

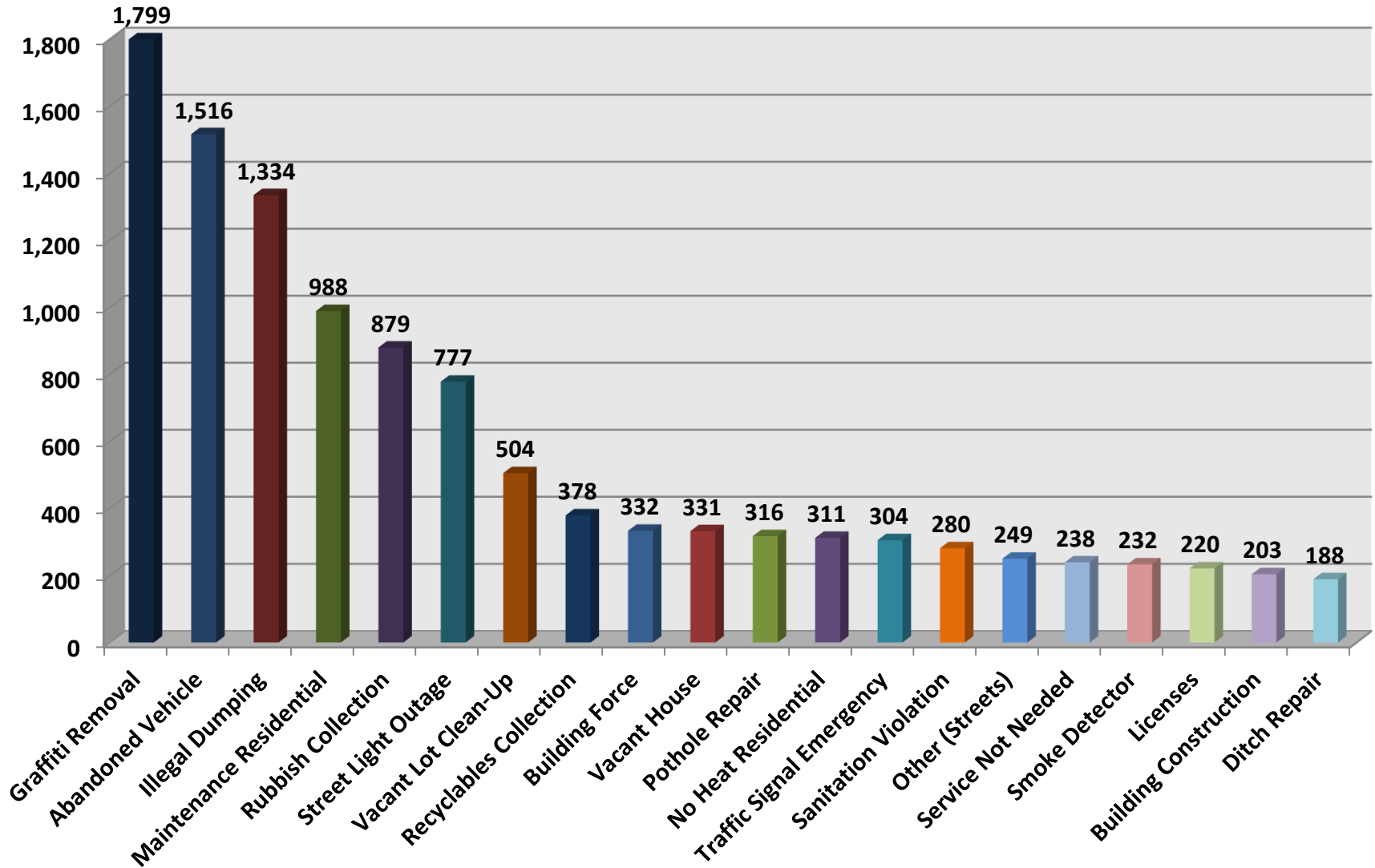


311 Contact Center Monthly Report

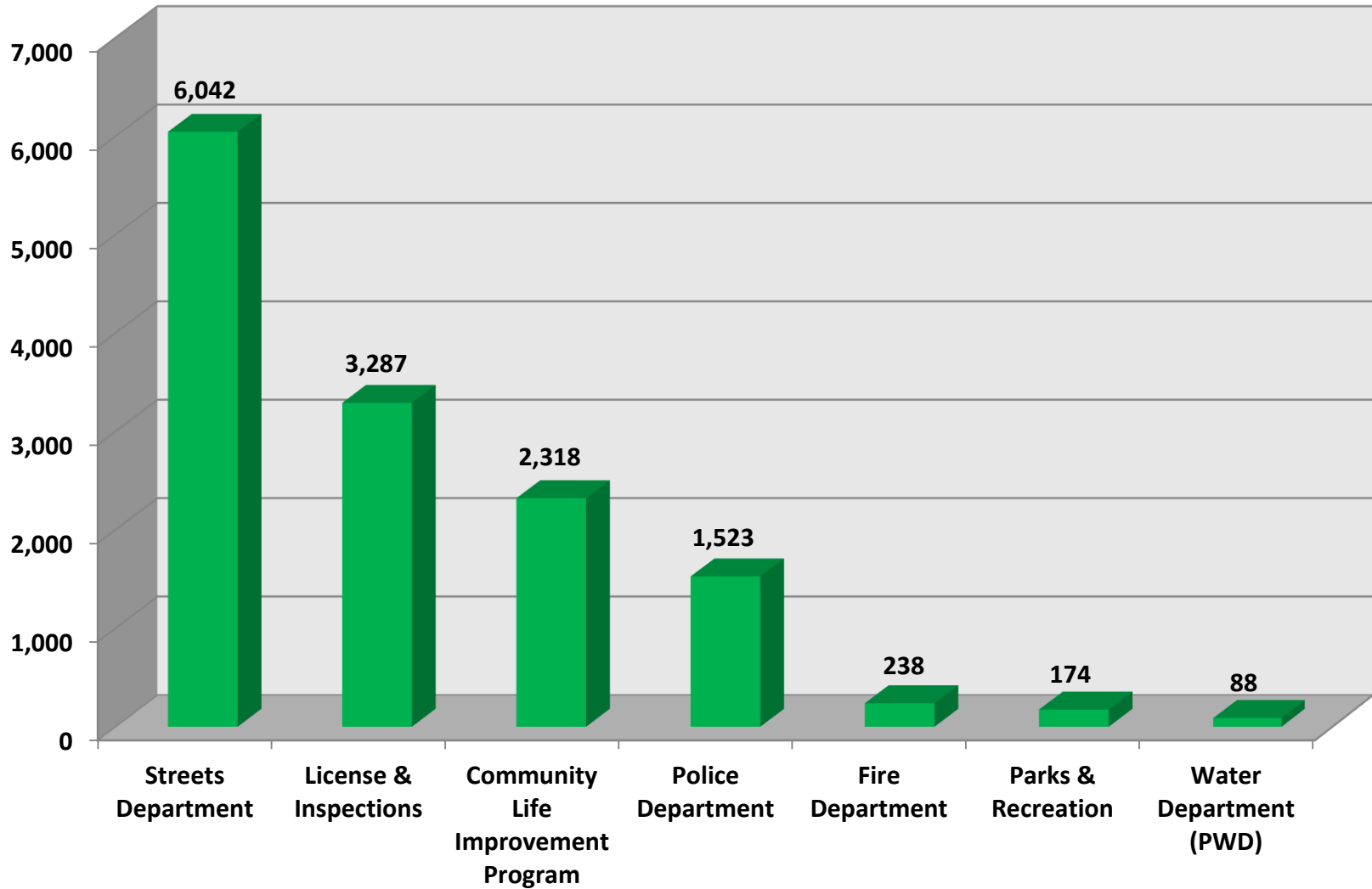
December 2017

Public

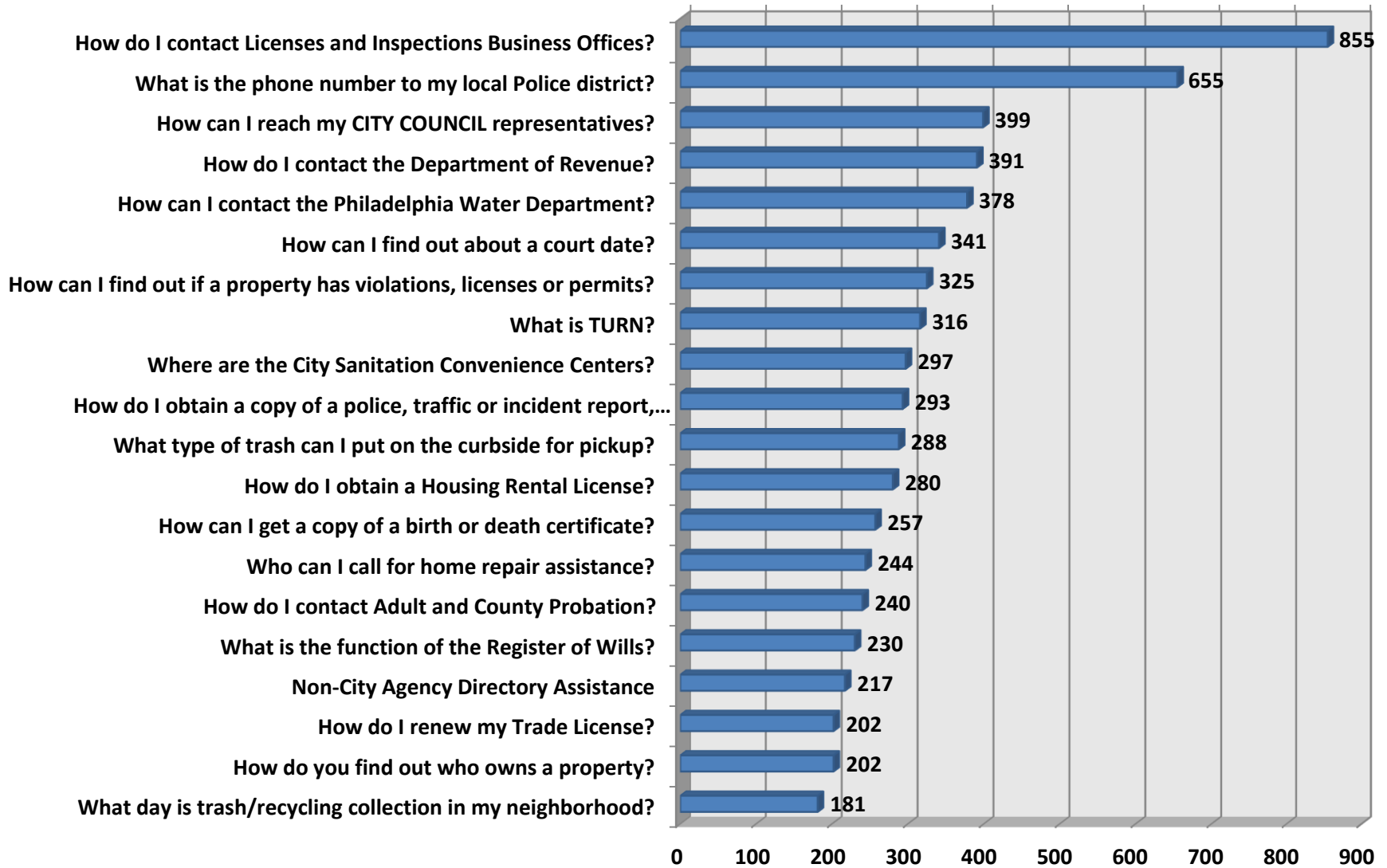
December 2017– Top 20 Service Requests – 13,670 Total



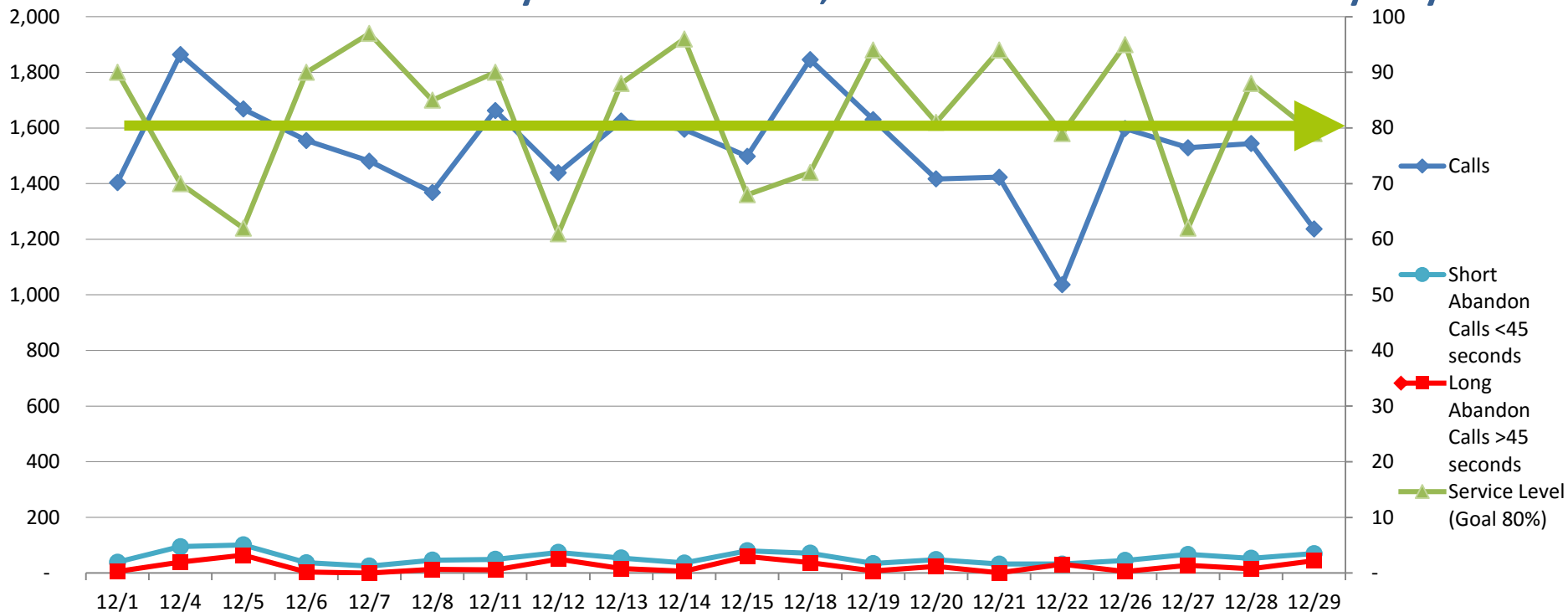
December 2017 Service Tickets by Partner Agency



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



December 2017 – Philly311 Call Volume, Abandon and Service Level by Day



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

“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.

