

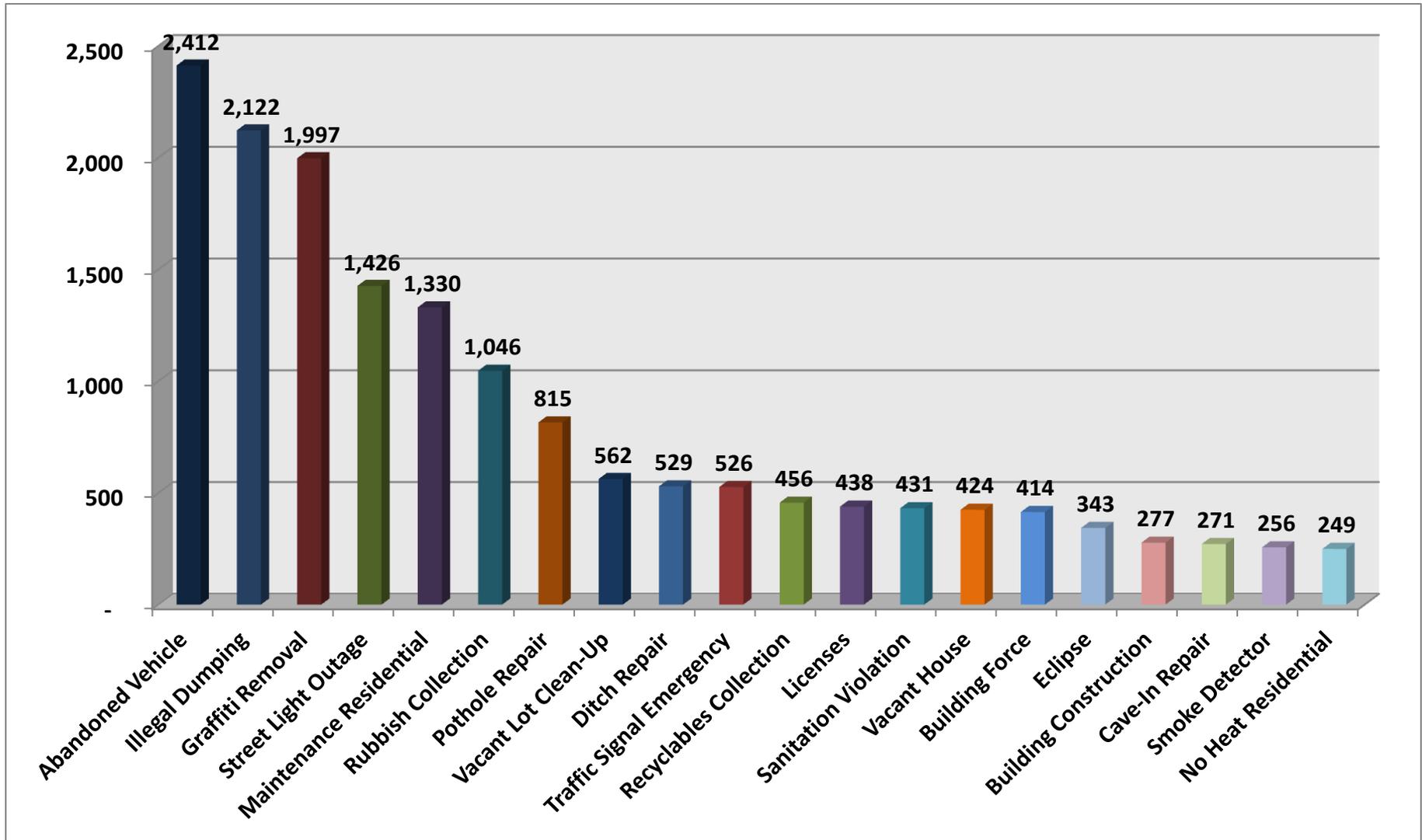


311 Contact Center Monthly Report

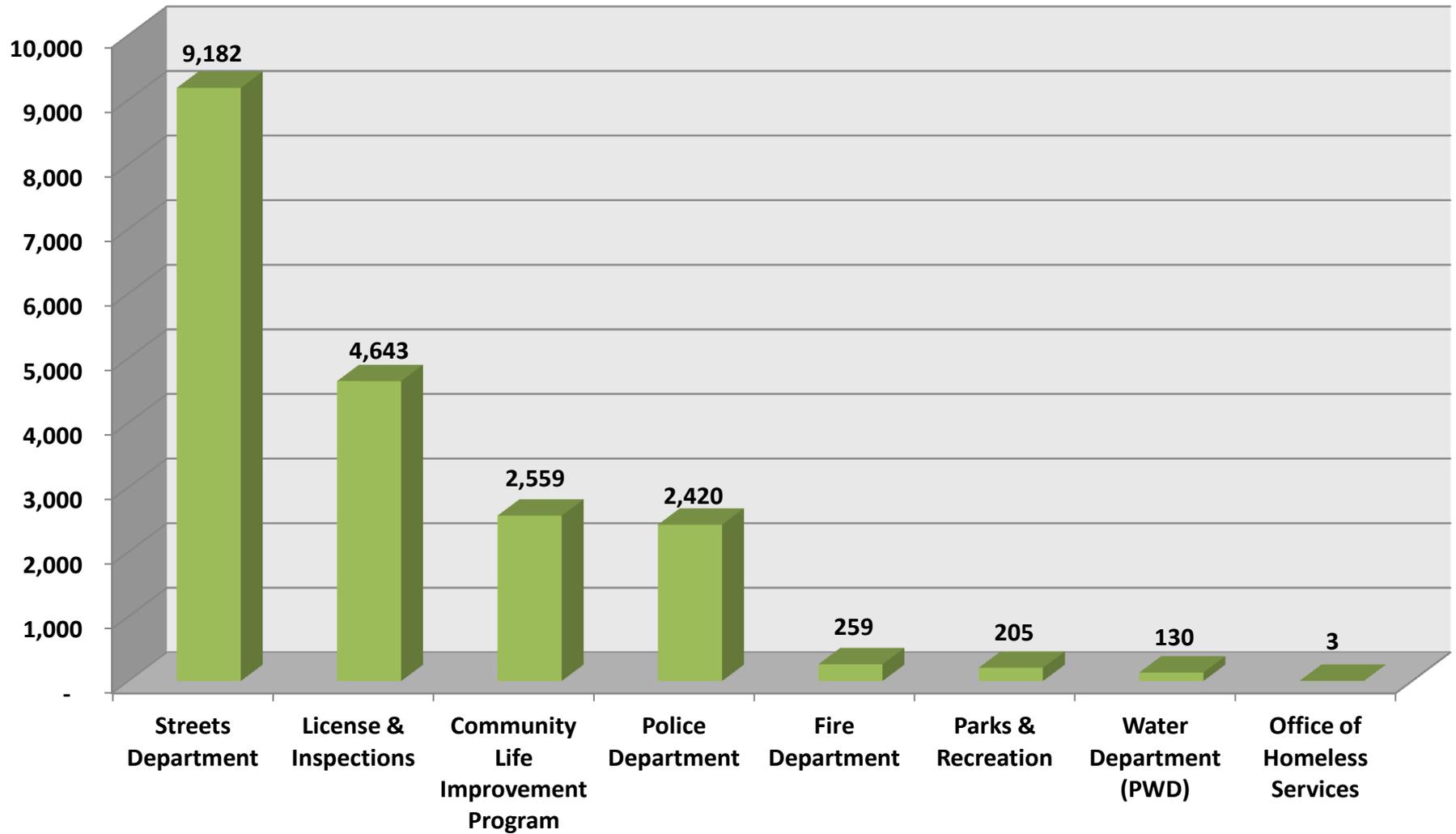
January 2019

Public

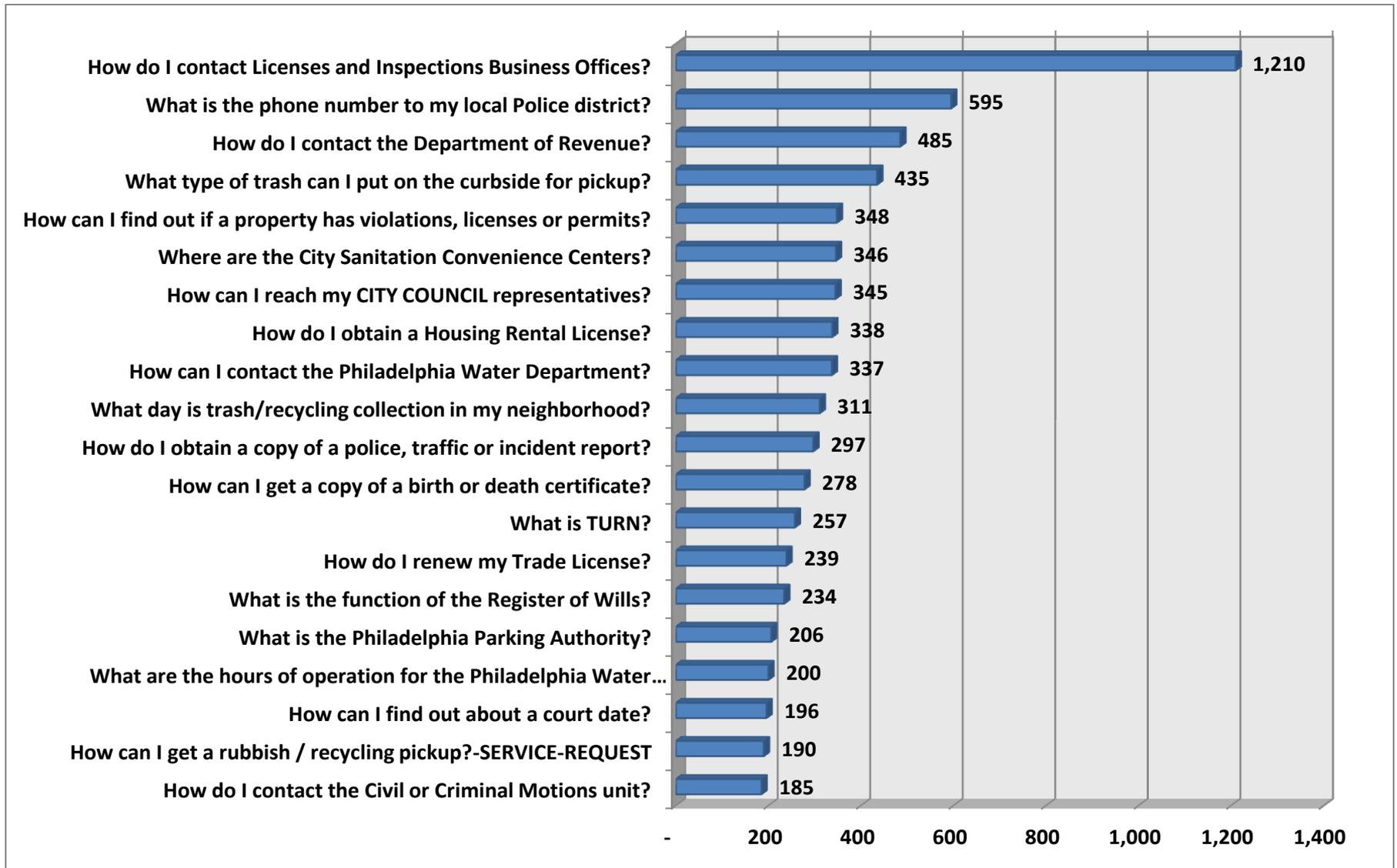
Top 20 Service Requests of the 19,401 Total Cases Submitted



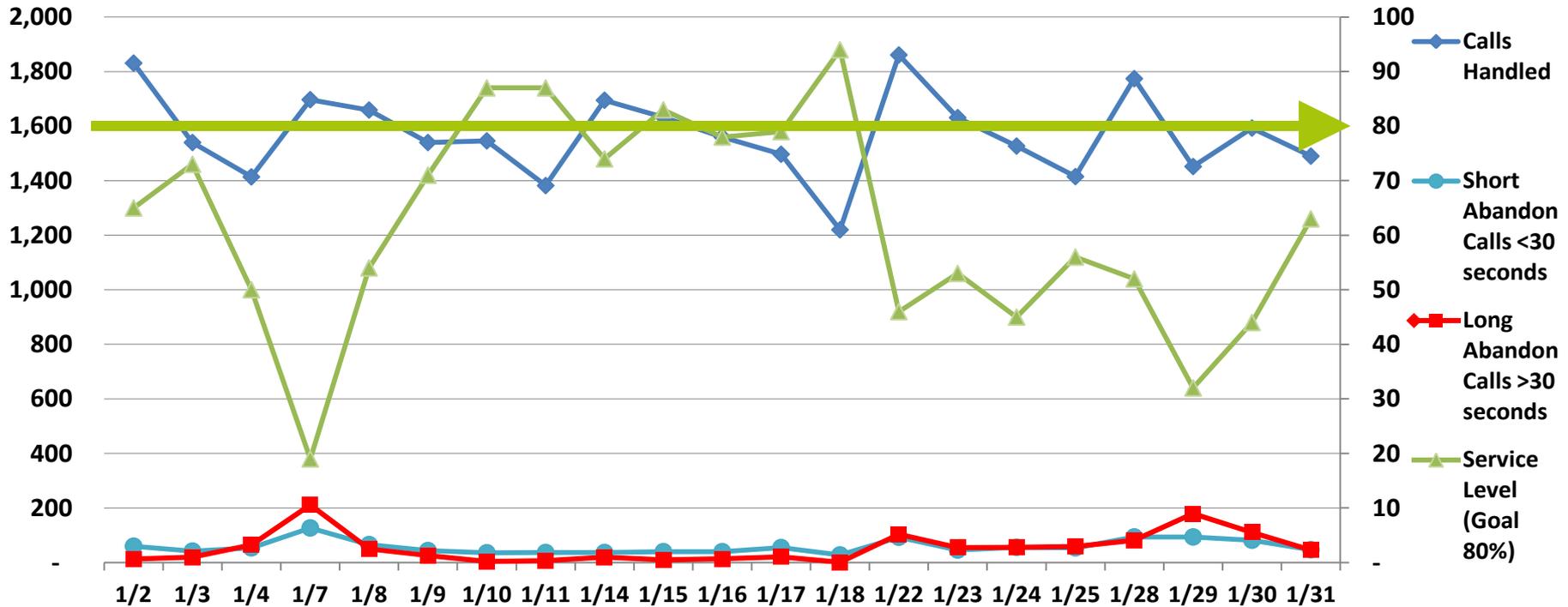
Service Tickets by Partner Agency



Top 20 questions of the total 20,571 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



January 2019	Week 1 (1/1/19- 1/4/19)	Week 2 (1/7/19- 1/11/19)	Week 3 (1/14/19- 1/18/19)	Week 4 (1/21/19- 1/25/19)	Week 5 (1/28/19- 1/31/19)
Calls Handled	4,785	7,824	7,605	6,434	6,309
Service Level (Goal 80%)	63%	64%	82%	50%	48%
Average Speed of Answer (Goal <30sec)	0:36	0:48	0:21	0:59	1:15
Average Talk Time	3:26	3:37	3:18	3:22	3:18

- 1/1/19 - City closed for New Year's Day
- 1/21/19 - City closed for Martin Luther King Jr. Day

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

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

