

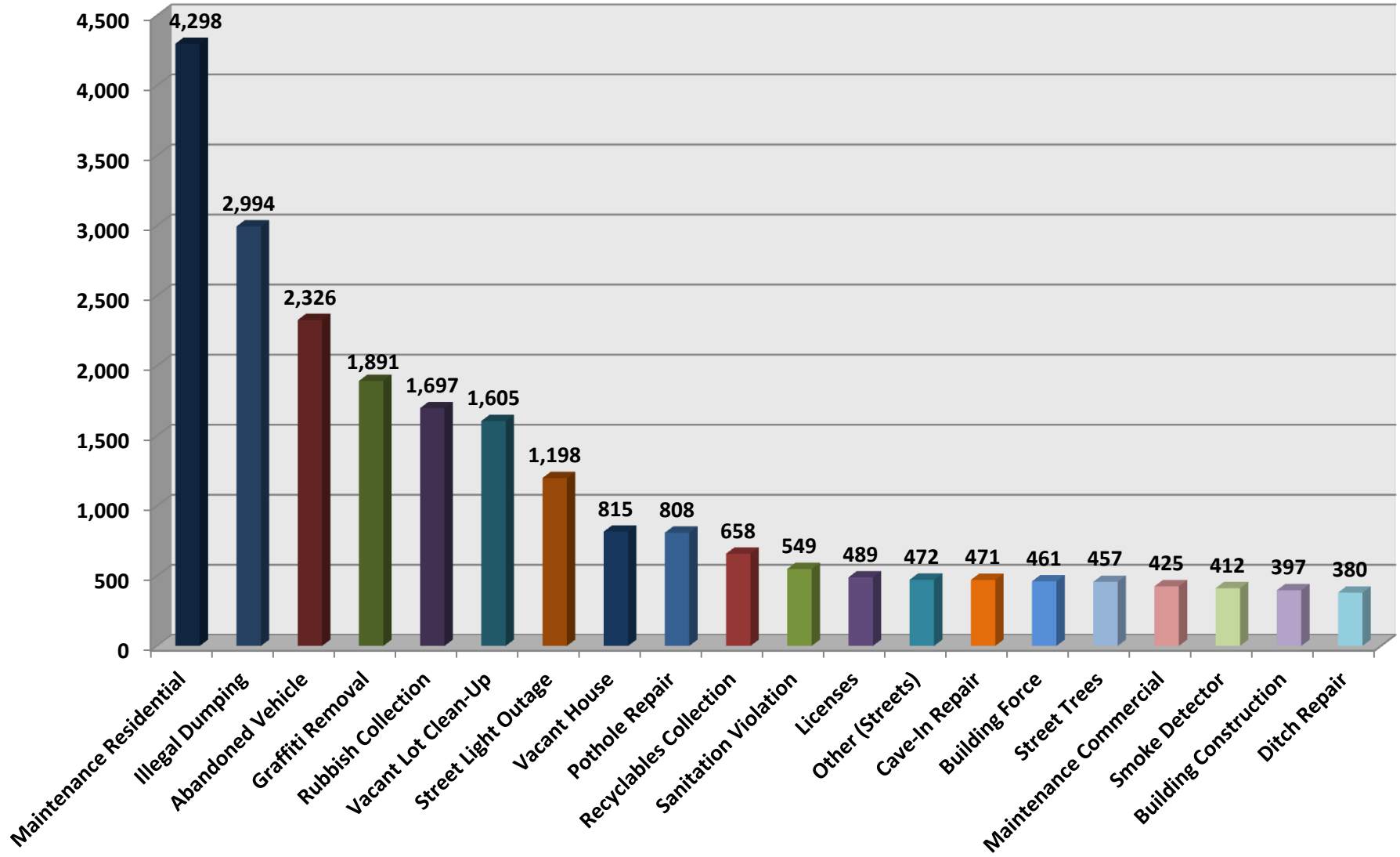


311 Contact Center Monthly Report

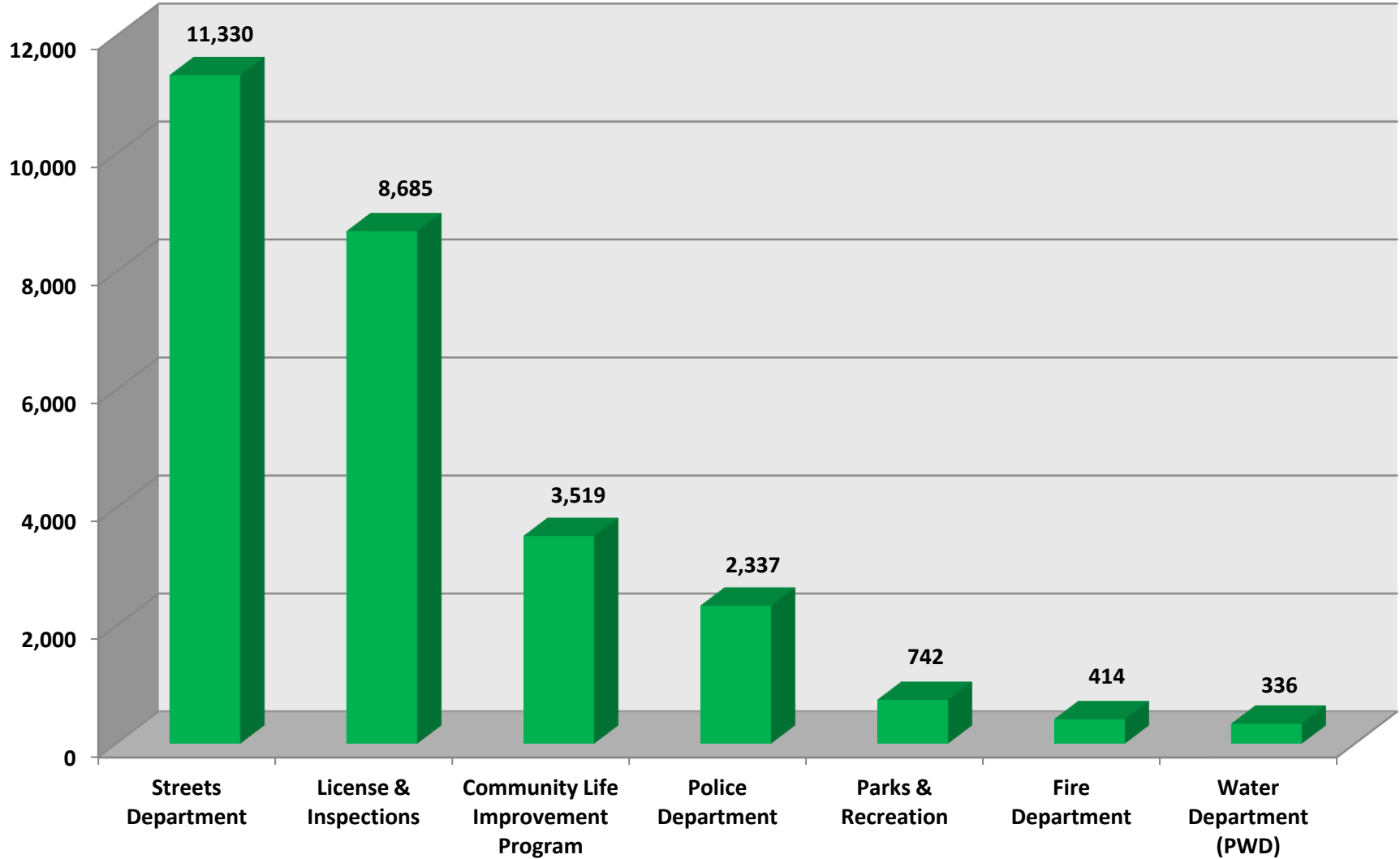
August 2018

Public

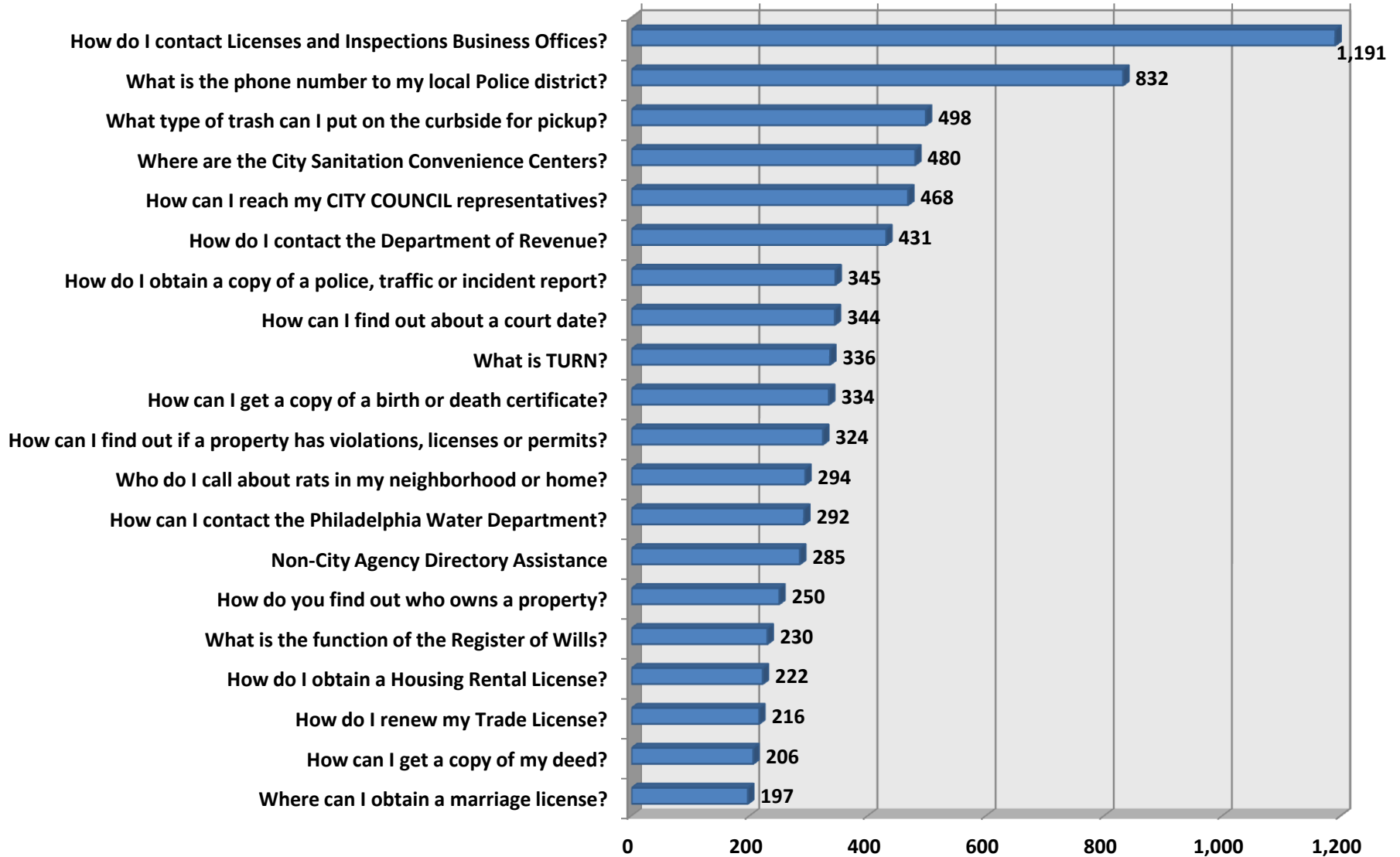
August 2018 – Top 20 Service Requests – 27,363 Total



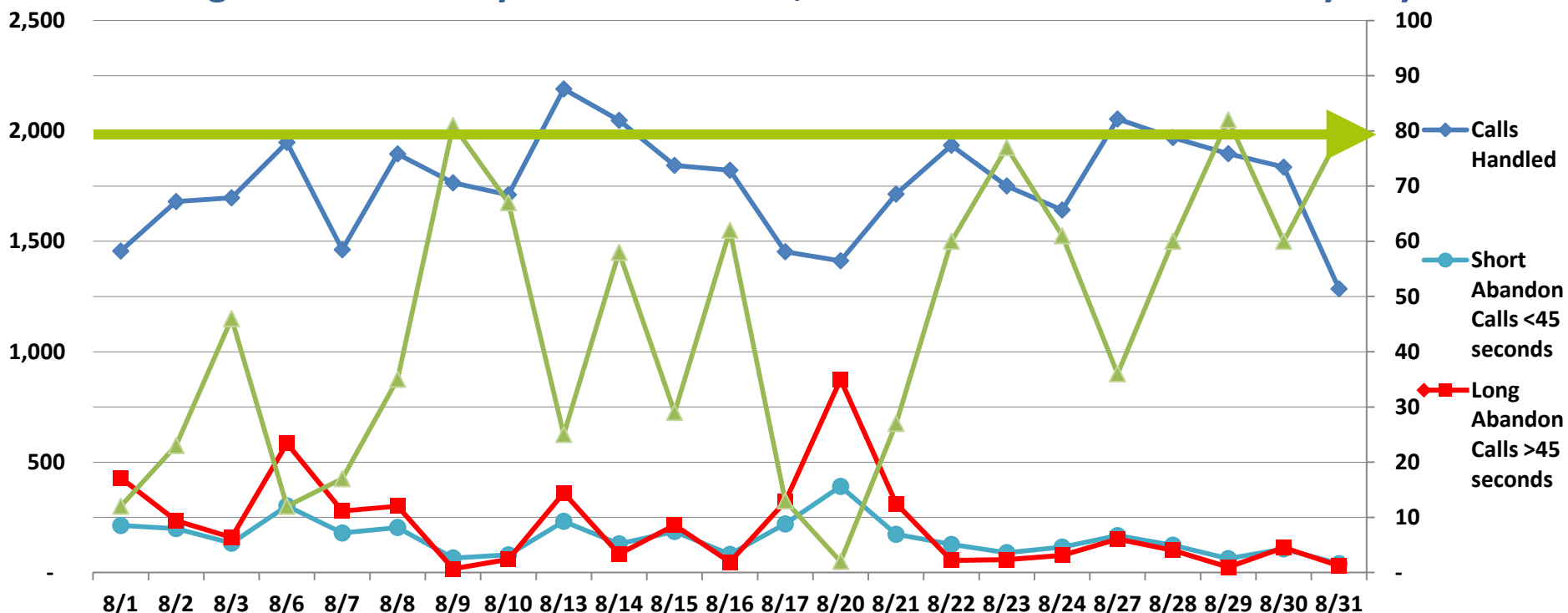
August 2018 Service Tickets by Partner Agency



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



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



August 2018	Week 1 (8/1/18- 8/3/18)	Week 2 (8/6/18- 8/10/18)	Week 3 (8/13/18- 8/17/18)	Week 4 (8/20/18- 8/24/18)	Week 5 (8/27/18- 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