

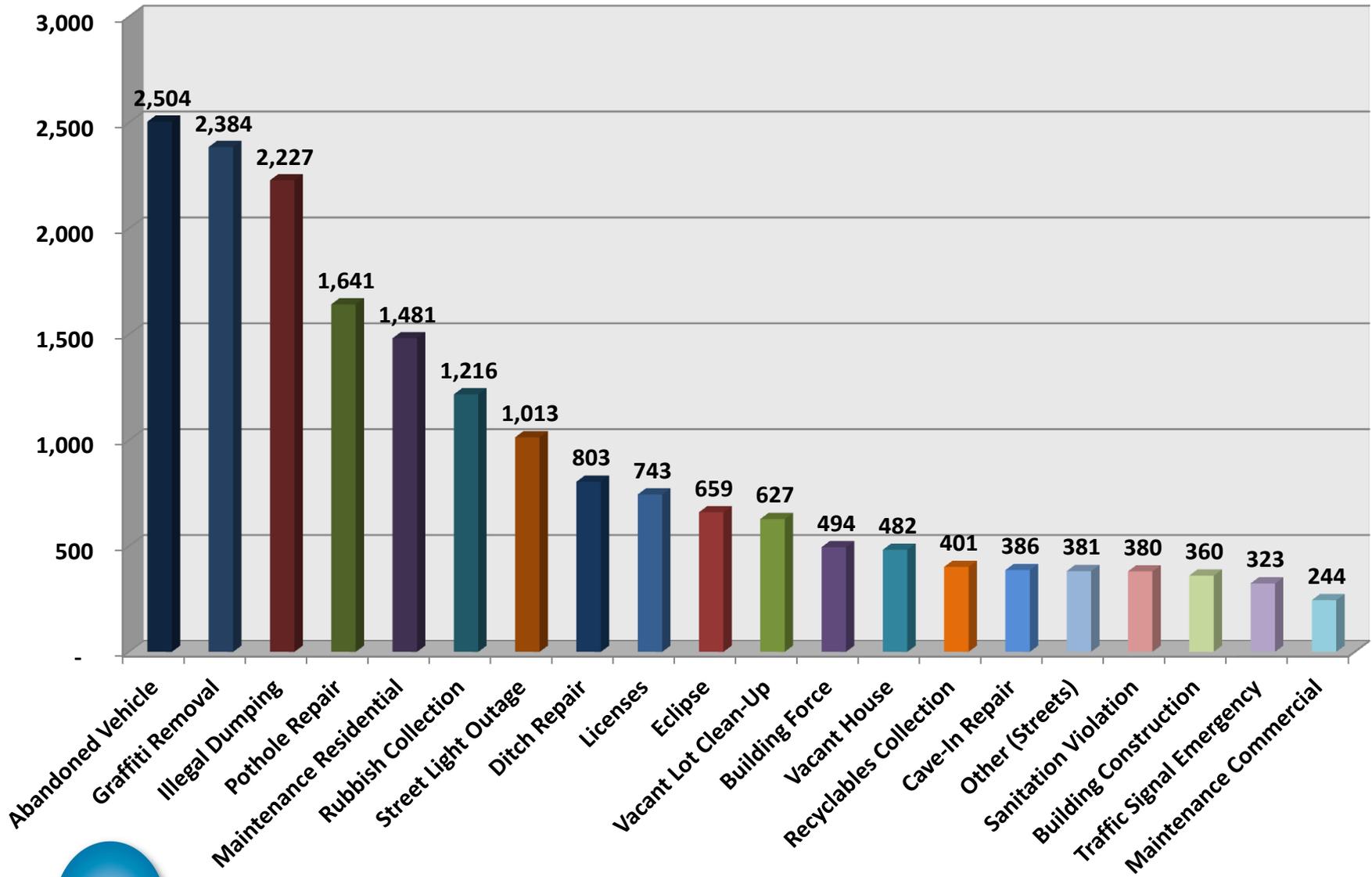


# **311 Contact Center Monthly Report**

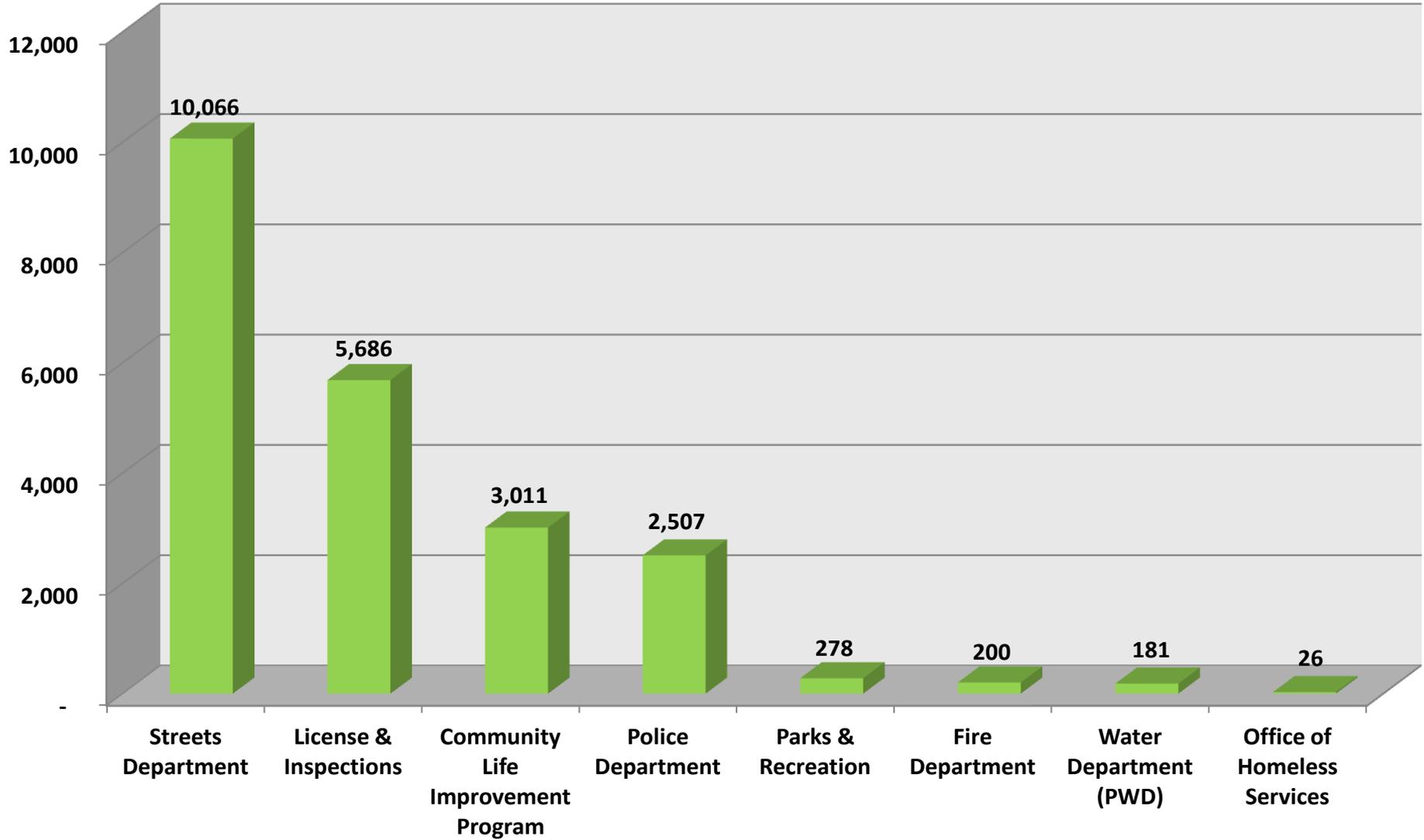
**March 2019**

*Public*

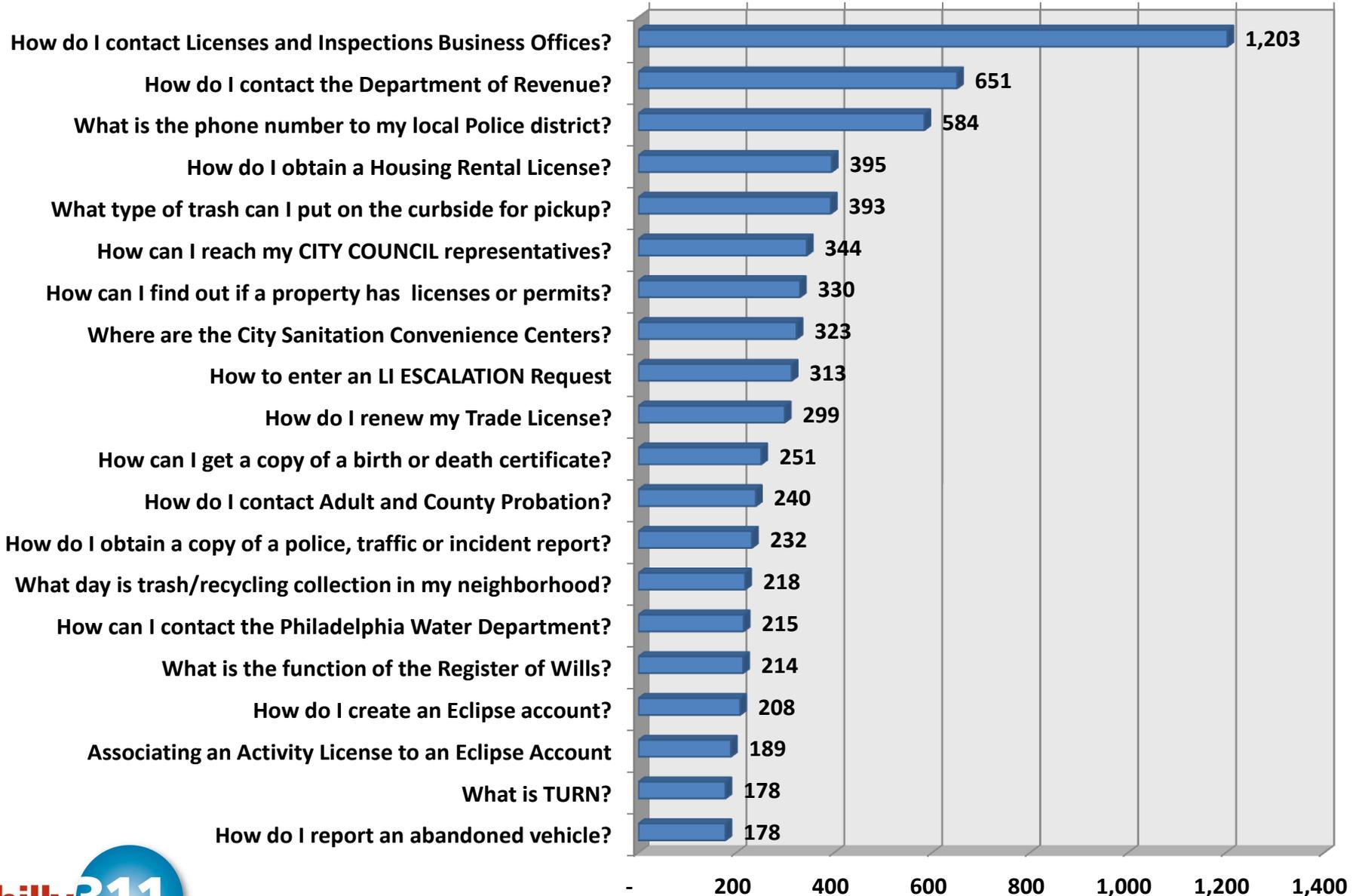
# Top 20 Service Requests of the 21,955 Total Cases Submitted



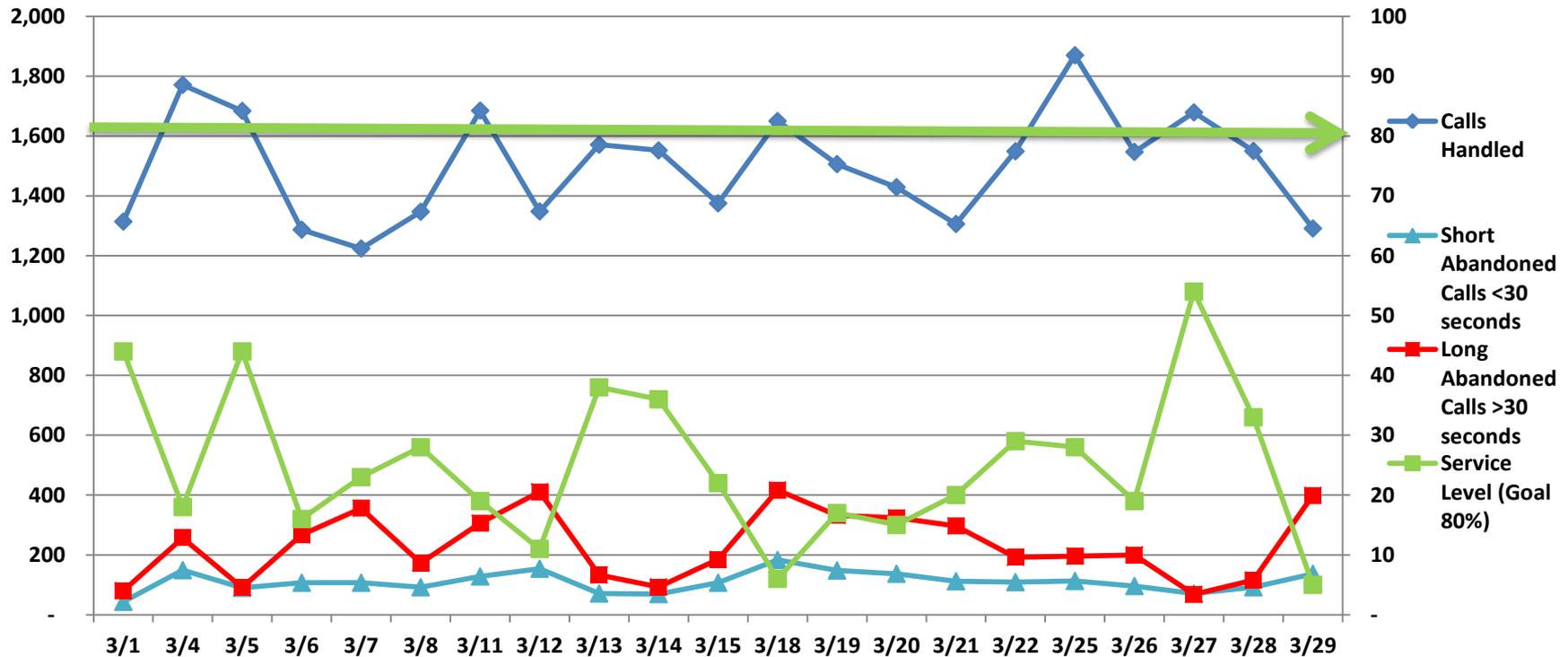
# Service Tickets by Partner Agency



# Top 20 questions of the total 19,335 Information Requests



# Philly311 Call Volume, Abandon and Service Level by Day



March 2019	Week 1 (3/1/19)	Week 2 (3/4/19-3/8/19)	Week 3 (3/11/19-3/15/19)	Week 4 (3/18/19-3/22/19)	Week 5 (3/25/19-3/29/19)
Calls Handled	1,314	7,313	7,531	7,440	7,937
Service Level (Goal 80%)	44	26	25	17	28
Average Speed of Answer (Goal <30sec)	1:09	2:57	2:48	3:30	2:34
Average Talk Time	3:50	3:56	4:00	4:01	3:57

“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

