

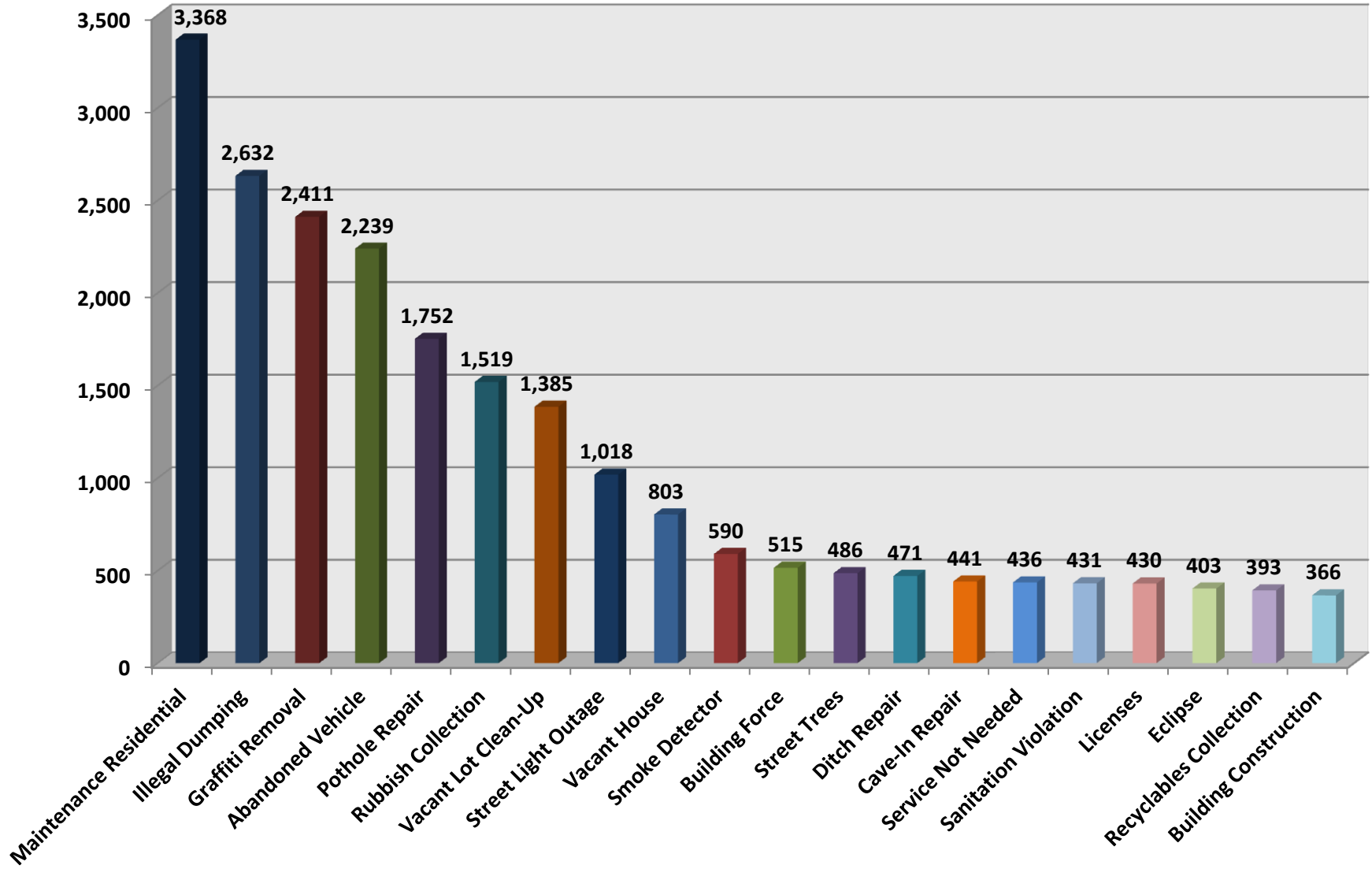


311 Contact Center Monthly Report

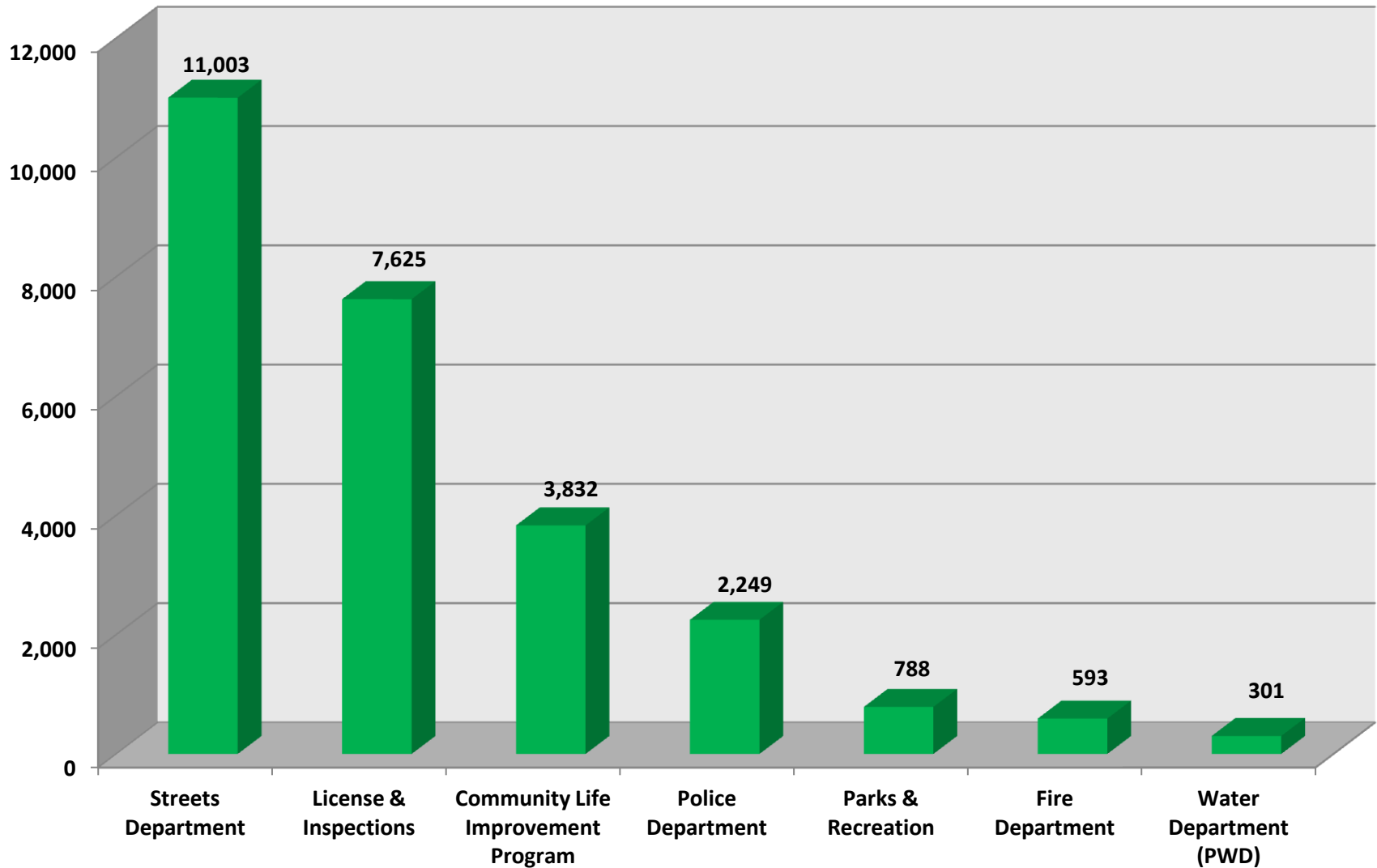
June 2018

Public

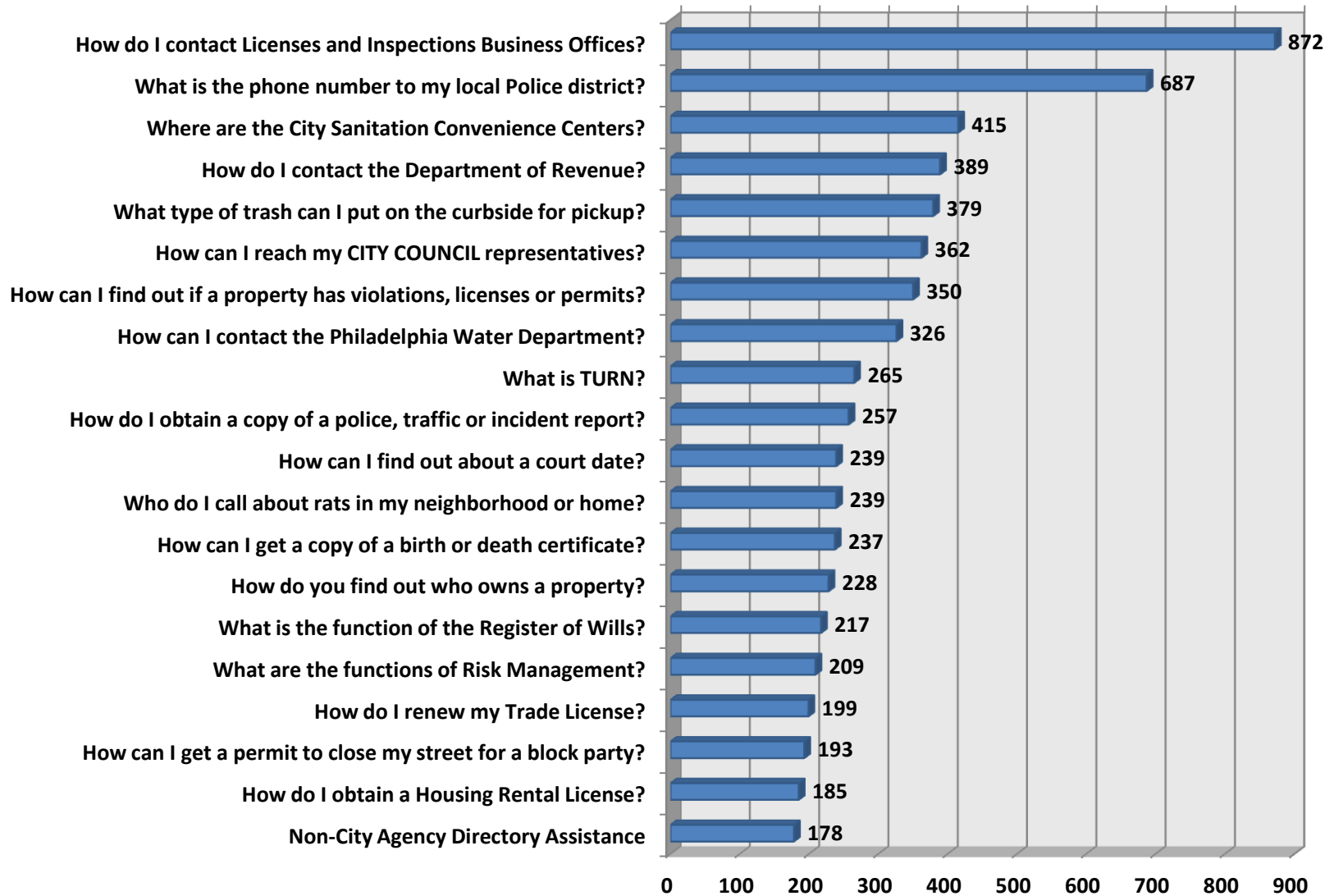
June 2018 – Top 20 Service Requests – 26,391 Total



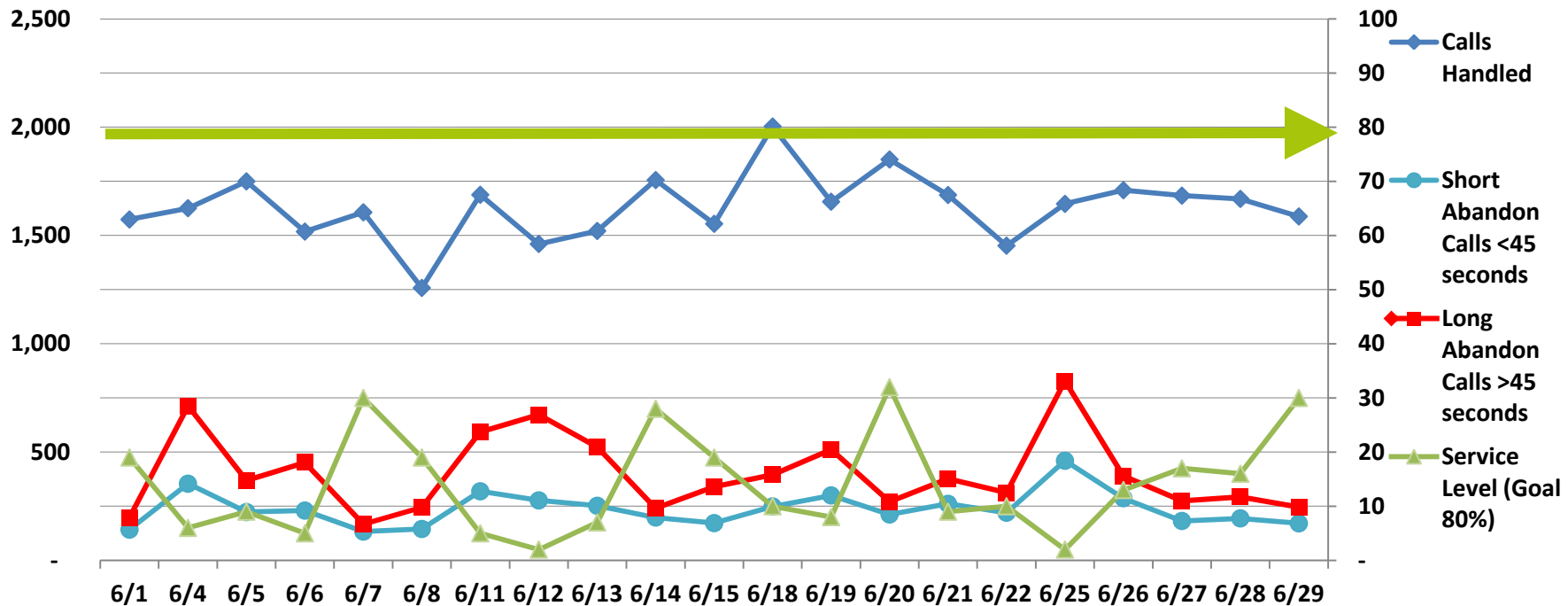
June 2018 Service Tickets by Partner Agency



June 2018– Top 20 questions of the total 20,183 Information Requests



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



June 2018	Week 1 (6/1/18)	Week 2 (6/4/18- 6/8/18)	Week 3 (6/11/18- 6/15/18)	Week 4 (6/18/18- 6/22/18)	Week 5 (6/25/18- 6/29/18)
Calls Handled	1,574	7,759	7,980	8,650	8,296
Service Level (Goal 80%)	19%	14%	12%	14%	16%
Average Speed of Answer (Goal <30sec)	2:22	4:38	5:12	3:49	4:26
Average Talk Time	3:58	3:52	4:00	3:45	3:48



“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