

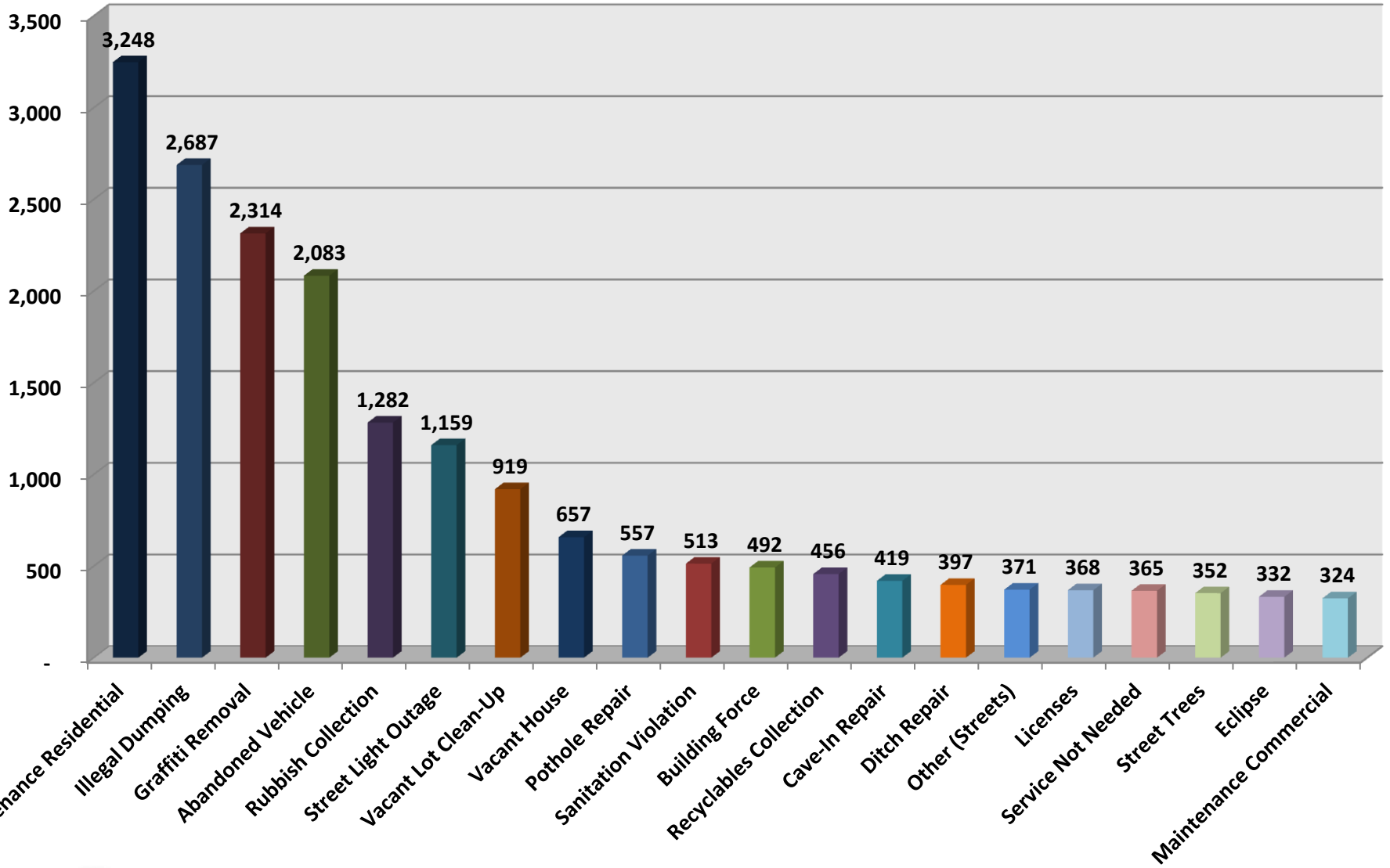


311 Contact Center Monthly Report

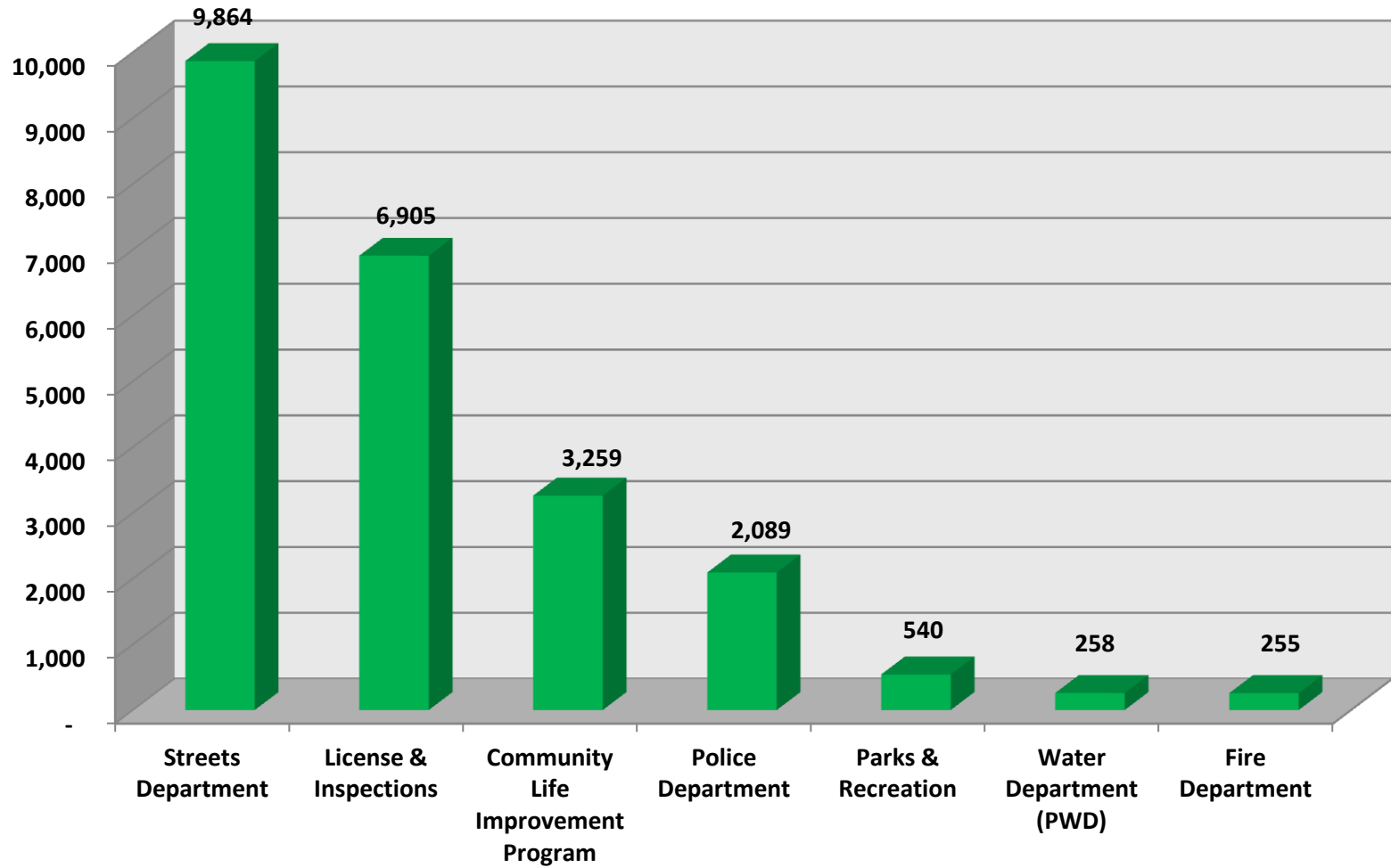
September 2018

Public

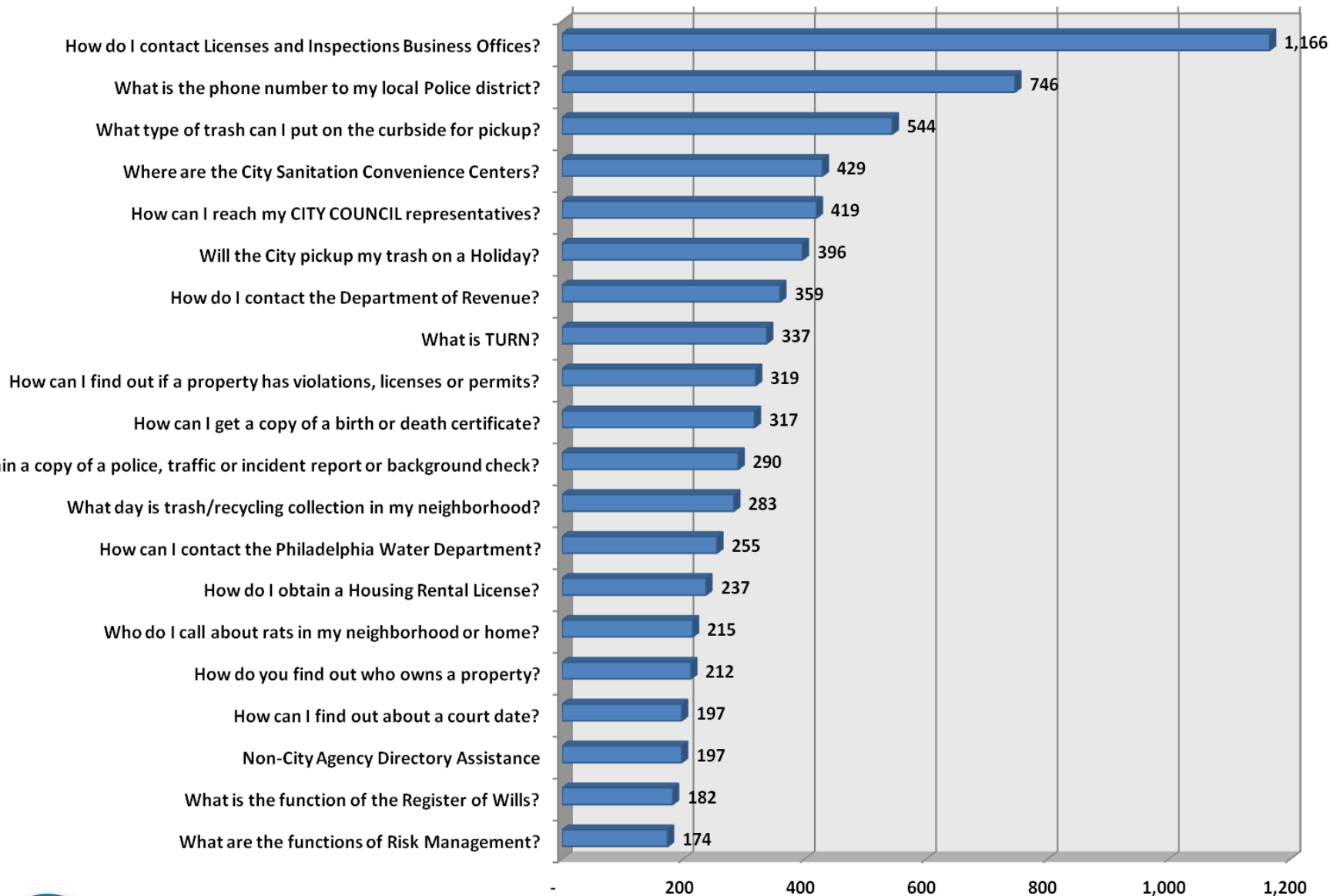
September 2018 – Top 20 Service Requests of the 23,170 Total Cases Submitted



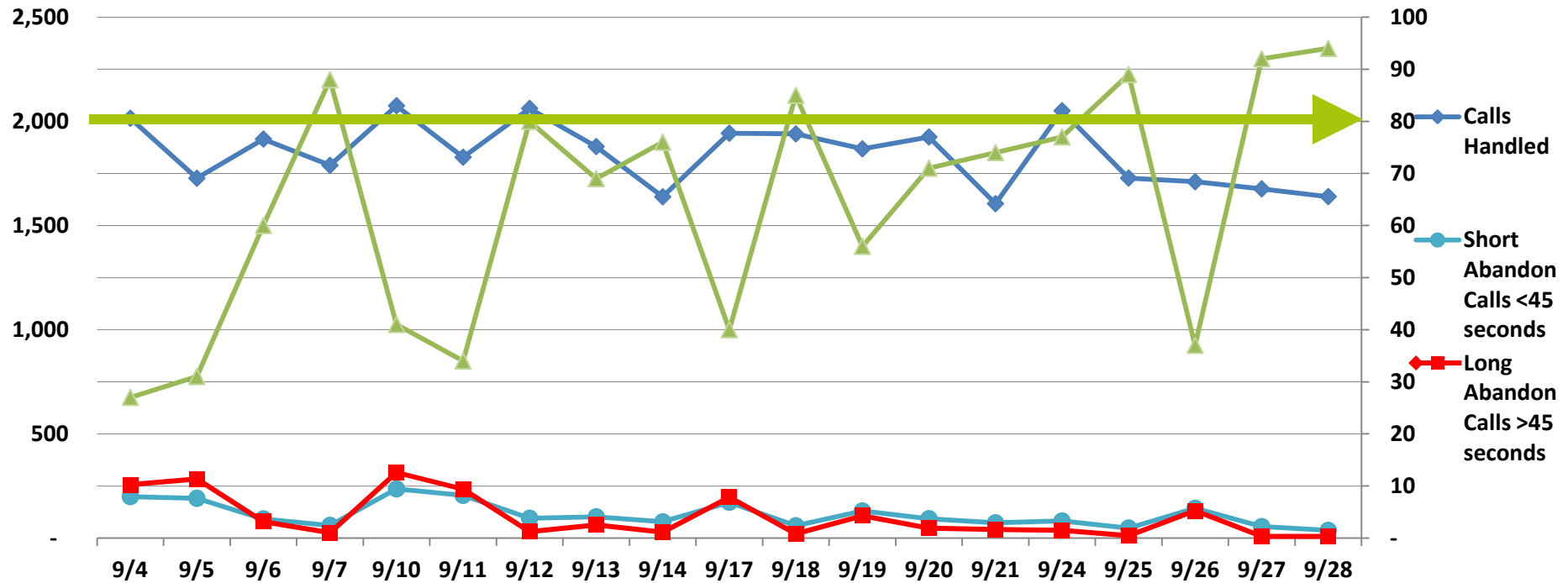
September 2018 Service Tickets by Partner Agency



September 2018– Top 20 questions of the total 20,927 Information Requests



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



September 2018	Week 1 (9/3/18- 9/7/18)	Week 2 (9/10/18- 9/14/18)	Week 3 (9/17/18- 9/21/18)	Week 4 (9/24/18- 9/28/18)
Calls Handled	7,446	9,482	9,281	8,804
Service Level (Goal 80%)	52%	60%	65%	78%
Average Speed of Answer (Goal <30sec)	1:29	1:17	1:01	0:38
Average Talk Time	3:44	3:38	3:38	3:31

- 9/3/18 the City was closed for Labor Day

“Service Level” is the percentage of calls answered in less than 30 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

