

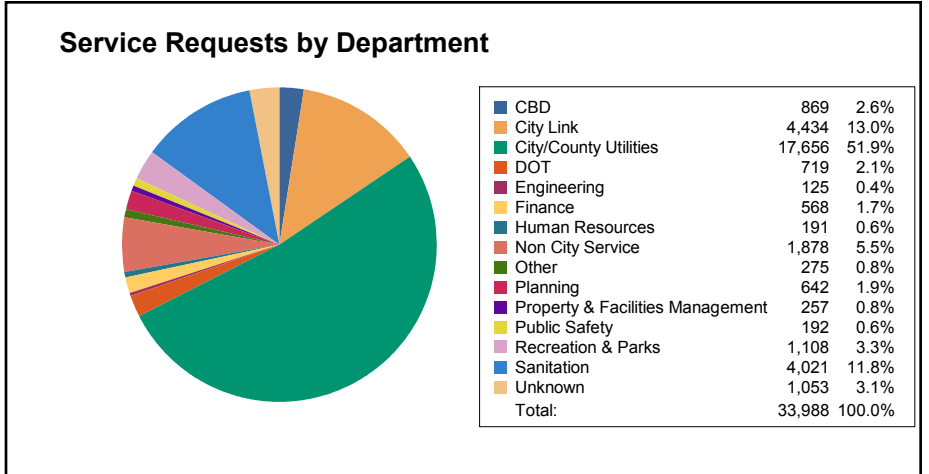
CityLink Dashboard Report

June 2017

	<u>June</u>	<u>May</u>
Total # Inbound Calls Handled:	29,618	30,178
Total # Service Requests Created:	33,988	35,637
Total # Outbound Calls Handled:	5,665	6,242
Total # of Agents:	21	22
Average # of Calls Per Agent:	1,680	1,655
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1781	1447

	<u>June</u>	<u>May</u>
Web Requests:	483	564
CityLink 311:	4,914	5,235
Chats:	102	82
See Click Fix:	159	173

Service Requests by Location	Created	Open
EAST	3,094	204
General Inquiry-Ward Not Specified	9,931	28
NORTH	2,440	136
NORTHEAST	3,325	232
NORTHWEST	1,833	182
SOUTH	2,395	198
SOUTHEAST	2,770	221
SOUTHWEST	2,242	241
UNINCORP	4,391	195
WEST	1,567	144
	33,988	1781



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>
CBD	139	95	151	73	113	171	76	42
City Link	72	37	57	43	58	41	64	36
City/County Utilities	2,007	1,756	2,395	1,045	1,586	1,853	1,370	983
DOT	112	32	80	63	43	47	73	47
Engineering	19	6	11	6	3	6	8	4
Finance	51	3	4	4	0	5	2	1
Human Resources	26	0	0	0	0	0	0	0
Other	7	15	10	5	11	15	11	13
Planning	9	0	0	3	3	0	2	0
Property & Facilities Management	25	7	29	19	27	23	32	16
Public Safety	2	2	2	0	1	2	1	2
Recreation & Parks	108	10	16	25	8	10	43	15
Sanitation	387	373	459	449	419	499	425	312
Unknown	130	104	111	98	123	98	135	96
Ward Totals:	3,094	2,440	3,325	1,833	2,395	2,770	2,242	1,567