

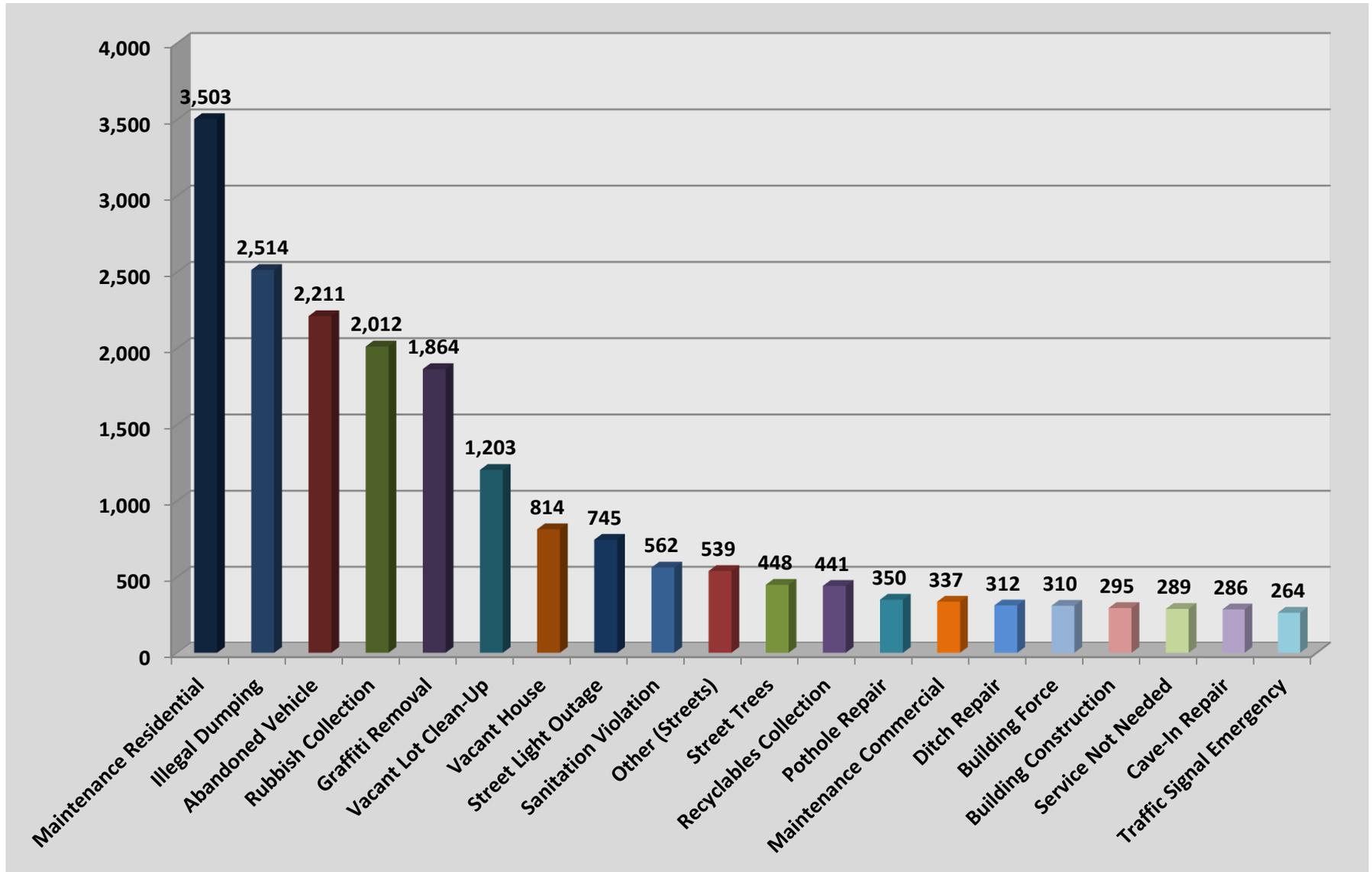


# **311 Contact Center Monthly Report**

**August 2017**

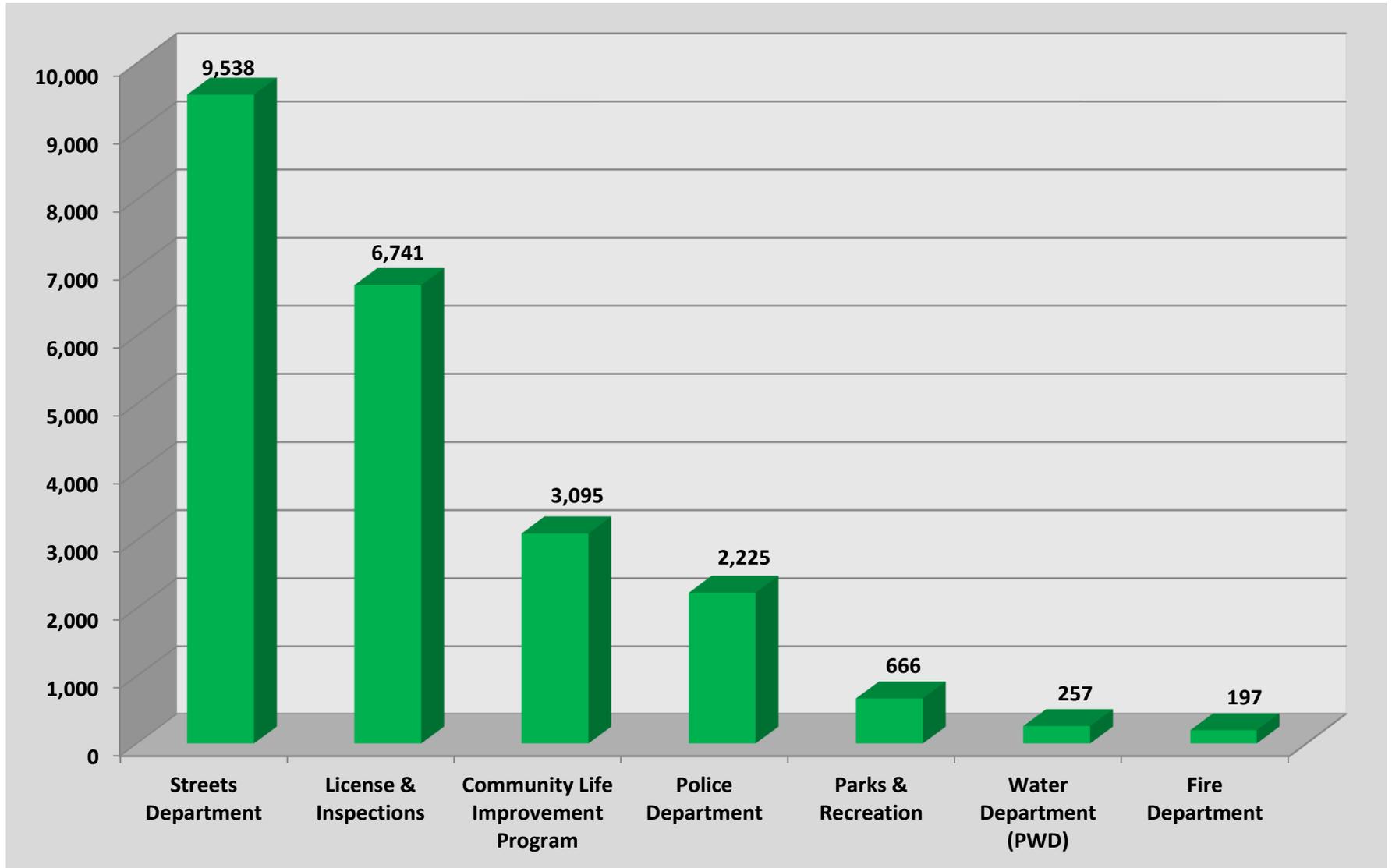
*Public*

# August 2017– Top 20 Service Requests – 22,719 Total

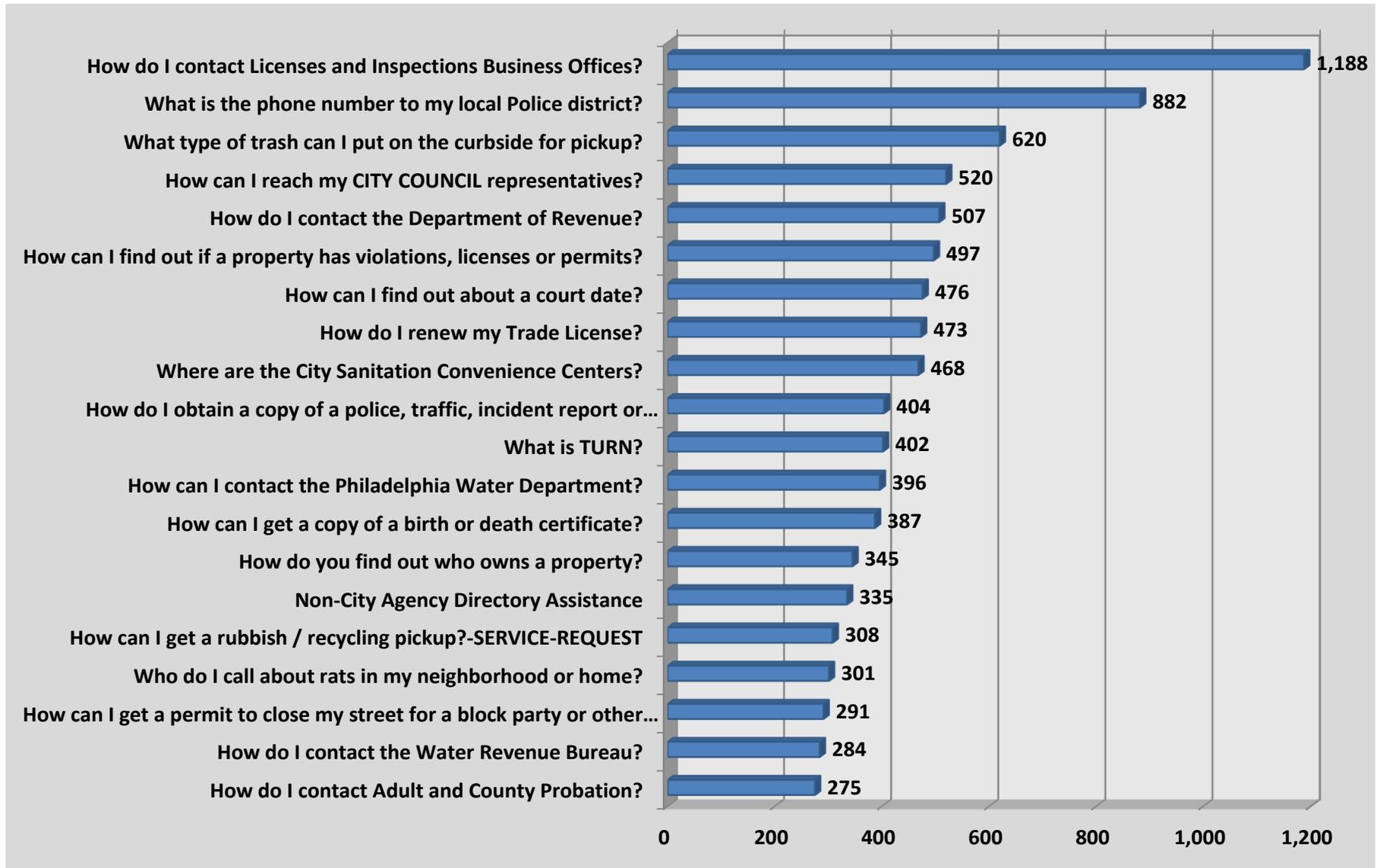


**Service Not Needed** = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).

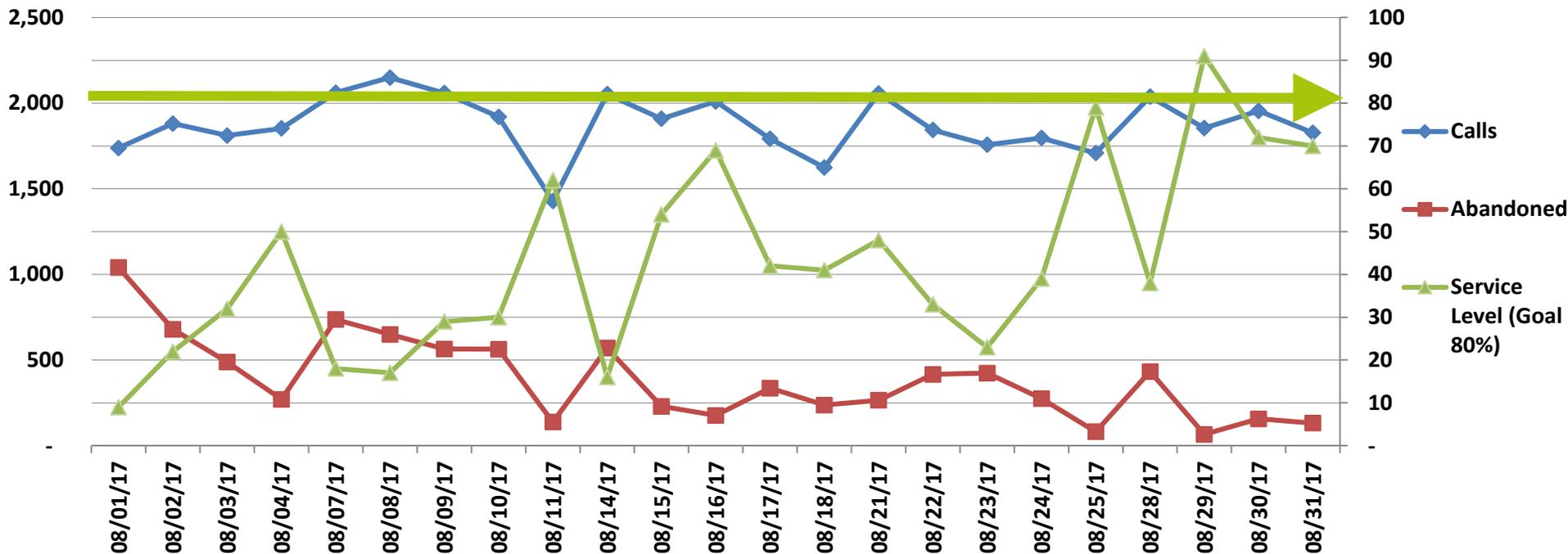
## August 2017 Service Tickets by Partner Agency



# August 2017– Top 20 questions of the total 28,256 Information Requests



# August 2017 – Philly311 Call Volume, Abandoned and Service Level by Day



August 2017	Week 1 (8/1/17- 8/4/17)	Week 2 (8/7/17- 8/11/17)	Week 3 (8/14/17- 8/18/17)	Week 4 (8/21/17- 8/25/17)	Week 5 (8/28/17- 8/31/17)
Calls Handled	7,283	9,617	9,388	9,164	7,674
Service Level (Goal 80%)	28%	31%	44%	44%	68%
Average Speed of Answer (Goal <30sec)	3:11	2:23	1:33	1:30	0:55
Average Talk Time	4:38	4:25	3:39	3:52	3:34

- Finished training a new group of 311 agents at the end of August to improve service levels

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%.

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

