

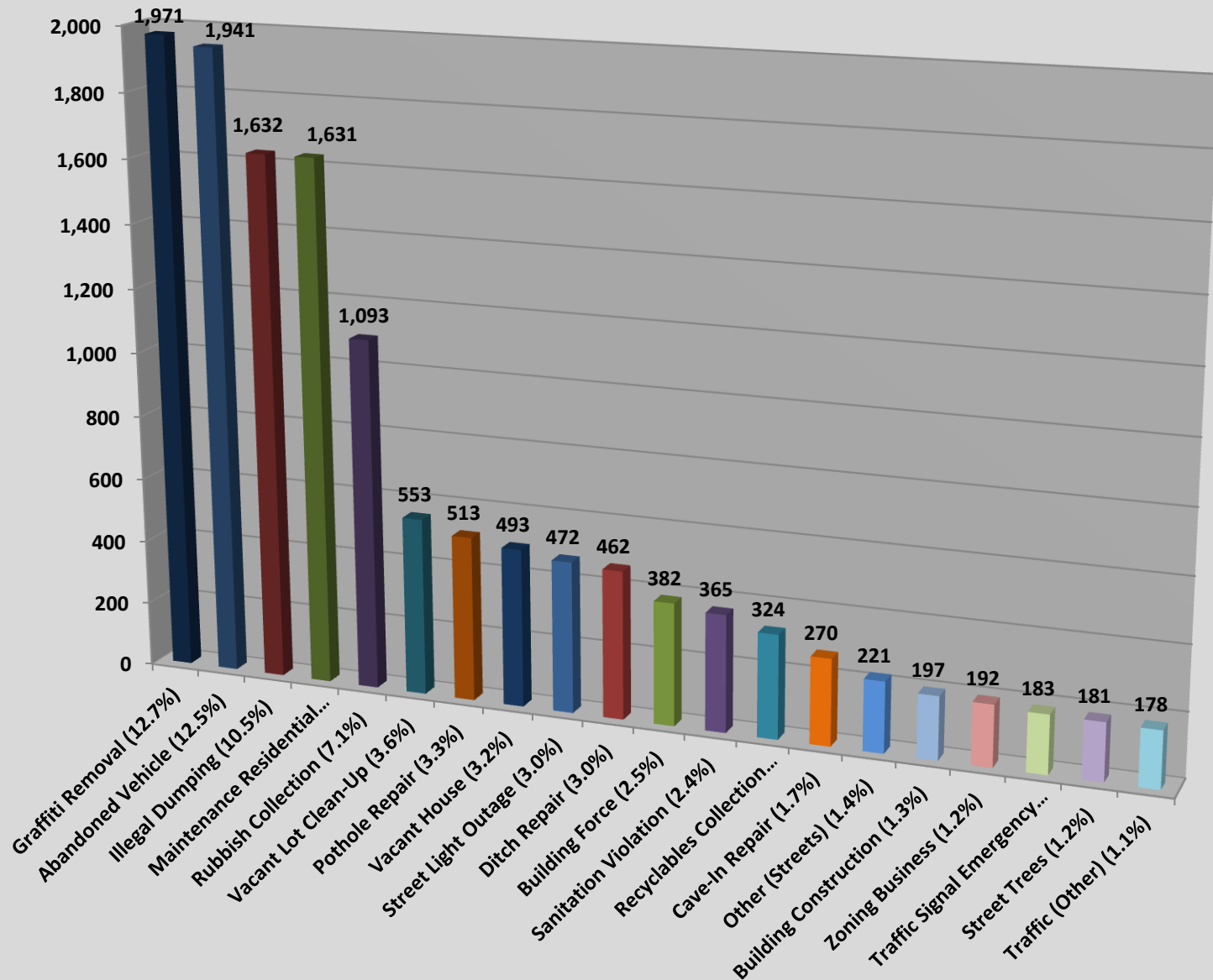


# **311 Contact Center Monthly Report**

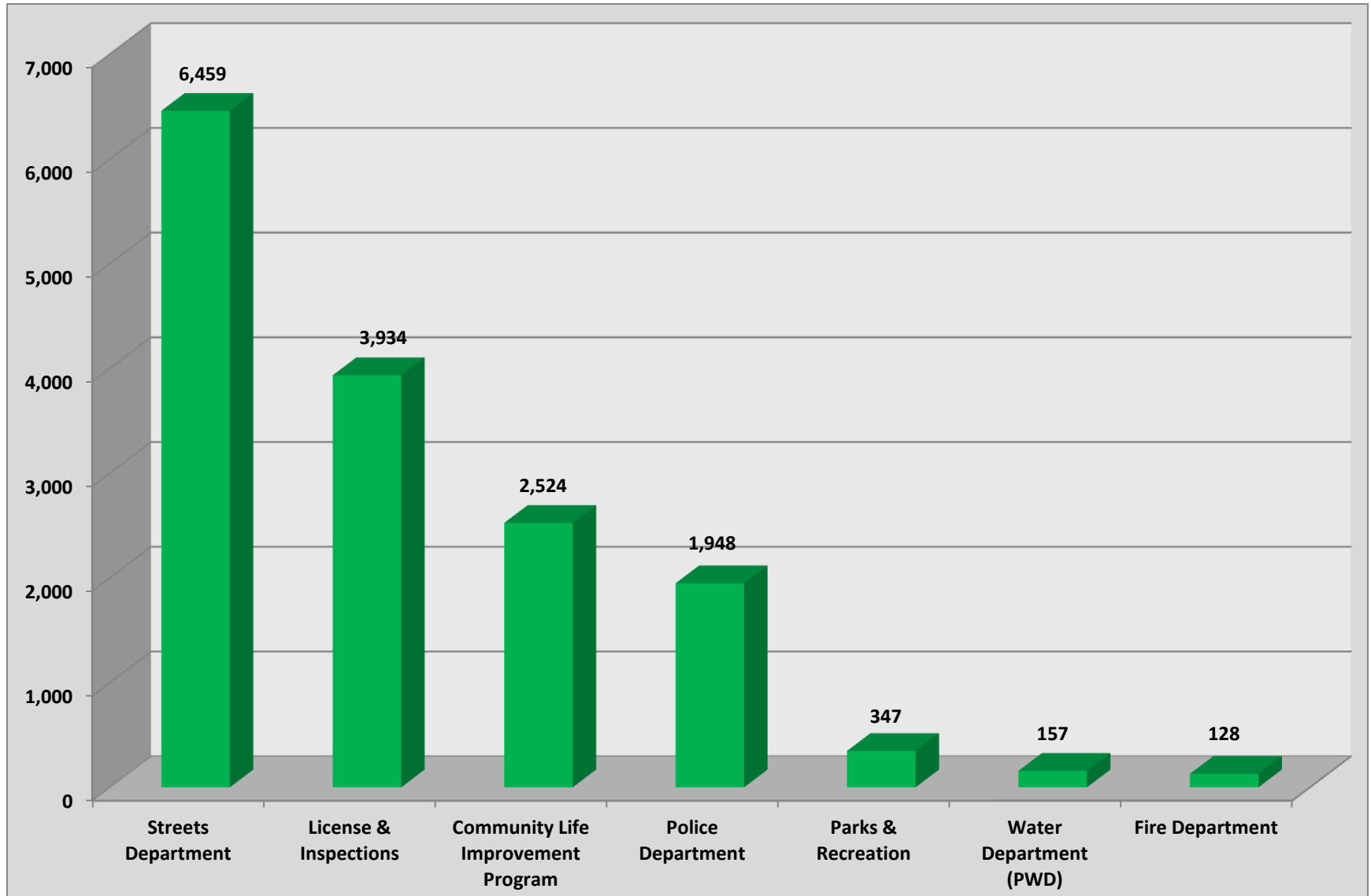
**April 2017**

*Public*

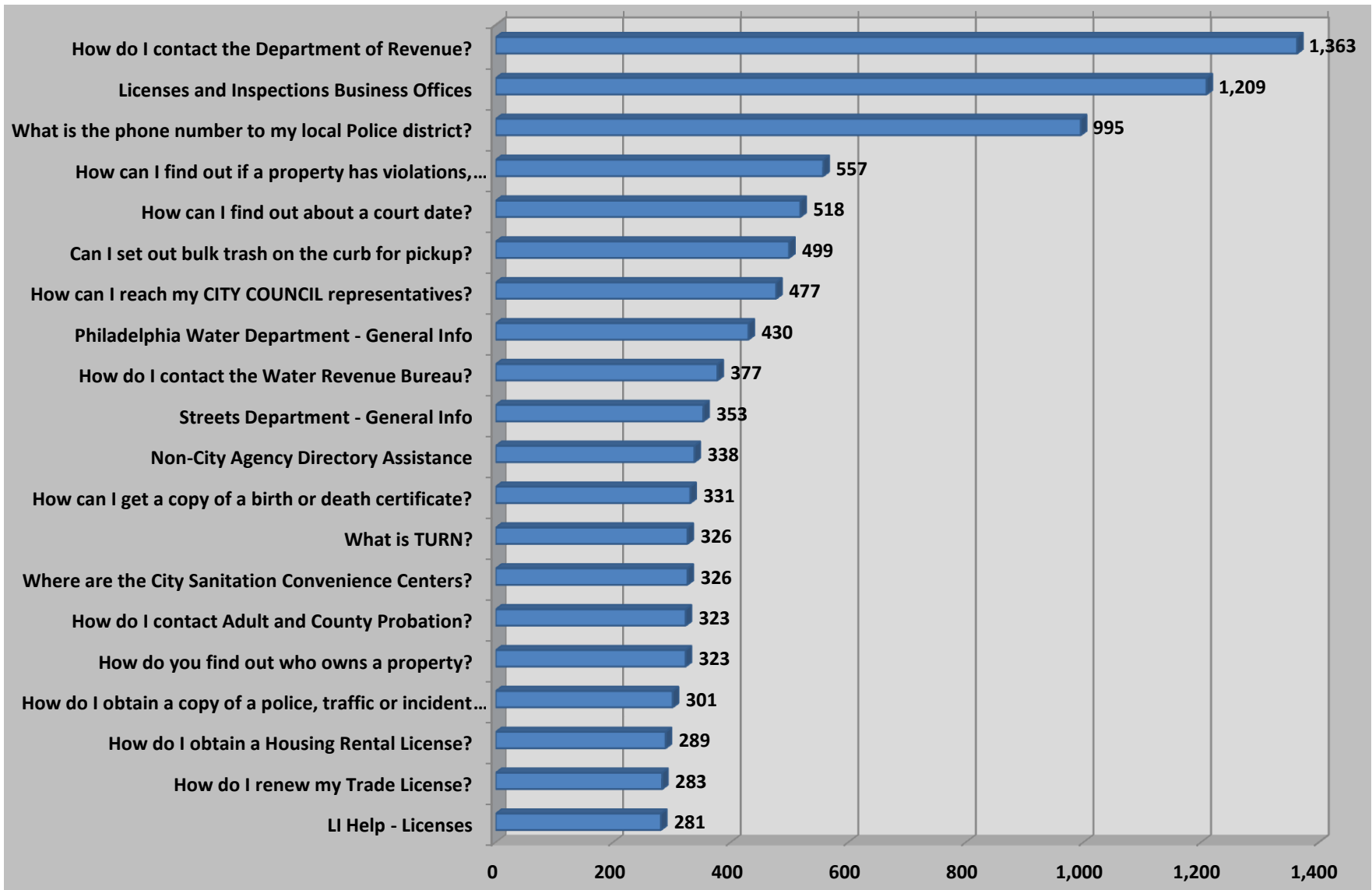
# April 2017– Top 20 Service Requests – 15,497 total



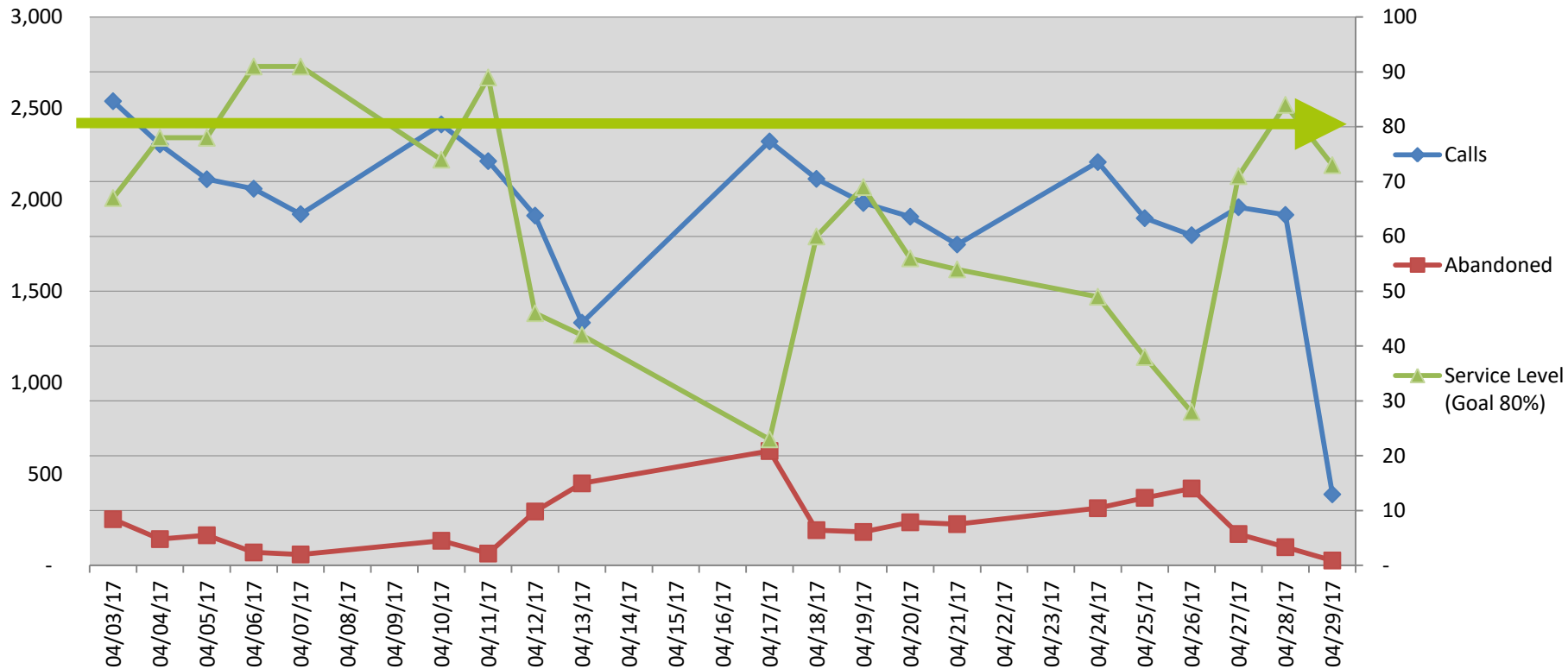
## April 2017 Service Tickets by Partner Agency



# April 2017– Top 20 questions of the total 30,530 Information Requests



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



April 2017	Week 1 (4/3/17-4/7/17)	Week 2 (4/10/17-4/14/17)	Week 3 (4/17/17-4/21/17)	Week 4 (4/24/17-4/29/17)
Calls Handled	10,940	7,867	10,082	10,181
Service Level (Goal 80%)	81%	63%	52%	57%
Average Speed of Answer (Goal <30sec)	0:37	1:39	1:18	1:16
Average Talk Time	3:28	3:39	3:45	3:36
Maximum Call Duration	47:48	1:02:30	1:05:57	1:57:20

- 4/14 – The City was closed in observance of Good Friday
- 4/29 – The 311 Call Center was open from 8am-8pm for the NFL Draft
- Currently training new group of 311 agents to improve 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.

