

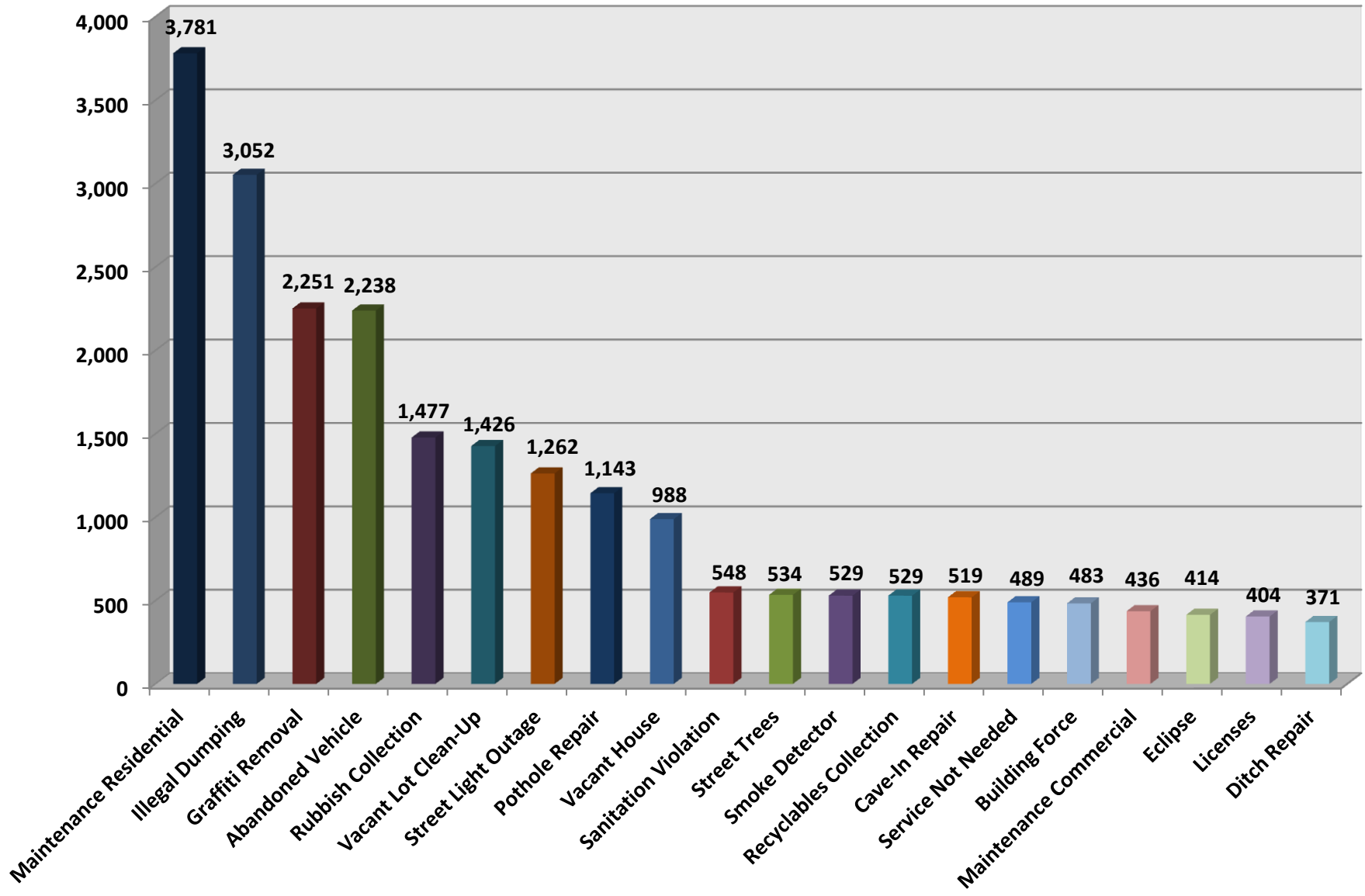


# **311 Contact Center Monthly Report**

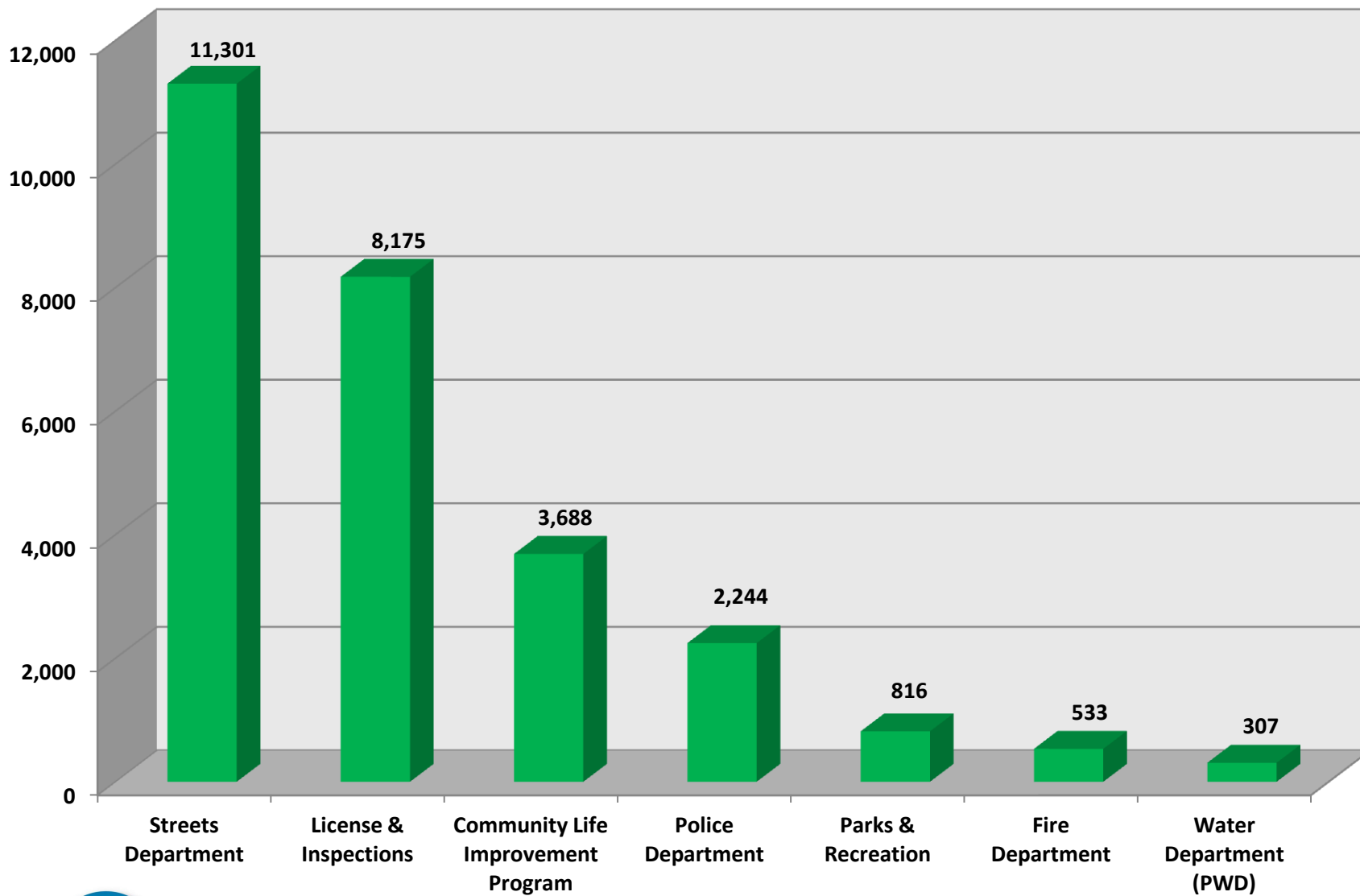
**July 2018**

*Public*

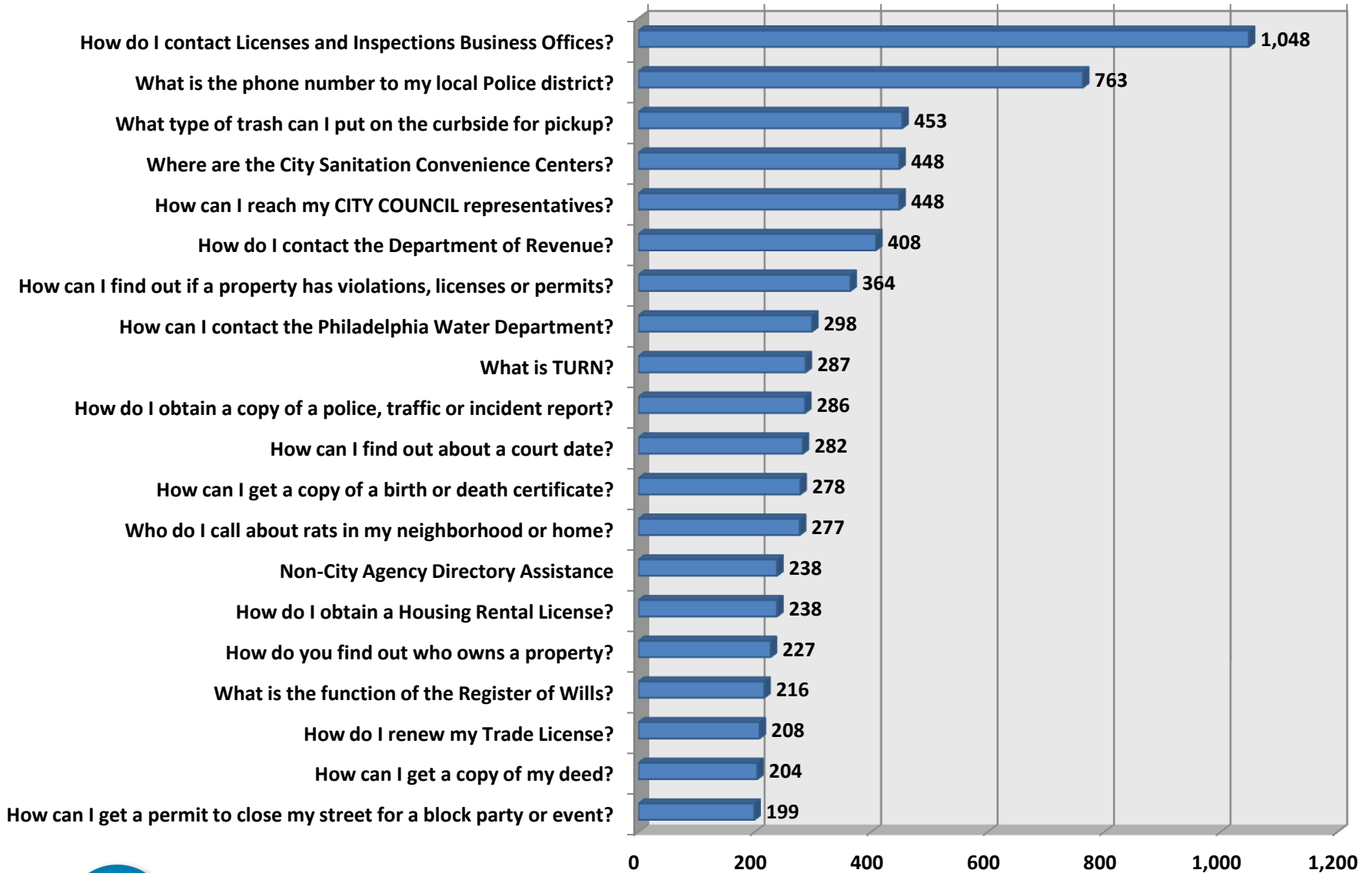
# July 2018 – Top 20 Service Requests – 27,064 Total



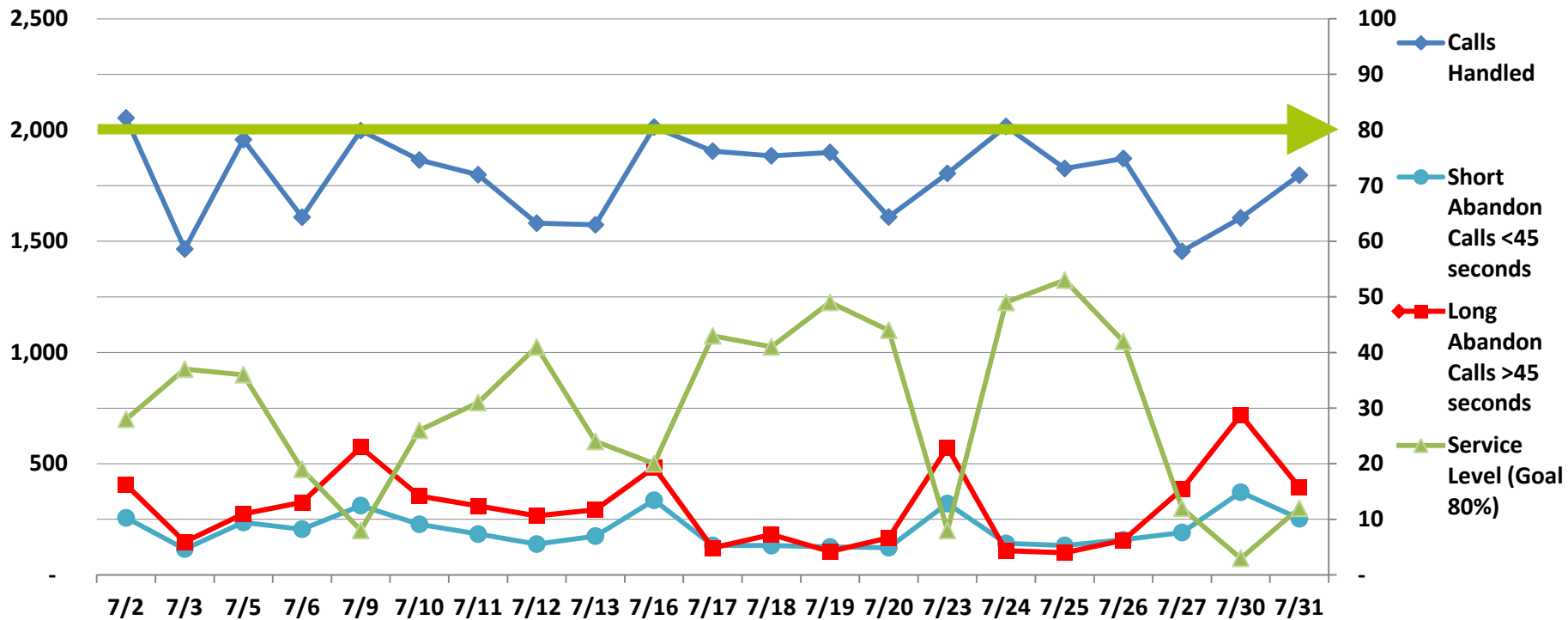
## July 2018 Service Tickets by Partner Agency



# July 2018– Top 20 questions of the total 22,103 Information Requests



# July 2018 – Philly311 Call Volume, Abandon and Service Level by Day



July 2018	Week 1 (7/2/18- 7/6/18))	Week 2 (7/9/18- 7/13/18)	Week 3 (7/16/18- 7/20/18)	Week 4 (7/23/18- 7/27/18)	Week 5 (7/30/18- 7/31/18)
Calls Handled	7,084	8,816	9,310	8,975	3,402
Service Level (Goal 80%)	30%	26%	39%	33%	8%
Average Speed of Answer (Goal <30sec)	2:56	3:15	2:04	2:36	5:44
Average Talk Time	3:38	3:41	3:38	3:48	4:14



“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%. 311 experienced extended wait times due to license renewals which affected service levels.

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