

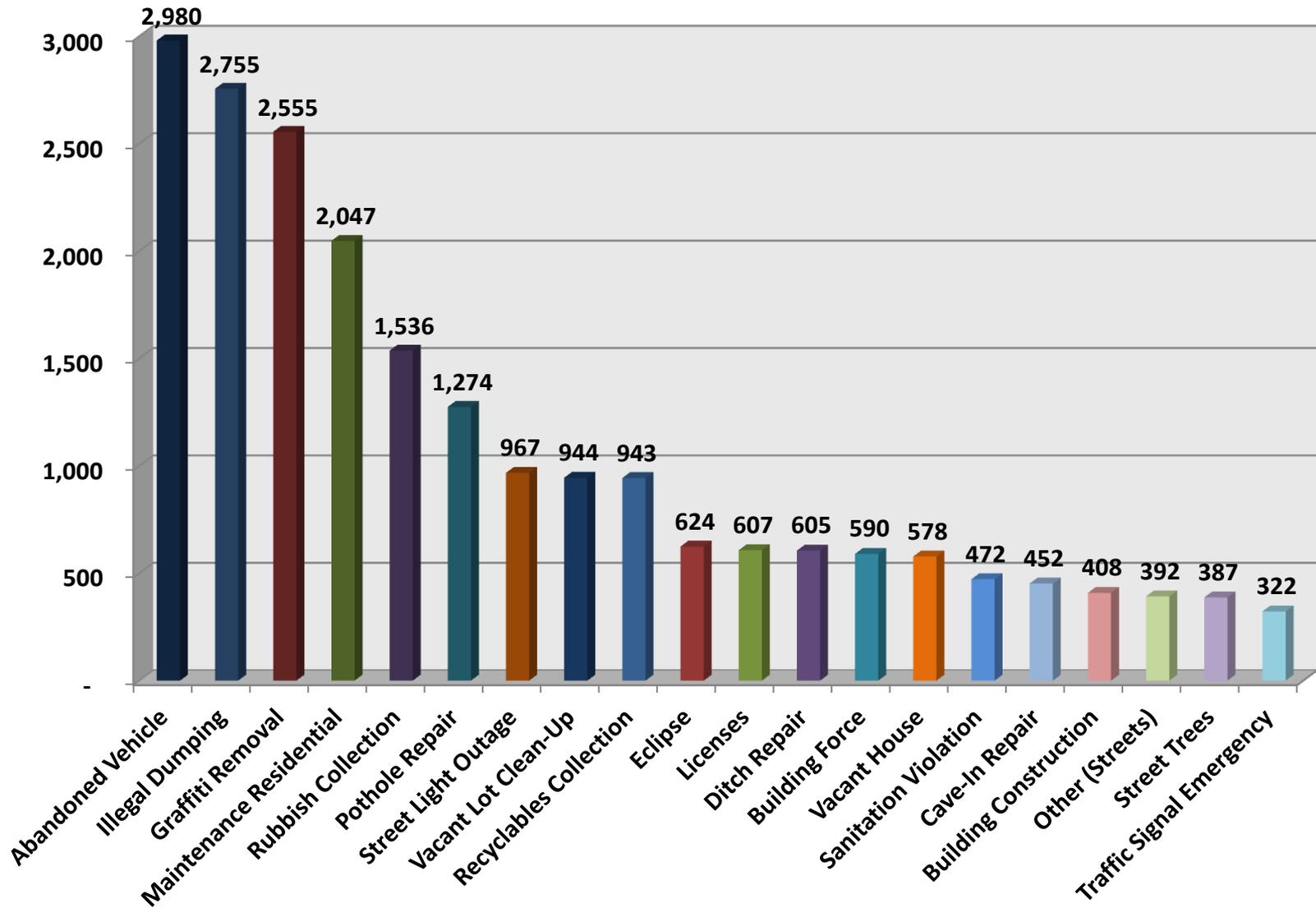


311 Contact Center Monthly Report

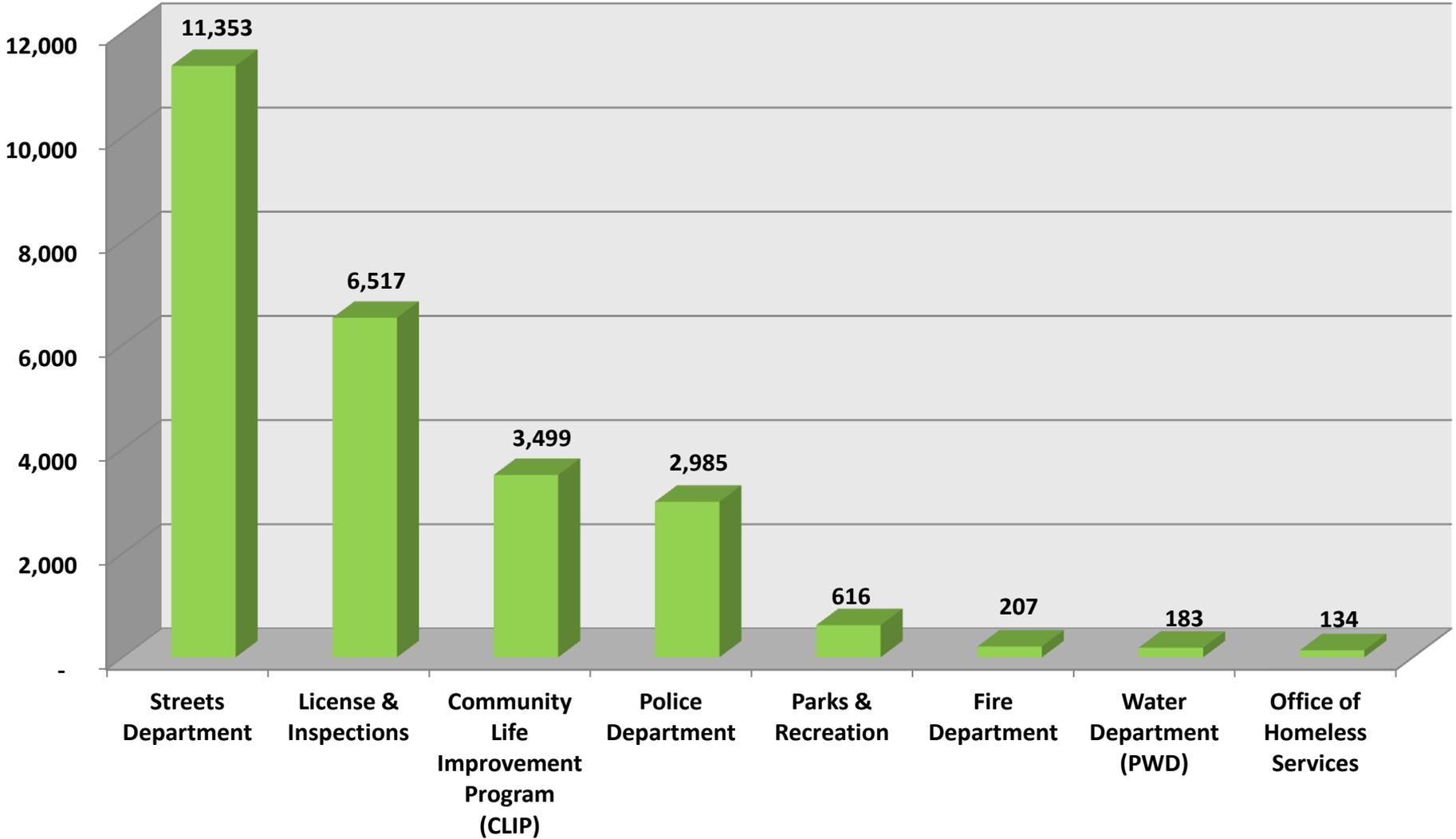
April 2019

Public

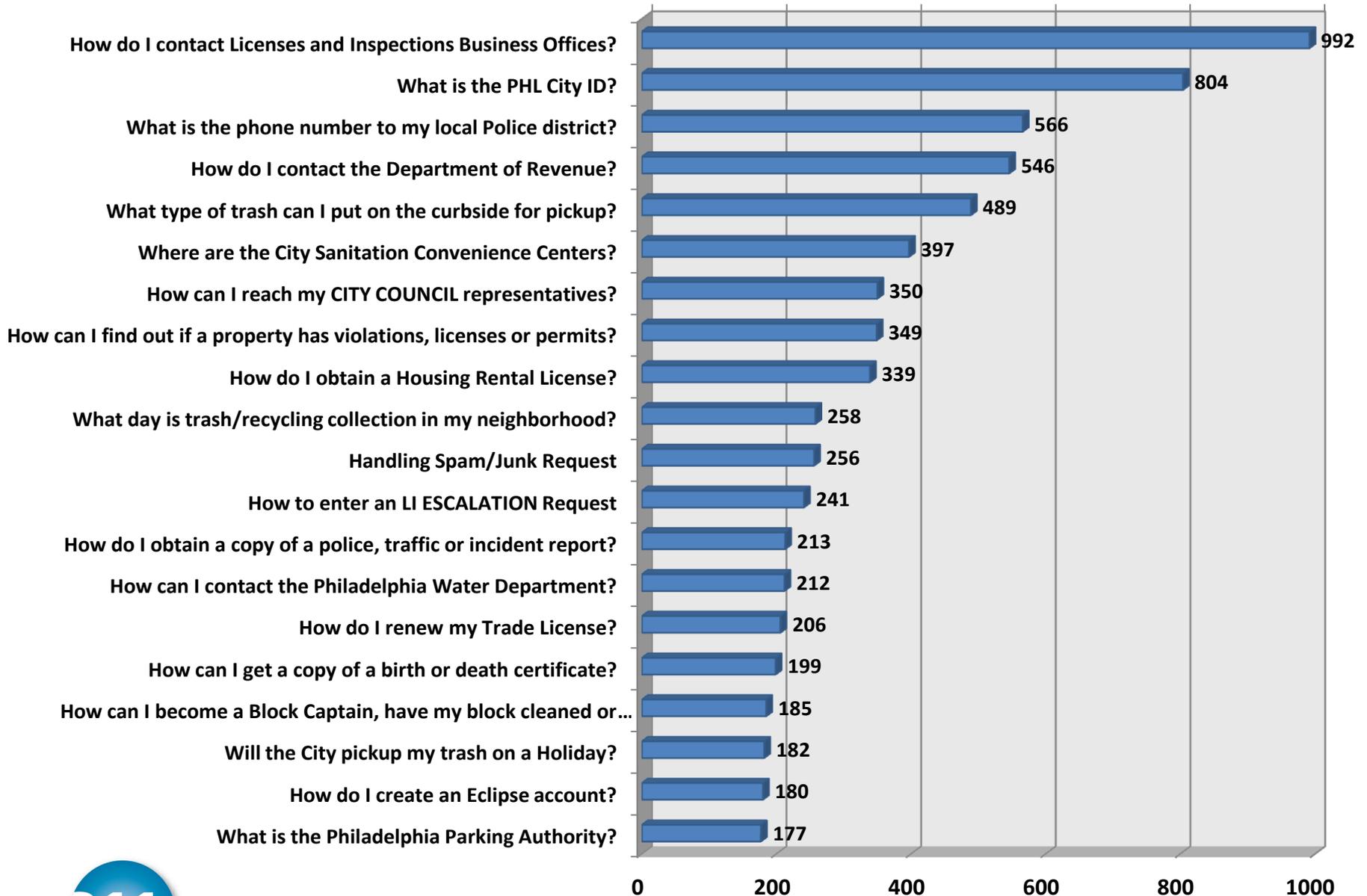
Top 20 Service Requests of the 25,494 Total Cases Submitted



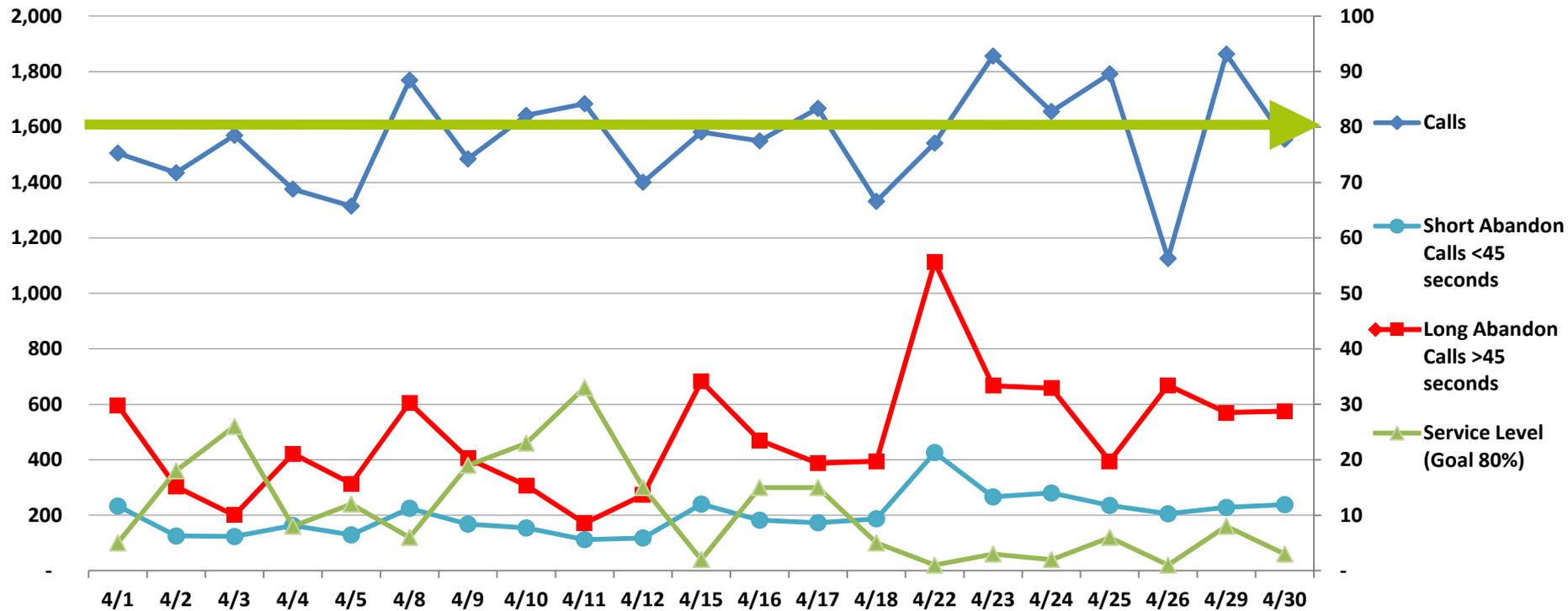
Service Tickets by Partner Agency



Top 20 questions of the total 19,443 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



April 2019	Week 1 (4/1/19- 4/5/19)	Week 2 (4/8/19- 4/12/19)	Week 3 (4/15/19- 4/19/19)	Week 4 (4/22/19- 4/26/19)	Week 5 (4/29/19 & 4/30/19)
Calls Handled	7,202	7,981	6,131	7,972	3,419
Service Level (Goal 80%)	14	19	9	3	6
Average Speed of Answer (Goal <30sec)	4:21	3:21	5:03	7:05	5:08
Average Talk Time	4:10	3:56	3:58	3:59	4:13

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%. 311 experienced extended wait times due to Eclipse license applications which affected service levels.

“Average Speed of Answer” is the average wait time the caller experiences in queue

