

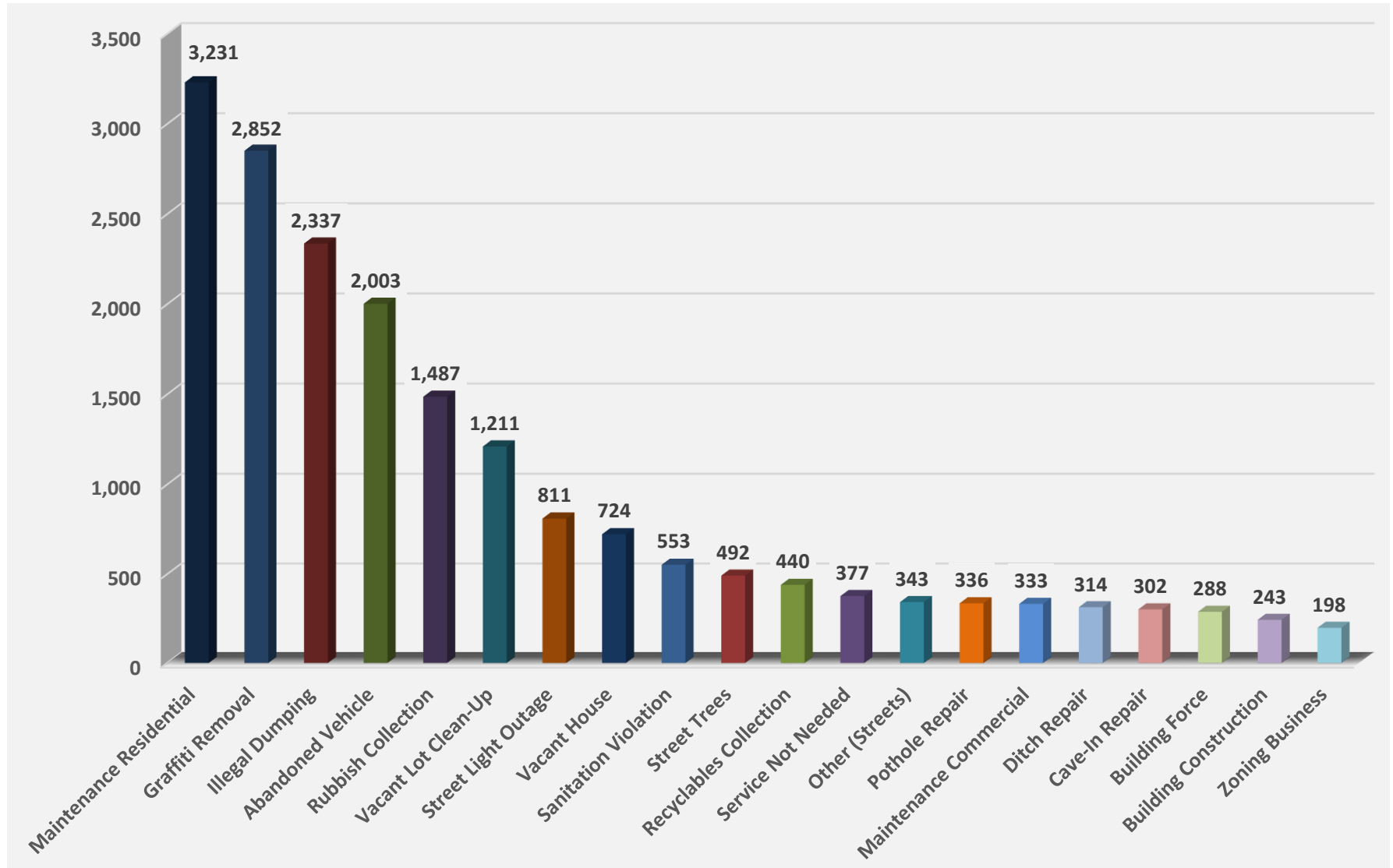


# **311 Contact Center Monthly Report**

**July 2017**

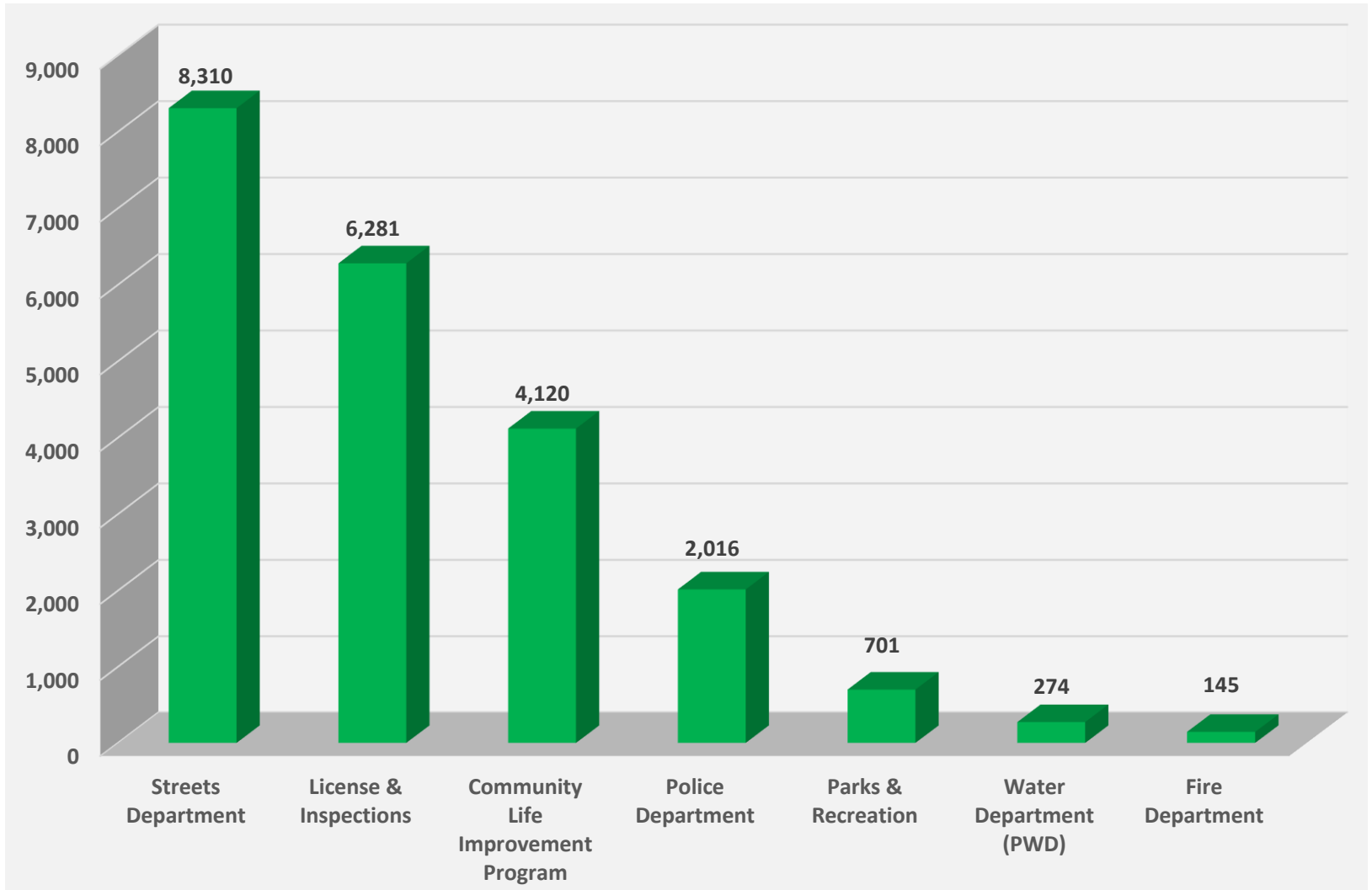
*Public*

# July 2017– Top 20 Service Requests – 21,845 Total

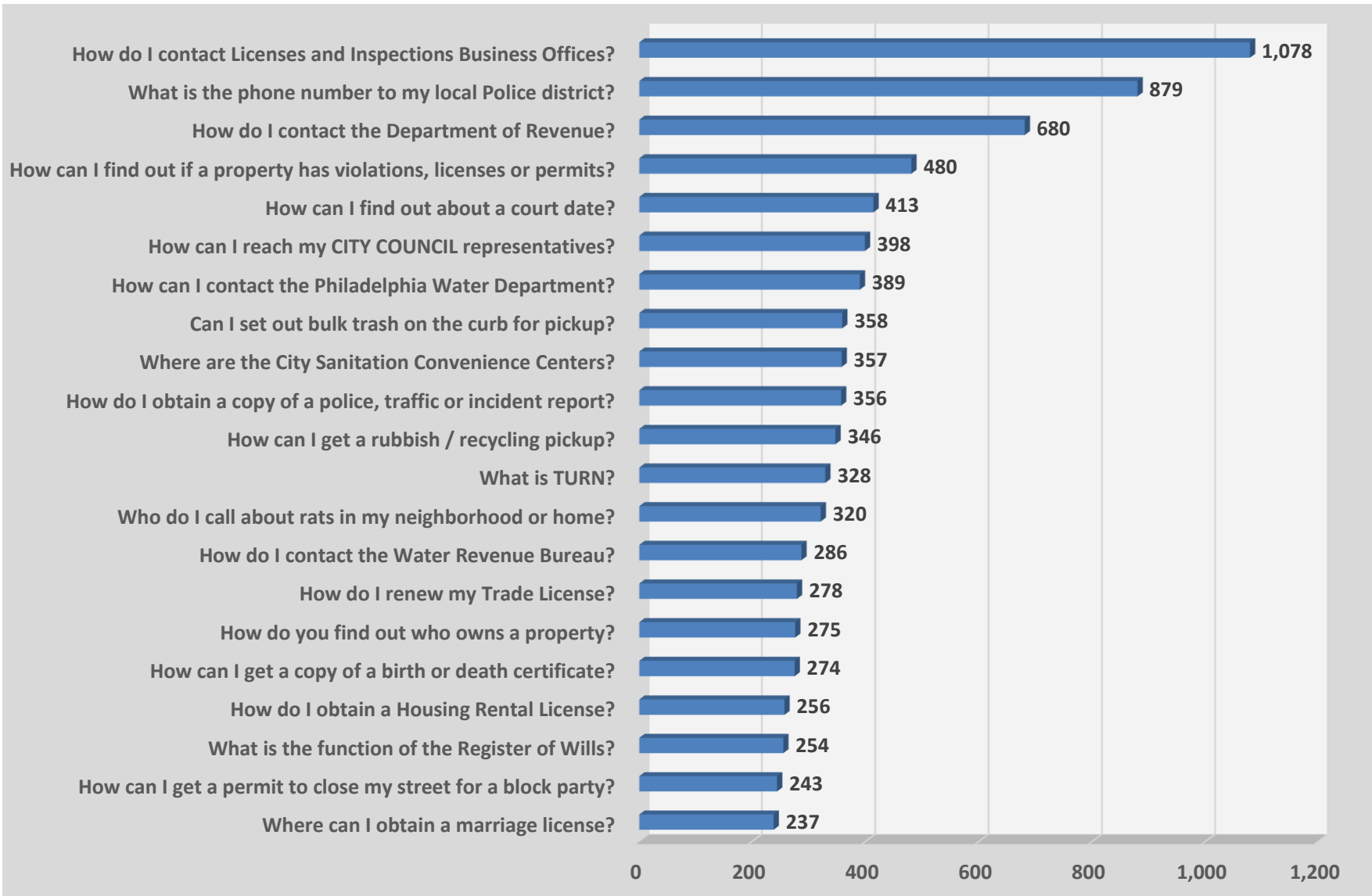


**Service Not Needed** = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).

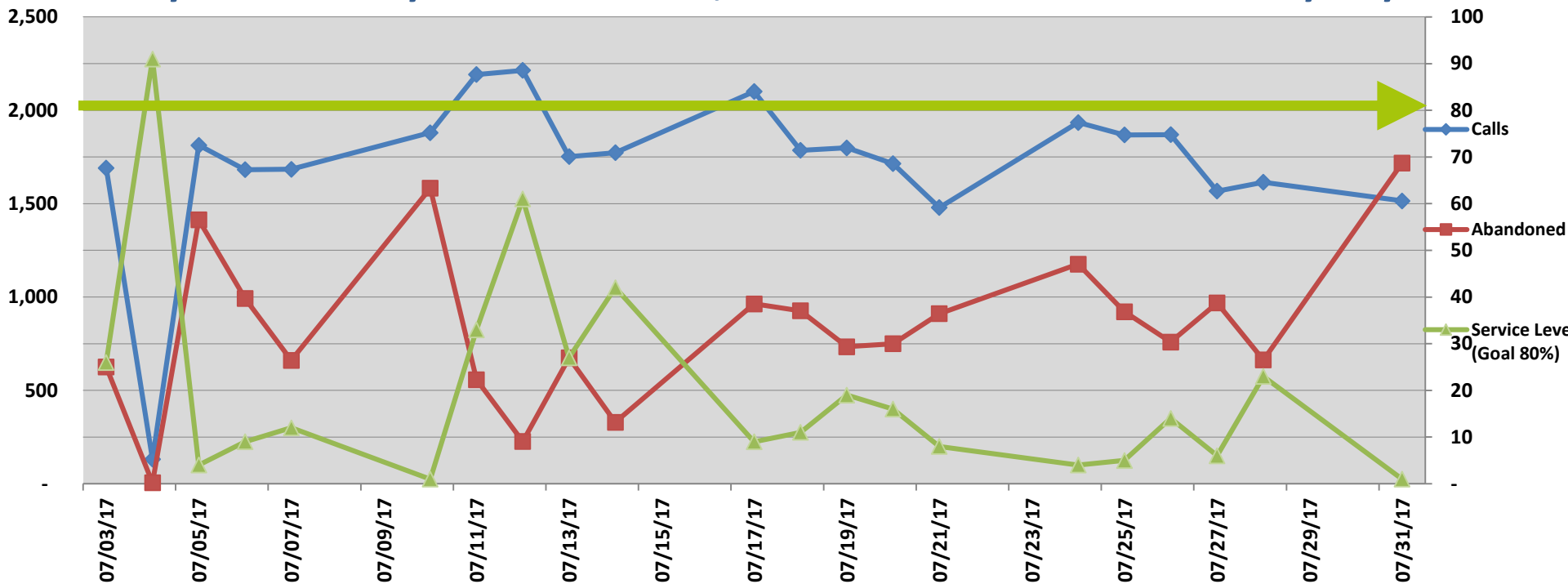
## July 2017 Service Tickets by Partner Agency



# July 2017– Top 20 questions of the total 24,640 Information Requests



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



July 2017	Week 1 (7/3/17-7/7/17)	Week 2 (7/10/17-7/14/17)	Week 3 (7/17/17-7/21/17)	Week 4 (7/24/17-7/28/17)	Week 5 (7/31/17)
<b>Calls Handled</b>	7,001	9,811	8,879	8,855	1,515
<b>Service Level (Goal 80%)</b>	28%	33%	13%	10%	1%
<b>Average Speed of Answer (Goal &lt;30sec)</b>	3:35	3:00	4:00	4:01	10:24
<b>Average Talk Time</b>	3:33	4:03	4:15	4:20	4:26
<b>Maximum Call Duration</b>	59:09	53:21	57:49	42:19	48:52

- 7/4 – Independence Day - the call center was open from 8am – 2pm
- Currently training a new group of 311 agents to improve service levels

**Service Level** - the percentage of calls answered in less than 30 seconds. Our goal is 80%.

**Average Speed of Answer** – the average wait time the caller experiences in queue.

