

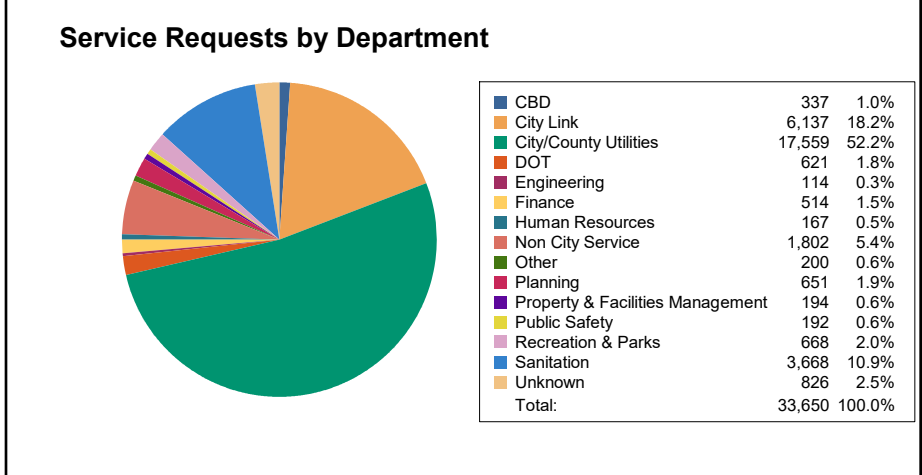
# CityLink Dashboard Report

March 2018

	<u>March</u>	<u>February</u>
<b>Total # Inbound Calls Handled:</b>	27,572	25,420
<b>Total # Service Requests Created:</b>	33,650	30,116
<b>Total # Outbound Calls Handled:</b>	5,331	5,454
<b>Total # of Agents:</b>	22	24
<b>Average # of Calls Per Agent:</b>	1,496	1,286
<b>Average Length Call Per Customer (Seconds):</b>	238	241
<b>Average Hold Time Per Customer: (Seconds):</b>	47	50
<b>Total Open Requests @ End of Month:</b>	319	171

	<u>March</u>	<u>February</u>
<b>Web Requests:</b>	411	380
<b>CityLink 311:</b>	4,264	3,510
<b>Chats:</b>	76	63
<b>See Click Fix:</b>	109	75

<b>Service Requests by Location</b>	<b>Created</b>	<b>Open</b>
EAST	2,982	43
General Inquiry-Ward Not Specified	11,324	7
NORTH	2,071	38
NORTHEAST	2,843	34
NORTHWEST	1,688	27
SOUTH	2,435	22
SOUTHEAST	2,725	47
SOUTHWEST	1,836	35
UNINCORP	4,398	49
WEST	1,348	17
	<b>33,650</b>	<b>319</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>	40	56	63	22	26	71	42	11
<b>City Link</b>	59	30	40	31	42	33	21	29
<b>City/County Utilities</b>	2,134	1,513	1,897	1,096	1,872	2,147	1,225	846
<b>DOT</b>	107	55	40	64	43	43	52	43
<b>Engineering</b>	4	3	5	7	3	5	1	3
<b>Finance</b>	46	2	2	5	2	0	1	1
<b>Human Resources</b>	23	0	0	0	0	0	0	0
<b>Other</b>	9	10	11	2	6	6	5	3
<b>Planning</b>	8	0	3	3	2	1	2	1
<b>Property &amp; Facilities Management</b>	15	24	13	15	15	11	14	8
<b>Public Safety</b>	5	2	1	3	0	2	1	1
<b>Recreation &amp; Parks</b>	54	3	5	20	8	5	10	8
<b>Sanitation</b>	381	320	666	345	323	322	377	315
<b>Unknown</b>	97	53	97	75	93	79	85	79
<b>Ward Totals:</b>	<b>2,982</b>	<b>2,071</b>	<b>2,843</b>	<b>1,688</b>	<b>2,435</b>	<b>2,725</b>	<b>1,836</b>	<b>1,348</b>