

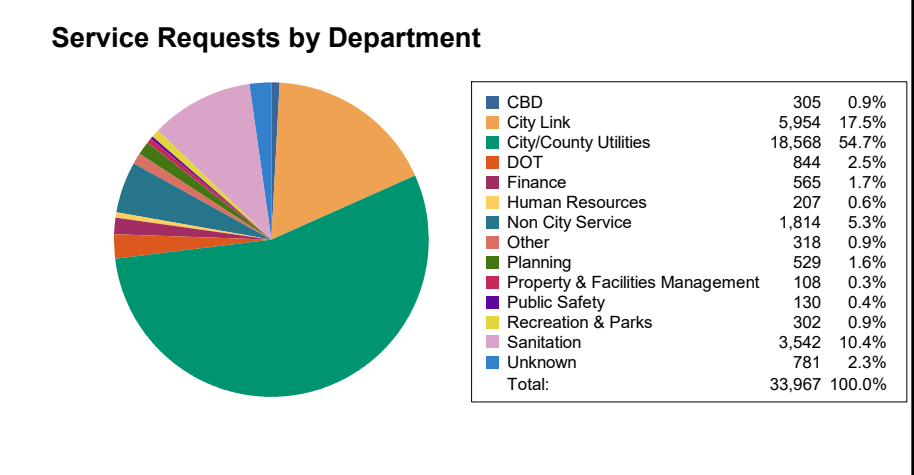
# CityLink Dashboard Report

January 2018

	<u>January</u>	<u>December</u>
<b>Total # Inbound Calls Handled:</b>	28,593	24,480
<b>Total # Service Requests Created:</b>	33,967	29,740
<b>Total # Outbound Calls Handled:</b>	6,696	5,624
<b>Total # of Agents:</b>	24	24
<b>Average # of Calls Per Agent:</b>	1,470	1,254
<b>Average Length Call Per Customer (Seconds):</b>	239	237
<b>Average Hold Time Per Customer: (Seconds):</b>	58	53
<b>Total Open Requests @ End of Month:</b>	357	391

	<u>January</u>	<u>December</u>
<b>Web Requests:</b>	625	360
<b>CityLink 311:</b>	6,301	3,999
<b>Chats:</b>	115	49
<b>See Click Fix:</b>	81	60

<b>Service Requests by Location</b>	<b>Created</b>	<b>Open</b>
EAST	3,019	38
General Inquiry-Ward Not Specified	10,796	10
NORTH	1,958	29
NORTHEAST	2,458	30
NORTHWEST	1,802	46
SOUTH	2,671	46
SOUTHEAST	2,929	29
SOUTHWEST	2,092	29
UNINCORP	4,792	69
WEST	1,450	31
	<b>33,967</b>	<b>357</b>



### Number of Service Requests By Ward

	<u>EAST</u>	<u>NORTH</u>	<u>NORTHEAST</u>	<u>NORTHWEST</u>	<u>SOUTH</u>	<u>SOUTHEAST</u>	<u>SOUTHWEST</u>	<u>WEST</u>
<b>CBD</b>	46	32	55	18	41	68	30	10
<b>City Link</b>	51	29	39	17	41	34	32	26
<b>City/County Utilities</b>	2,278	1,417	1,780	1,115	2,069	2,357	1,422	946
<b>DOT</b>	106	47	78	73	80	60	68	56
<b>Finance</b>	30	1	3	3	4	1	0	1
<b>Human Resources</b>	18	0	0	1	0	0	0	0
<b>Other</b>	11	8	7	8	11	12	5	4
<b>Planning</b>	8	2	3	3	1	0	3	1
<b>Property &amp; Facilities Management</b>	15	5	4	10	6	7	5	3
<b>Public Safety</b>	2	0	0	1	1	0	2	2
<b>Recreation &amp; Parks</b>	37	5	5	20	4	3	5	2
<b>Sanitation</b>	318	340	420	441	335	314	437	323
<b>Unknown</b>	99	72	64	92	78	73	83	76
<b>Ward Totals:</b>	<b>3,019</b>	<b>1,958</b>	<b>2,458</b>	<b>1,802</b>	<b>2,671</b>	<b>2,929</b>	<b>2,092</b>	<b>1,450</b>