

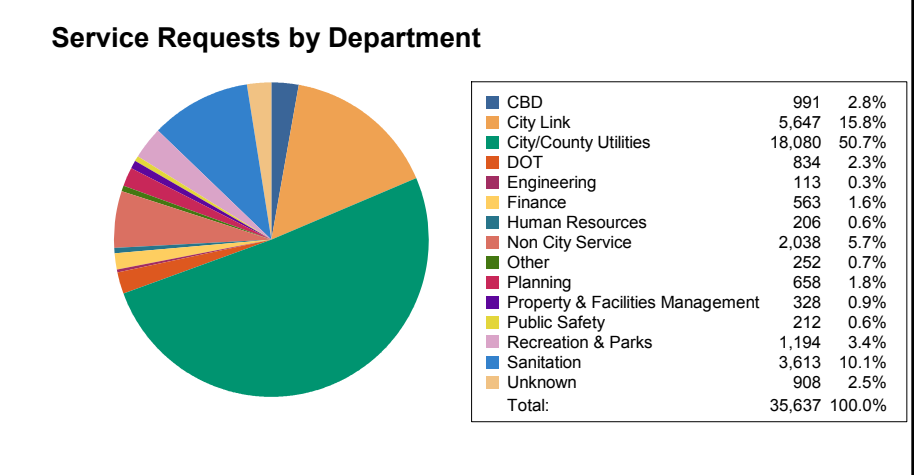
CityLink Dashboard Report

May 2017

	<u>May</u>	<u>April</u>
Total # Inbound Calls Handled:	30,178	26,236
Total # Service Requests Created:	35,637	32,715
Total # Outbound Calls Handled:	6,242	5,545
Total # of Agents:	22	23
Average # of Calls Per Agent:	1,655	1,382
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1447	1322

	<u>May</u>	<u>April</u>
Web Requests:	564	440
CityLink 311:	5,235	4,577
Chats:	82	80
See Click Fix:	173	120

Service Requests by Location	Created	Open
EAST	3,253	149
General Inquiry-Ward Not Specified	11,304	11
NORTH	2,358	130
NORTHEAST	2,484	164
NORTHWEST	2,123	167
SOUTH	2,787	173
SOUTHEAST	3,126	188
SOUTHWEST	2,116	193
UNINCORP	4,603	140
WEST	1,483	132
	35,637	1447



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	144	130	124	118	117	198	104	49
City Link	92	51	66	65	56	57	58	46
City/County Utilities	2,167	1,611	1,633	1,235	2,039	2,262	1,334	869
DOT	118	57	81	84	57	78	82	75
Engineering	4	7	11	9	6	3	6	8
Finance	53	2	6	6	2	3	1	3
Human Resources	32	0	1	0	0	1	0	0
Other	13	13	10	11	15	14	11	14
Planning	6	0	3	3	2	1	0	1
Property & Facilities Management	45	26	27	36	37	22	17	11
Public Safety	1	1	1	2	3	2	0	1
Recreation & Parks	130	7	20	29	10	10	30	4
Sanitation	344	349	424	424	357	372	387	313
Unknown	104	104	77	101	86	103	86	89
Ward Totals:	3,253	2,358	2,484	2,123	2,787	3,126	2,116	1,483