

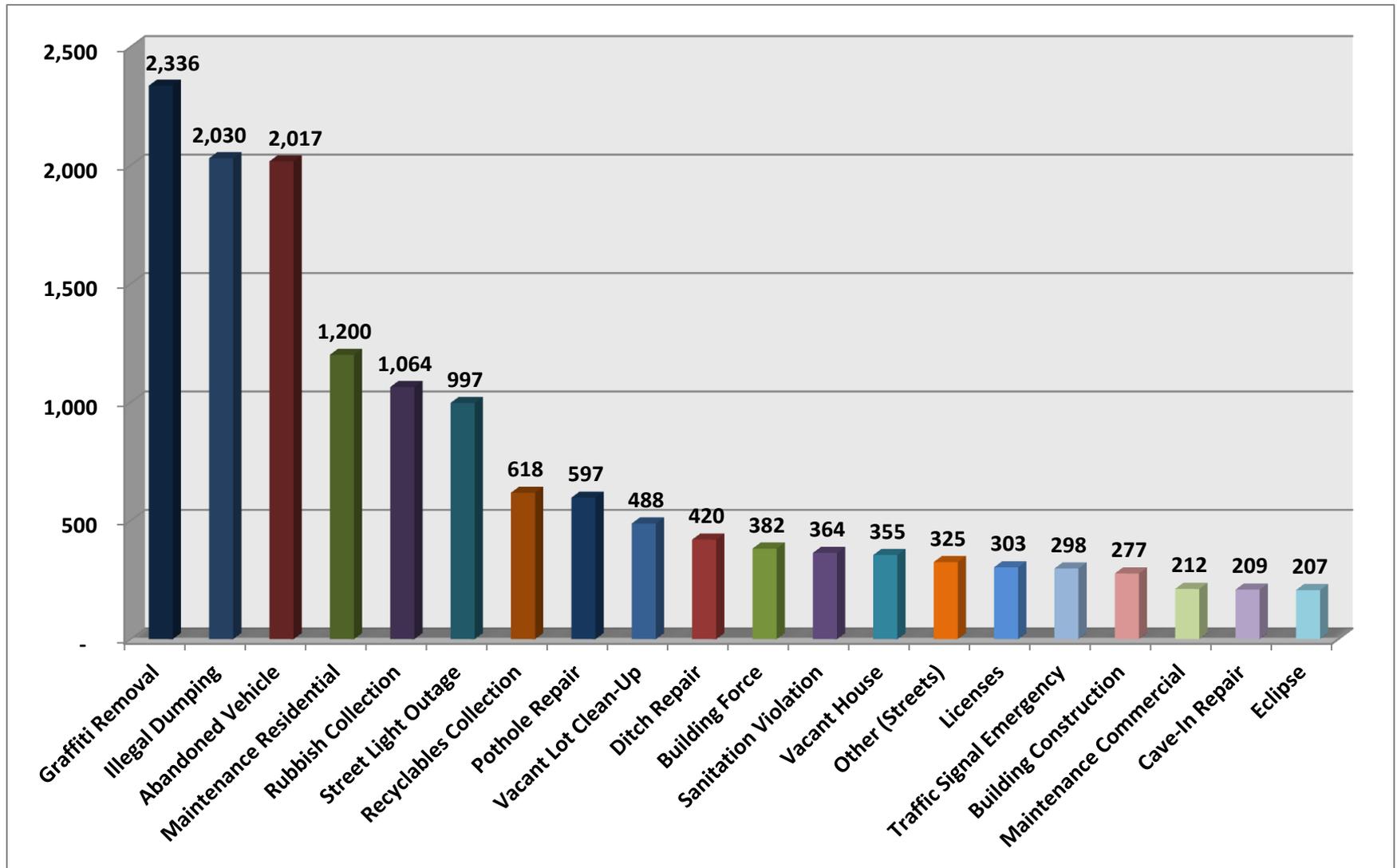


311 Contact Center Monthly Report

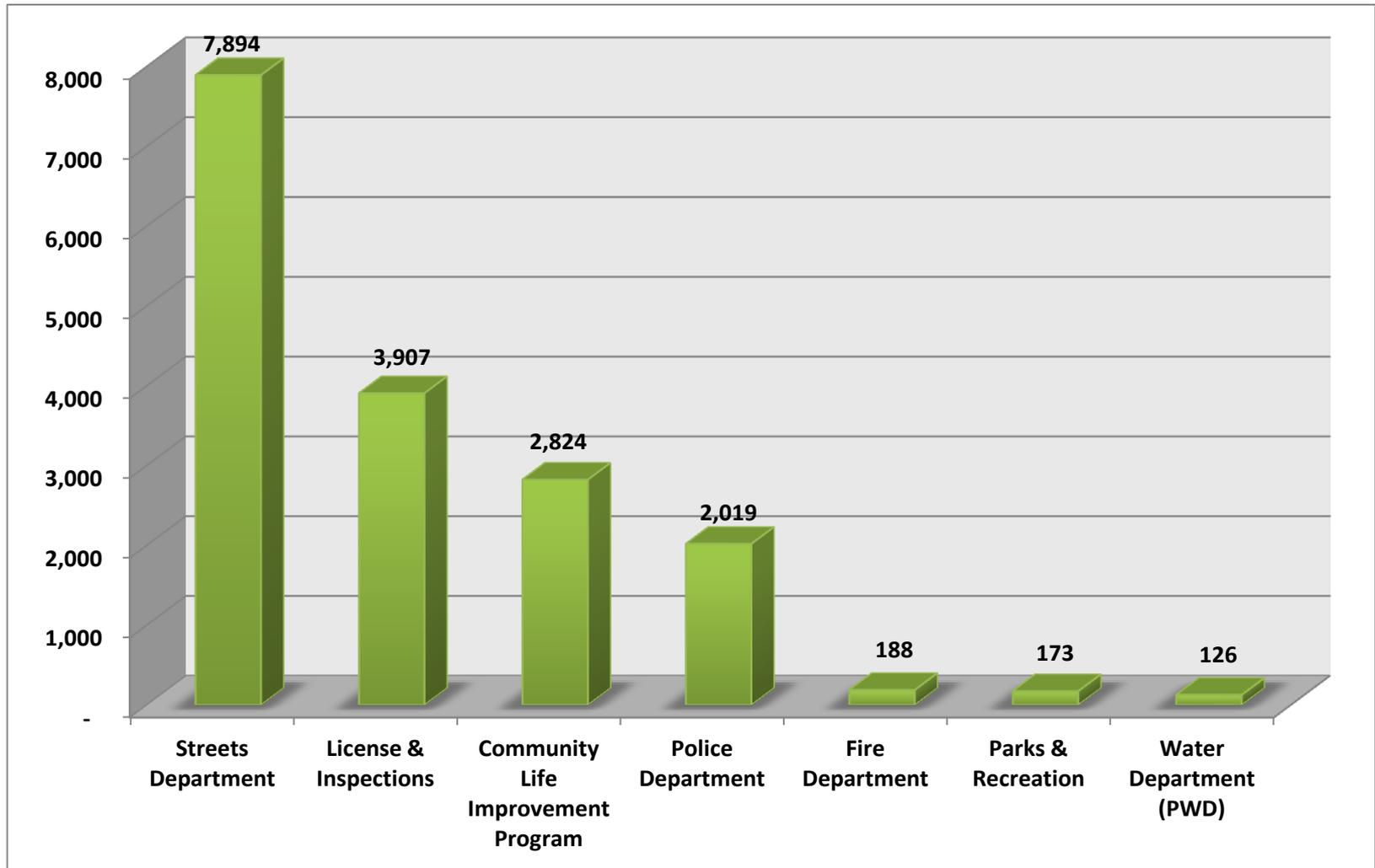
December 2018

Public

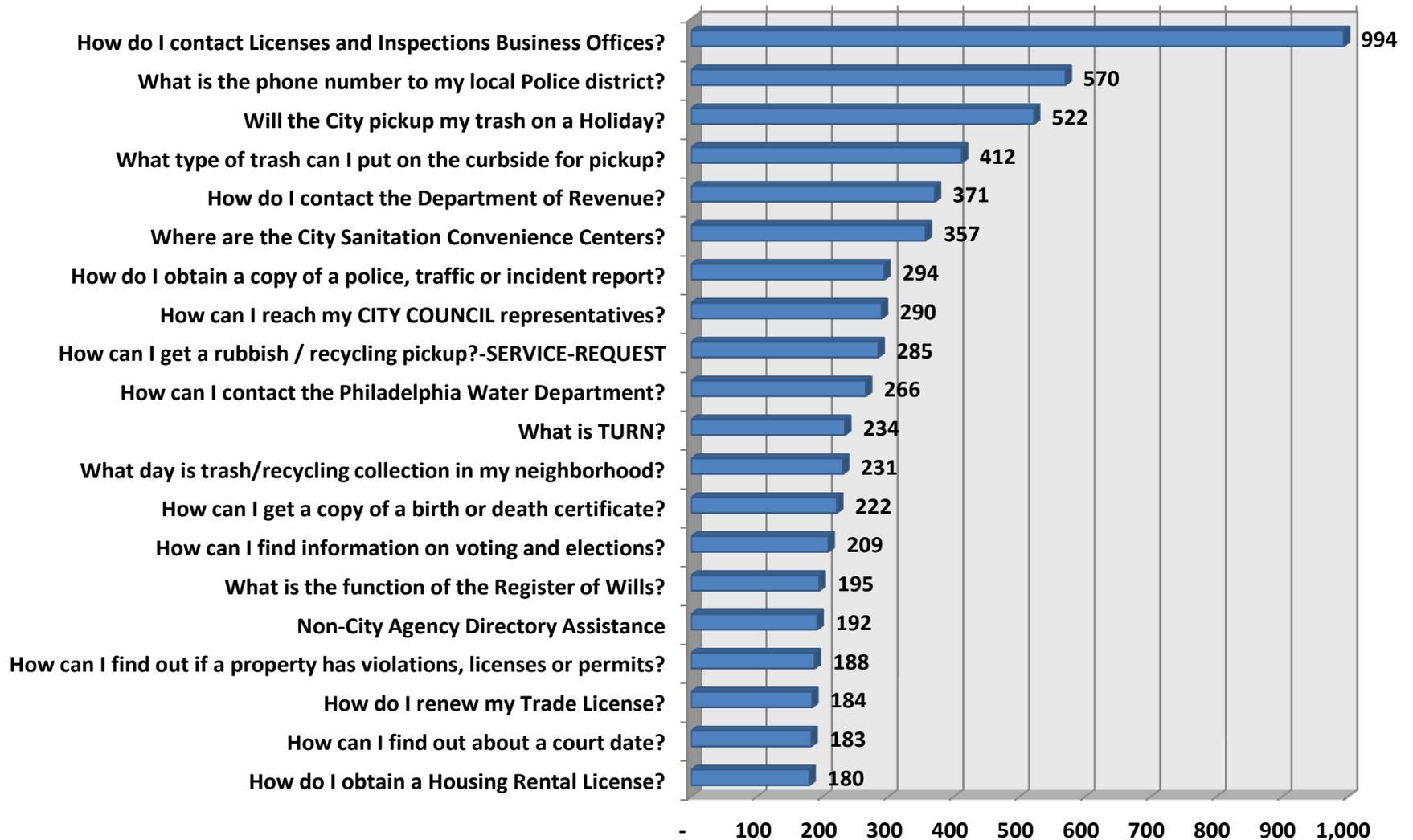
Top 20 Service Requests of the 17,131 Total Cases Submitted



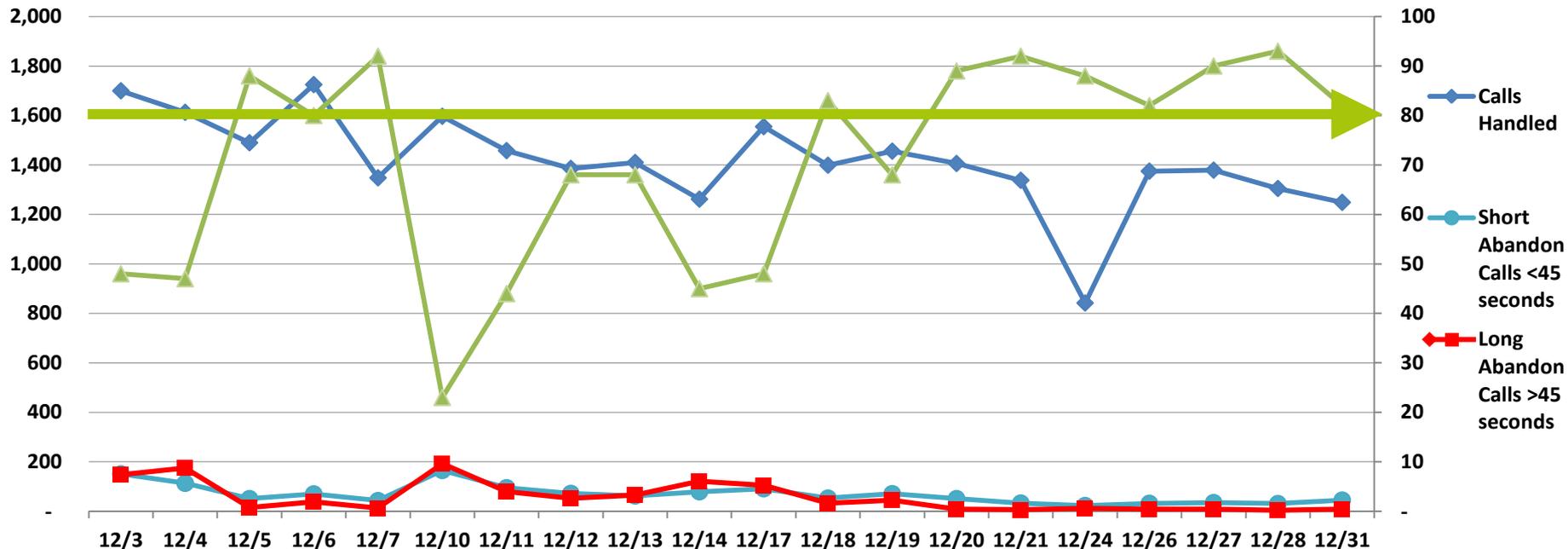
Service Tickets by Partner Agency



Top 20 questions of the total 17,638 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



December 2018	Week 1 (12/3/18-12/7/18)	Week 2 (12/10/18-12/14/18)	Week 3 (12/17/18-12/21/18)	Week 4 (12/24/18-12/28/18)	Week 5 (12/31/18)
Calls Handled	8,692	8,096	7,650	5,055	1,303
Service Level (Goal 80%)	71%	50%	76%	88%	82%
Average Speed of Answer (Goal <30sec)	0:56	1:29	0:42	0:23	0:27
Average Talk Time	3:19	3:26	3:22	3:01	3:00

- 12/25/18 - City closed for Christmas Day

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue

