

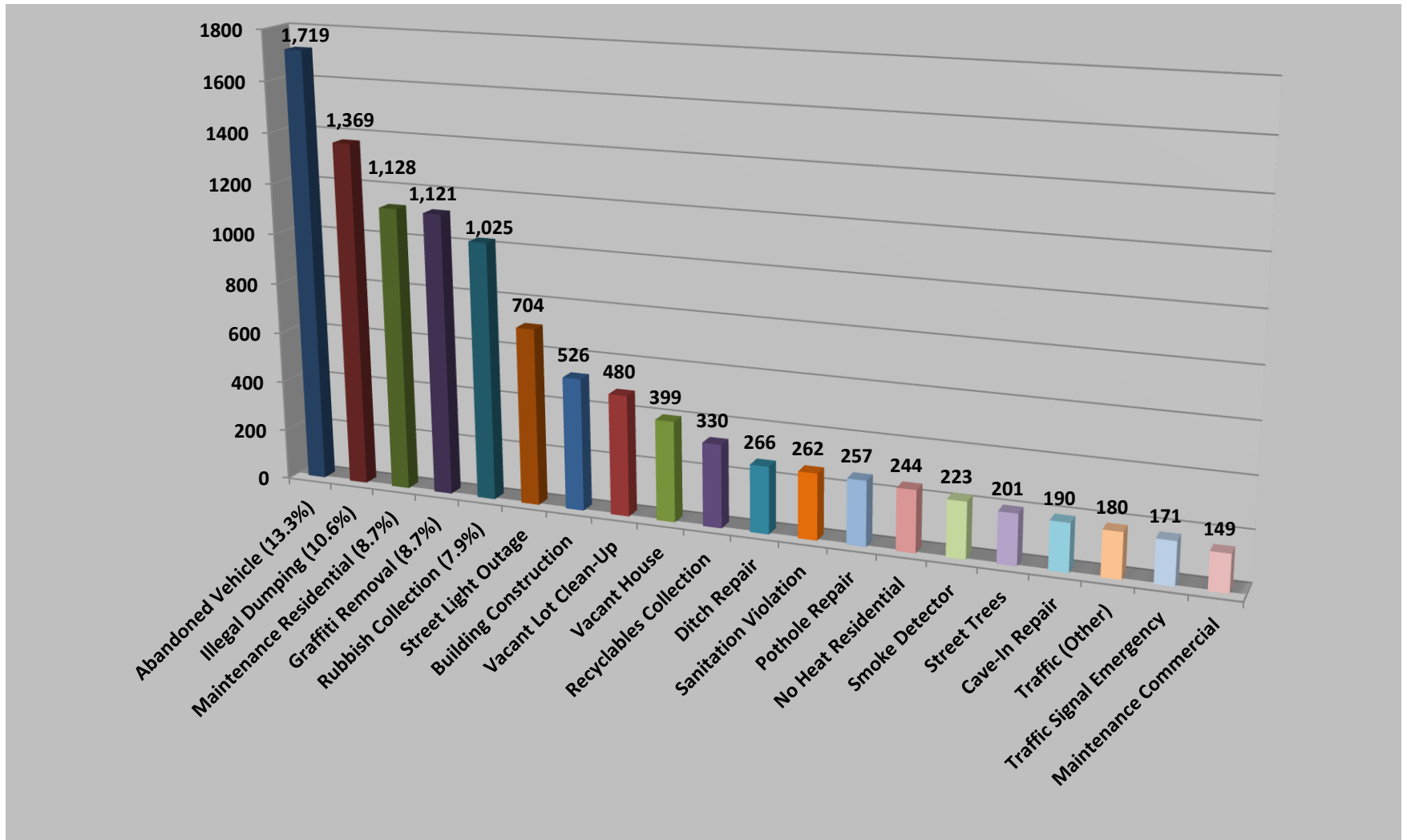


# **311 Contact Center Monthly Report**

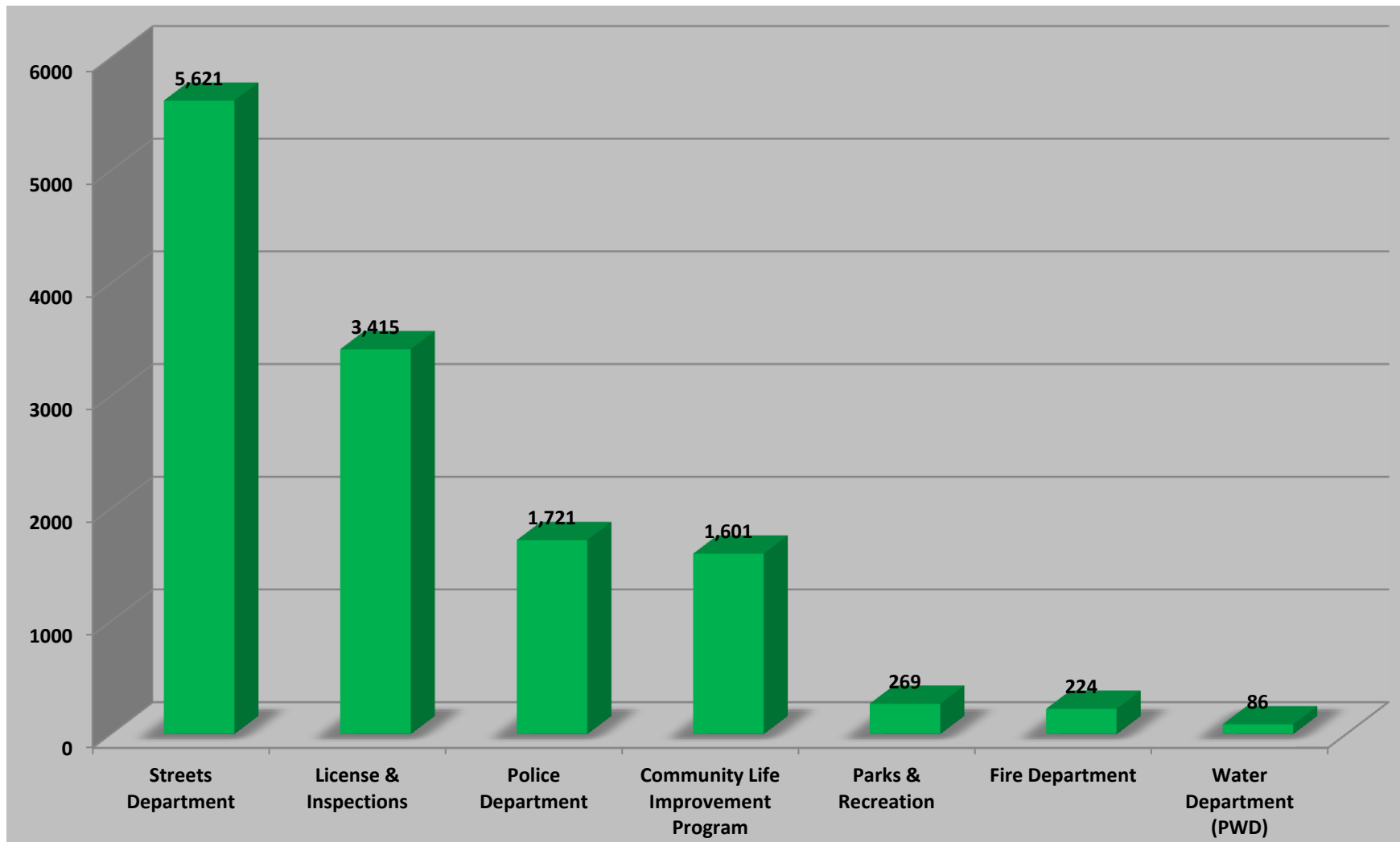
**January 2017**

*Public*

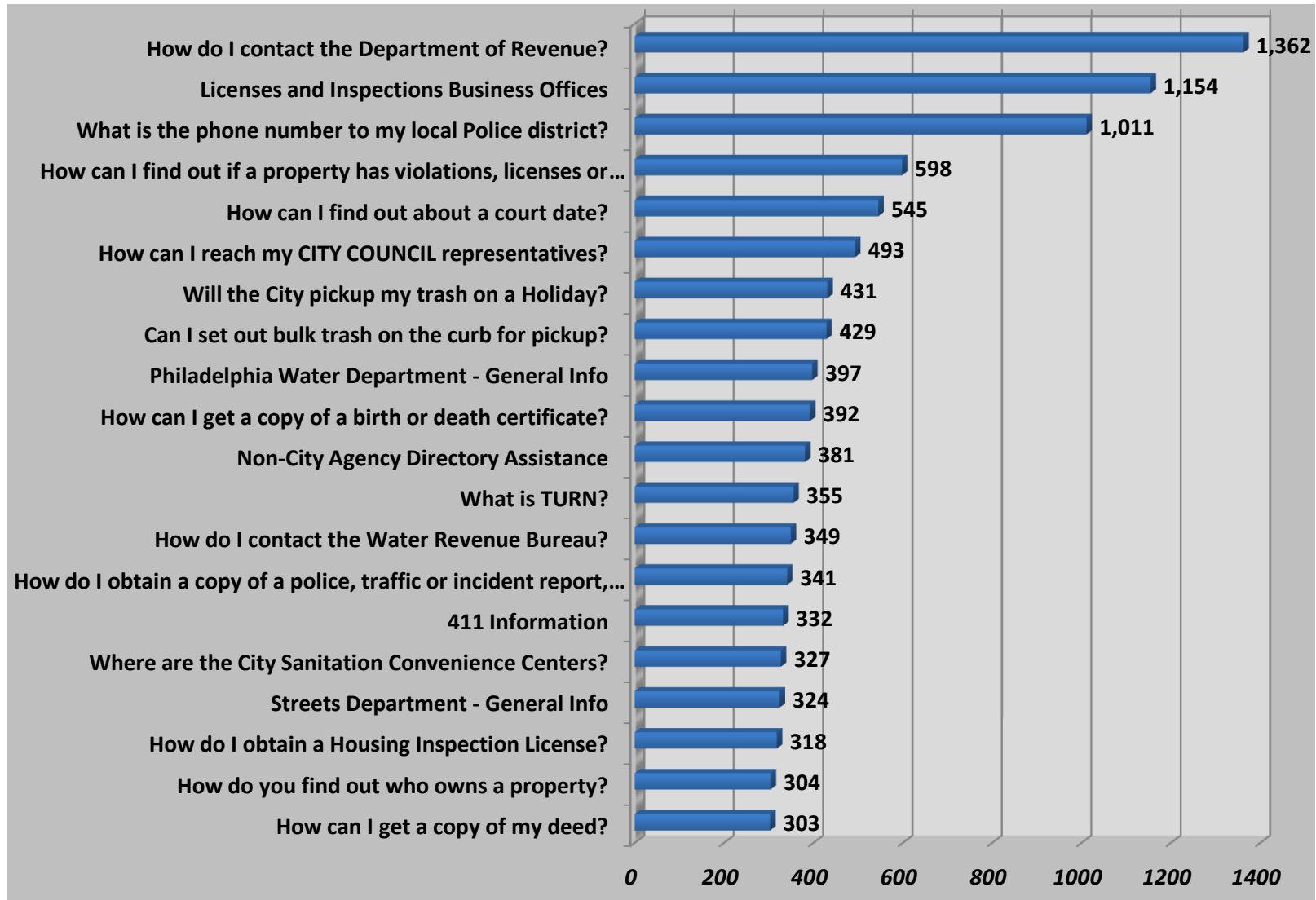
# January 2017-- Top Service Requests – 12,942 total



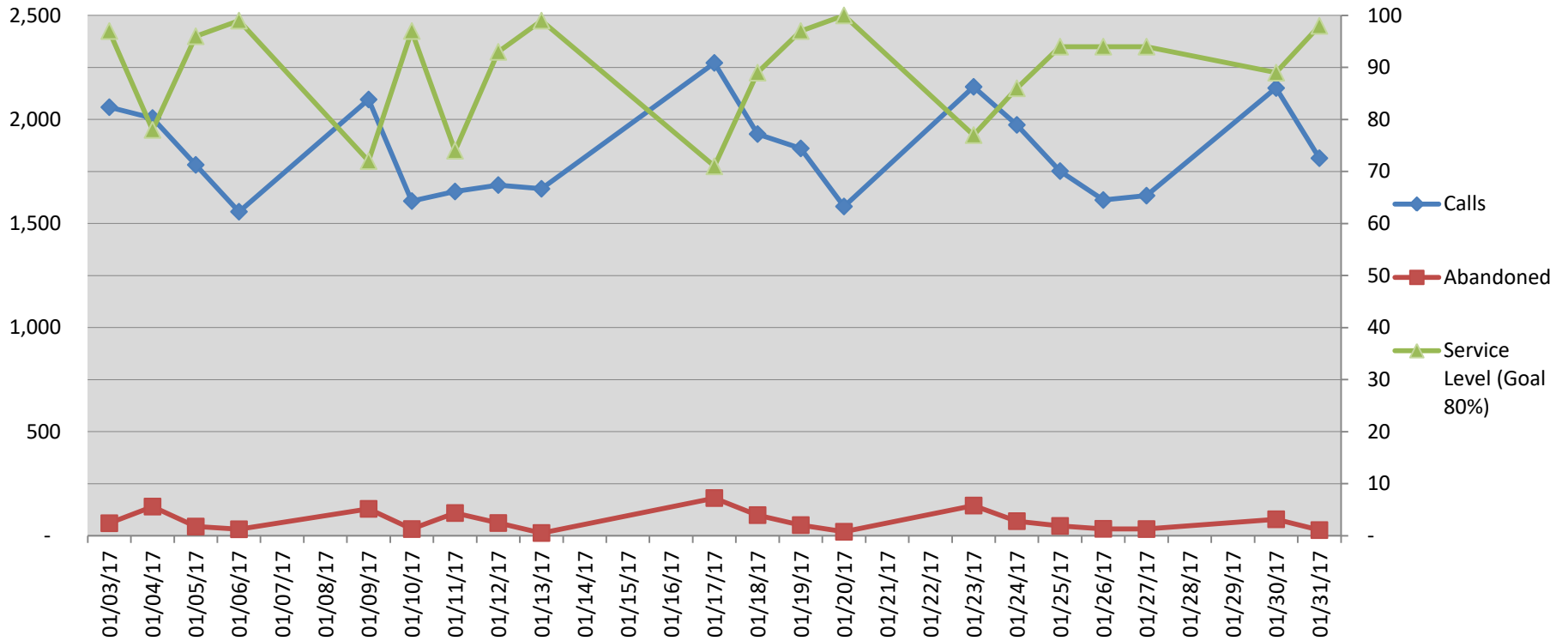
# January 2017 Service Tickets by Partner Agency



# January 2017-- Top questions of the total 28,468 Information Requests



# January 2017 – Philly311 Call Volume, Abandoned and Service Level by Day



January 2017	Week 1 (1/3/17- 1/8/17)	Week 2 (1/9/17- 1/15/17)	Week 3 (1/16/17- 1/22/17)	Week 4 (1/23/17- 1/29/17)	Week 5 (1/30/17- 1/31/17)
<b>Calls Handled</b>	7,405	8,710	7,645	9,130	3,965
<b>Service Level (Goal 80%)</b>	93%	87%	89%	89%	94%
<b>Average Speed of Answer (Goal &lt;30sec)</b>	0:18	0:26	0:22	0:23	0:17
<b>Average Talk Time</b>	2:59	3:17	3:36	3:43	3:42
<b>Maximum Call Duration</b>	38:02	40:42	1:02:02	47:59	1:03:38



“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.