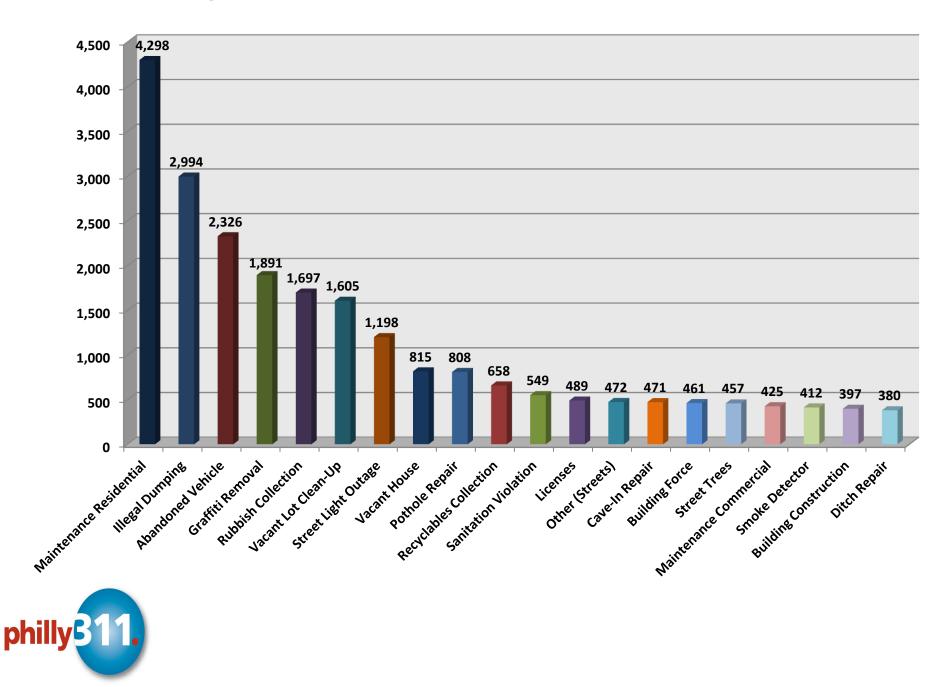


## 311 Contact Center Monthly Report

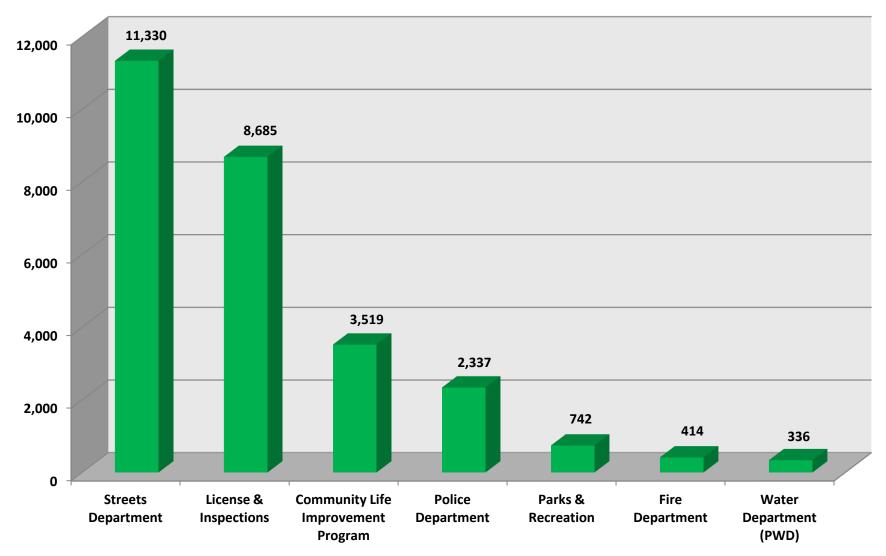
August 2018

Public

## August 2018 – Top 20 Service Requests – 27,363 Total

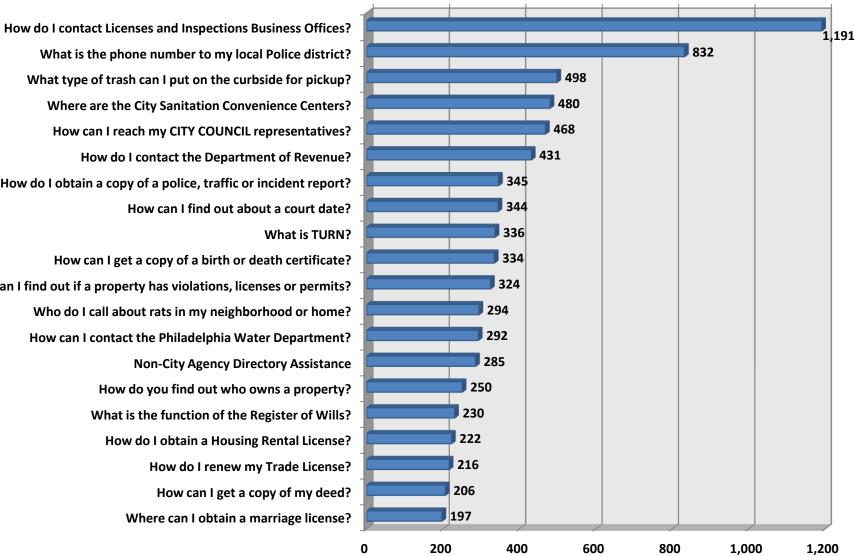


## August 2018 Service Tickets by Partner Agency





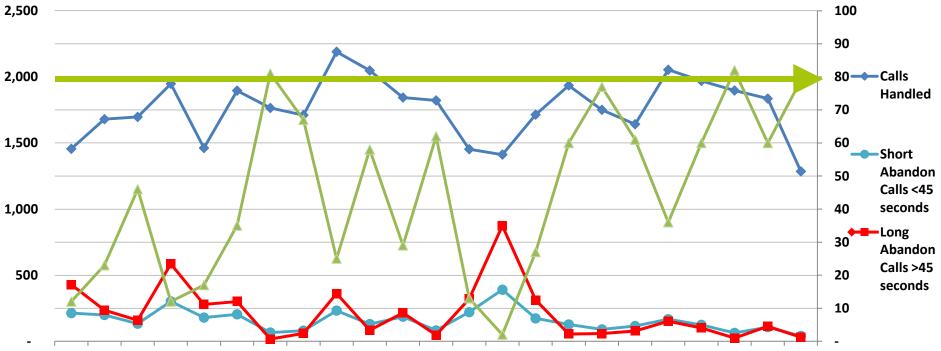
## August 2018– Top 20 questions of the total 23,462 Information Requests



What is the phone number to my local Police district? What type of trash can I put on the curbside for pickup? Where are the City Sanitation Convenience Centers? How can I reach my CITY COUNCIL representatives? How do I contact the Department of Revenue? How do I obtain a copy of a police, traffic or incident report? How can I find out about a court date? How can I get a copy of a birth or death certificate? How can I find out if a property has violations, licenses or permits? Who do I call about rats in my neighborhood or home? How can I contact the Philadelphia Water Department? Non-City Agency Directory Assistance How do you find out who owns a property? What is the function of the Register of Wills? How do I obtain a Housing Rental License? How do I renew my Trade License? How can I get a copy of my deed? Where can I obtain a marriage license?

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8/1 8/2 8/3 8/6 8/7 8/8 8/9 8/10 8/13 8/14 8/15 8/16 8/17 8/20 8/21 8/22 8/23 8/24 8/27 8/28 8/29 8/30 8/31

August 2018	Week 1	Week 2	Week 3	Week 4	Week 5
	(8/1/18-	(8/6/18-	(8/13/18-	(8/20/18-	(8/27/18-
	8/3/18)	8/10/18)	8/17/18)	8/24/18)	8/31/18)
Calls Handled	4,833	8,782	9,357	8,454	9,042
Service Level (Goal 80%)	27%	42%	37%	45%	63%
Average Speed of Answer (Goal <30sec)	3:07	2:24	2:04	2:54	1:04
Average Talk Time	3:46	3:33	3:53	3:50	3:39



"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