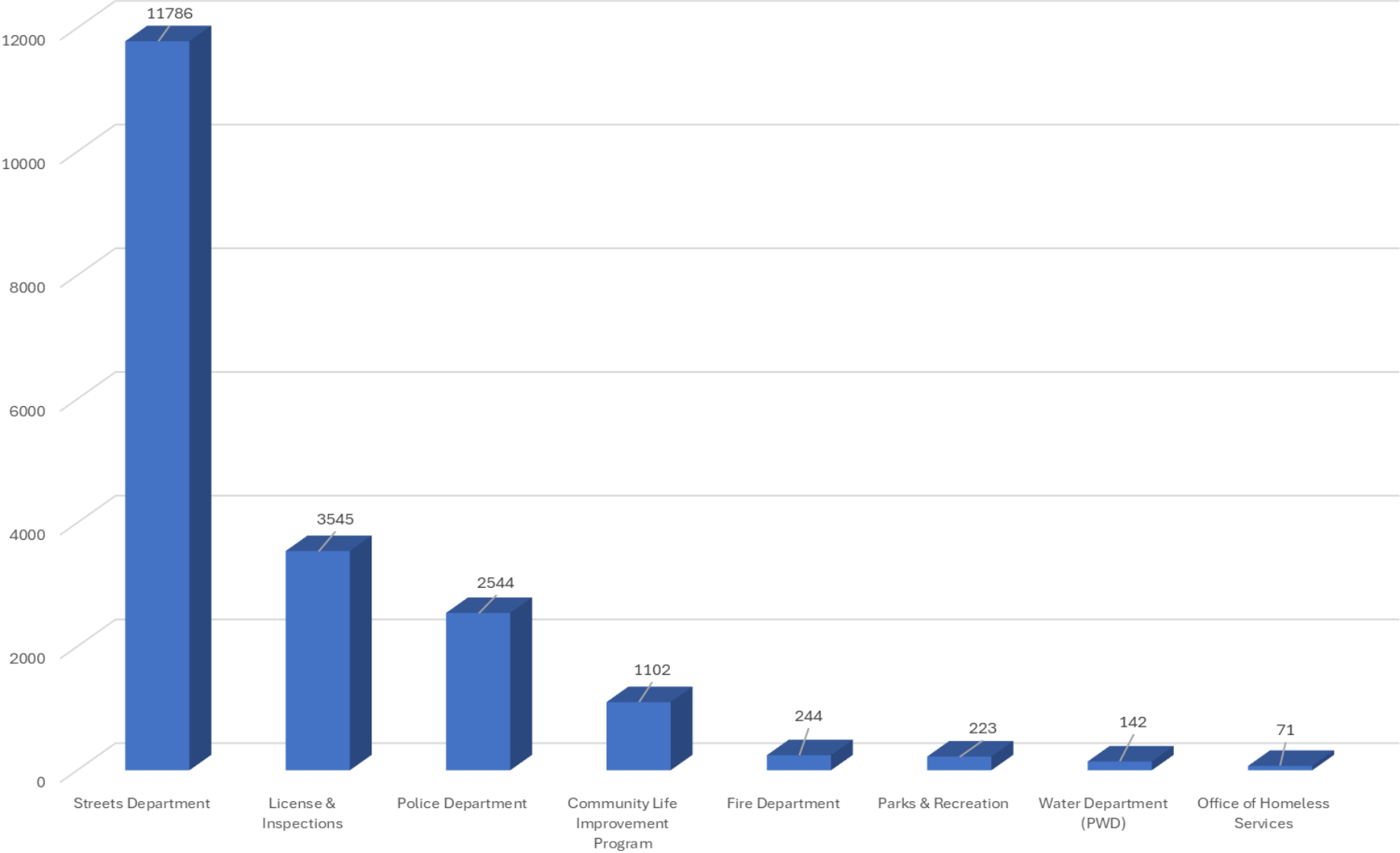
# Top 20 Service Requests of the 19,657 Total Cases Submitted



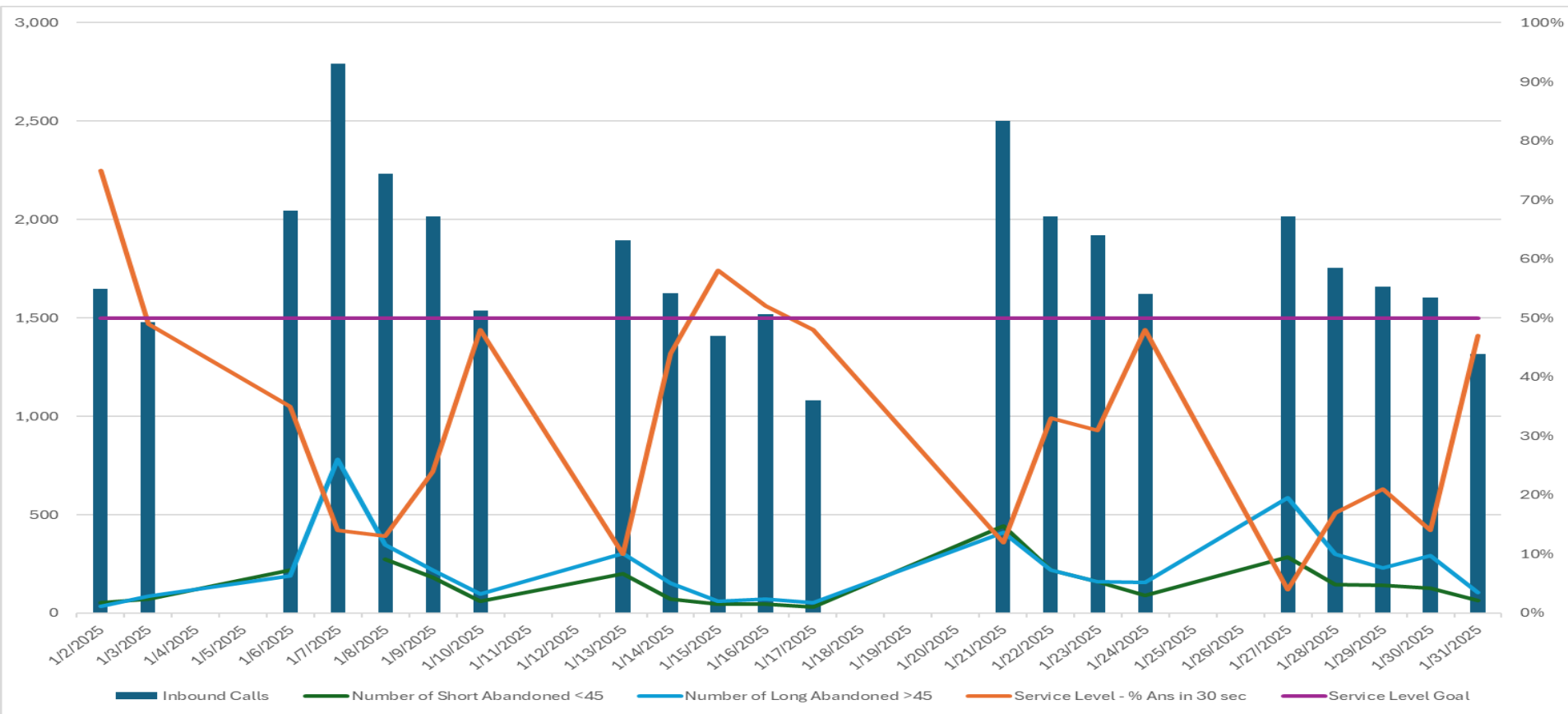
# Top 20 Information Requests of the 22,940 Total Cases Submitted



# Service Requests by Department of the 19,657 Total Cases Submitted



# Philly311 Call Volumes, Abandons and Service Level by Day



January 2025	Week 1 (1/1-1/4)	Week 2 (1/5-1/11)	Week 3 (1/12-1/18)	Week 4 (1/19-1/25)	Week 5 (1/26-1/31)
Calls Handled	3,126	10,619	7,522	8,059	8,346
Service Level (Goal 50%)	62%	27%	42%	31%	21%
Average Speed of Answer (Goal <30s)	4:03	3:40	4:14	3:59	4:39
Average Talk Time	3:38	3:16	3:50	3:35	4:16

“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.



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