

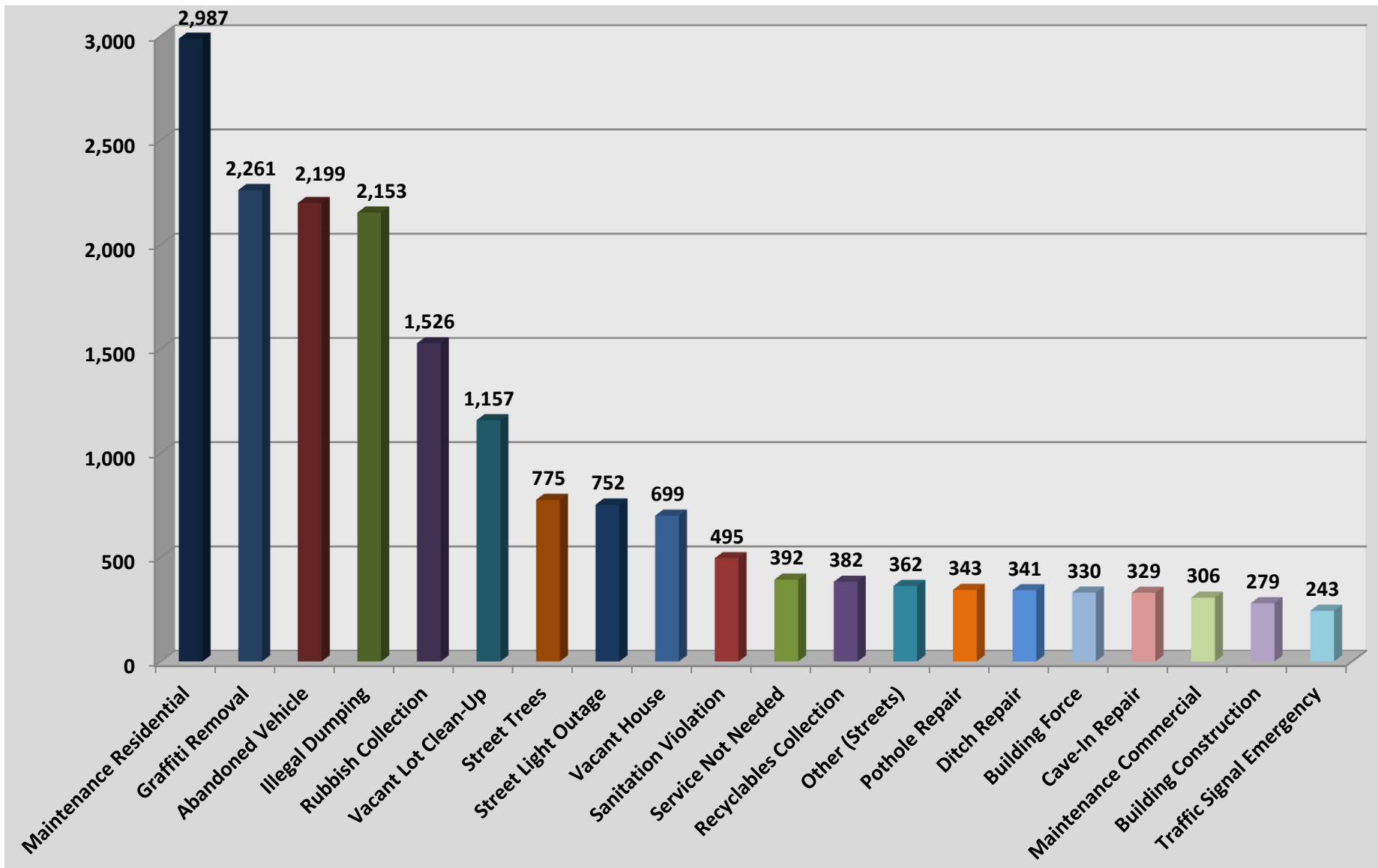


# **311 Contact Center Monthly Report**

**June 2017**

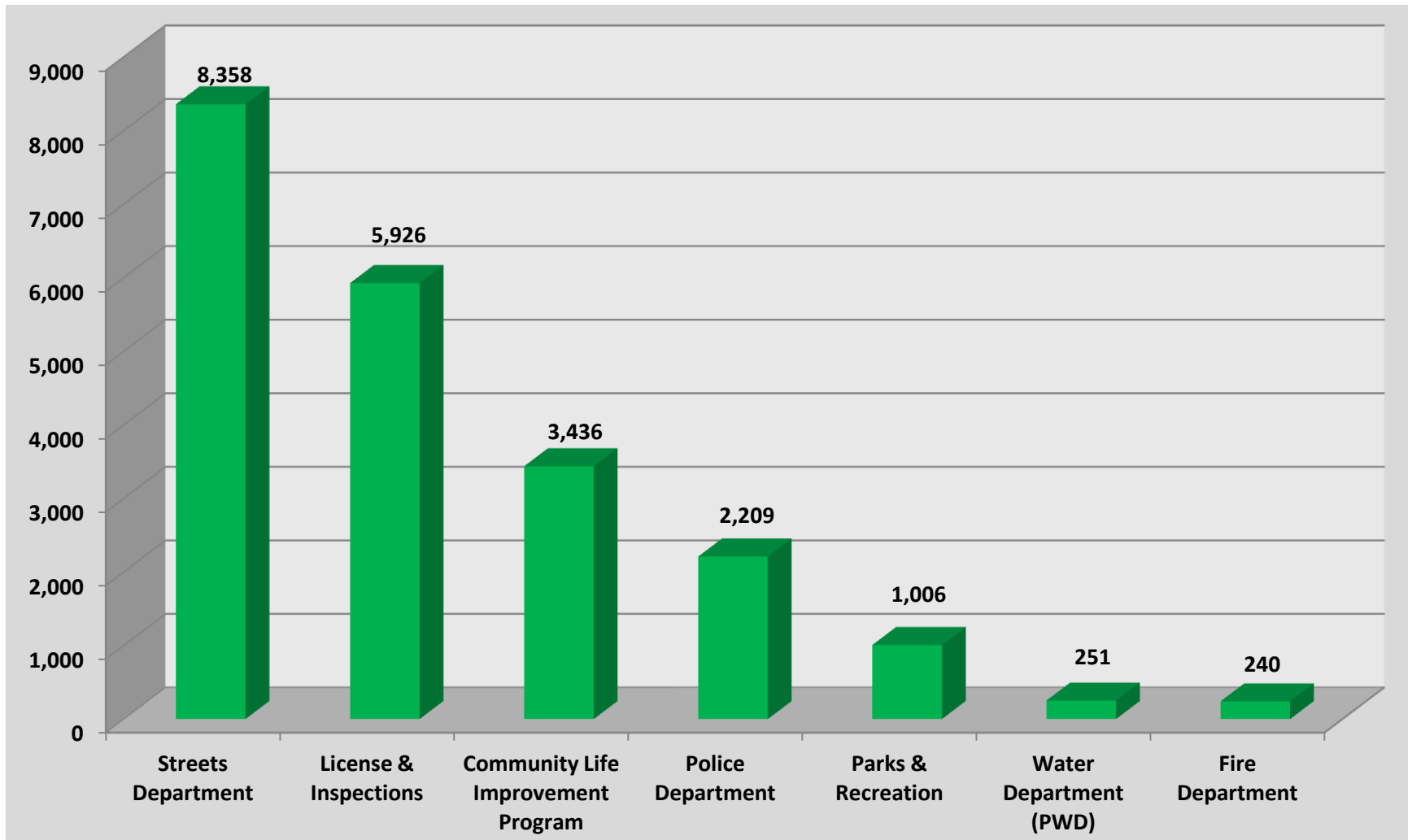
*Public*

# June 2017– Top 20 Service Requests – 21,426 Total

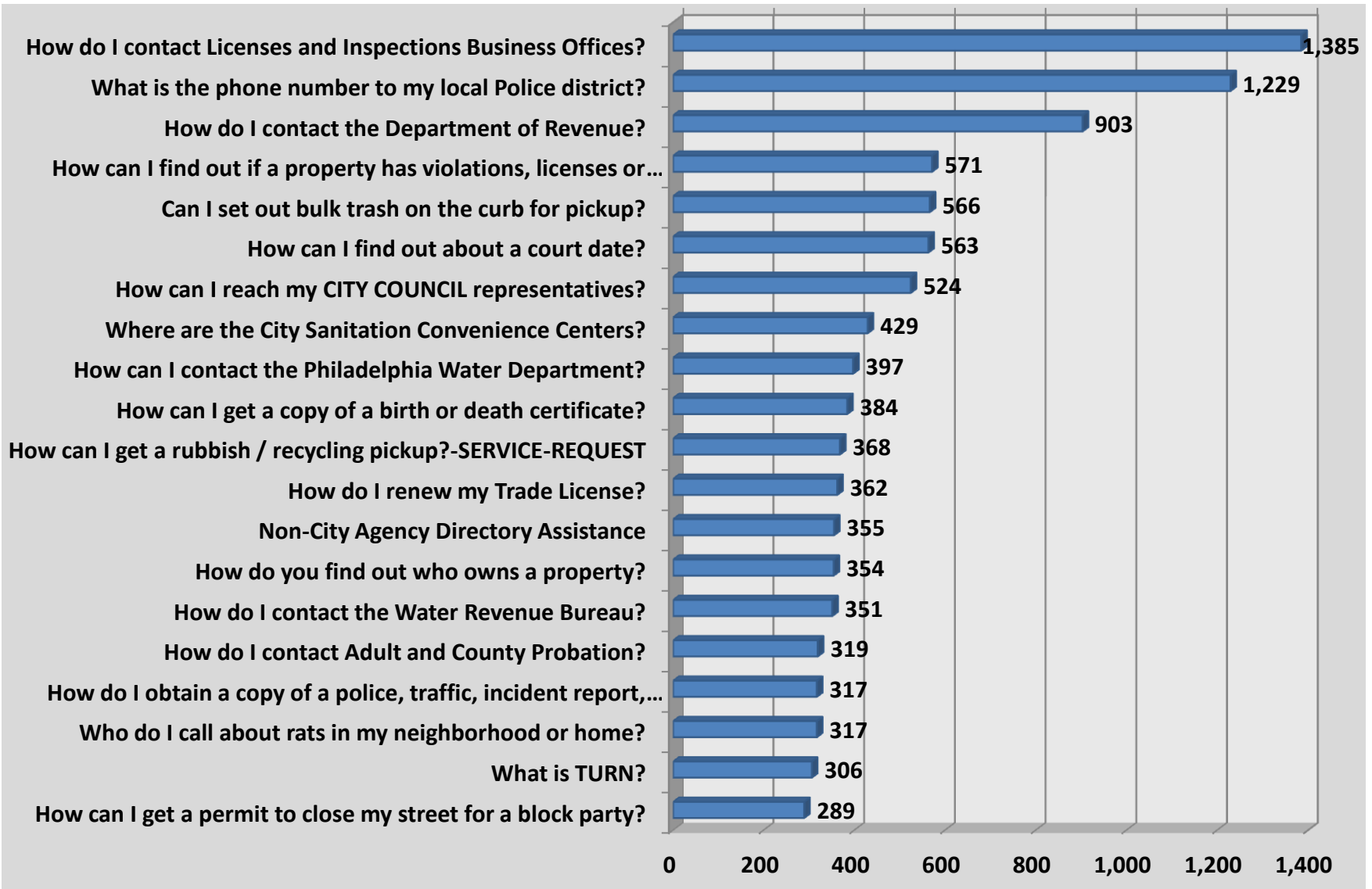


**Service Not Needed** = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).

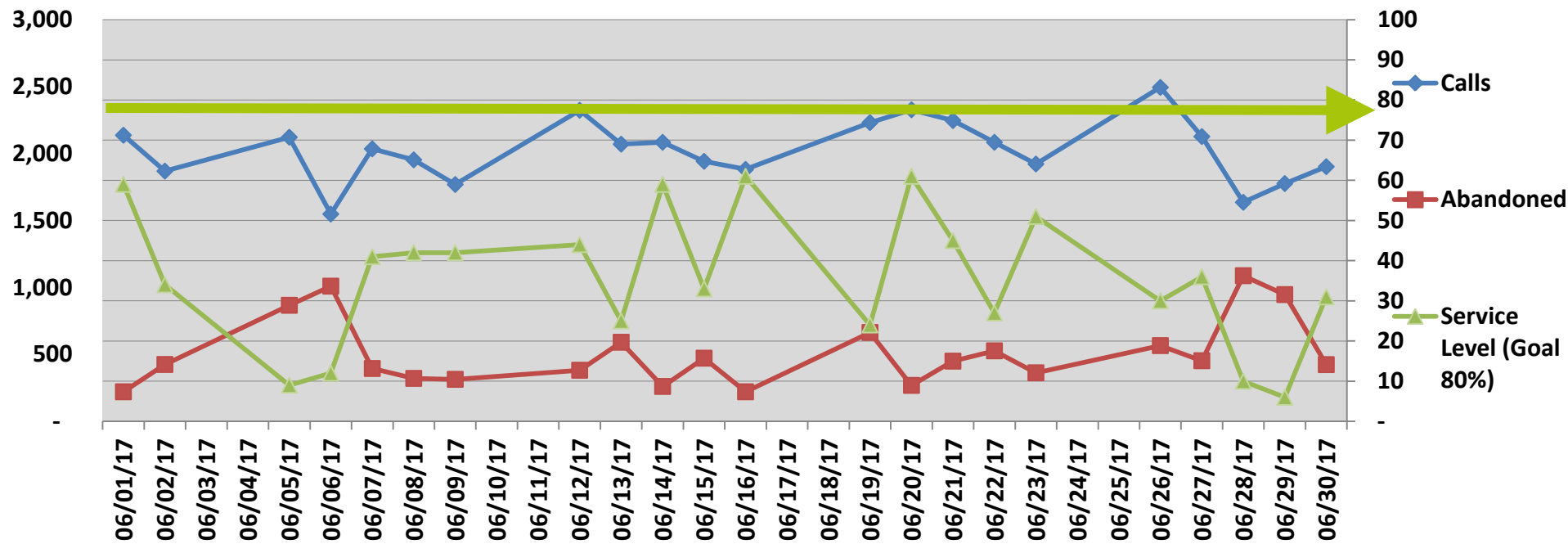
## June 2017 Service Tickets by Partner Agency



# June 2017– Top 20 questions of the total 30,508 Information Requests



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



June 2017	Week 1 (6/1/17- 6/2/17)	Week 2 (6/5/17- 6/9/17)	Week 3 (6/12/17- 6/16/17)	Week 4 (6/19/17- 6/23/17)	Week 5 (6/26/17- 6/30/17)
Calls Handled	4,006	9,427	10,301	10,810	9,935
Service Level (Goal 80%)	47%	29%	44%	42%	23%
Average Speed of Answer (Goal <30sec)	1:33	2:36	1:36	1:43	3:13
Average Talk Time	3:45	3:53	3:54	3:47	3:49
Maximum Call Duration	1:24:47	1:05:23	56:32	1:07:03	54:20

- 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.

