

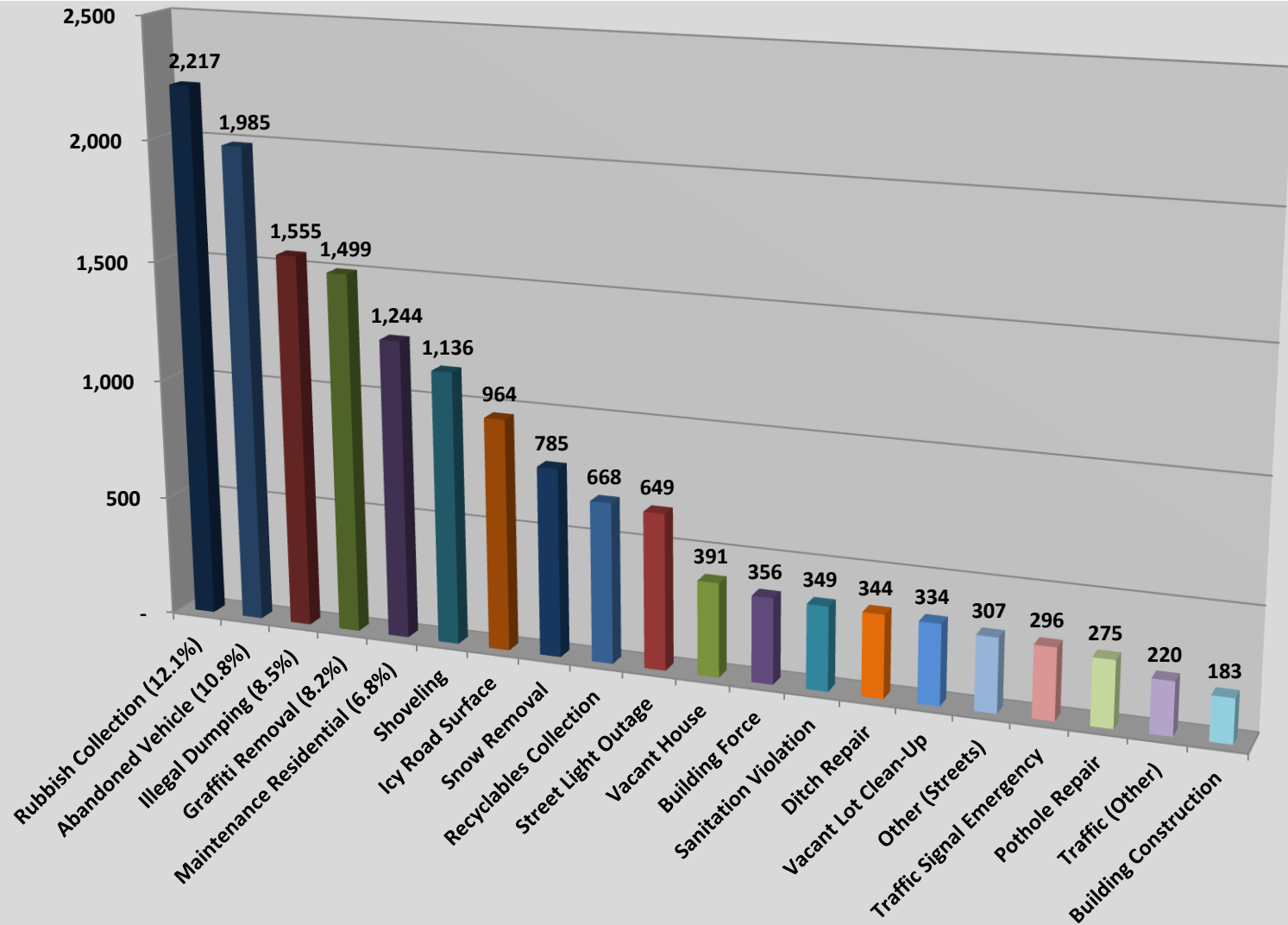


311 Contact Center Monthly Report

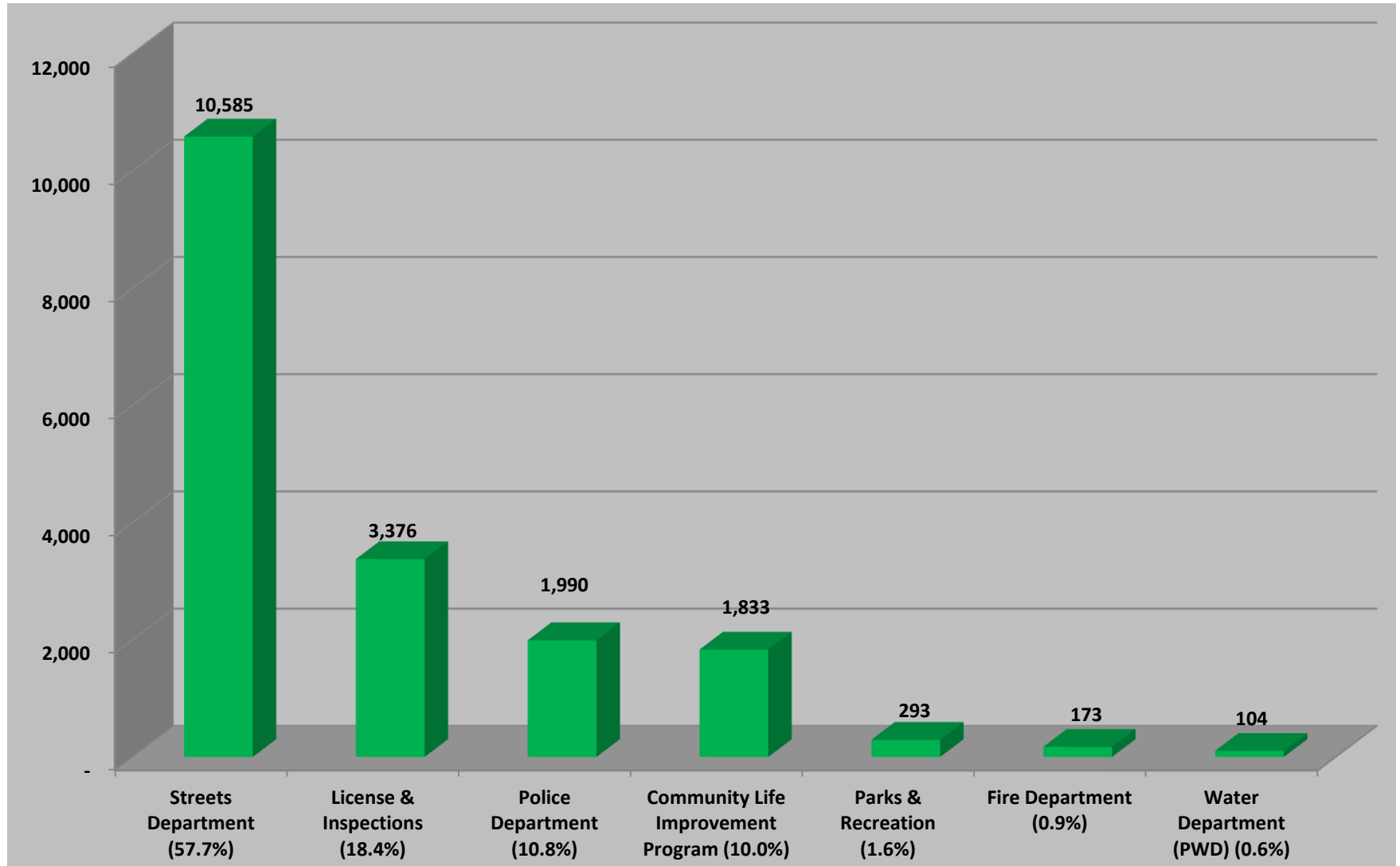
March 2017

Public

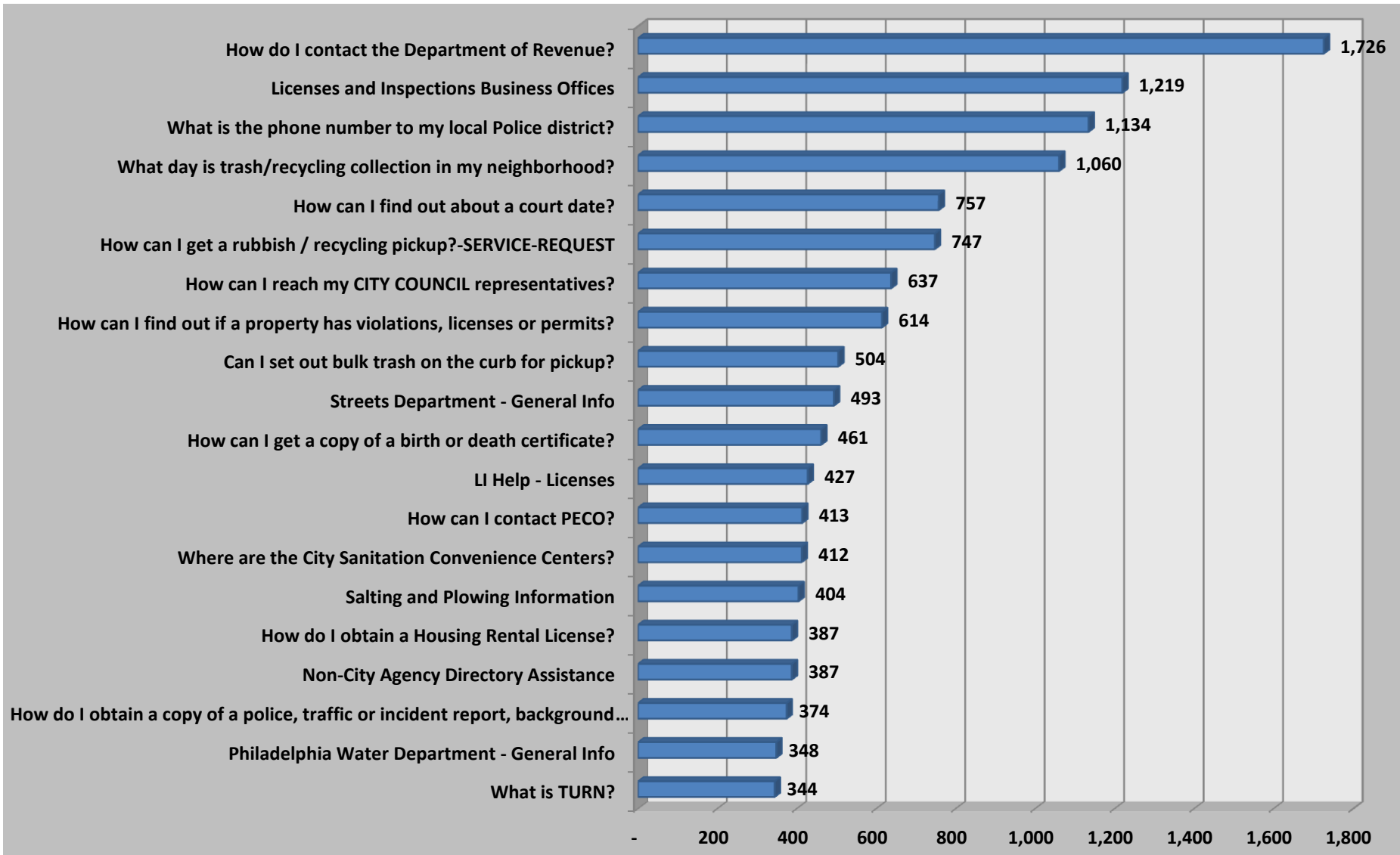
March 2017– Top 20 Service Requests – 18,354 total



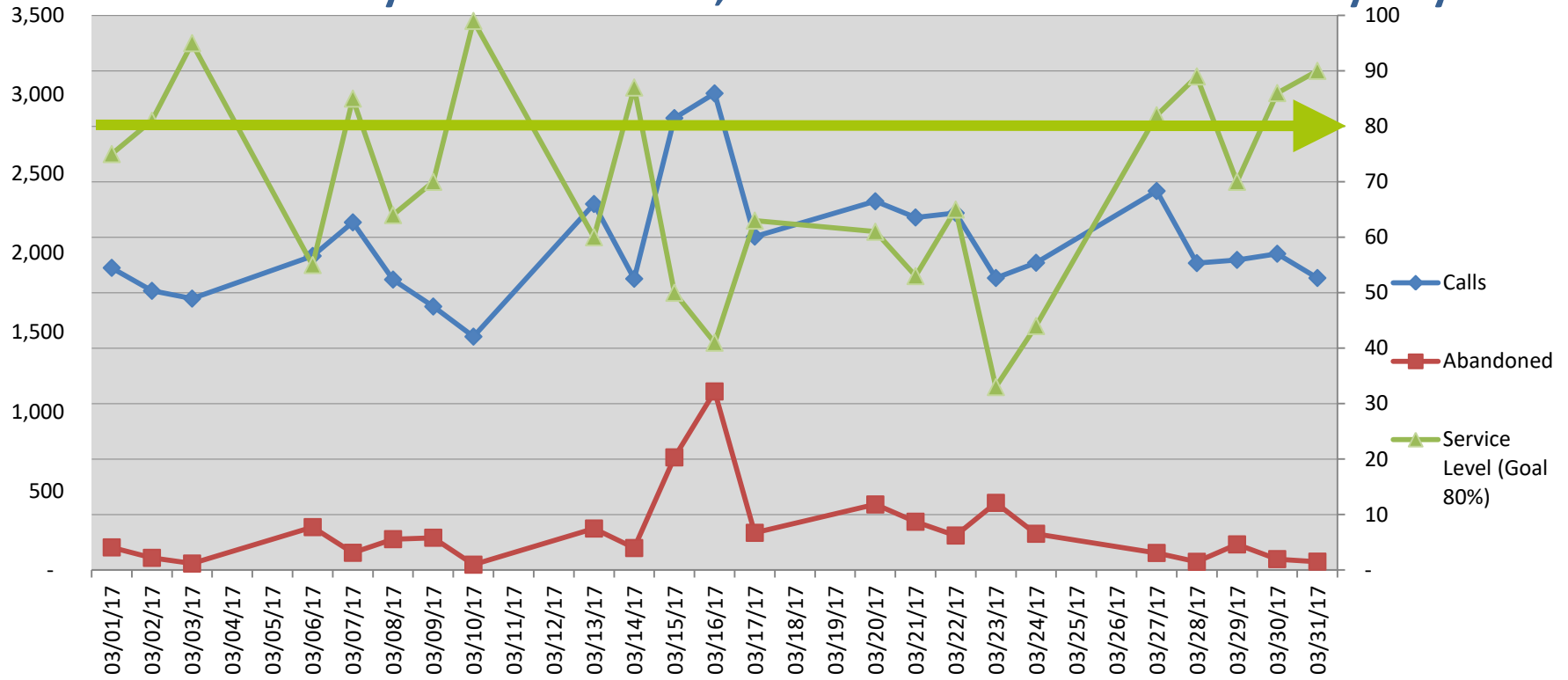
March 2017 Service Tickets by Partner Agency



March 2017– Top 20 questions of the total 36,372 Information Requests



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



March 2017	Week 1 (3/1/17- 3/3/17)	Week 2 (3/6/17- 3/10/17)	Week 3 (3/13/17- 3/17/17)	Week 4 (3/20/17- 3/24/17)	Week 5 (3/27/17- 3/31/17)
Calls Handled	5,382	9,145	12,112	10,587	10,125
Service Level (Goal 80%)	84%	75%	60%	51%	83%
Average Speed of Answer (Goal <30sec)	0:32	0:49	1:37	1:48	0:33
Average Talk Time	3:55	3:43	2:58	3:39	3:34
Maximum Call Duration	50:15	1:00:44	1:06:16	1:04:30	1:02:25

- 3/14 – winter snow storm
- 3/16 – Philly311 started accepting snow related service requests
- 3/20 through 3/24 – experienced problems with internet connection

“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.

