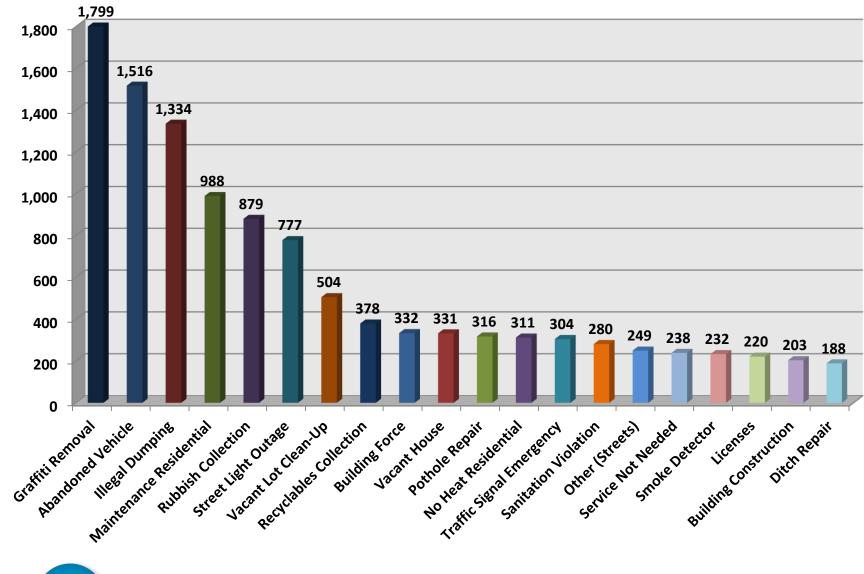


311 Contact Center Monthly Report

December 2017

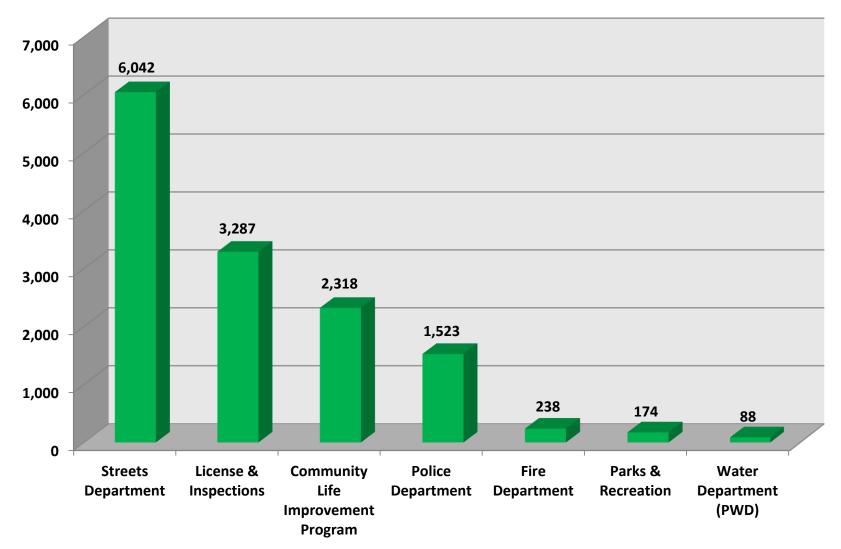
Public

December 2017– Top 20 Service Requests – 13,670 Total



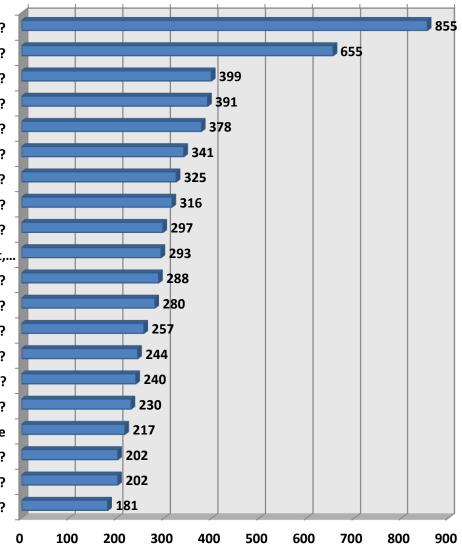


December 2017 Service Tickets by Partner Agency



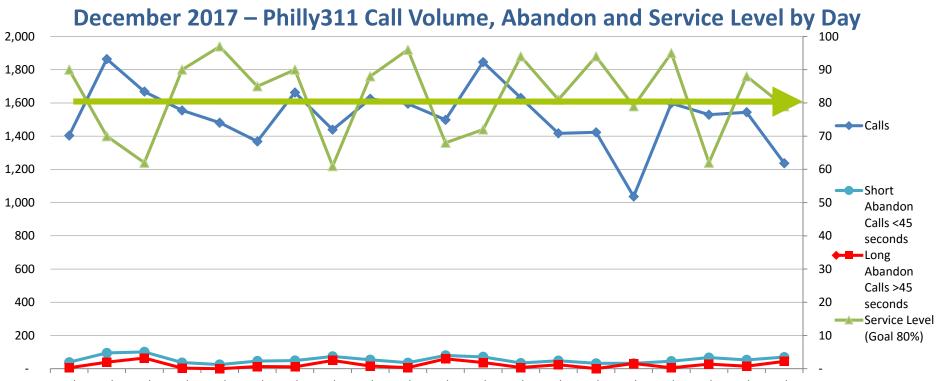


December 2017– Top 20 questions of the total 19,728 Information Requests



How do I contact Licenses and Inspections Business Offices? What is the phone number to my local Police district? How can I reach my CITY COUNCIL representatives? How do I contact the Department of Revenue? How can I contact the Philadelphia Water Department? How can I find out about a court date? How can I find out if a property has violations, licenses or permits? What is TURN? Where are the City Sanitation Convenience Centers? How do I obtain a copy of a police, traffic or incident report,... What type of trash can I put on the curbside for pickup? How do I obtain a Housing Rental License? How can I get a copy of a birth or death certificate? Who can I call for home repair assistance? How do I contact Adult and County Probation? What is the function of the Register of Wills? **Non-City Agency Directory Assistance** How do I renew my Trade License? How do you find out who owns a property? What day is trash/recycling collection in my neighborhood?





12/1 12/4 12/5 12/6 12/7 12/8 12/11 12/12 12/13 12/14 12/15 12/18 12/19 12/20 12/21 12/22 12/26 12/27 12/28 12/29

August 2017	Week 1 (12/1/17- 12/1/17)	Week 2 (12/4/17- 12/8/17)	Week 3 (12/11/17- 12/15/17)	Week 4 (12/18/17- 12/22/17)	Week 5 (12/26/17- 12/29/17)
Calls Handled	1,404	7,936	7,820	7,353	5,908
Service Level (Goal 80%)	90%	81%	81%	84%	81%
Average Speed of Answer (Goal <30sec)	0:19	0:29	0:31	0:27	0:33
Average Talk Time	2:50	3:07	2:39	3:06	3:05

philly311.

"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.