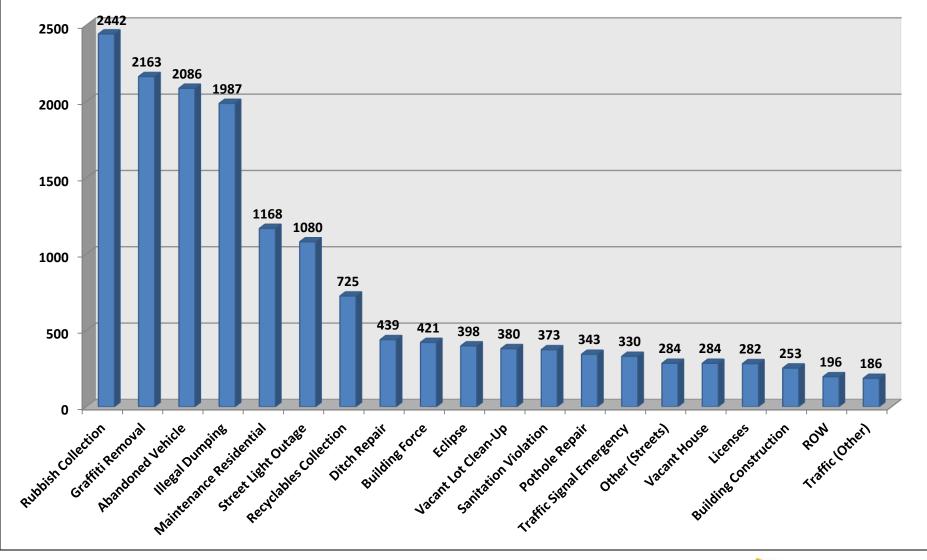


## **Contact Center** Monthly Report

December 2019

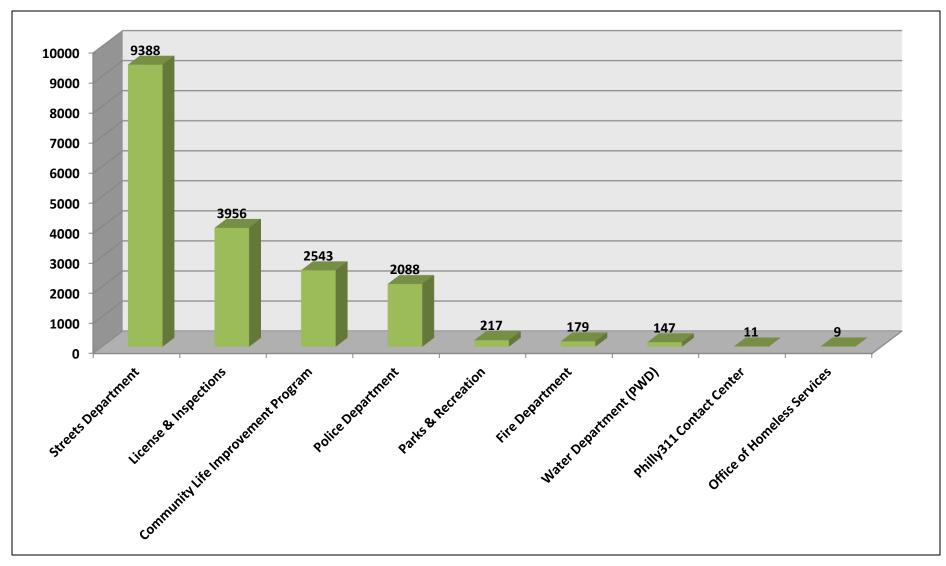
Public

## Top 20 Service Requests of the 18,538 Total Cases Submitted



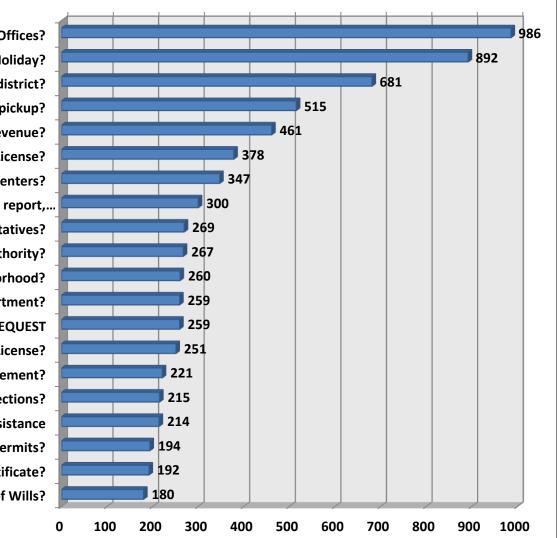


## **Service Tickets by Partner Agency**





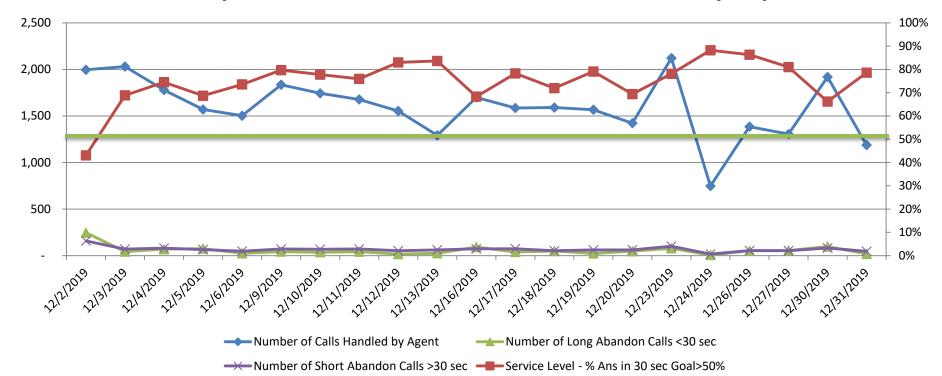
## **Top 20 Questions of the total 19,784 Information Requests**



How do I contact Licenses and Inspections Business Offices? Will the City pickup my trash on a Holiday? What is the phone number to my local Police district? What type of trash can I put on the curbside for pickup? How do I contact the Department of Revenue? How do I obtain/renew a Housing Rental License? Where are the City Sanitation Convenience Centers? How do I obtain a copy of a police, traffic or incident report,... How can I reach my CITY COUNCIL representatives? What is the Philadelphia Parking Authority? What day is trash/recycling collection in my neighborhood? How can I contact the Philadelphia Water Department? How can I get a rubbish / recycling pickup?-SERVICE-REQUEST How do I renew my Trade License? What are the functions of Risk Management? How can I find information on voting and elections? **Non-City Agency Directory Assistance** How can I find out if a property has violations, licenses or permits? How can I get a copy of a birth or death certificate? What is the function of the Register of Wills?



Philly311 Call Volume, Abandon and Service Level by Day



| December 2019                          | Week 1<br>(12/2/19-<br>12/7/19) | Week 2<br>(12/9/19-<br>12/13/19) | Week 3<br>(12/16/19-<br>12/20/19) | •     | •     |
|--|---------------------------------|----------------------------------|-----------------------------------|-------|-------|
| Calls Handled                          | 8,874                           | 8,100                            | 7,863                             | 5,558 | 3,105 |
| Service Level (Goal 50%)               | 66%                             | 80%                              | 73%                               | 83%   | 72%   |
| Average Speed of Answer (Goal <30 sec) | 1:35                            | 0:49                             | 0:59                              | 1:18  | 1:10  |
| Average Talk Time                      | 3:04                            | 2:54                             | 2:54                              | 2:46  | 2:42  |

"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.