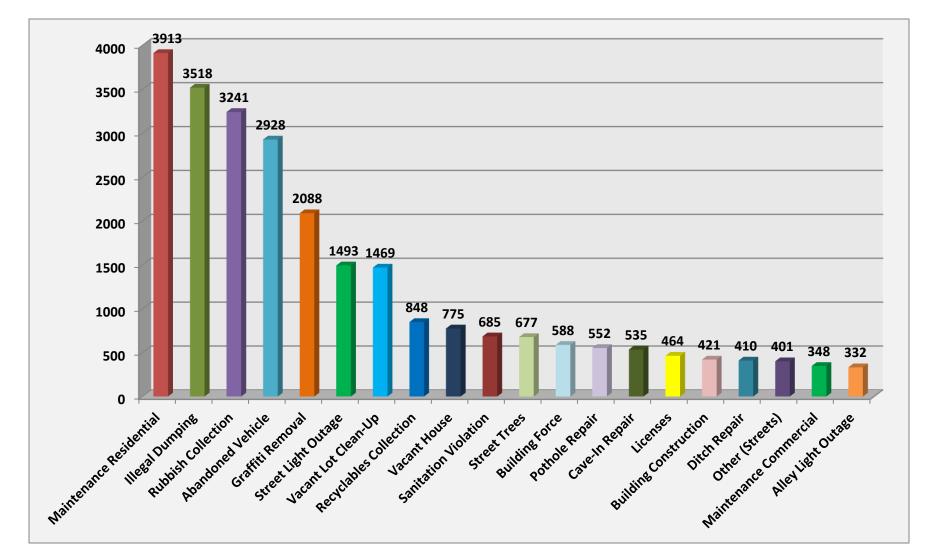


## **Contact Center** Monthly Report

August 2019

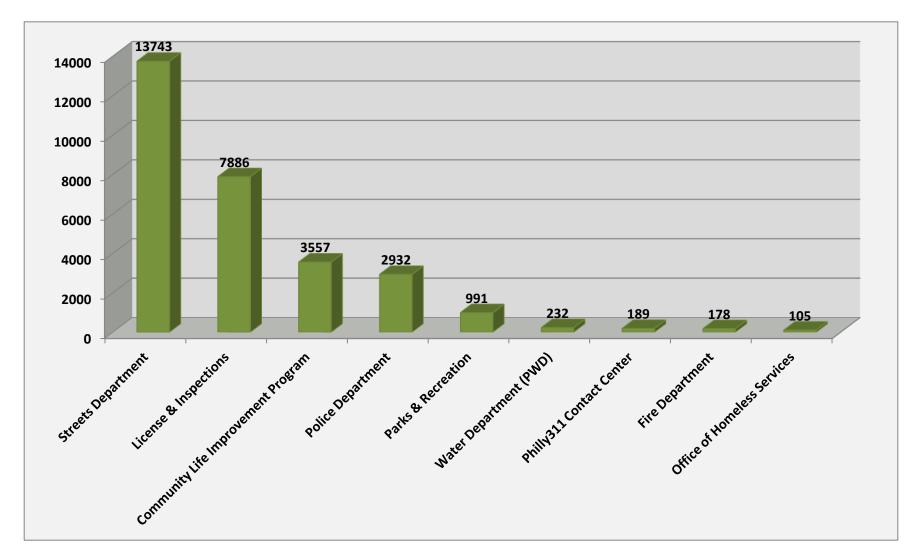
Public

## **Top 20 Service Requests of the 29,813 Total Cases Submitted**



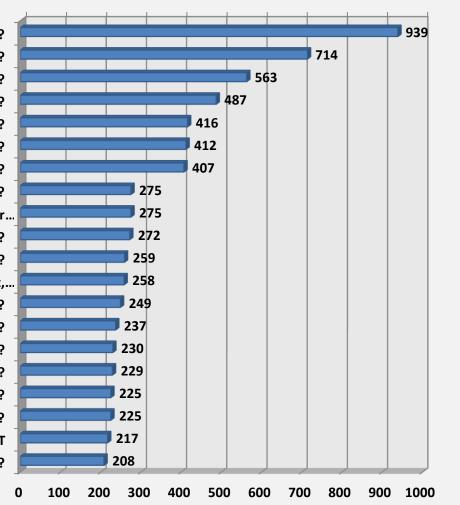


**Service Tickets by Partner Agency** 





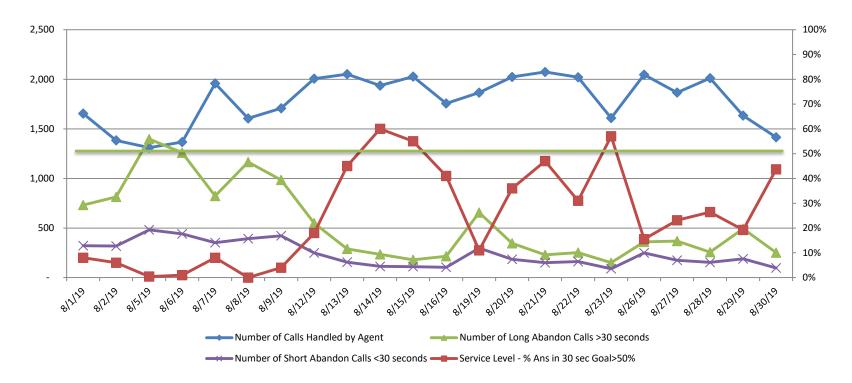
## **Top 20 questions of the total 21,016 Information Requests**



How do I contact Licenses and Inspections Business Offices? What is the phone number to my local Police district? What type of trash can I put on the curbside for pickup? Where are the City Sanitation Convenience Centers? How do I contact the Department of Revenue? How do I obtain/renew a Housing Rental License? How do I renew my Trade License? How can I find out if a property has violations, licenses or permits? How can I get a permit to close my street for a block party or... How can I reach my CITY COUNCIL representatives? What is the Philadelphia Parking Authority? How do I obtain a copy of a police, traffic or incident report,... How can I contact the Philadelphia Water Department? Who do I call about rats in my neighborhood or home? What is CLIP? What is TURN? How can I get a copy of a birth or death certificate? How do I create an Eclipse account? How can I get a rubbish / recycling pickup?-SERVICE-REQUEST What are the functions of Risk Management?



## Philly311 Call Volume, Abandon and Service Level by Day



August 2019	Week 1 (8/5/19- 8/9/19)	Week 2 (8/12/19- 8/16/19)	Week 3 (8/19/19- 8/23/19)	Week 4 (8/26/19- 8/30/19)
Calls Handled	7,947	9,776	9,590	8,972
Service Level (Goal 50%)	3%	44%	36%	26%
Average Speed of Answer (Goal <30 sec)	10:53	2:35	2:44	3:02
Average Talk Time	3:58	3:30	3:32	3:40

"Service Level" is the percentage of calls answered in less than 30 seconds. Our goal is 50%.



"Average Speed of Answer" is the average wait time the call experiences in queue.