

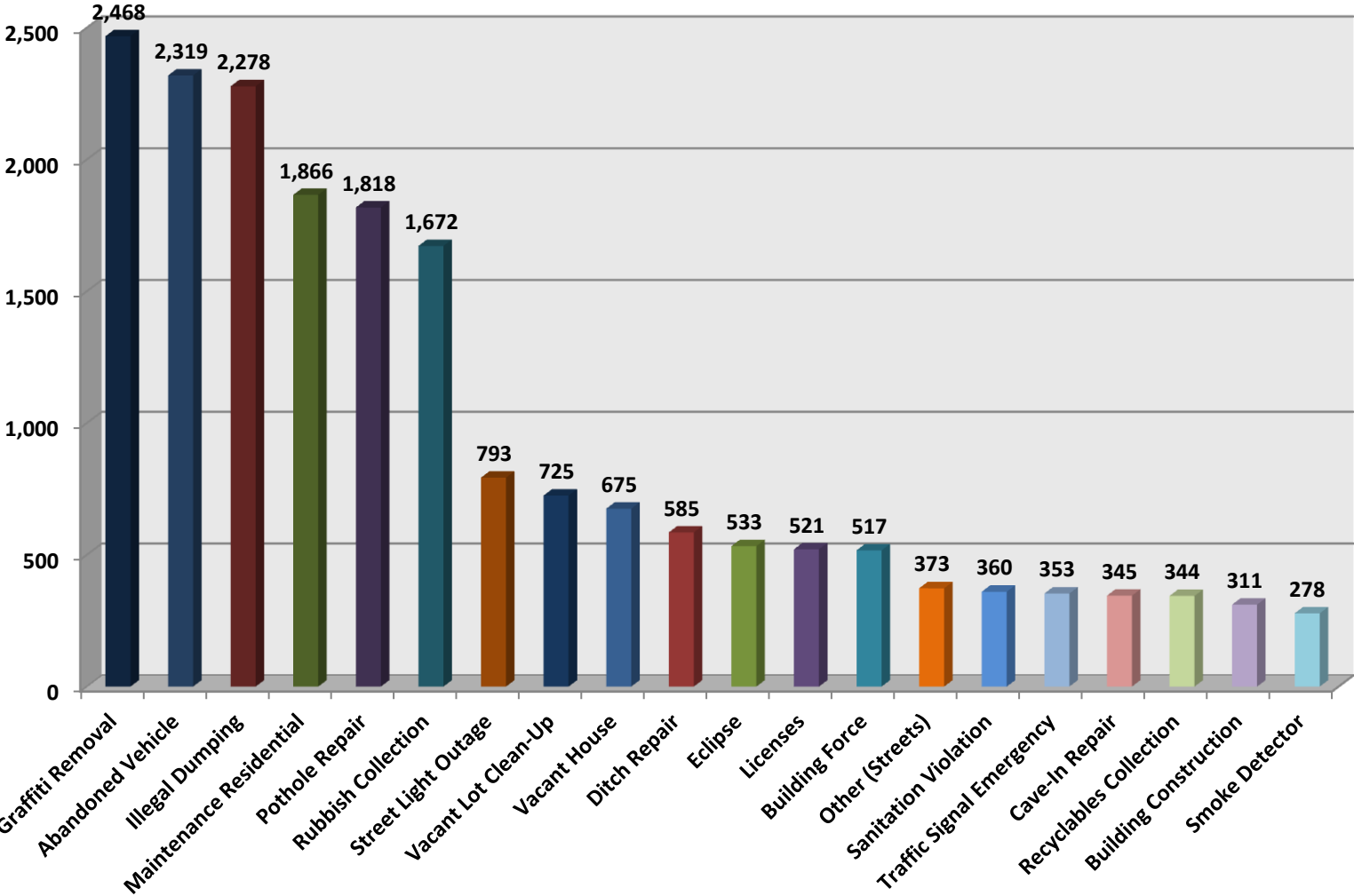


# **311 Contact Center Monthly Report**

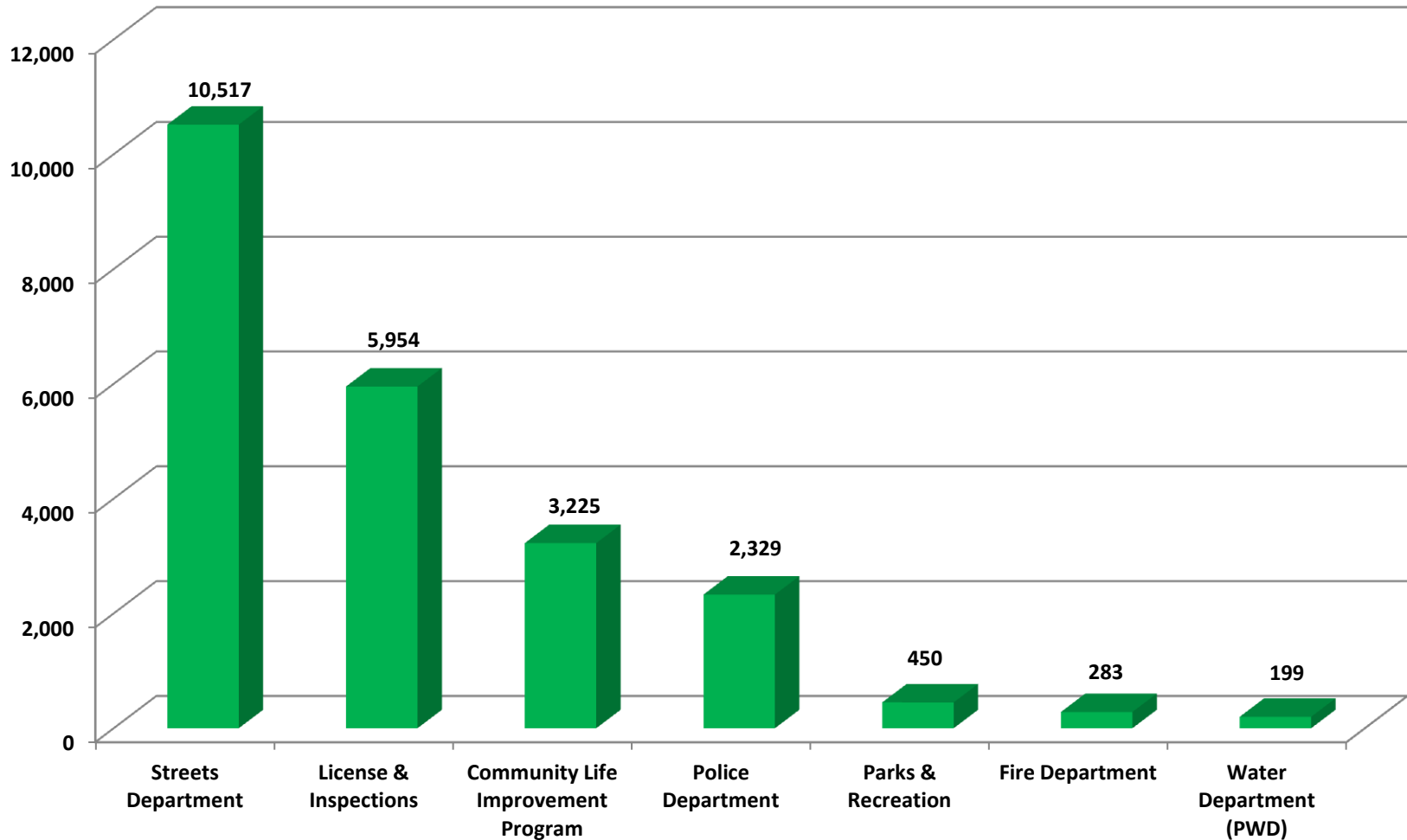
**April 2018**

*Public*

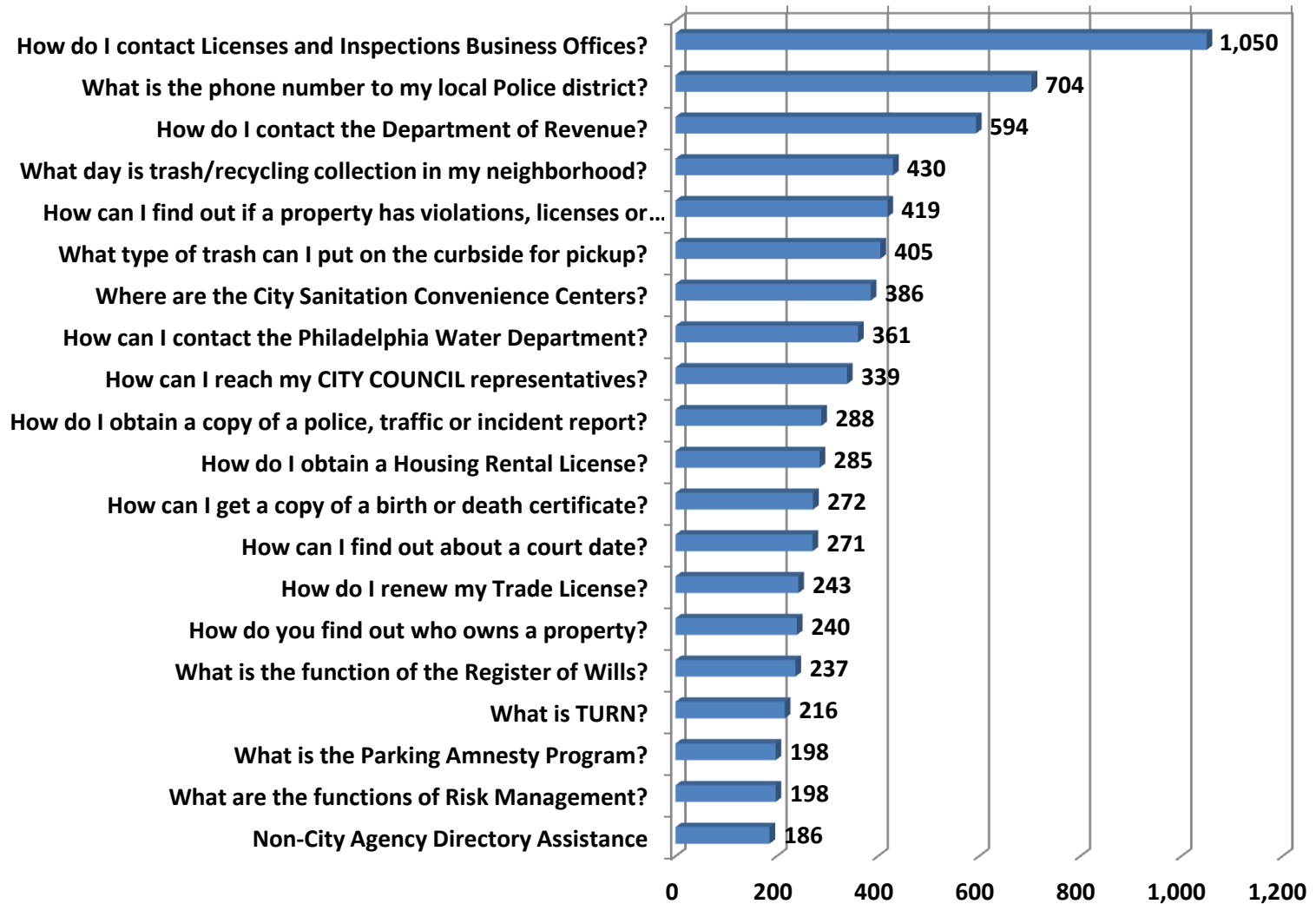
# April 2018 – Top 20 Service Requests – 22,953 Total



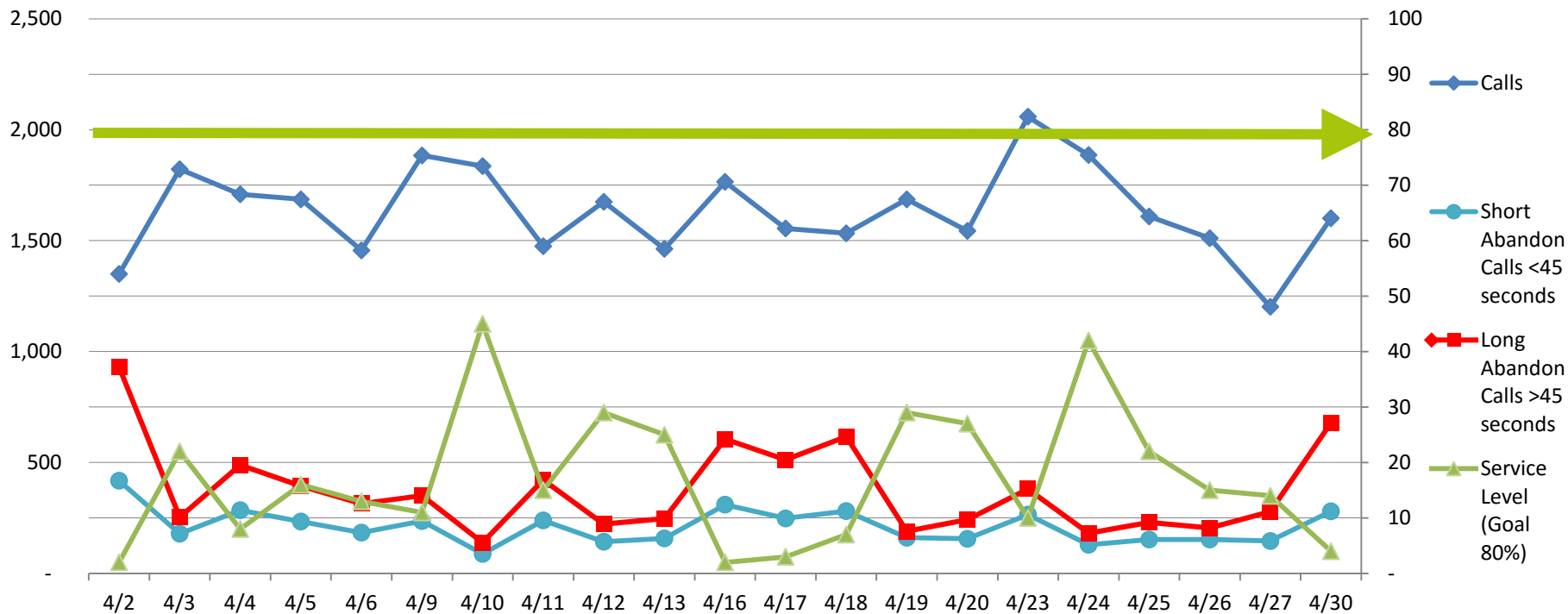
# April 2018 Service Tickets by Partner Agency



# April 2018– Top 20 questions of the total 21,296 Information Requests



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



April 2018	Week 1 (4/2/18- 4/6/18)	Week 2 (4/9/18- 4/13/18)	Week 3 (4/16/18- 4/20/18)	Week 4 (4/23/18- 4/25/18)
<b>Calls Handled</b>	8,023	8,333	8,083	8,267
<b>Service Level (Goal 80%)</b>	12%	25%	14%	21%
<b>Average Speed of Answer (Goal &lt;30sec)</b>	5:18	3:31	4:51	2:55
<b>Average Talk Time</b>	3:50	3:54	3:47	3:52



“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.