

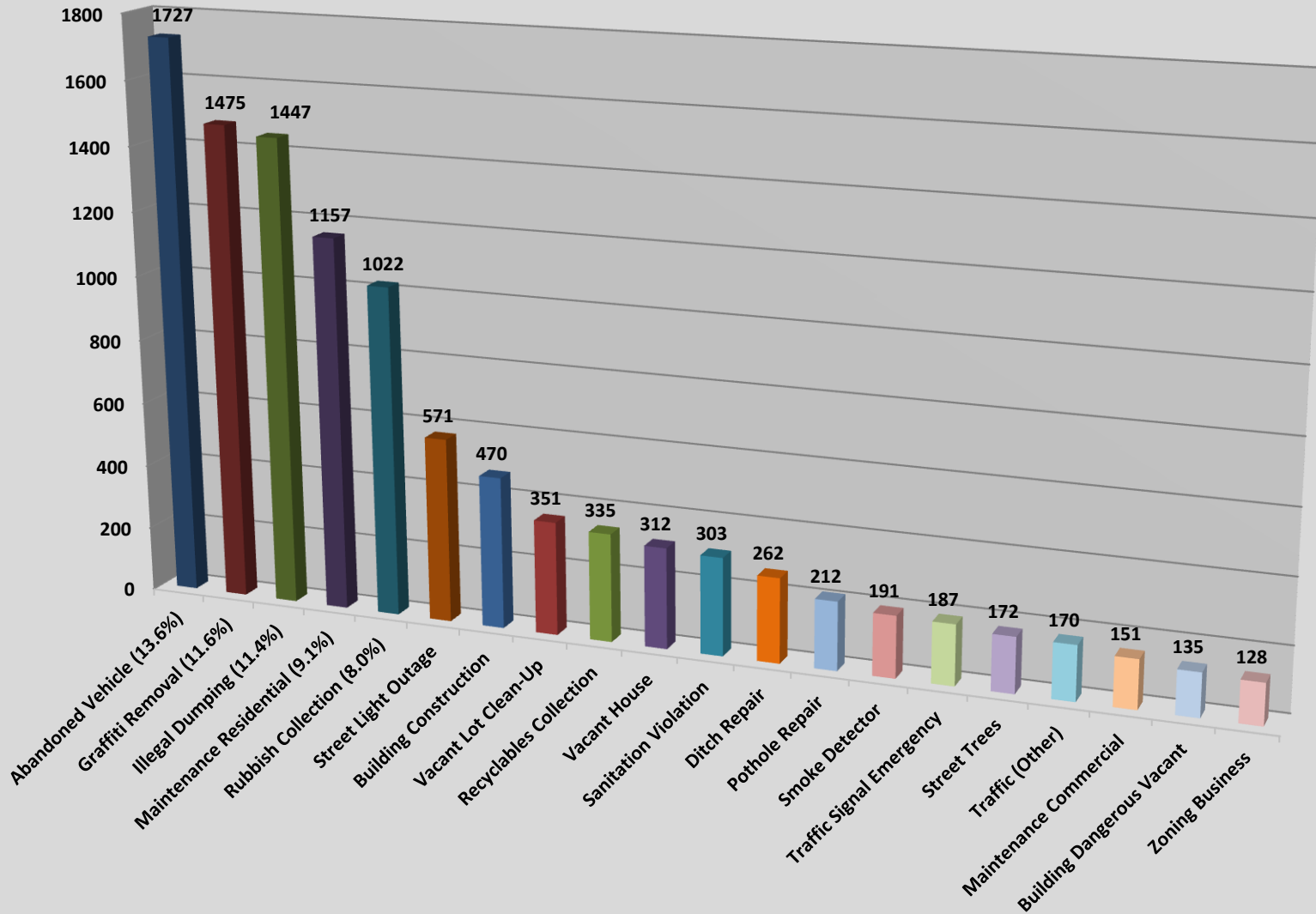


311 Contact Center Monthly Report

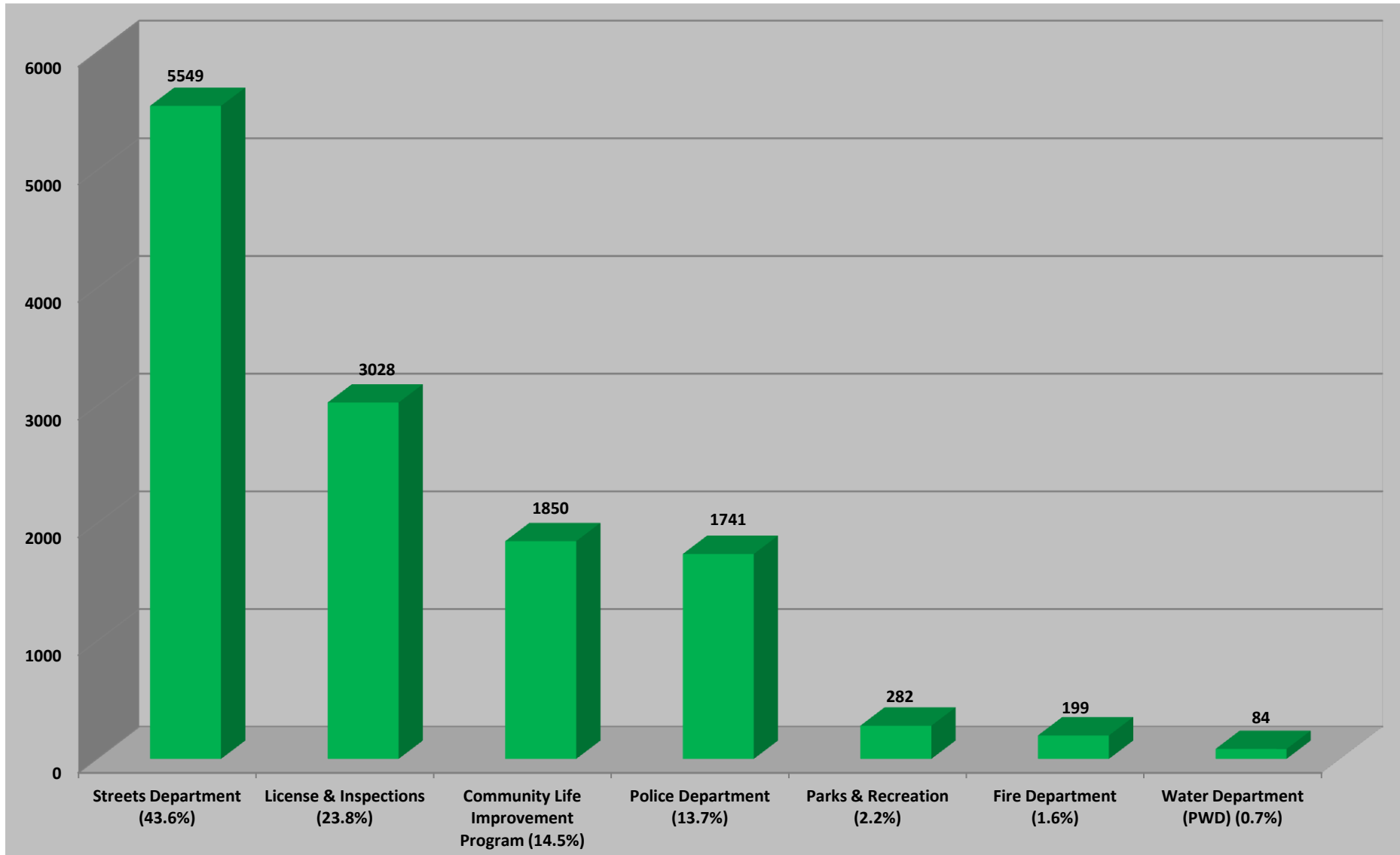
February 2017

Public

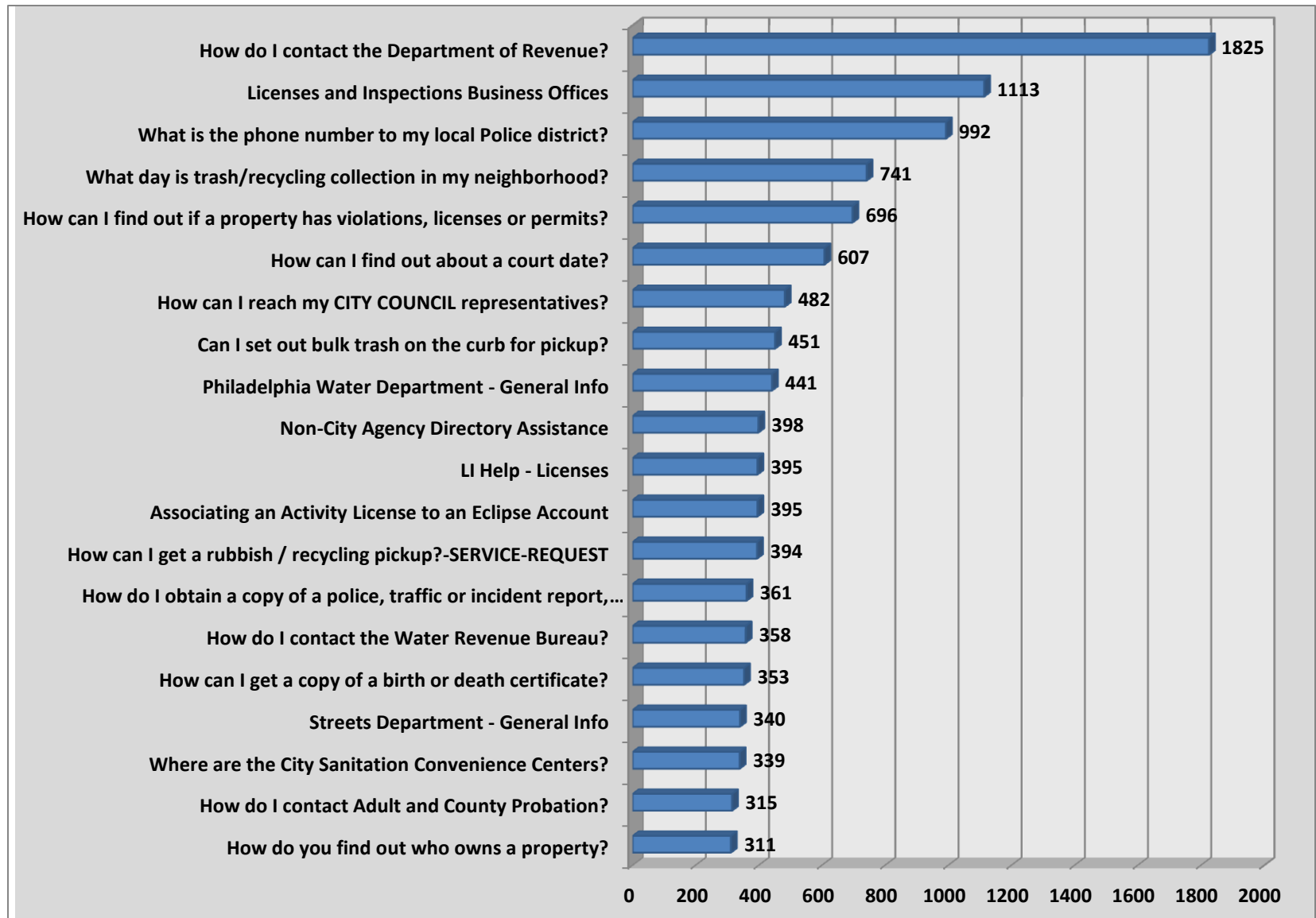
February 2017– Top 20 Service Requests – 12,734 total



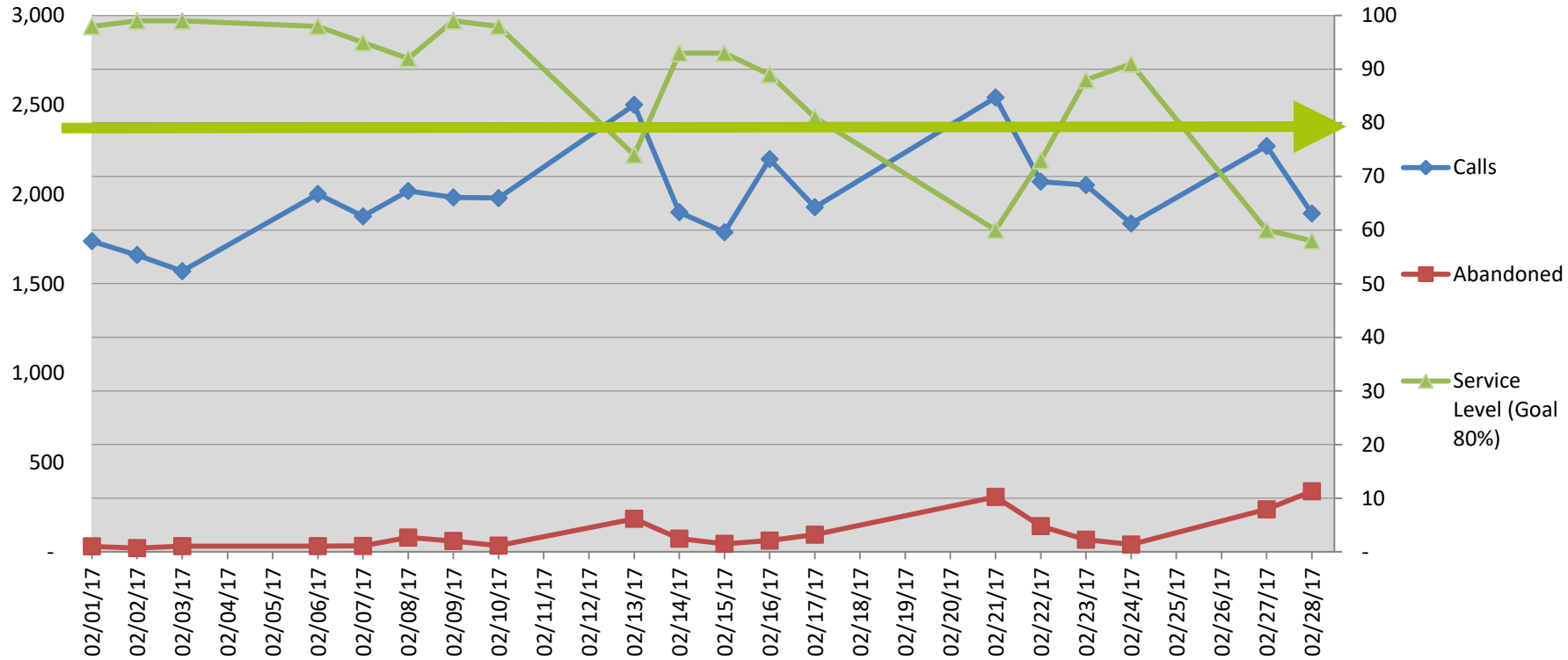
February 2017 Service Tickets by Partner Agency



February 2017– Top 20 questions of the total 29,493 Information Requests



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



February 2017	Week 1 (2/1/17-2/3/17)	Week 2 (2/6/17-2/10/17)	Week 3 (2/13/17-2/17/17)	Week 4 (2/20/17-2/24/17)	Week 5 (2/27/17-2/28/17)
Calls Handled	4,969	9,860	10,314	8,502	4,163
Service Level (Goal 80%)	99%	96%	86%	78%	59%
Average Speed of Answer (Goal <30sec)	0:10	0:13	0:30	0:37	1:34
Average Talk Time	3:29	3:15	3:29	3:35	3:48
Maximum Call Duration	52:15	1:01:32	48:56	50:40	50:11

Note: 2/28/17 - Amazon network issues caused city wide outages which affected call center service levels.

“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.

