

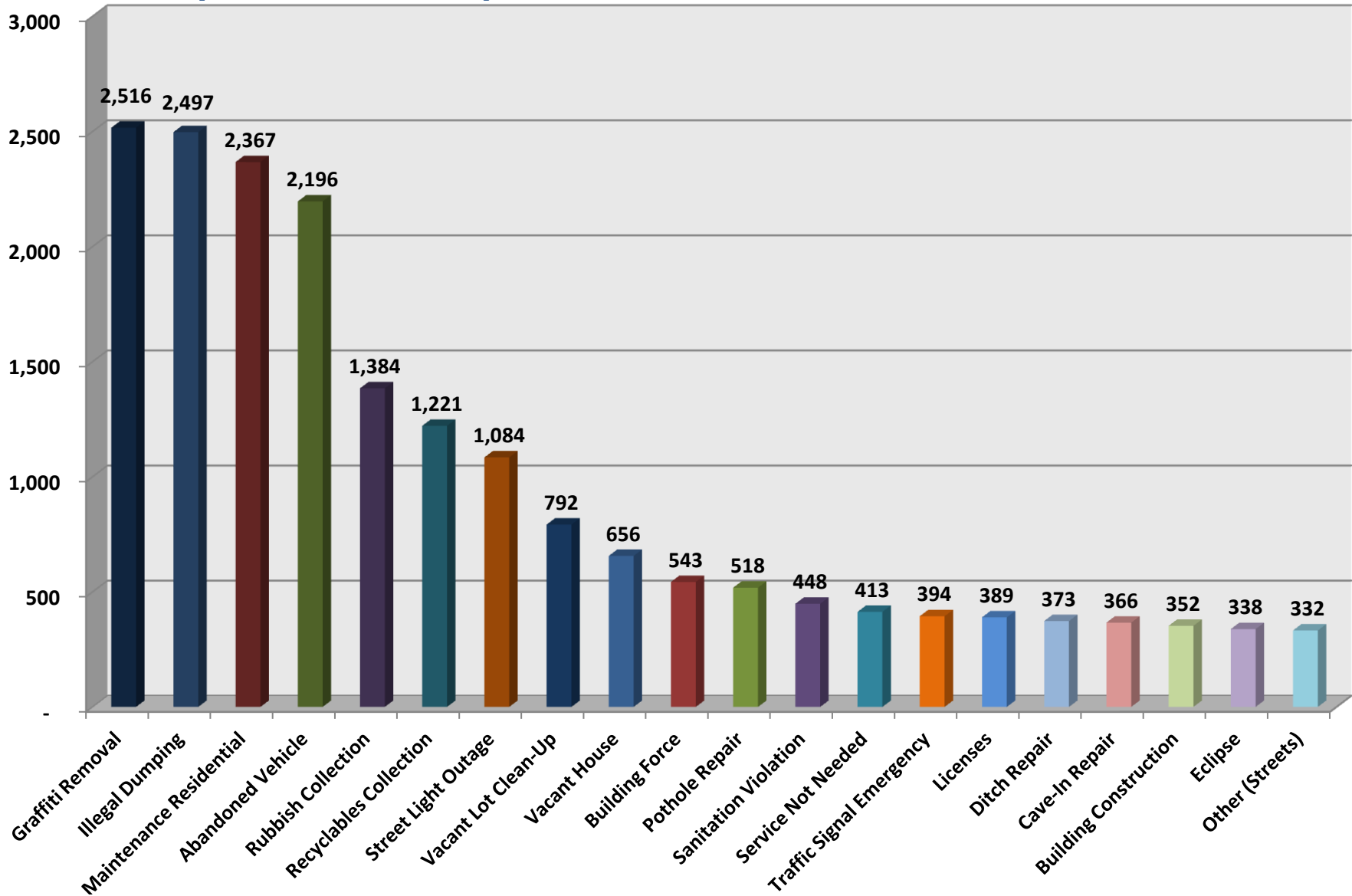


311 Contact Center Monthly Report

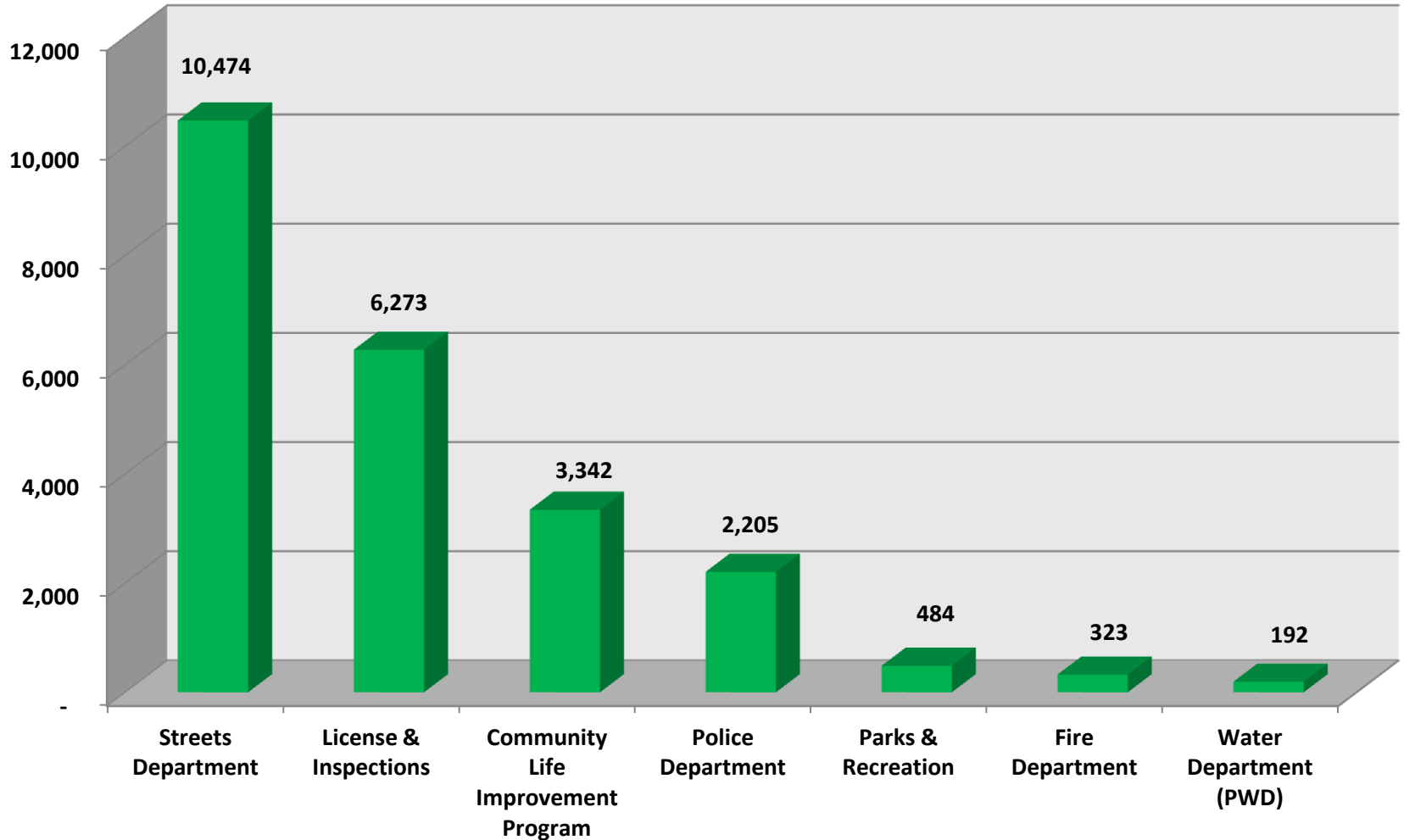
October 2018

Public

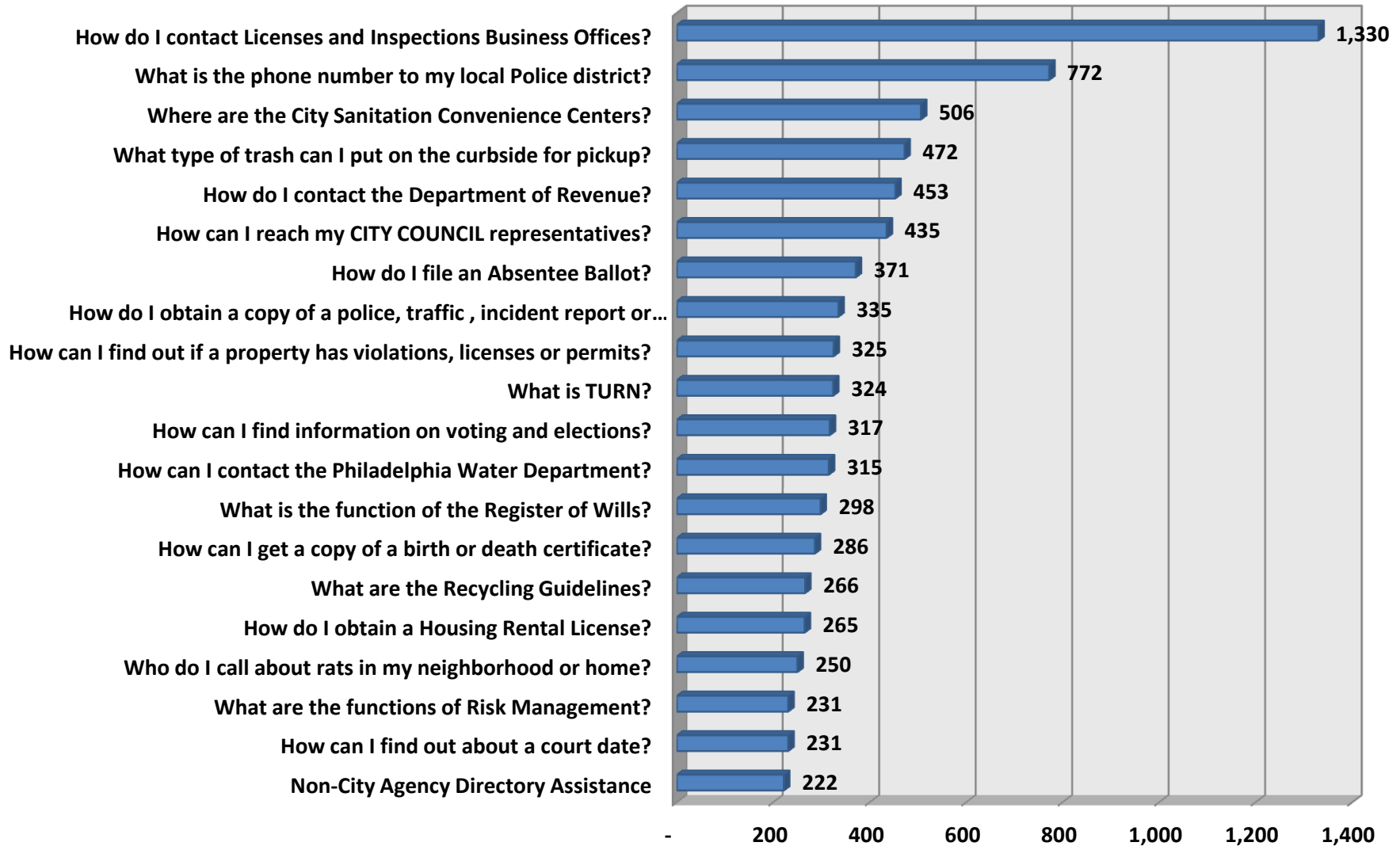
Top 20 Service Requests of the 23,293 Total Cases Submitted



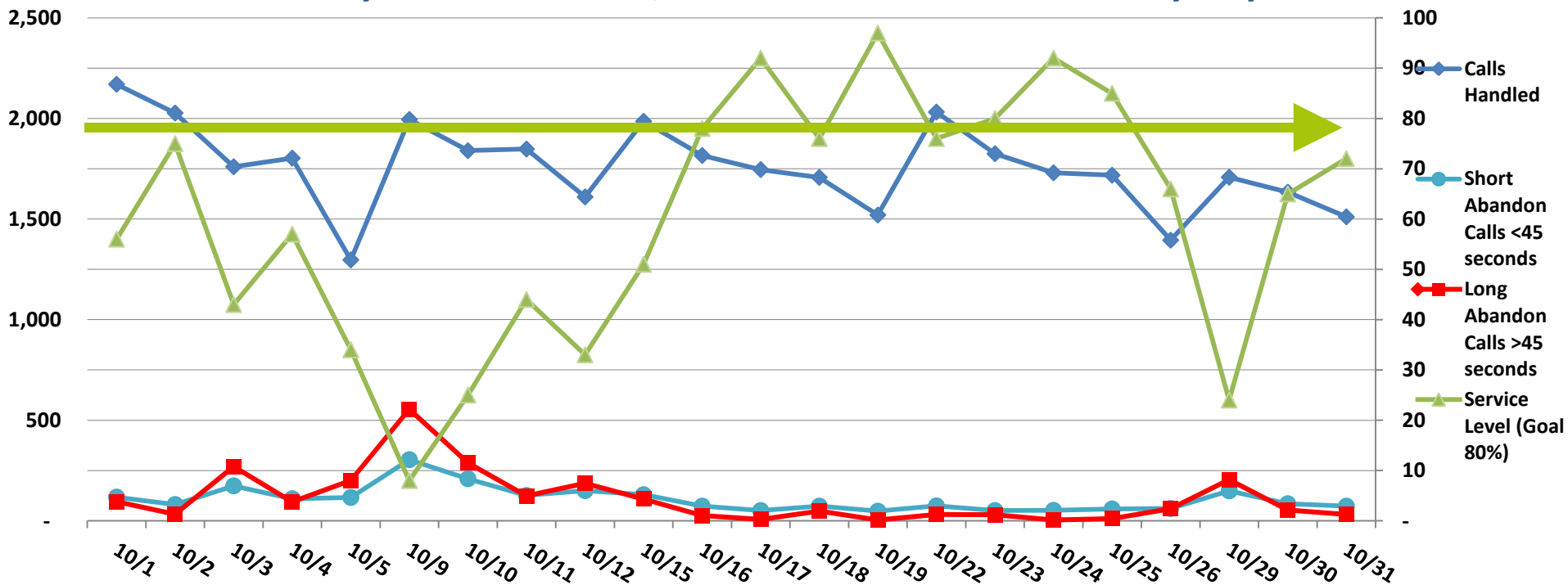
Service Tickets by Partner Agency



Top 20 questions of the total 23,364 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



October 2018	Week 1 (10/1/18- 10/5/18)	Week 2 (10/8/18- 10/12/18)	Week 3 (10/15/18- 10/19/18)	Week 4 (10/22/18- 10/26/18)	Week 5 (10/29/18- 10/31/18)
Calls Handled	9,057	7,293	8,775	8,700	4,853
Service Level (Goal 80%)	53%	28%	79%	80%	54%
Average Speed of Answer (Goal <30sec)	1:37	2:43	0:36	0:34	1:22
Average Talk Time	3:30	3:30	3:28	3:17	3:42

- 10/8/18 the City was closed for Columbus 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