

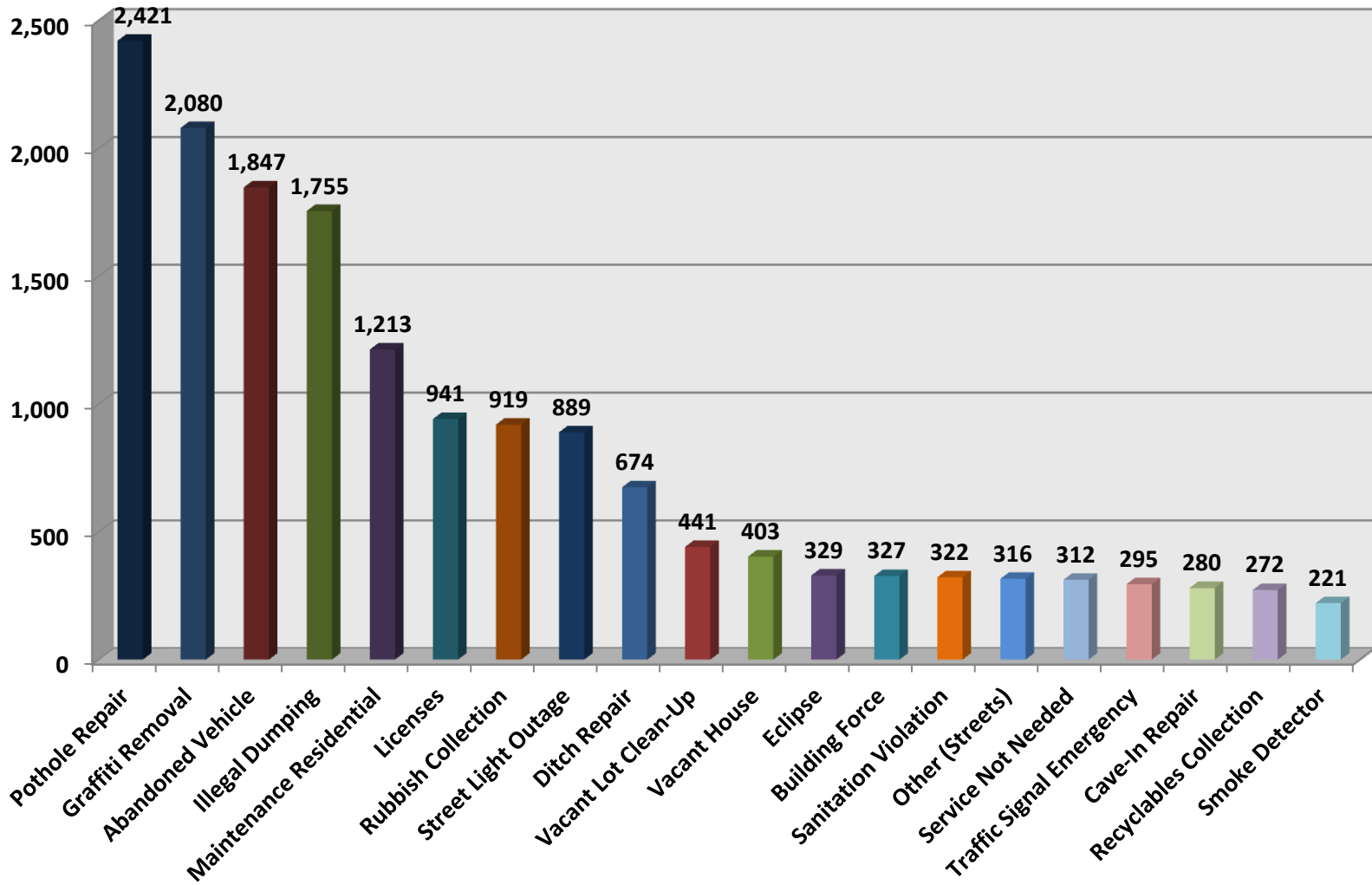


# **311 Contact Center Monthly Report**

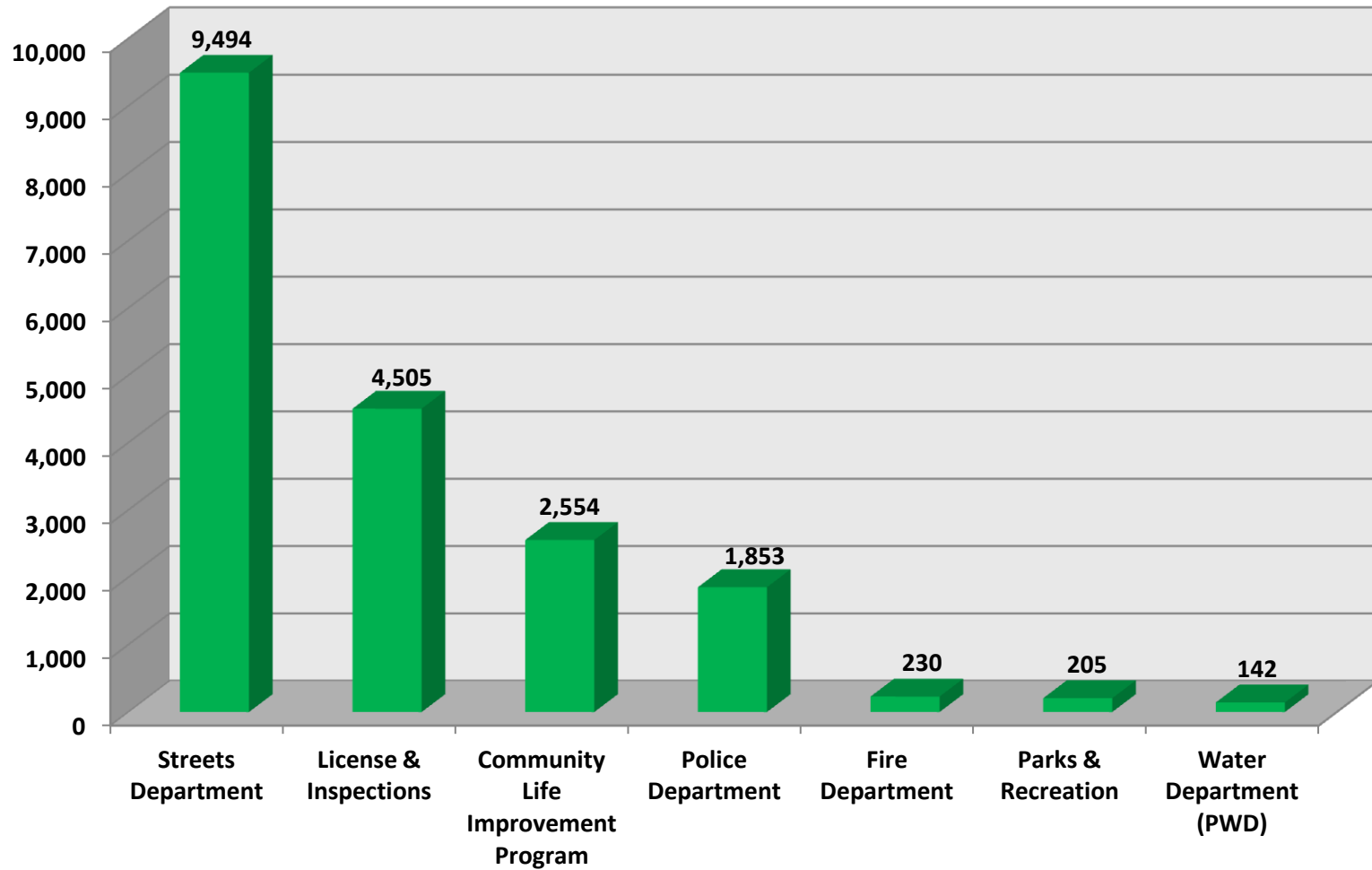
**February 2018**

*Public*

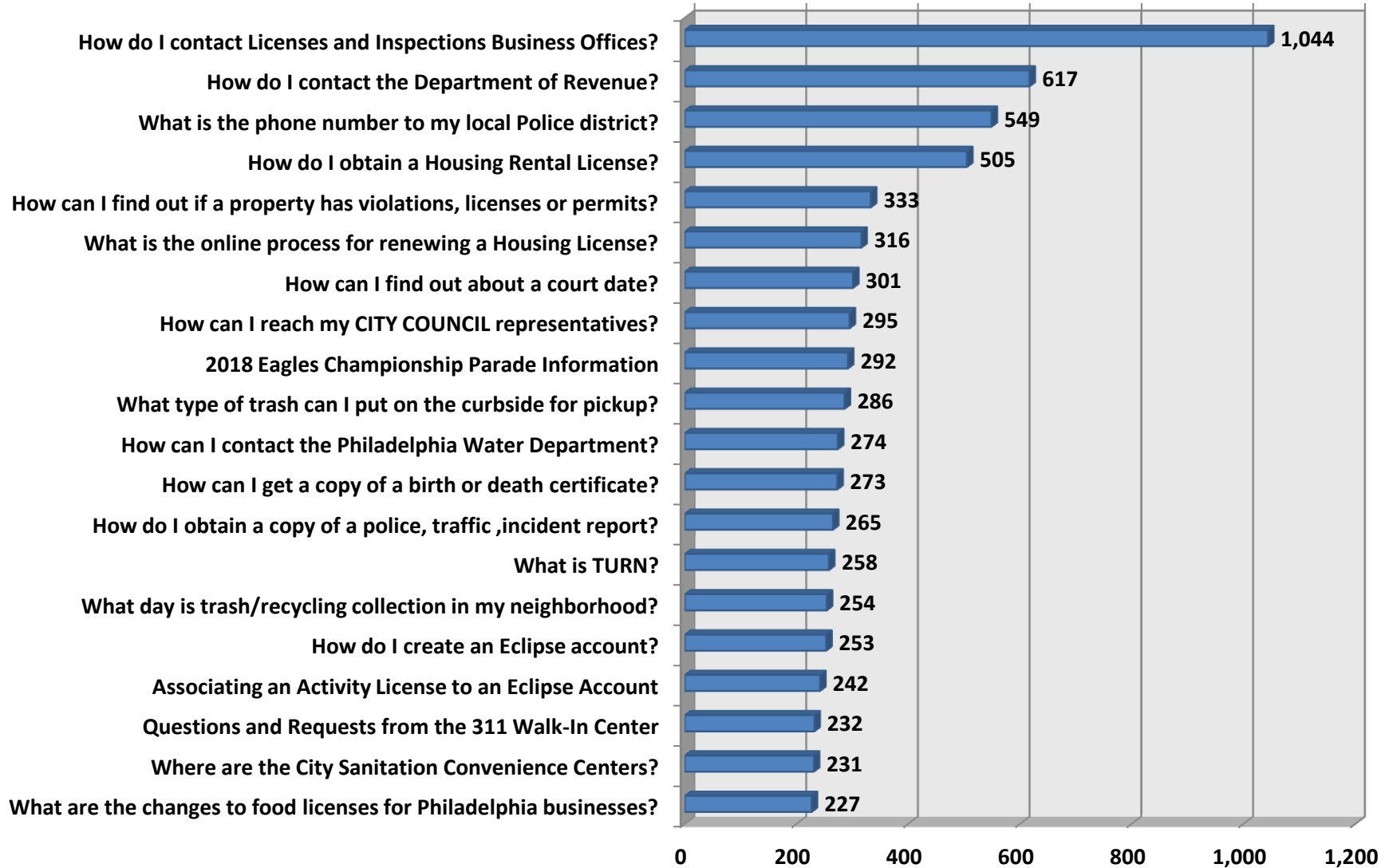
# February 2018 – Top 20 Service Requests – 18,983 Total



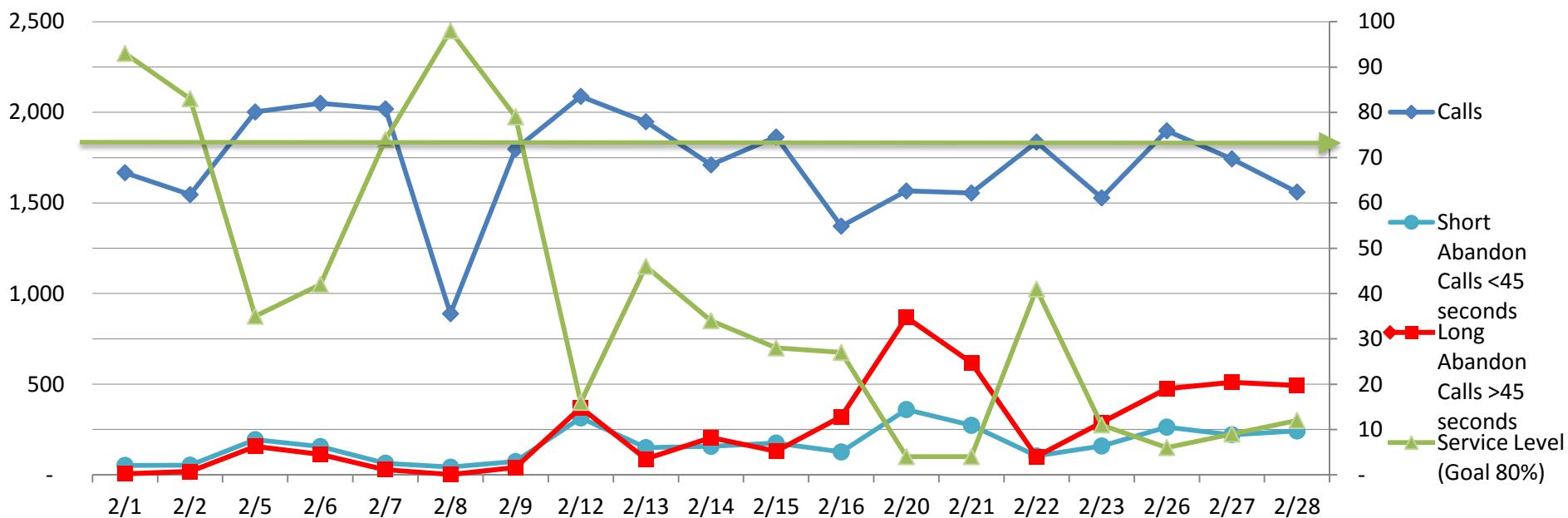
# February 2018 Service Tickets by Partner Agency



# February 2018– Top 20 questions of the total 20,643 Information Requests



# February 2018 – Philly311 Call Volume, Abandon and Service Level by Day



February 2018	Week 1 (2/1/18- 2/2/18)	Week 2 (2/5/18- 2/9/18)	Week 3 (2/12/18- 2/16/18)	Week 4 (2/20/18- 2/23/18)	Week 5 (2/26/18- 2/28/18)
Calls Handled	3,213	8,757	8,982	6,485	5,201
Service Level (Goal 80%)	88	66	30	15	9
Average Speed of Answer (Goal <30sec)	0:24	0:55	2:09	5:31	5:11
Average Talk Time	3:20	3:10	3:41	4:21	4:18

- 2/19/18 the City was closed for Presidents Day

“Service Level” is the percentage of calls answered in less than 60 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.

