

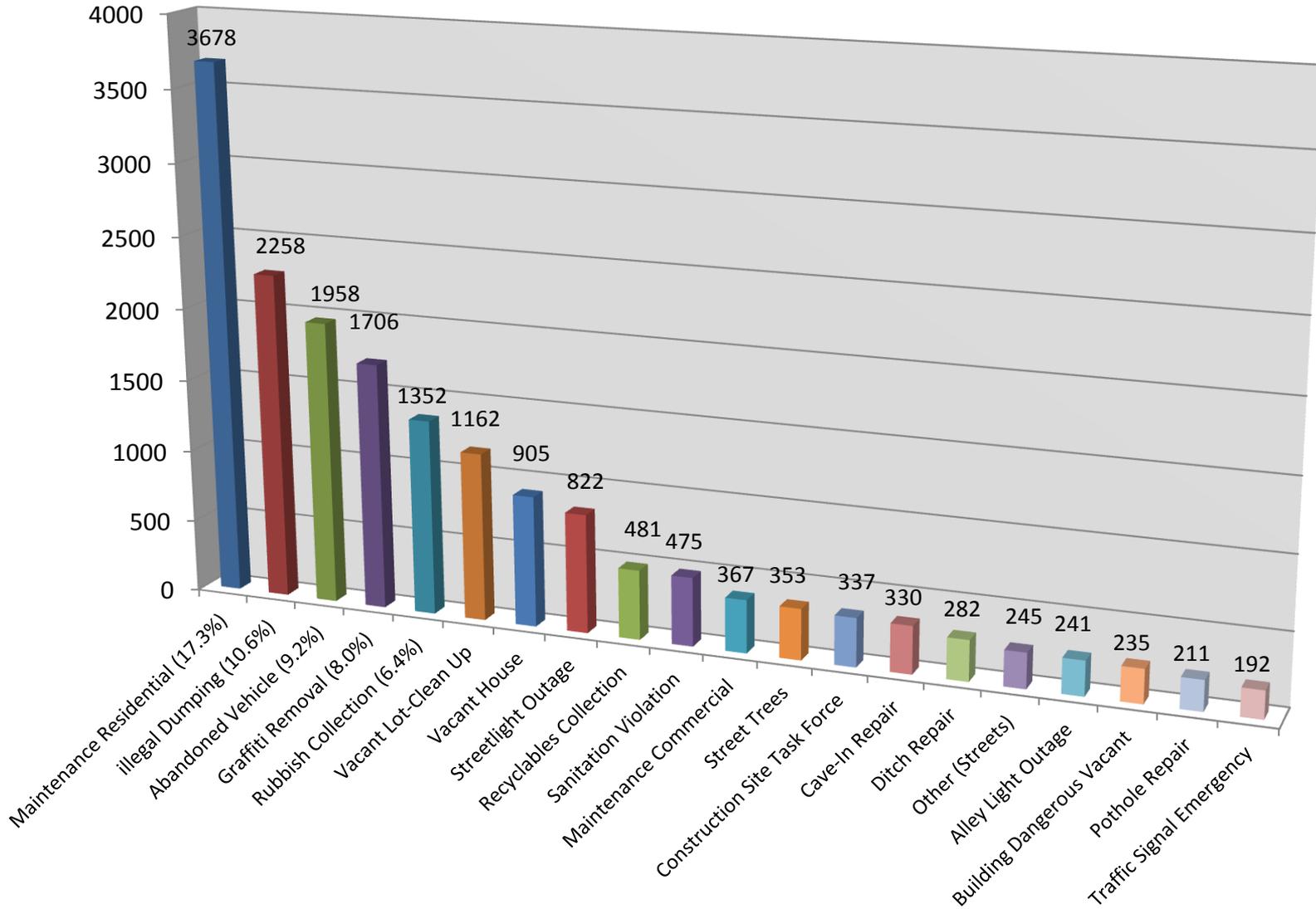


311 Contact Center Monthly Report

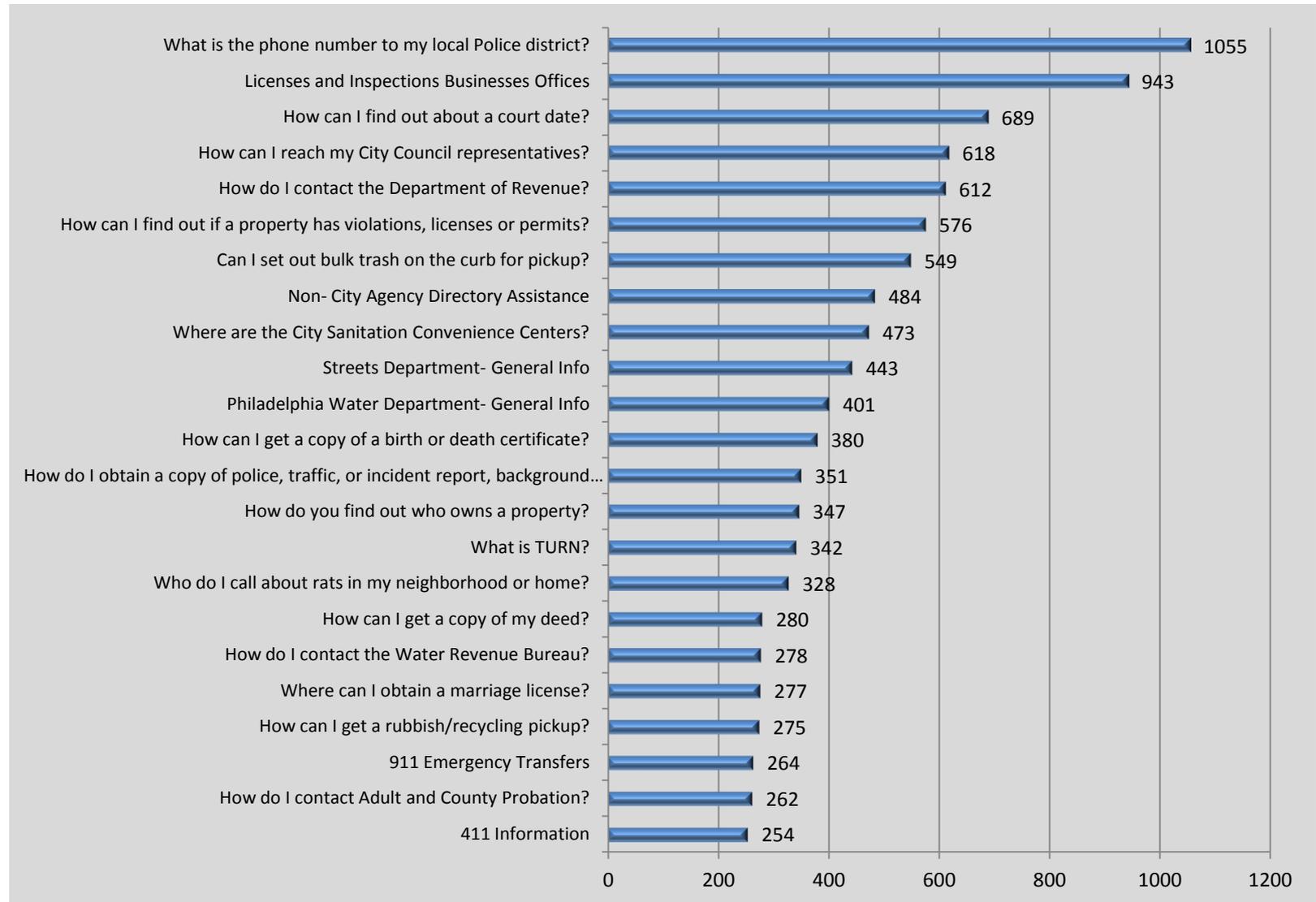
August 2016

Public

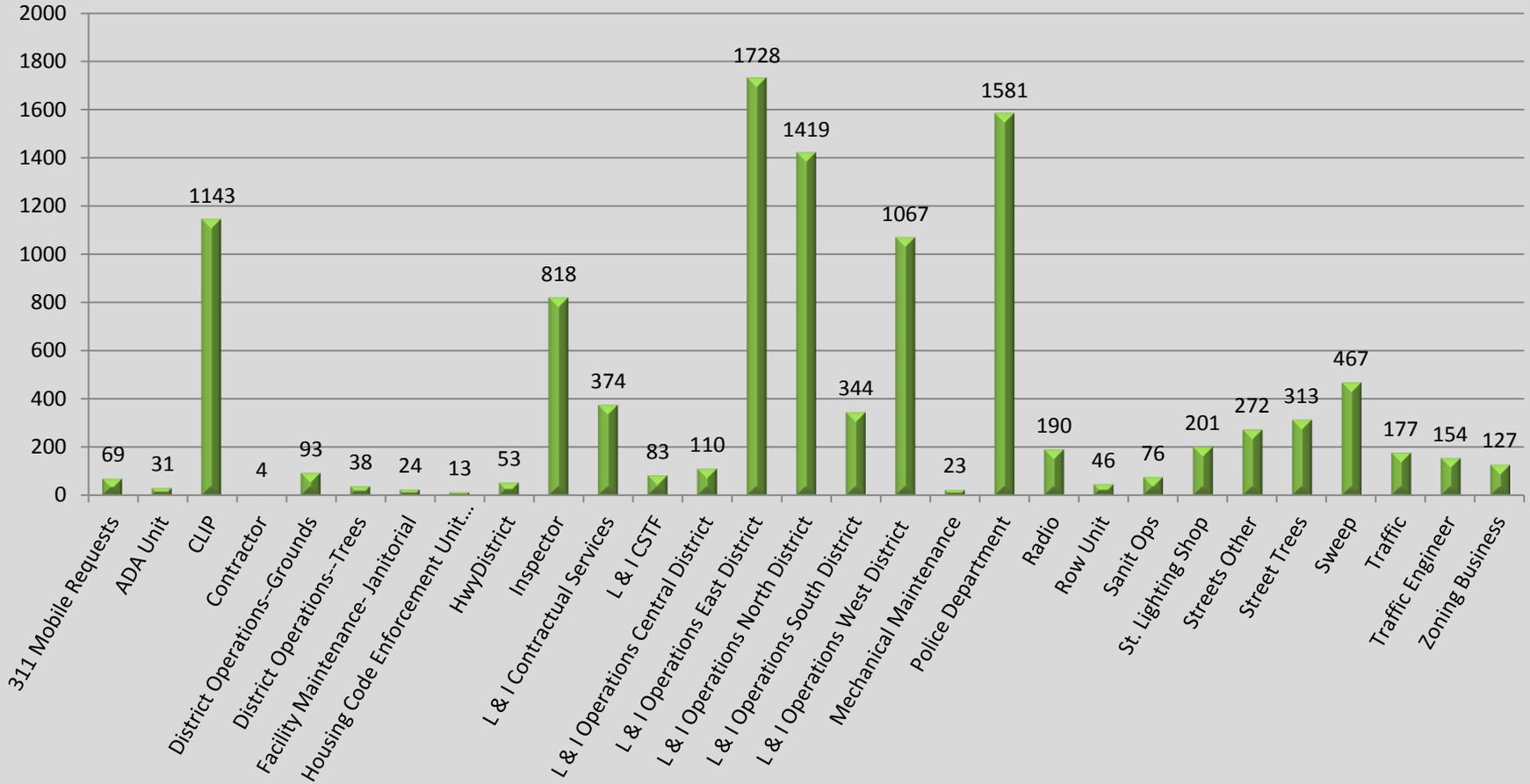
August 2016-- Top Service Requests– 21,214 total



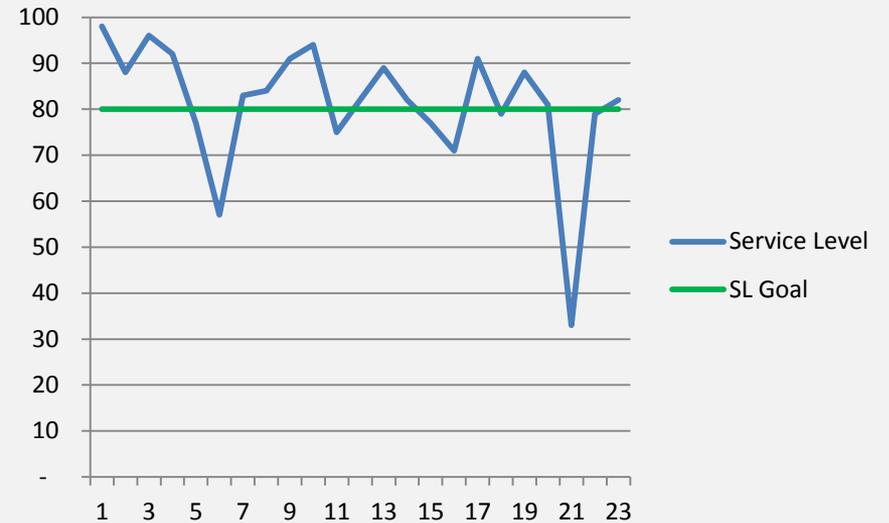
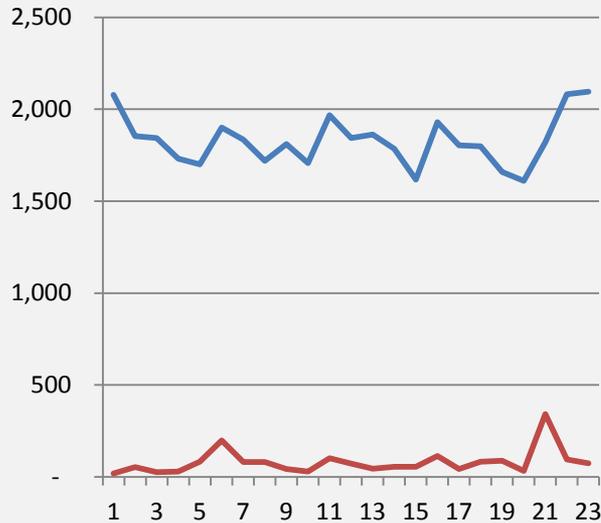
August 2016-- Top questions of the total 29,646 Information requests



August 2016 Service Tickets by Partner Agency



August 2016 - Philly311 Call Volume, Abandoned and Service Level by Business Day



	Week 1 <i>(08/01/16-08/05/16)</i>	Week 2 <i>(08/08/16-08/12/16)</i>	Week 3 <i>(08/15/16-08/19/16)</i>	Week 4 <i>(08/22/16-08/26/16)</i>	Week 5 <i>(08/29/16-08/31/16)</i>
Calls Handled	9,206	8,971	9,075	8,799	5,998
Calls Abandoned (#/%) (Goal <3%)	212/ 2.3%	436/4.9%	333/3.6%	364/ 4.1%	512/8.5%
Service Level (Goal 80%)	90%	82%	81%	82%	65%
Average Speed of Answer (Goal <30 sec)	00:18	00:29	00:26	00:30	00:58
Average Talk Time	3:32	3:40	3:28	3:35	3:34
Average Not Ready	3:30	4:15	3:37	3:45	3:32



“Average not ready” is the average amount of time in which no agents are available to take a call.
 “Service Level” is the percentage of calls answered in less than 20 seconds. Our goal is 80%