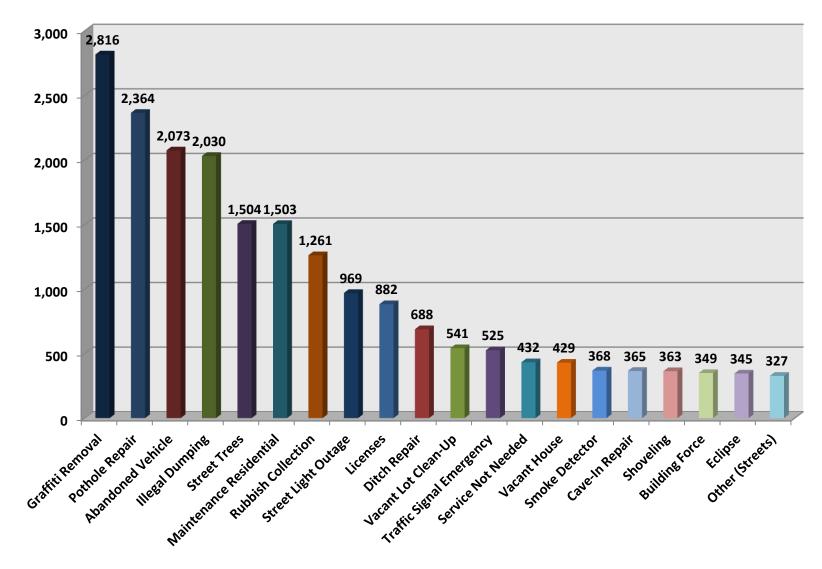


# 311 Contact Center Monthly Report

March 2018

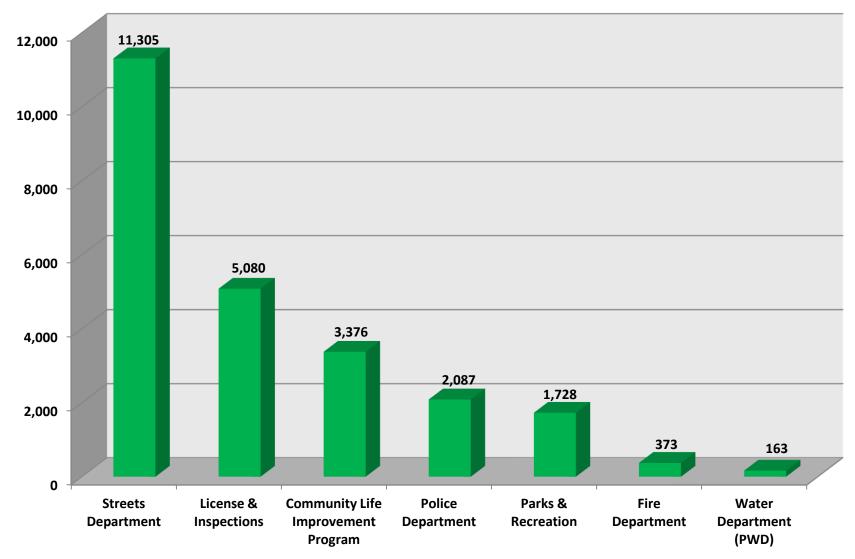
Public

# March 2018 – Top 20 Service Requests – 24,112 Total



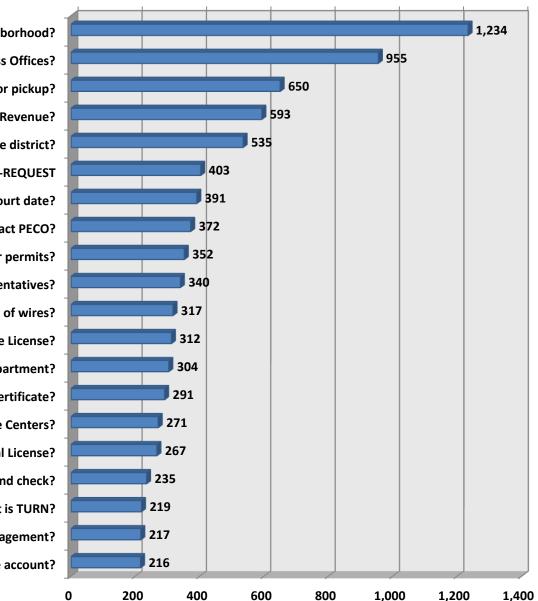


# March 2018 Service Tickets by Partner Agency





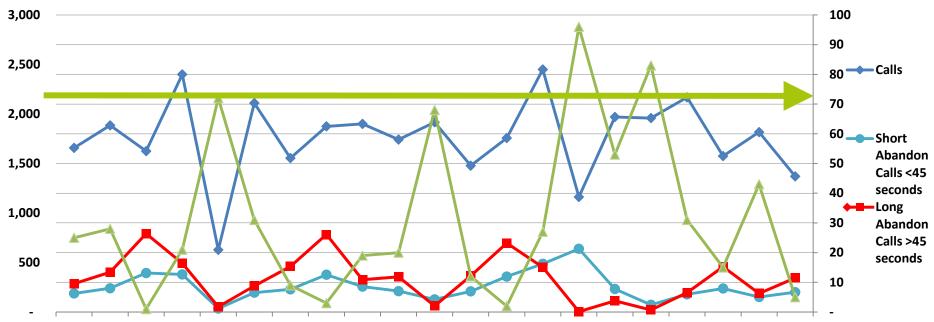
# March 2018– Top 20 questions of the total 22,841 Information Requests



What day is trash/recycling collection in my neighborhood? How do I contact Licenses and Inspections Business Offices? What type of trash can I put on the curbside for pickup? How do I contact the Department of Revenue? What is the phone number to my local Police district? How can I get a rubbish / recycling pickup?-SERVICE-REQUEST How can I find out about a court date? How can I contact PECO? How can I find out if a property has violations, licenses or permits? How can I reach my CITY COUNCIL representatives? What numbers do I call to contact PECO and Verizon for maintenance of wires? How do I renew my Trade License? How can I contact the Philadelphia Water Department? How can I get a copy of a birth or death certificate? Where are the City Sanitation Convenience Centers? How do I obtain a Housing Rental License? How do I obtain a copy of a police, traffic or incident report, background check? What is TURN? What are the functions of Risk Management? How do I create an Eclipse account?

philly 51

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



3/1 3/2 3/5 3/6 3/7 3/8 3/9 3/12 3/13 3/14 3/15 3/16 3/19 3/20 3/21 3/22 3/23 3/26 3/27 3/28 3/29

March 2018	Week 1	Week 2	Week 3	Week 4	Week 5
	(3/1/18-	(3/5/18-	(3/12/18-	(3/19/18-	(3/26/18-
	3/2/18)	3/9/18)	3/16/18)	3/23/18)	3/29/18)
Calls Handled	3,543	8,318	8,912	9,298	6,930
Service Level (Goal 80%)	27%	27%	24%	52%	24%
Average Speed of Answer (Goal <30sec)	3:18	4:20	3:29	2:12	3:18
Average Talk Time	3:45	3:33	3:35	2:58	3:29

#### 3/30/18 the City was closed for Good Friday

philly

"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.