

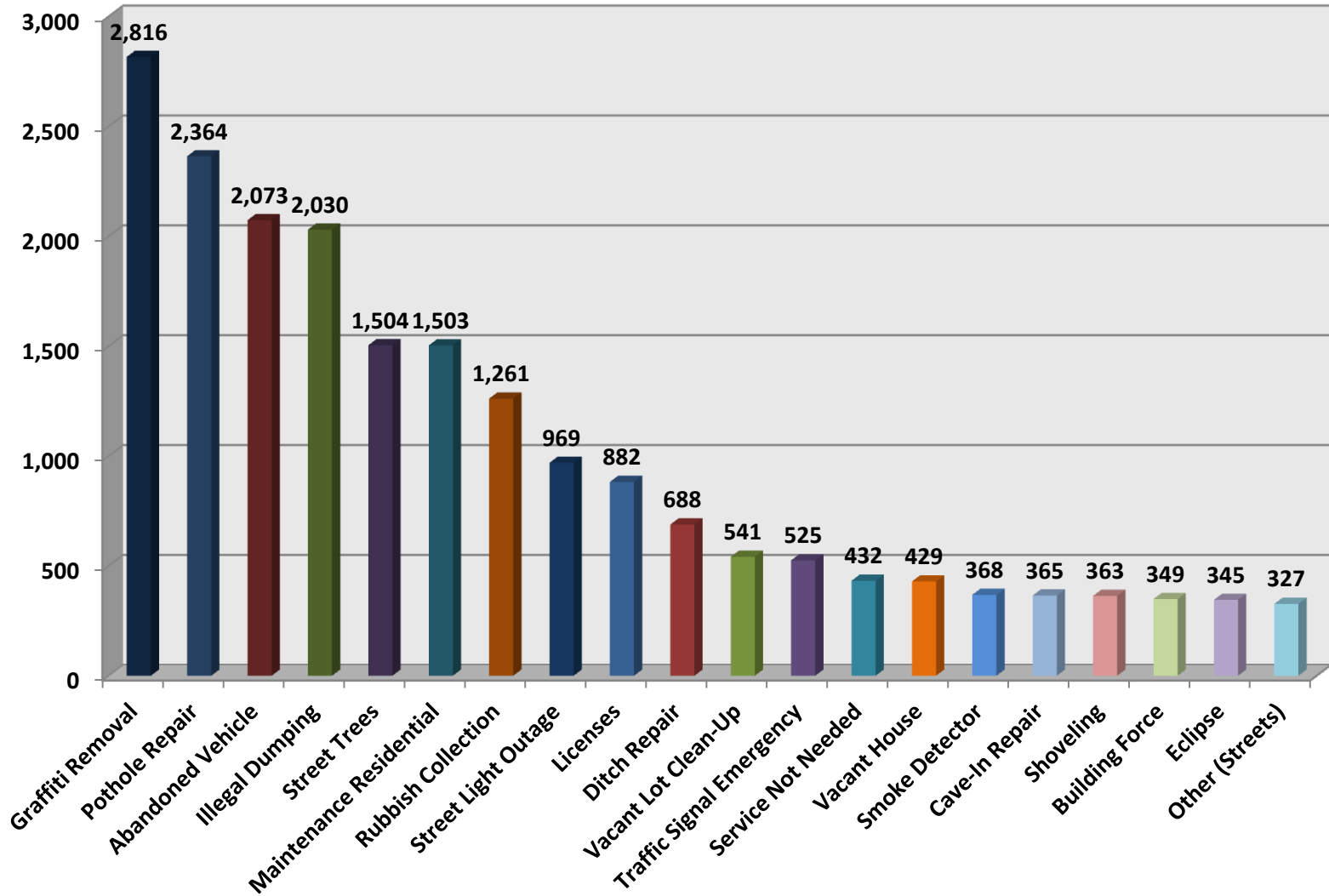


311 Contact Center Monthly Report

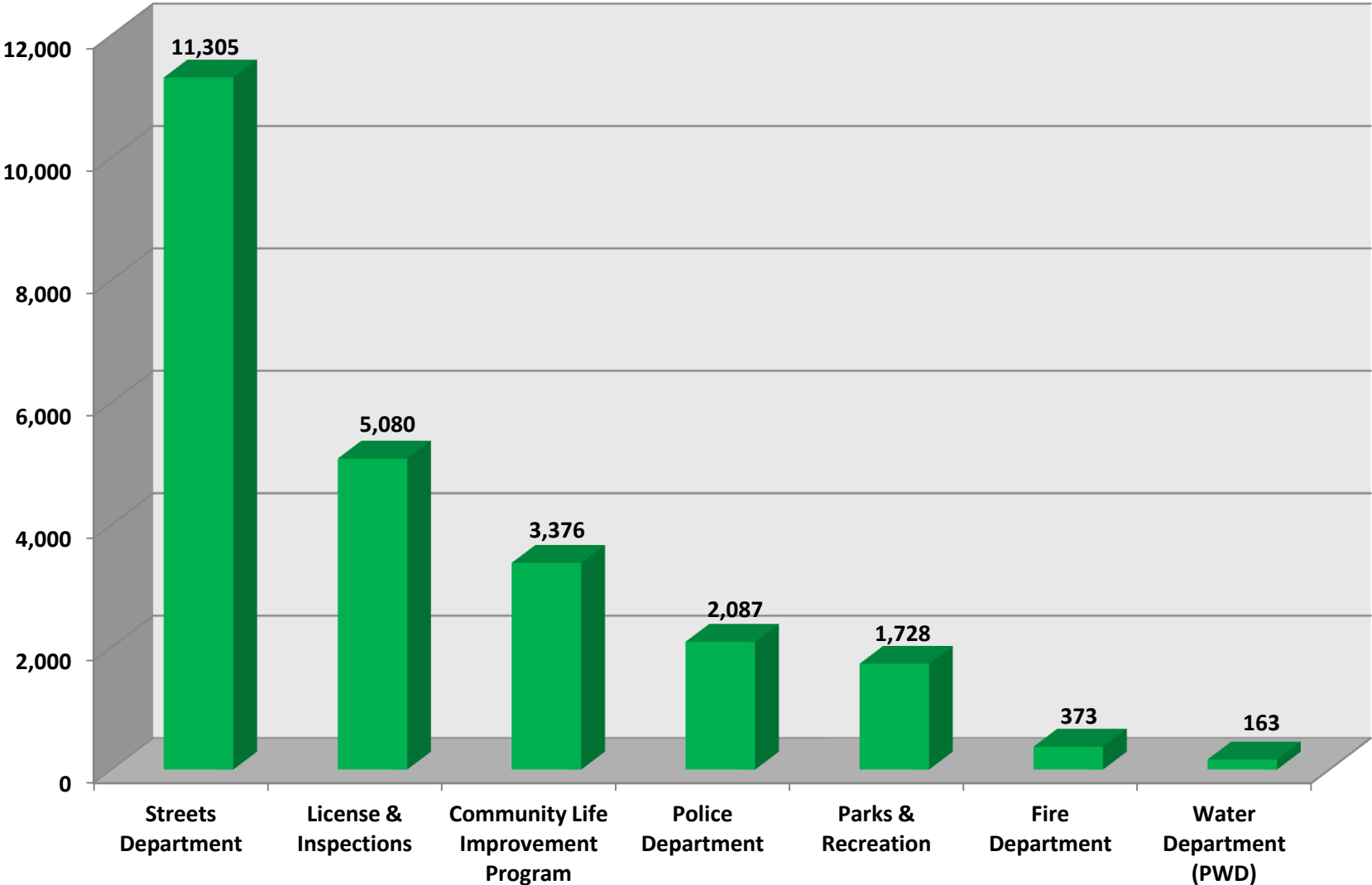
March 2018

Public

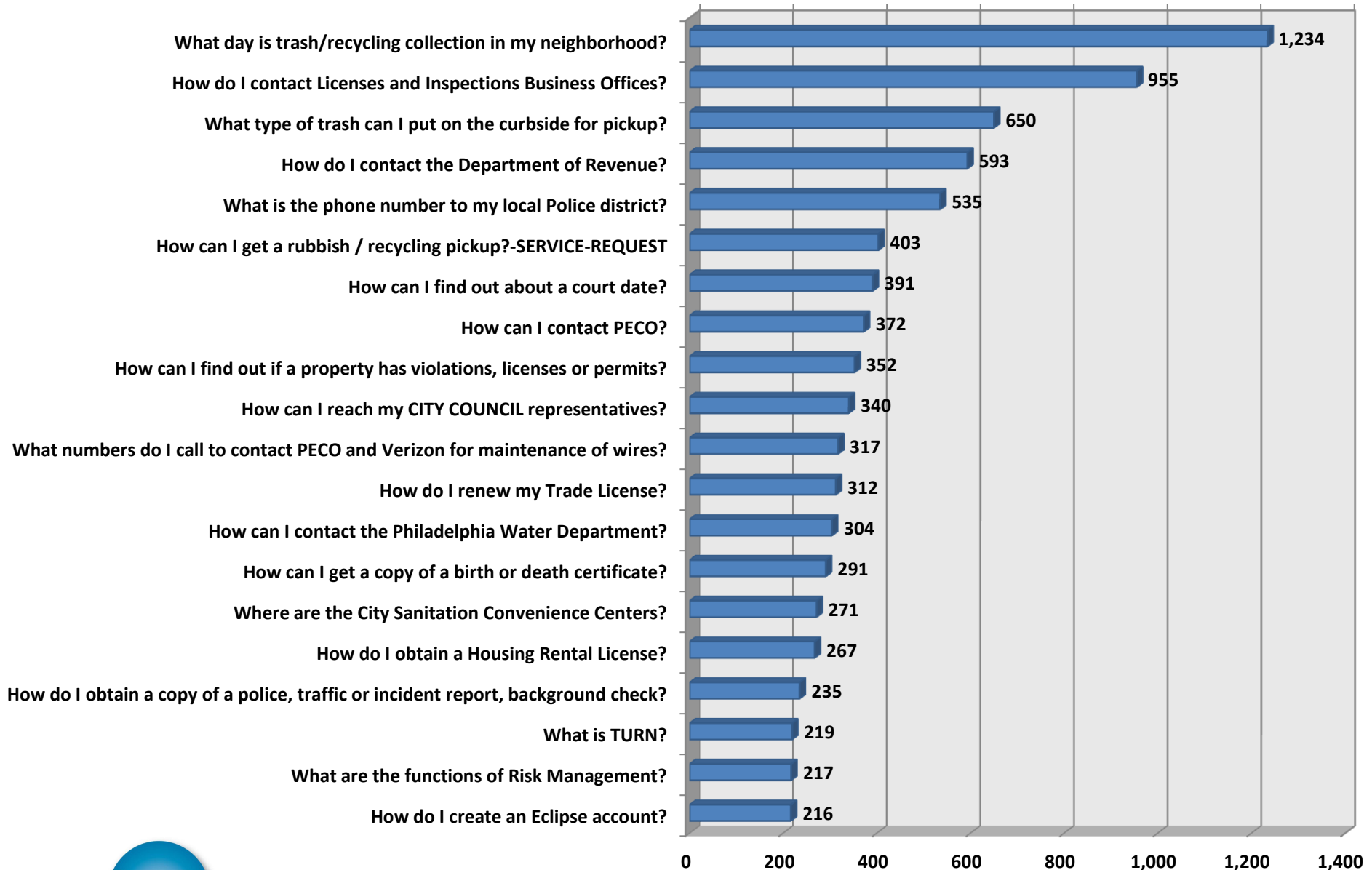
March 2018 – Top 20 Service Requests – 24,112 Total



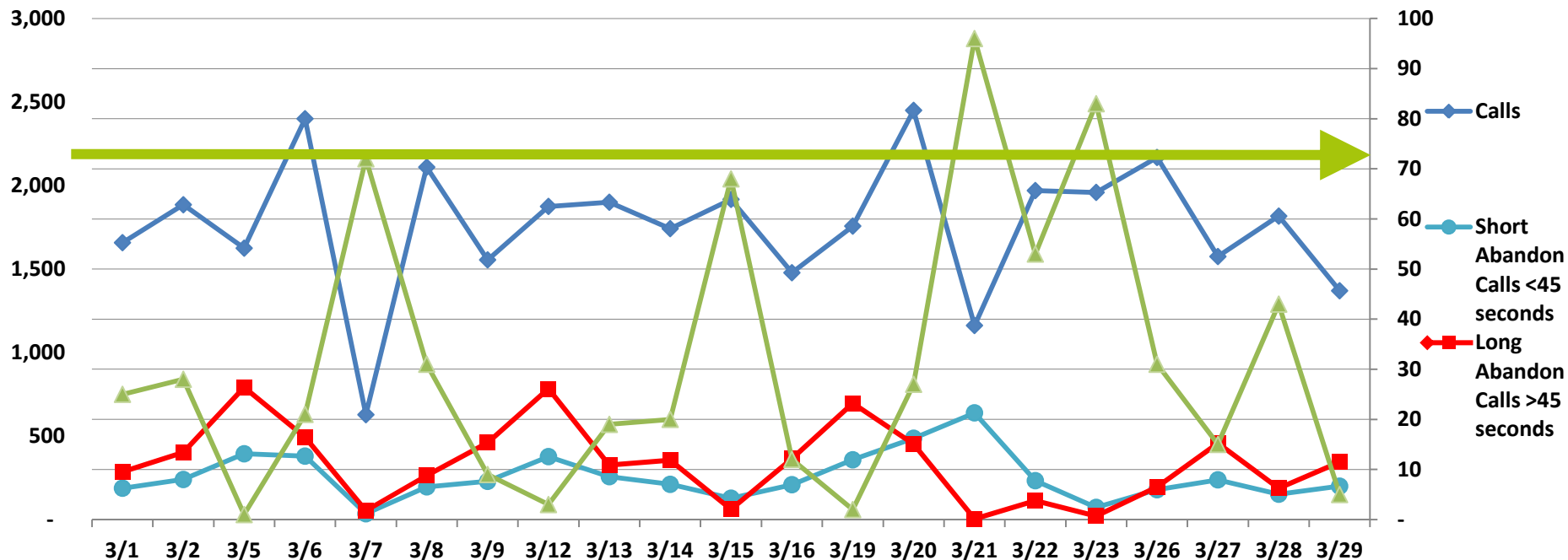
March 2018 Service Tickets by Partner Agency



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



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



March 2018	Week 1 (3/1/18- 3/2/18)	Week 2 (3/5/18- 3/9/18)	Week 3 (3/12/18- 3/16/18)	Week 4 (3/19/18- 3/23/18)	Week 5 (3/26/18- 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

“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.

