

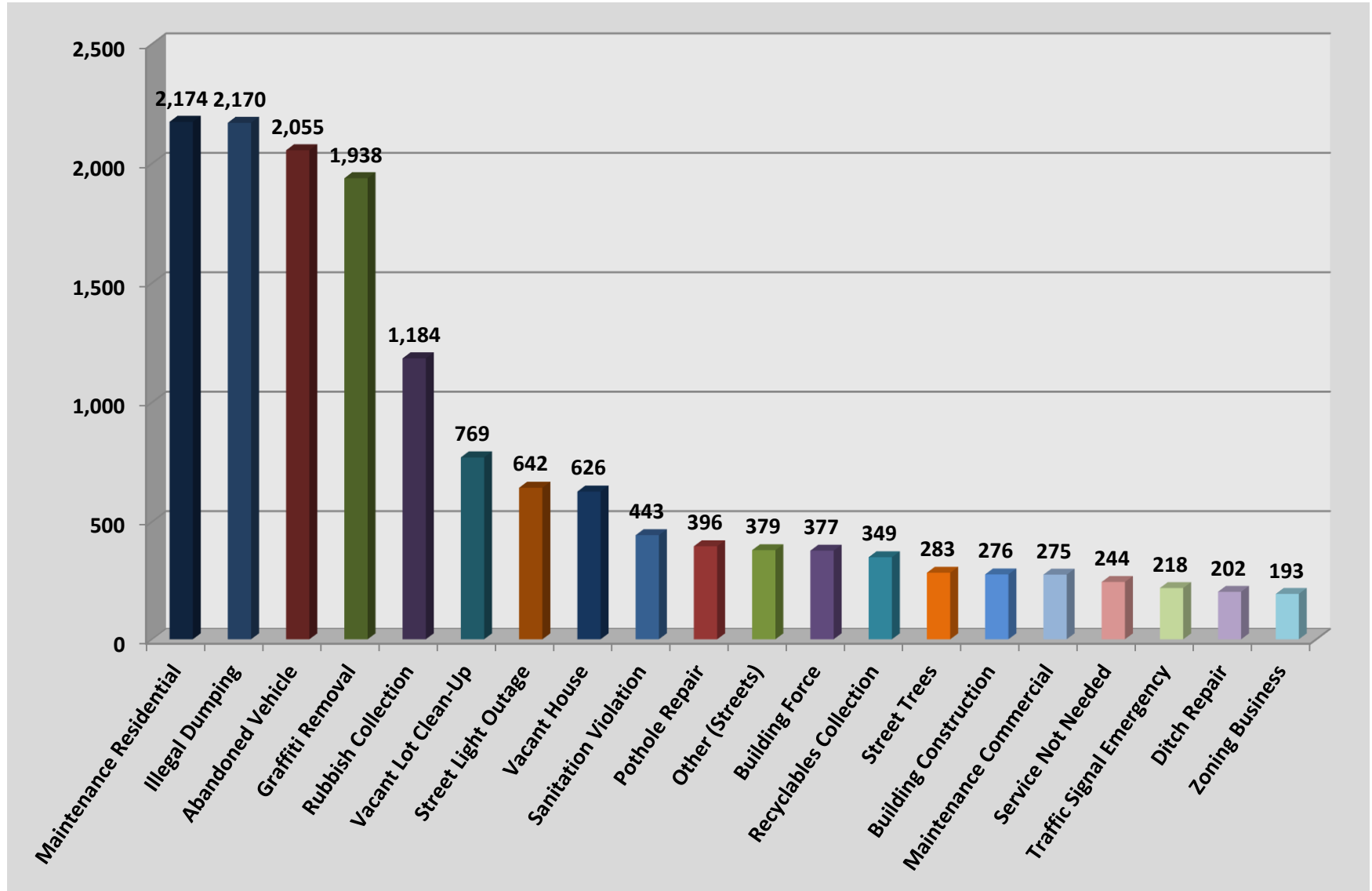


311 Contact Center Monthly Report

September 2017

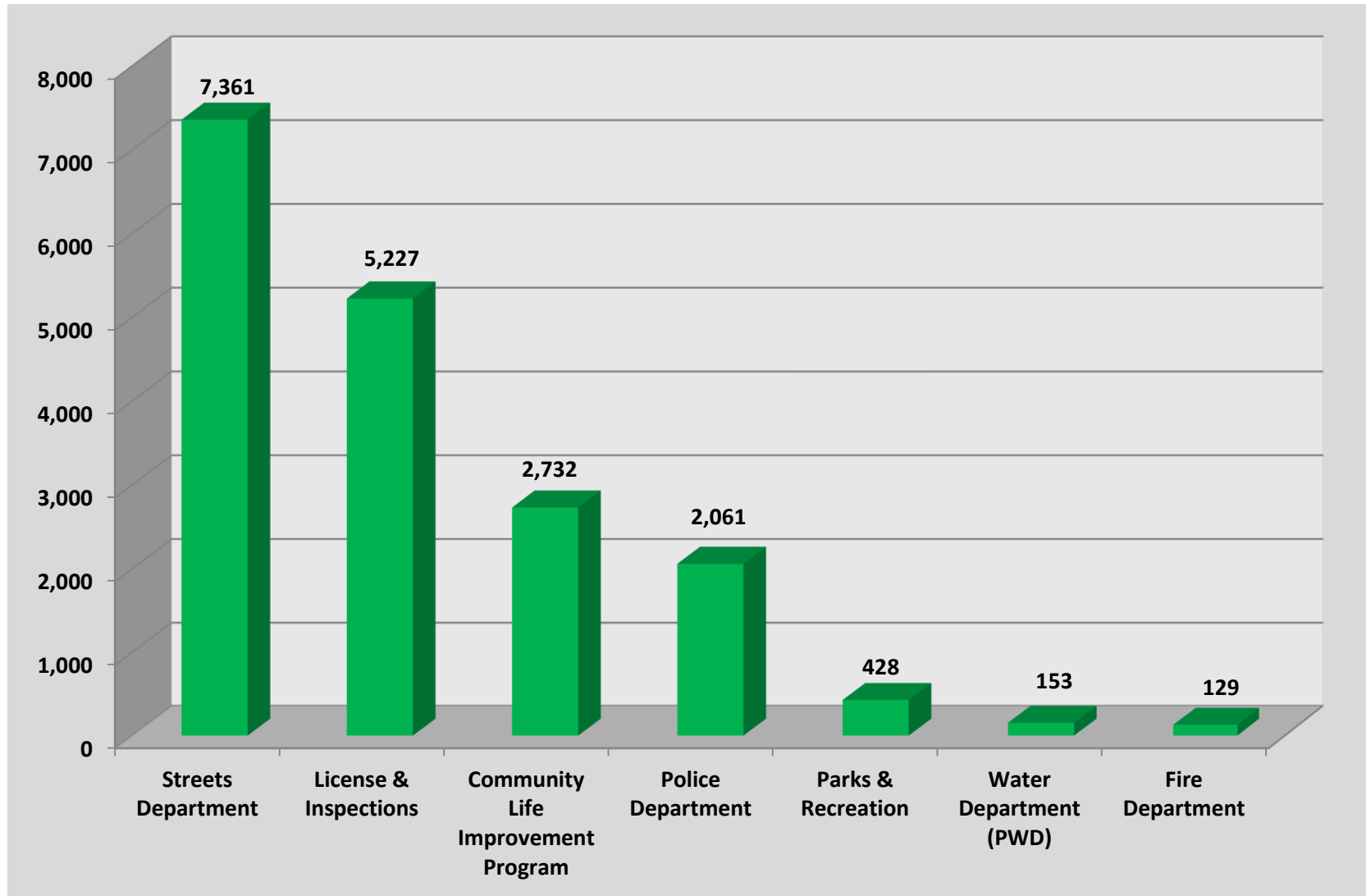
Public

September 2017– Top 20 Service Requests – 18,091 Total

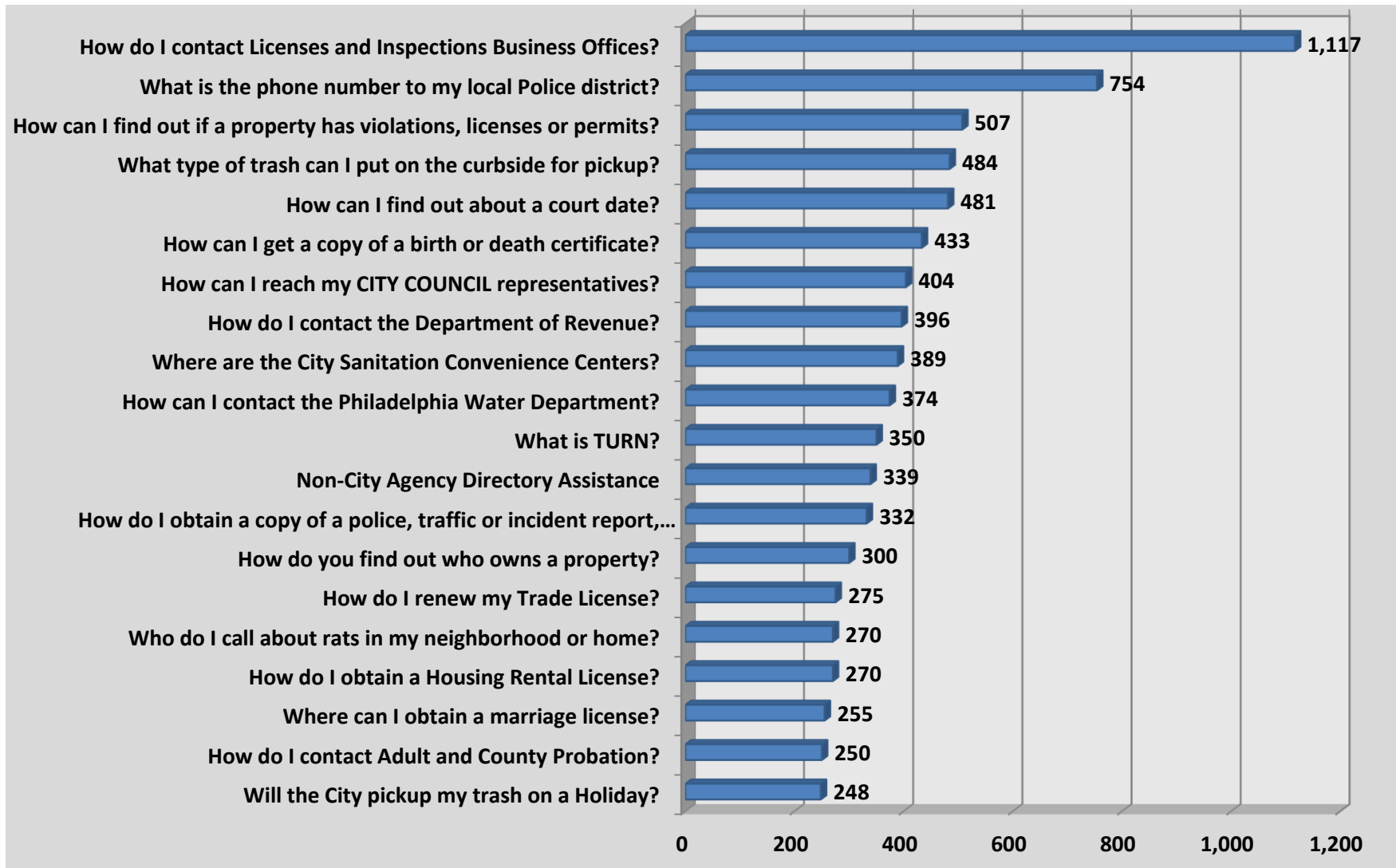


Service Not Needed = Issue reported is not tracked by issuing a Philly311 service request ticket number but reported directly to the servicing department (i.e. water main break, flooded inlet, stolen abandoned vehicle).

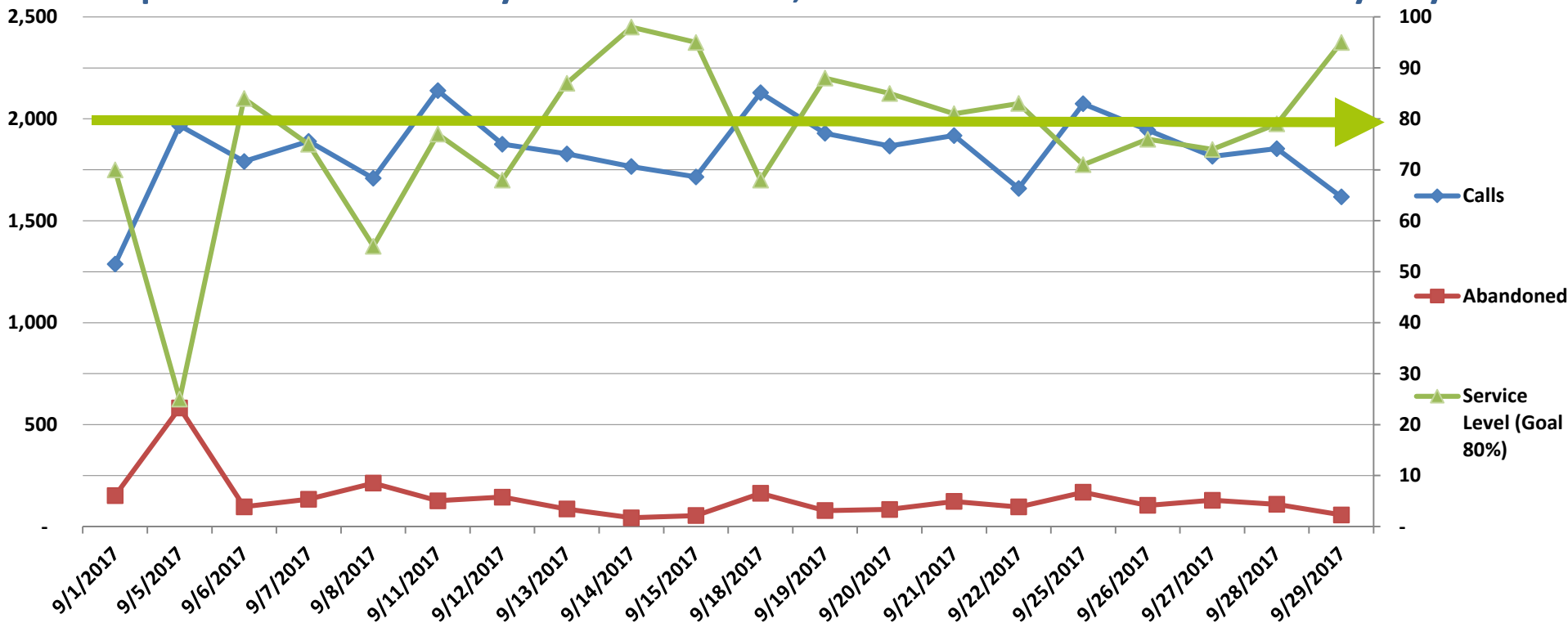
September 2017 Service Tickets by Partner Agency



September 2017– Top 20 questions of the total 24,965 Information Requests



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



September 2017	Week 1 (9/1/17)	Week 2 (9/4/17- 9/8/17)	Week 3 (9/11/17- 9/15/17)	Week 4 (9/18/17- 9/22/17)	Week 5 (9/25/17- 9/29/17)
Calls Handled	1,287	7,356	9,324	9,501	9,306
Service Level (Goal 80%)	70%	60%	85%	81%	79%
Average Speed of Answer (Goal <60sec)	1:30	1:15	0:26	0:28	0:30
Average Talk Time	3:22	3:32	3:21	3:22	3:22

- New group of agents were trained and independently taking calls on 9/11.

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue.

