

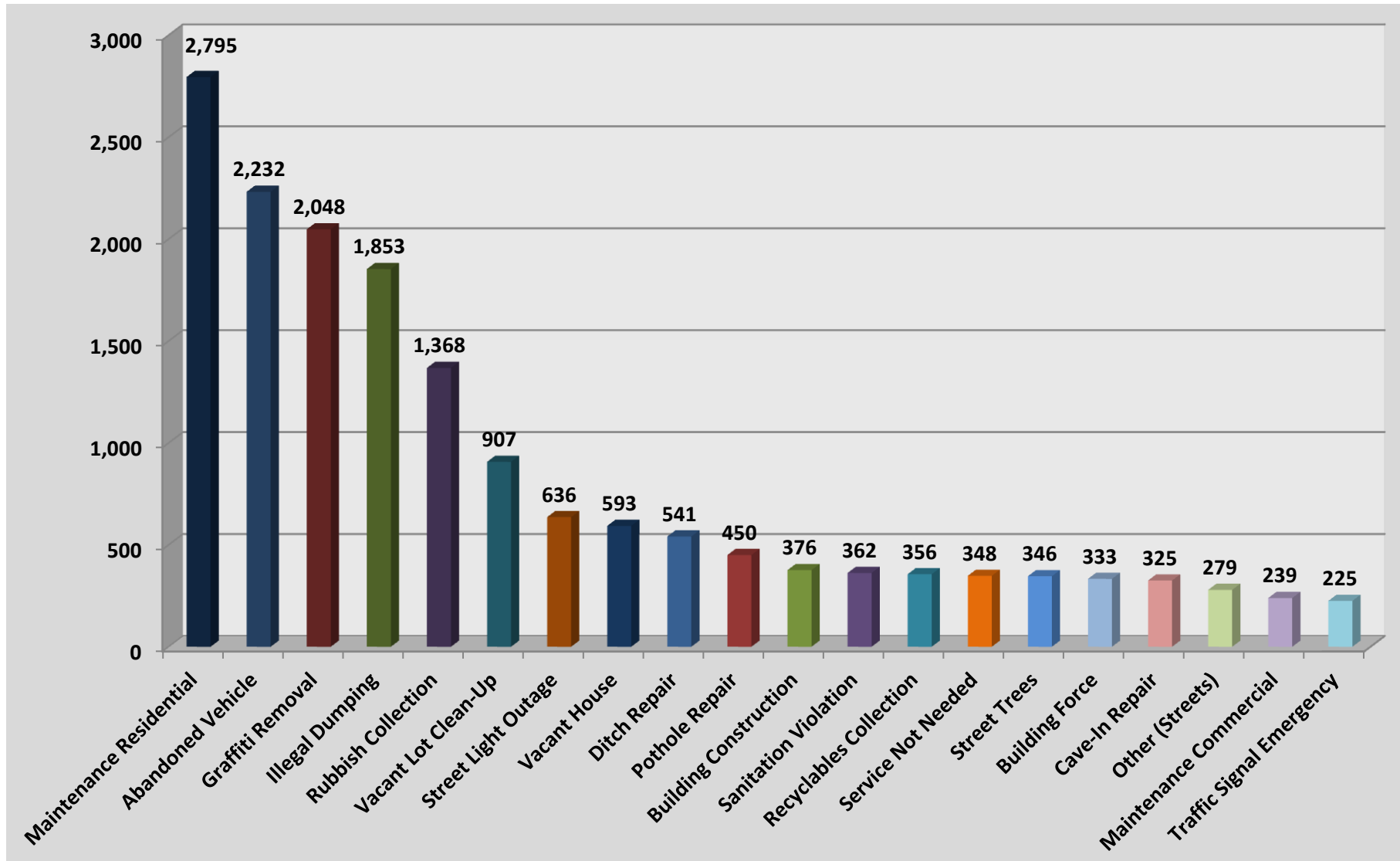


# **311 Contact Center Monthly Report**

**May 2017**

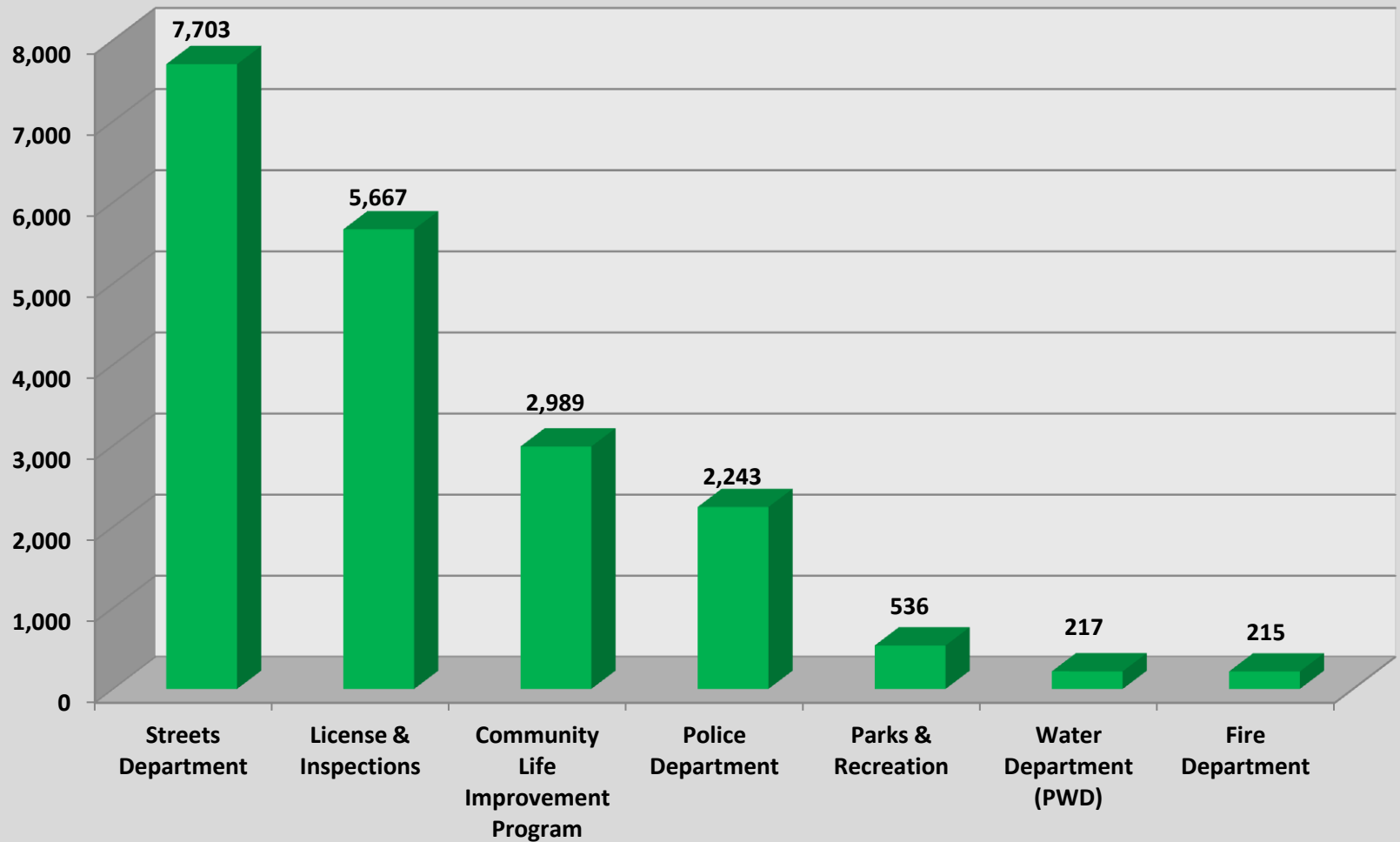
*Public*

# May 2017– Top 20 Service Requests – 19,570 Total

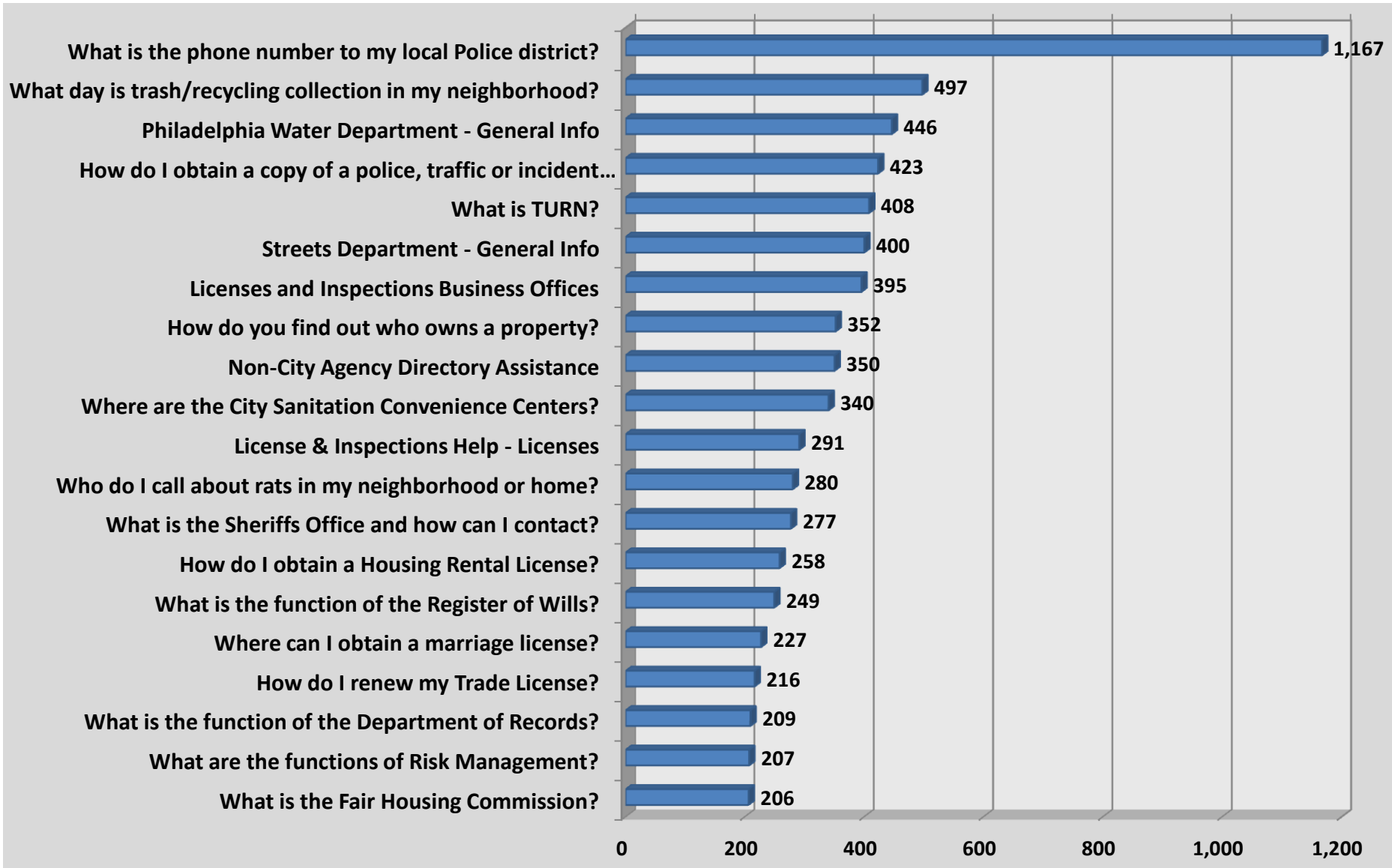


**Service Not Needed** = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).

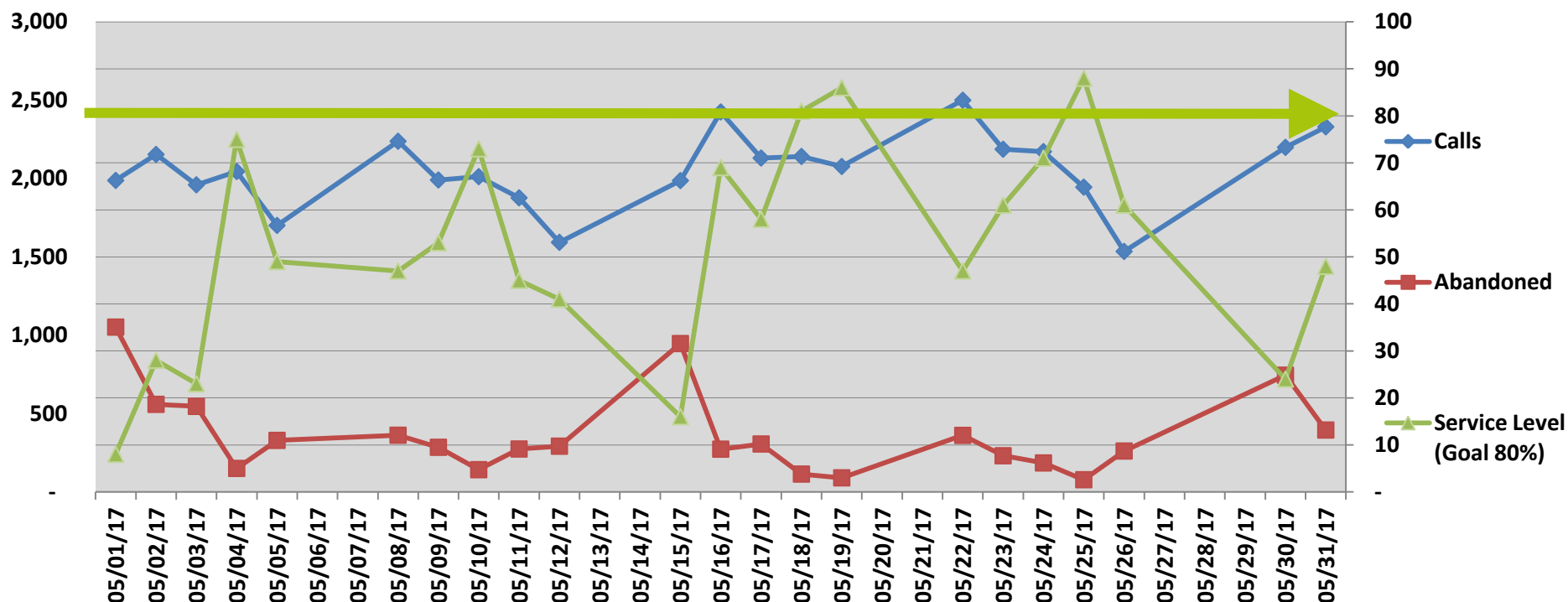
## May 2017 Service Tickets by Partner Agency



# May 2017– Top 20 questions of the total 16,231 Information Requests



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



May 2017	Week 1 (5/1/17-5/5/17)	Week 2 (5/8/17-5/12/17)	Week 3 (5/15/17-5/19/17)	Week 4 (5/22/17-5/26/17)	Week 5 (5/29/17-5/31/17)
Calls Handled	9,848	9,711	10,761	10,339	4,529
Service Level (Goal 80%)	37%	52%	62%	66%	36%
Average Speed of Answer (Goal <30sec)	2:11	1:19	1:20	1:04	2:07
Average Talk Time	3:52	3:46	3:42	3:34	3:45
Maximum Call Duration	1:47:13	1:07:56	54:10	1:14:54	54:41

- 5/29 – Call Center closed in observance of Memorial Day
- 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.

