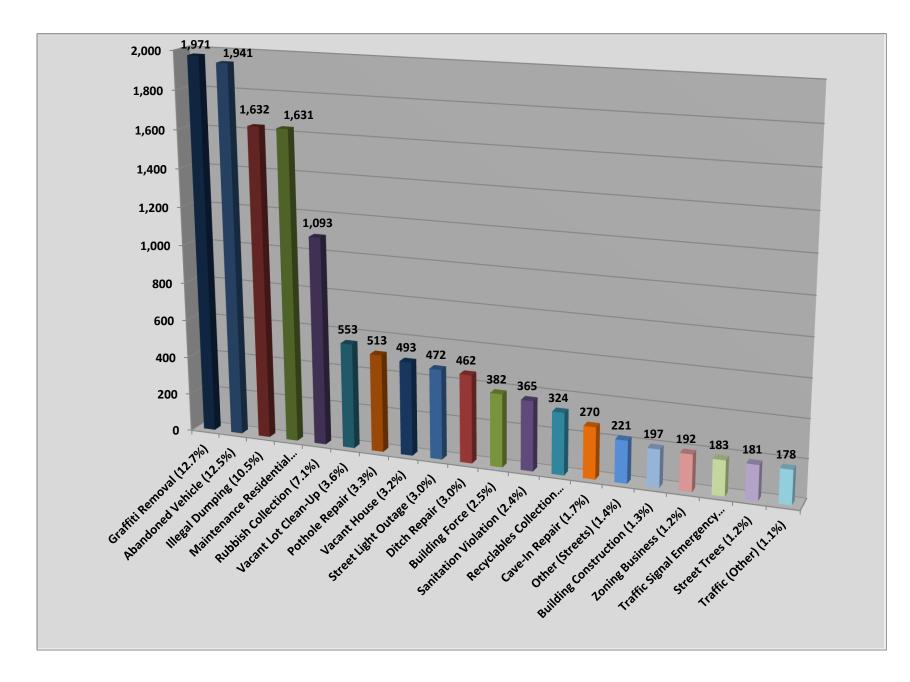


# 311 Contact Center Monthly Report

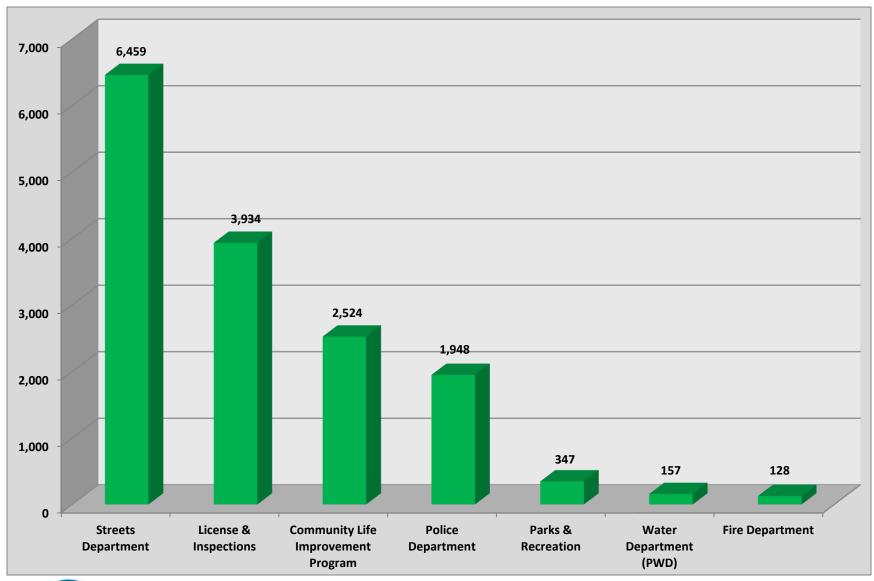
April 2017

Public

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

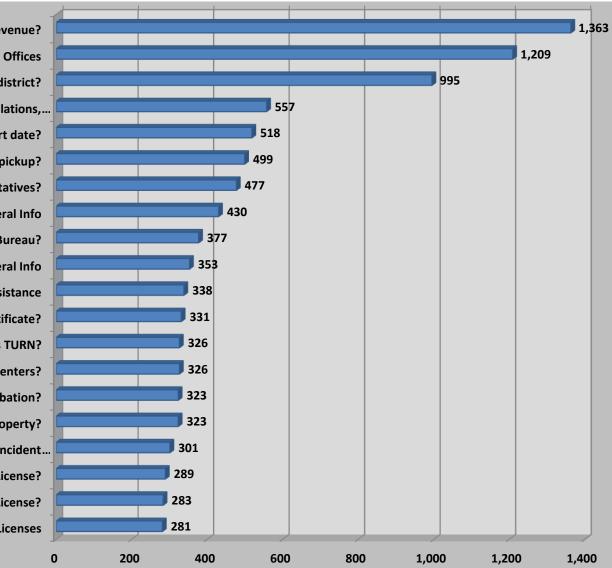


#### **April 2017 Service Tickets by Partner Agency**



philly311.

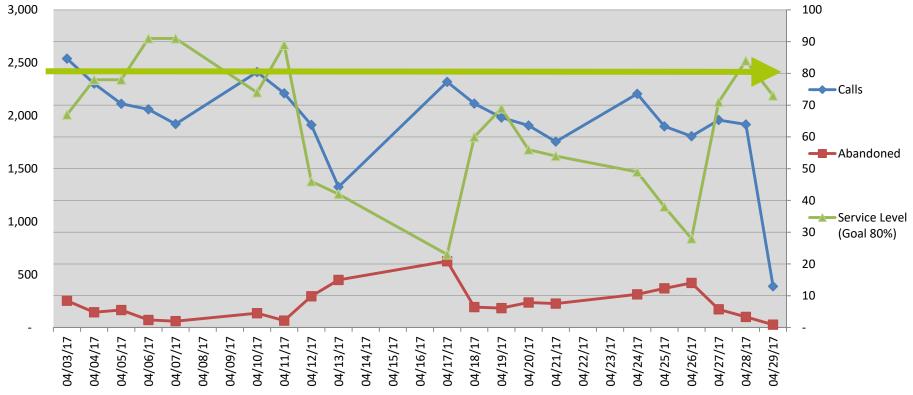
## April 2017– Top 20 questions of the total 30,530 Information Requests



How do I contact the Department of Revenue? **Licenses and Inspections Business Offices** What is the phone number to my local Police district? How can I find out if a property has violations,... How can I find out about a court date? Can I set out bulk trash on the curb for pickup? How can I reach my CITY COUNCIL representatives? **Philadelphia Water Department - General Info** How do I contact the Water Revenue Bureau? **Streets Department - General Info** Non-City Agency Directory Assistance How can I get a copy of a birth or death certificate? What is TURN? Where are the City Sanitation Convenience Centers? How do I contact Adult and County Probation? How do you find out who owns a property? How do I obtain a copy of a police, traffic or incident... How do I obtain a Housing Rental License? How do I renew my Trade License? LI Help - Licenses



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



April 2017	Week 1	Week 2	Week 3	Week 4
	(4/3/17-	(4/10/17-	(4/17/17-	4/24/17-
	4/7/17)	4/14/17)	4/21/17)	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.

