

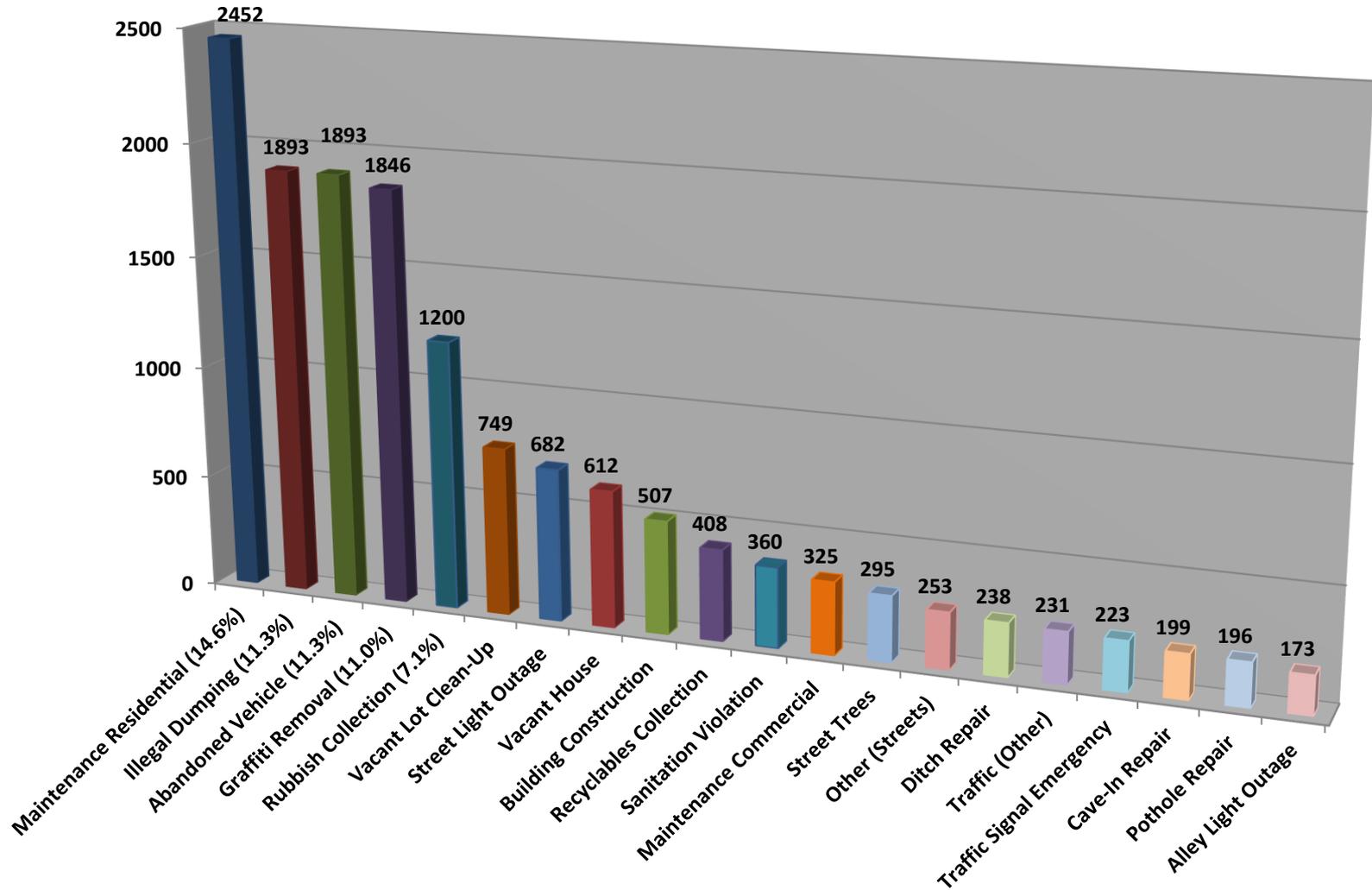


# **311 Contact Center Monthly Report**

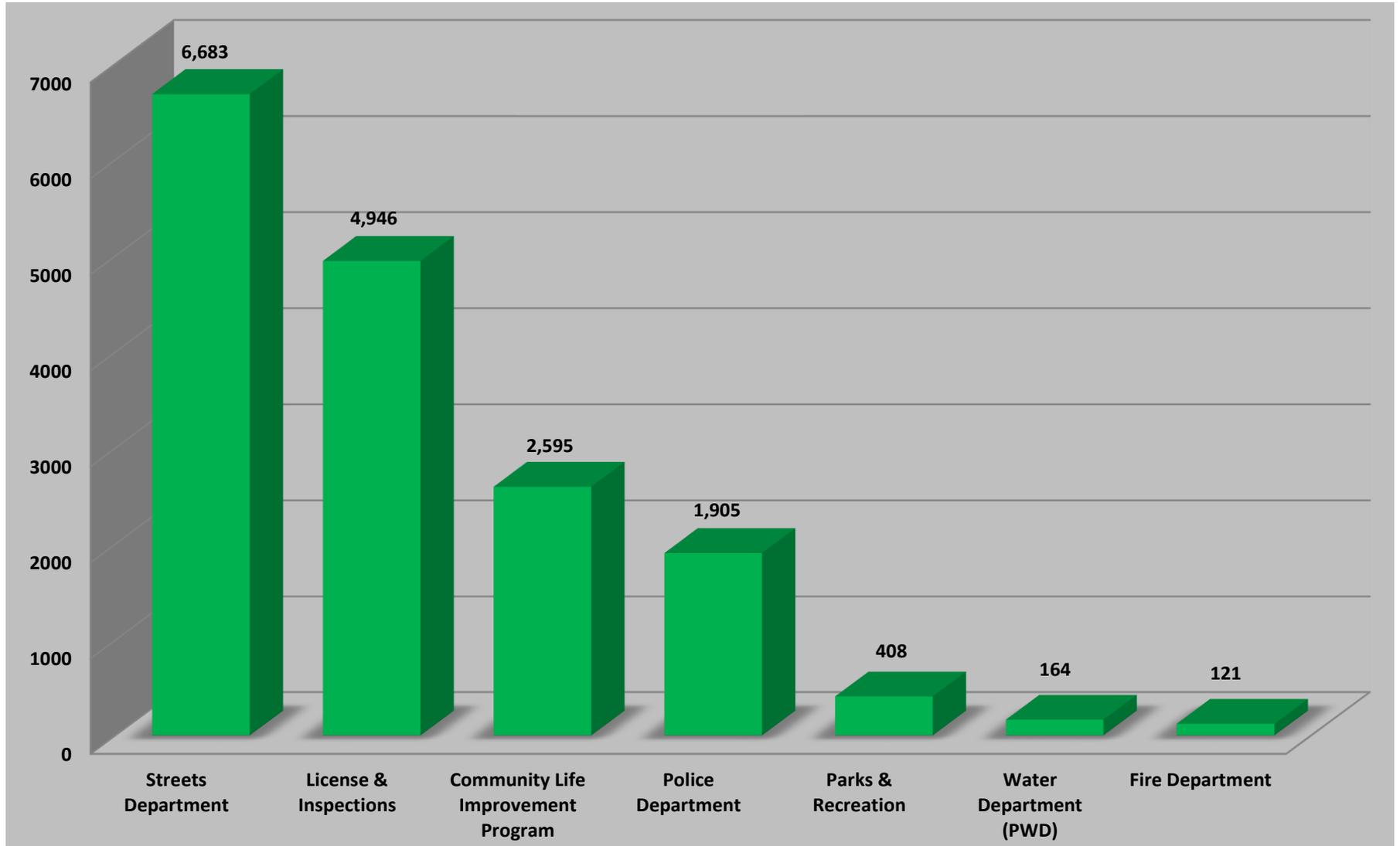
**September 2016**

*Public*

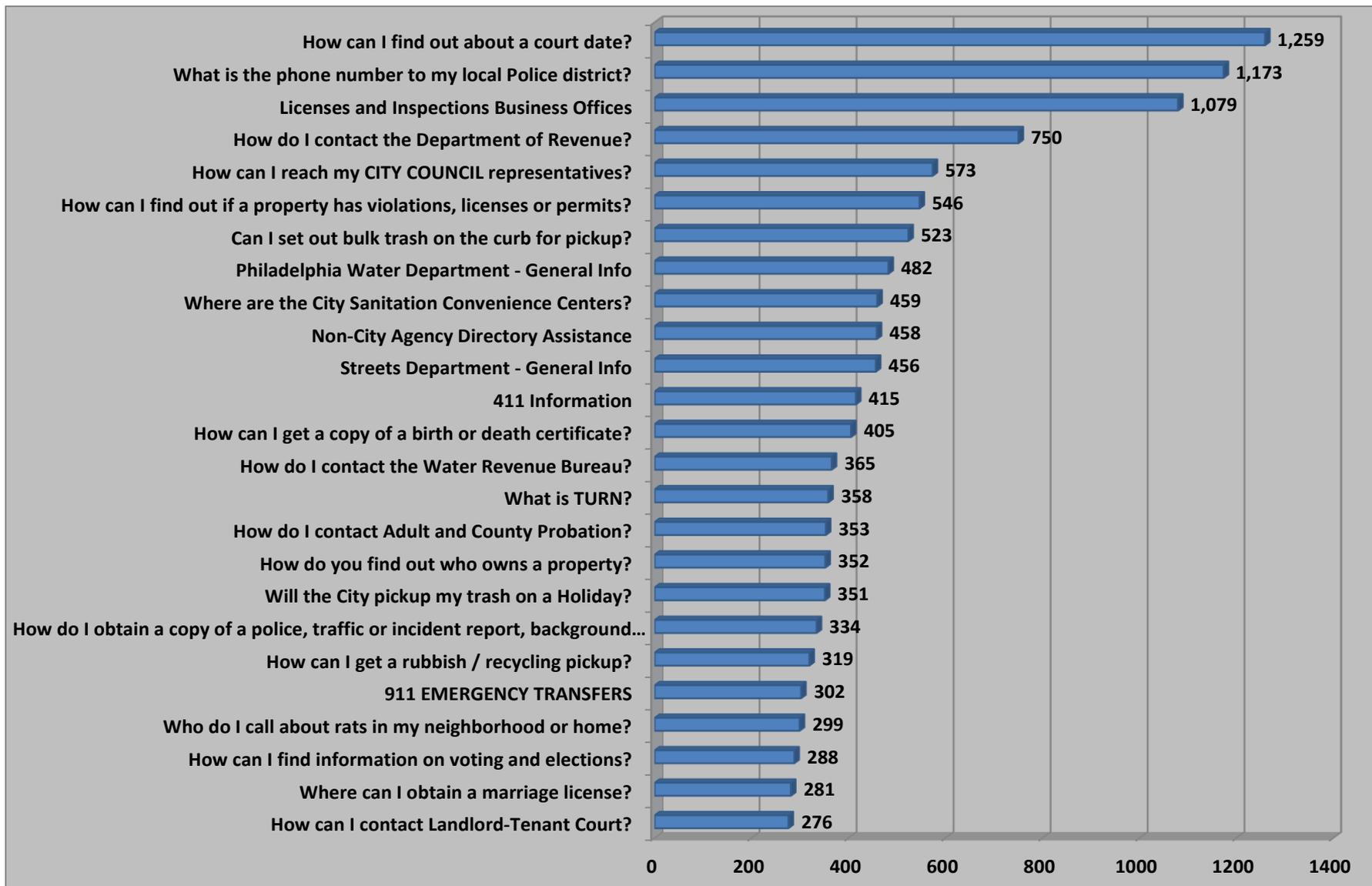
# September 2016-- Top Service Requests – 16,821 total



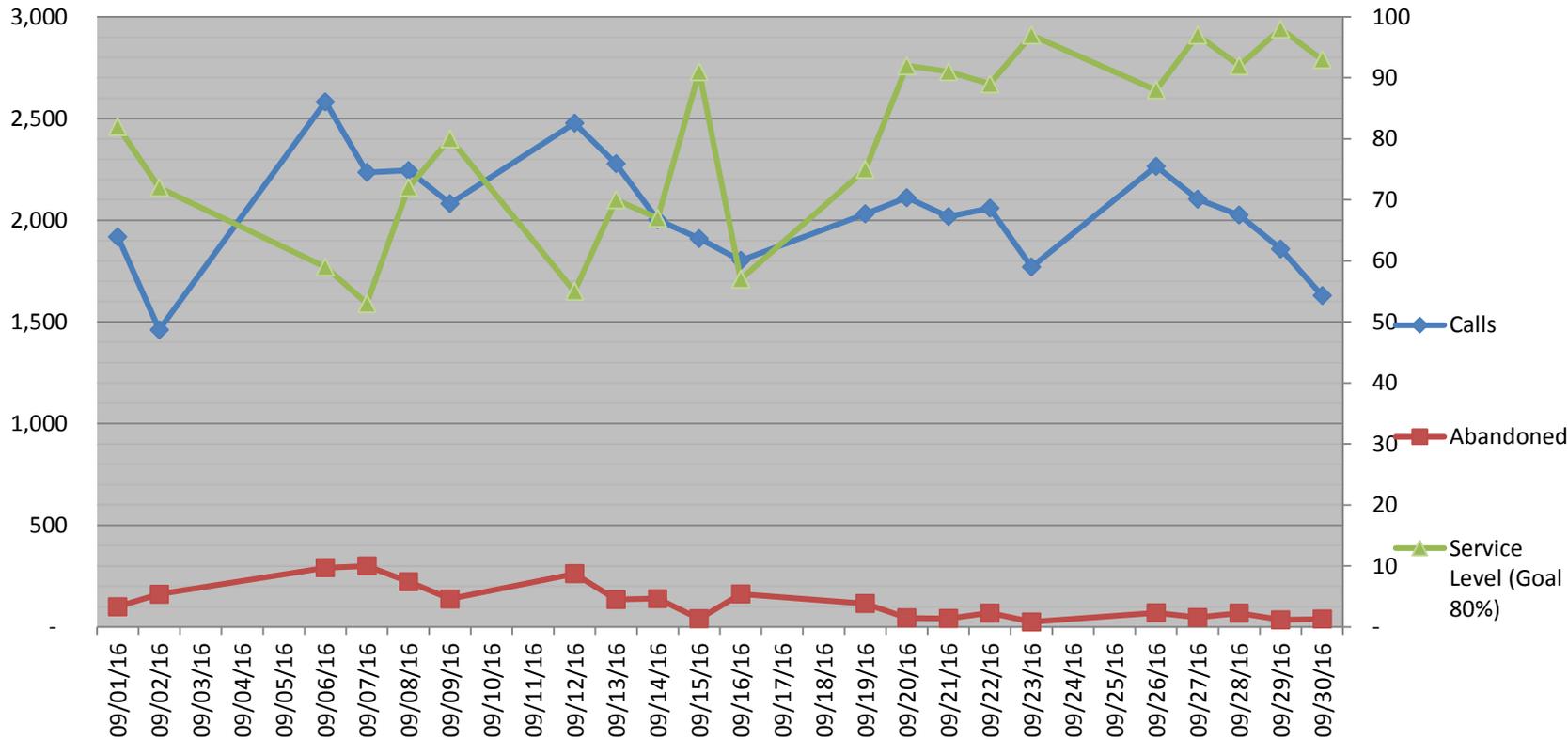
# September 2016– Tickets by Partner Agency



# September 2016-- Top questions of the total – 32,284 information requests



# September 2016– Philly311 Call Volume, Abandoned and Service Level by Business Day



	<b>Week 1 (9-1/16- 9/4/16)</b>	<b>Week 2 (9/5/16- 9/11/16)</b>	<b>Week 3 (9/12/16- 9/18/16)</b>	<b>Week 4 9/19/16- 9/25/16)</b>	<b>Week 5 (9/26/16- 9/30/16)</b>
<b>Calls Handled</b>	<b>3,380</b>	<b>9,144</b>	<b>10,469</b>	<b>9,989</b>	<b>9,882</b>
<b>Service Level (Goal 80%)</b>	<b>77%</b>	<b>66%</b>	<b>68%</b>	<b>89%</b>	<b>94%</b>
<b>Average Speed of Answer (Goal &lt;30sec)</b>	<b>0:40</b>	<b>0:49</b>	<b>0:45</b>	<b>0:17</b>	<b>0:13</b>
<b>Average Talk Time</b>	<b>3:33</b>	<b>3:30</b>	<b>3:34</b>	<b>3:21</b>	<b>3:08</b>
<b>Maximum Call Duration</b>	<b>58:57</b>	<b>45:16</b>	<b>35:03</b>	<b>34:43</b>	<b>47:31</b>



“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.