

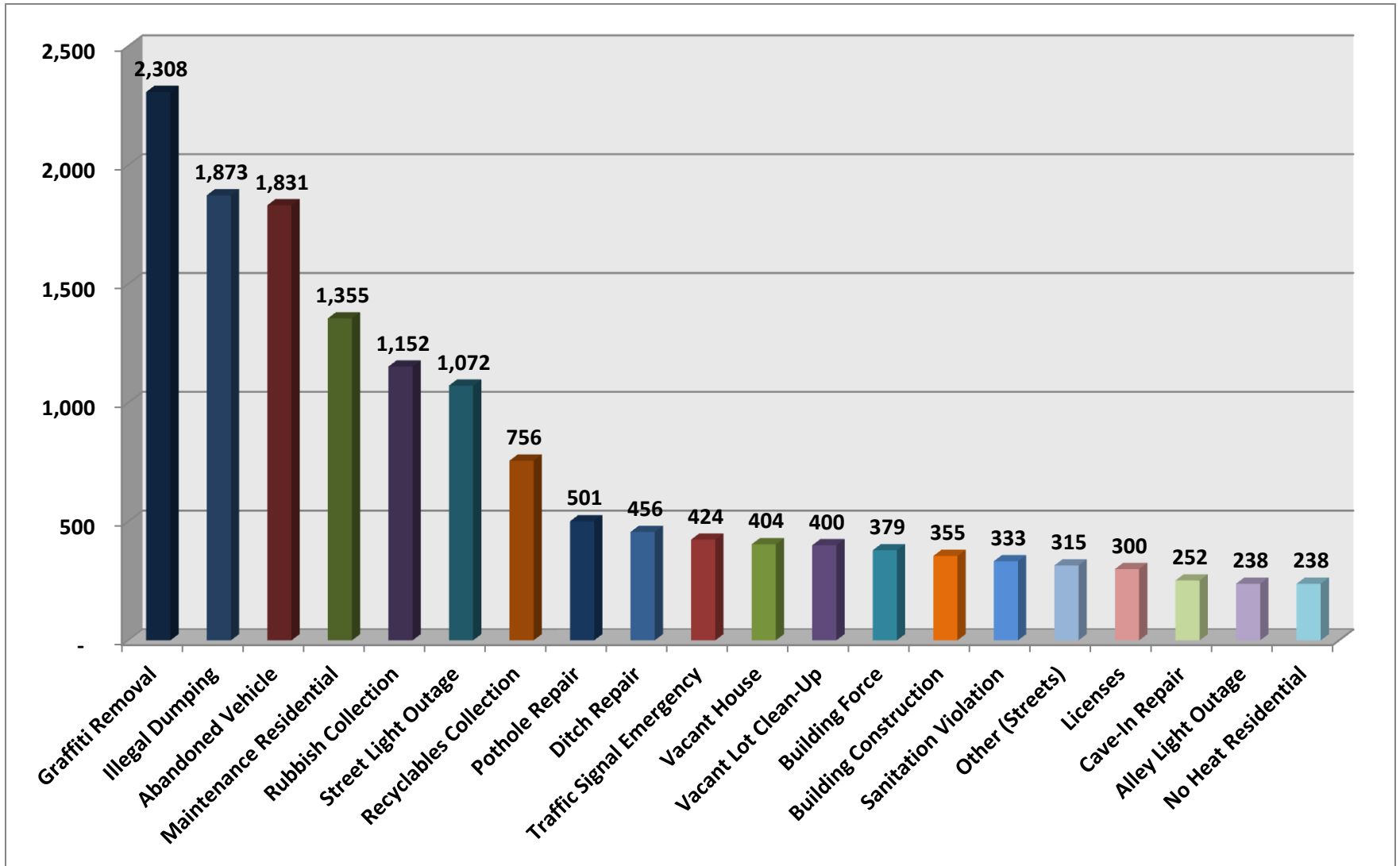


311 Contact Center Monthly Report

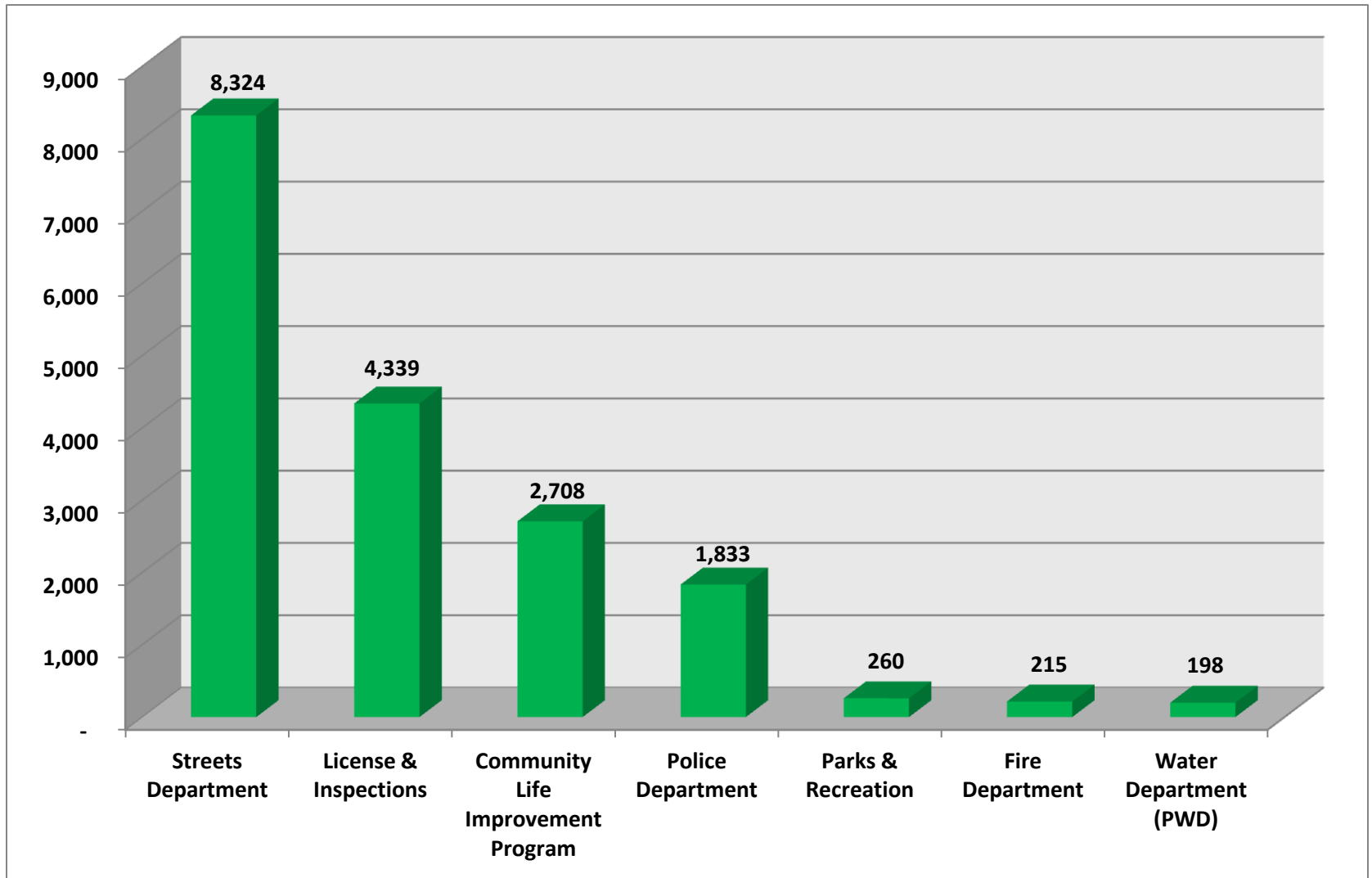
November 2018

Public

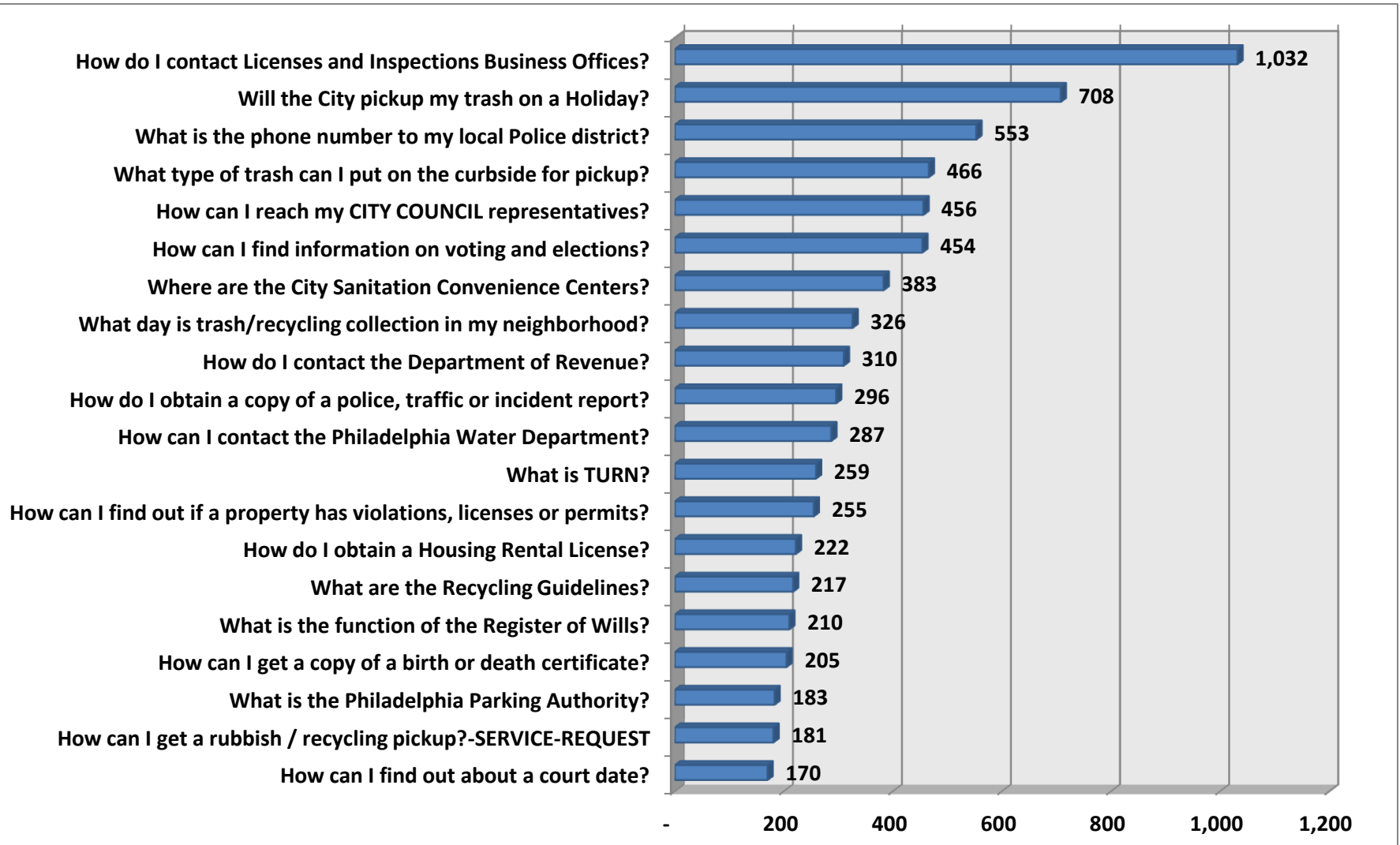
Top 20 Service Requests of the 17,877 Total Cases Submitted



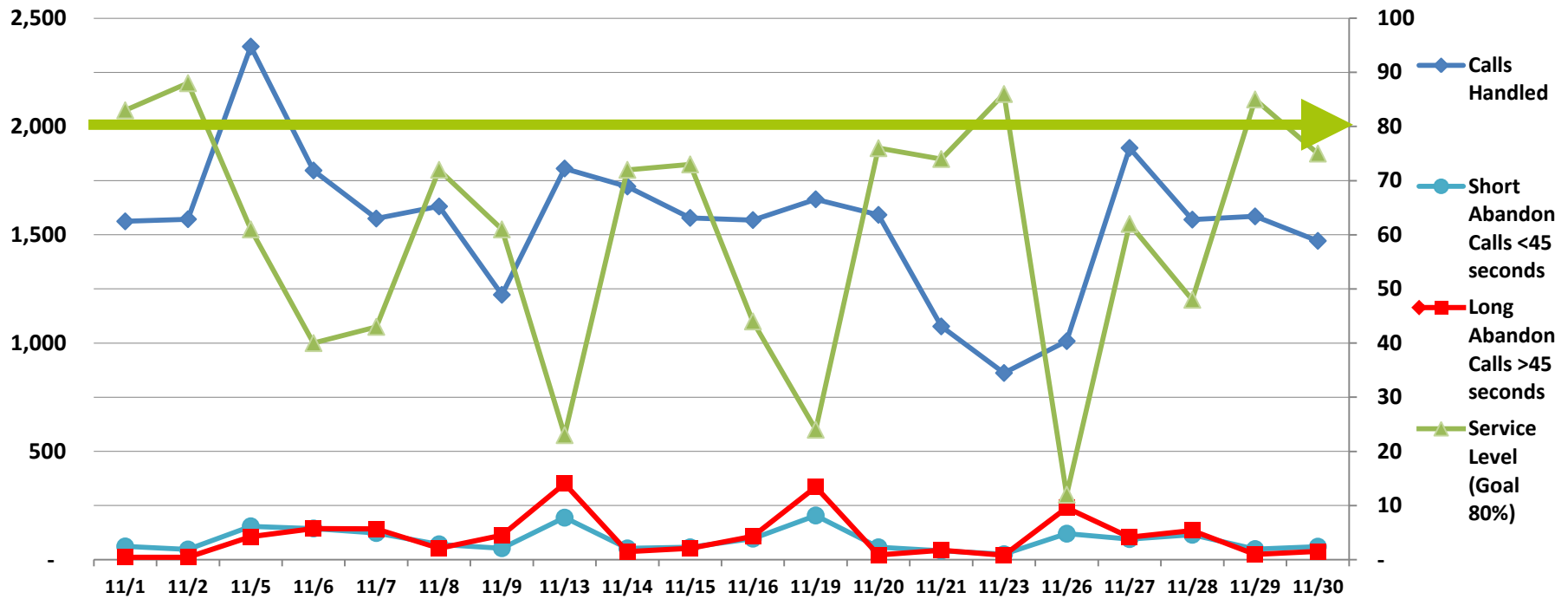
Service Tickets by Partner Agency



Top 20 questions of the total 19,451 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



November 2018	Week 1 (11/1/18- 11/2/18)	Week 2 (11/5/18- 11/9/18)	Week 3 (11/12/18- 11/16/18)	Week 4 (11/19/18- 11/23/18)	Week 5 (11/26/18- 11/30/18)
Calls Handled	3,134	8,595	6,675	5,195	7,537
Service Level (Goal 80%)	86%	55%	53%	65%	56%
Average Speed of Answer (Goal <30sec)	0:25	1:23	1:37	1:22	1:31
Average Talk Time	3:16	3:13	3:13	3:11	3:33

- 11/12/18 - City closed for Veteran's Day
- 11/22/18 - City closed for Thanksgiving 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

