

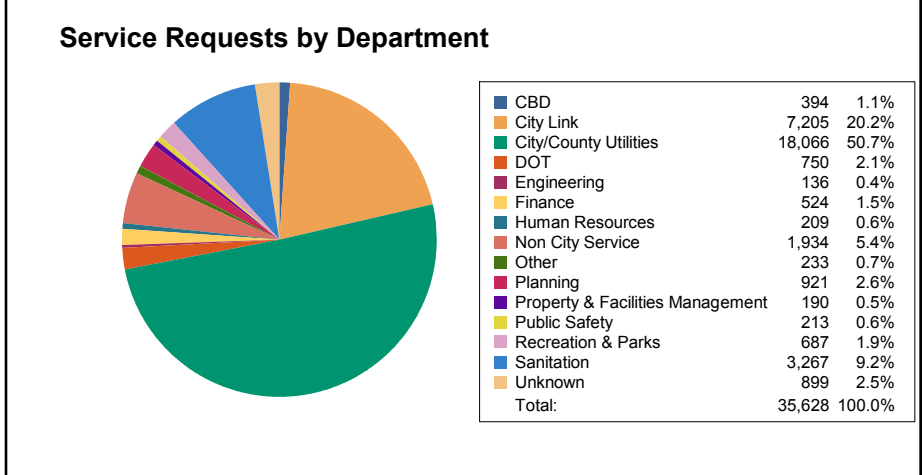
CityLink Dashboard Report

March 2017

	<u>March</u>	<u>February</u>
Total # Inbound Calls Handled:	29,246	25,795
Total # Service Requests Created:	35,628	32,293
Total # Outbound Calls Handled:	6,611	5,834
Total # of Agents:	23	22
Average # of Calls Per Agent:	1,559	1,438
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1252	1034

	<u>March</u>	<u>February</u>
Web Requests:	311	374
CityLink 311:	4,202	3,525
Chats:	102	52
See Click Fix:	124	128

Service Requests by Location	Created	Open
EAST	2,993	134
General Inquiry-Ward Not Specified	12,671	21
NORTH	2,220	128
NORTHEAST	2,592	136
NORTHWEST	1,756	118
SOUTH	2,458	152
SOUTHEAST	2,968	146
SOUTHWEST	1,922	125
UNINCORP	4,815	190
WEST	1,233	102
	35,628	1252



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	53	60	65	35	35	89	36	19
City Link	88	45	50	60	33	57	50	38
City/County Utilities	2,107	1,555	1,767	1,122	1,849	2,300	1,329	803
DOT	113	45	91	80	60	40	64	37
Engineering	7	5	11	7	4	7	1	7
Finance	45	1	4	6	3	0	0	4
Human Resources	27	0	0	0	0	1	0	0
Other	16	13	6	6	4	10	6	5
Planning	18	2	5	2	2	1	4	2
Property & Facilities Management	17	24	10	13	7	6	7	7
Public Safety	1	3	3	1	0	1	0	0
Recreation & Parks	64	8	8	18	11	5	23	10
Sanitation	336	365	485	312	350	368	316	219
Unknown	101	94	87	94	100	83	86	82
Ward Totals:	2,993	2,220	2,592	1,756	2,458	2,968	1,922	1,233