

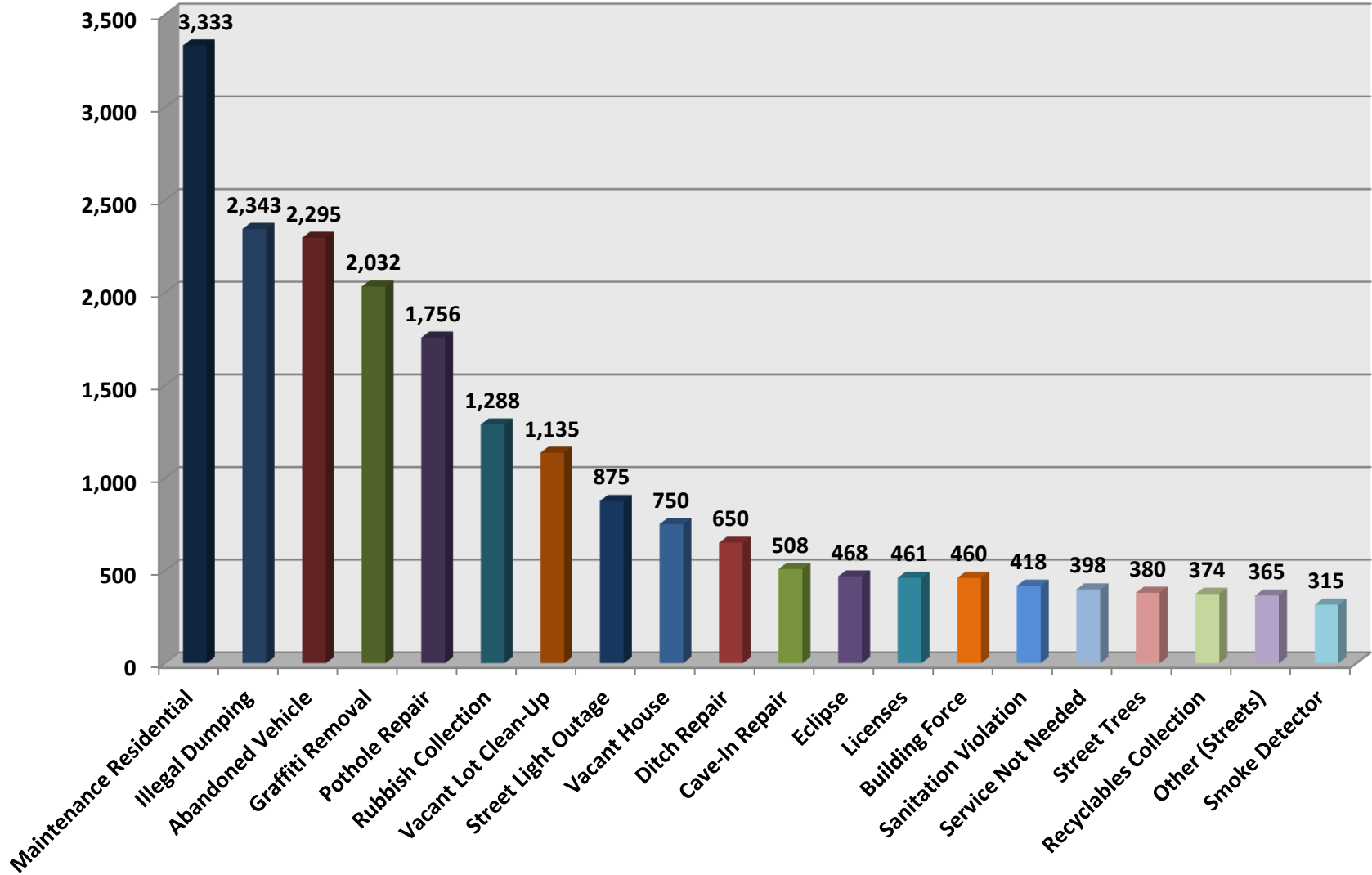


311 Contact Center Monthly Report

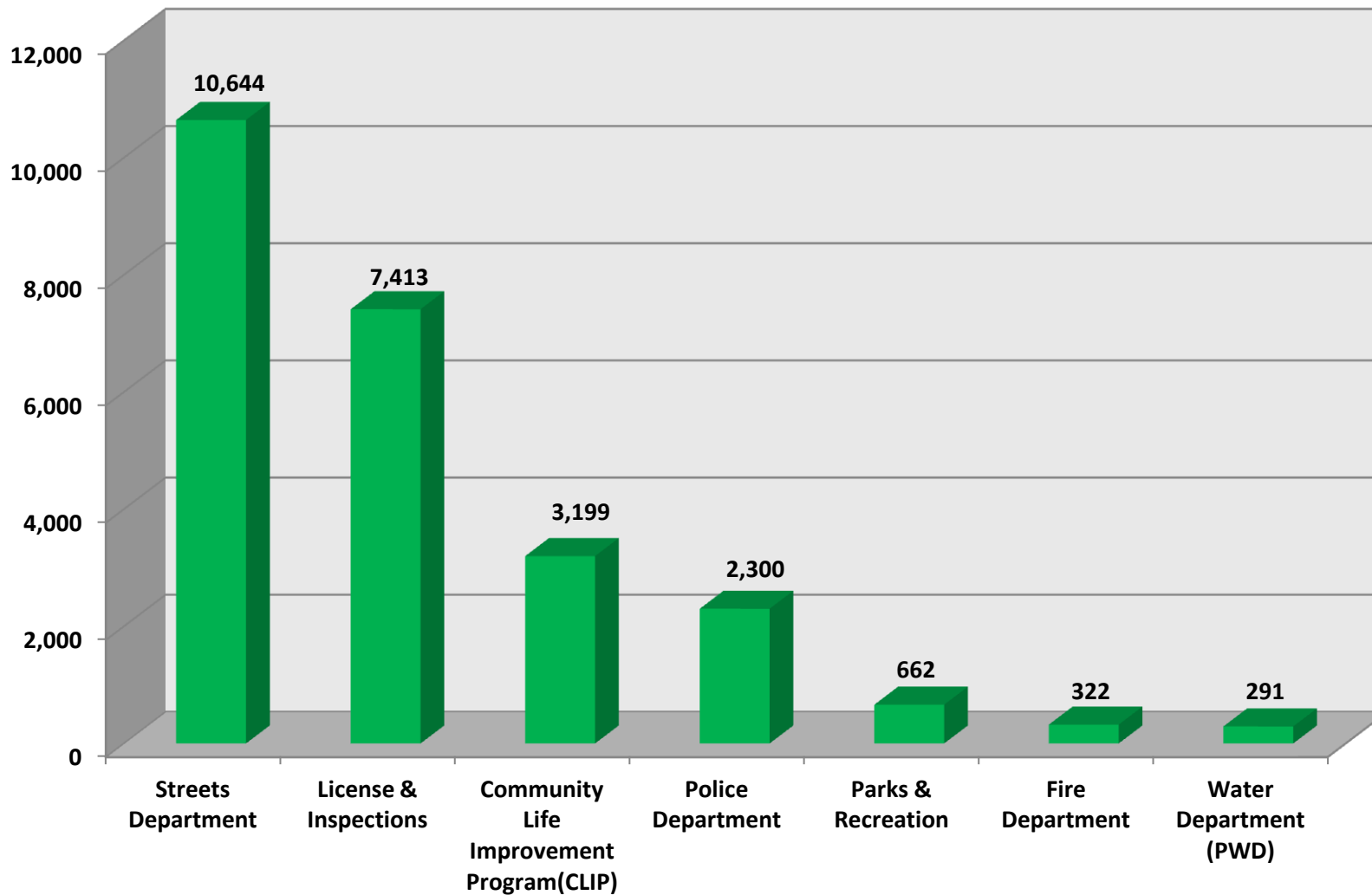
May 2018

Public

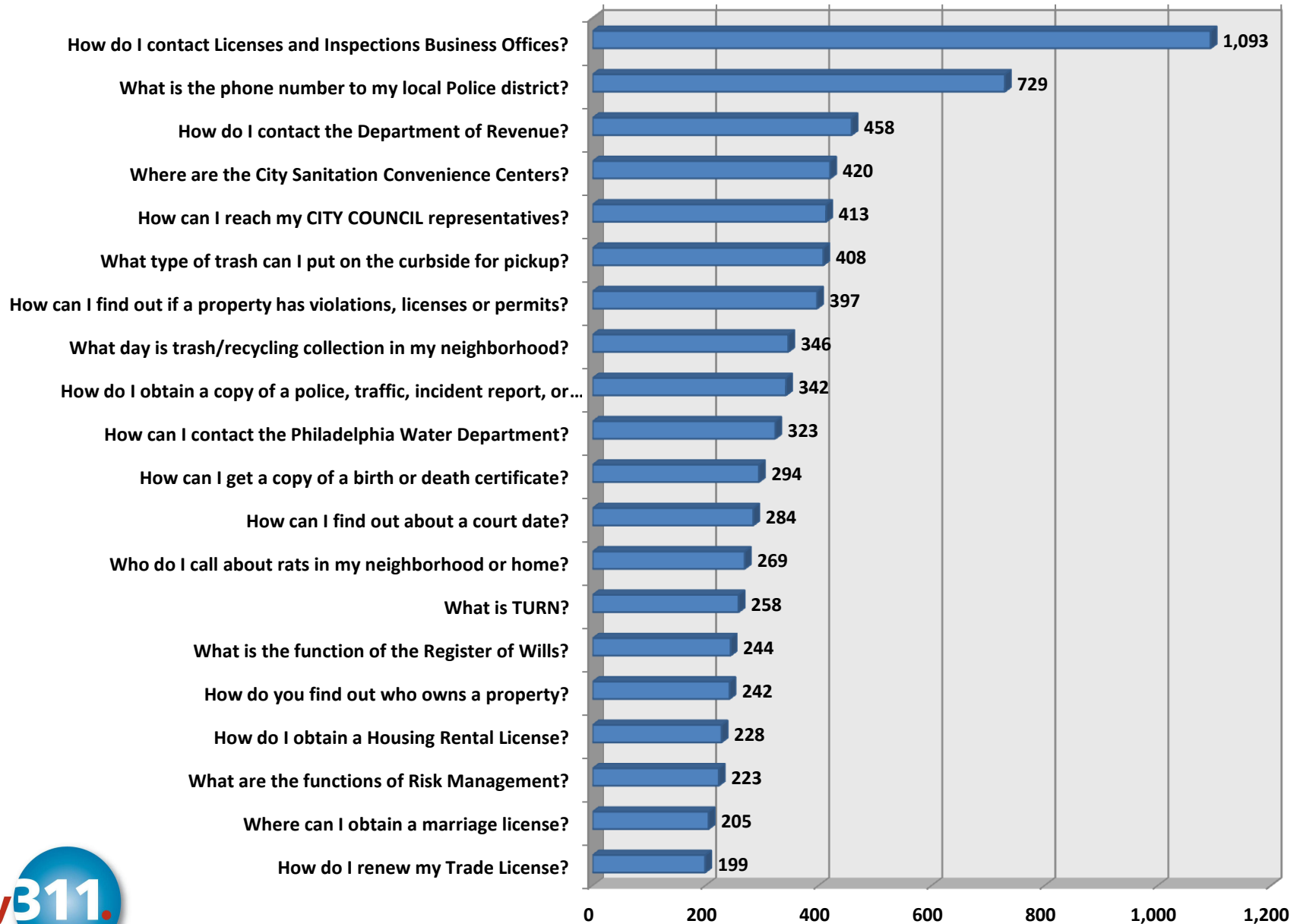
May 2018 – Top 20 Service Requests – 24,818 Total



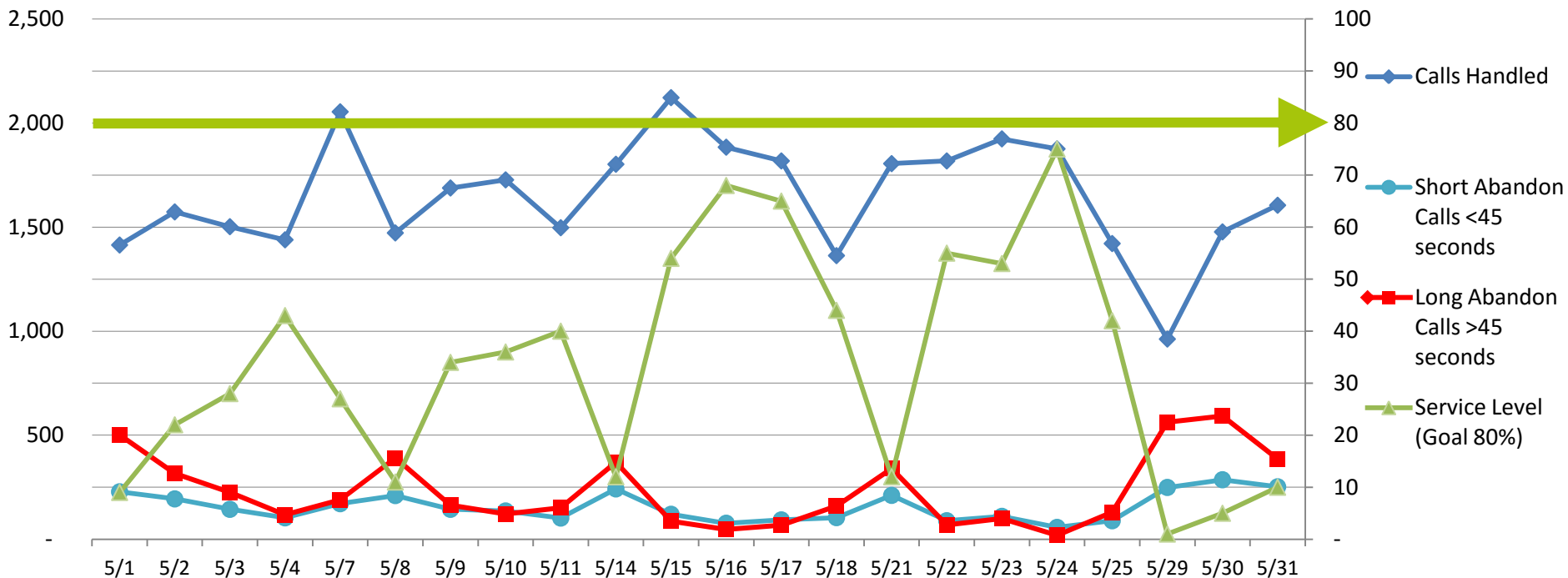
May 2018 Service Tickets by Department



May 2018– Top 20 questions of the total 22,219 Information Requests



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



May 2018	Week 1 (5/1/18-5/4/18)	Week 2 (5/7/18-5/11/18)	Week 3 (5/14/18-5/18/18)	Week 4 (5/21/18-5/25/18)	Week 5 (5/28/18-6/1/18)
Calls Handled	7,529	8,438	8,989	8,844	5,618
Service Level (Goal 80%)	21%	30%	49%	47%	9%
Average Speed of Answer (Goal <30sec)	4:22	2:27	1:44	1:34	5:42
Average Talk Time	3:54	3:54	3:28	3:31	3:58

- 5/28/18 the City was closed for Memorial 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.