

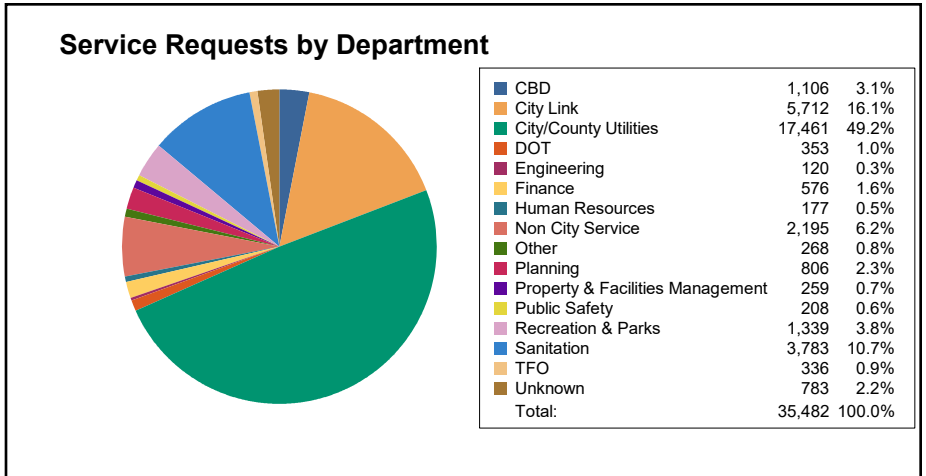
# CityLink Dashboard Report

May 2018

	<u>May</u>	<u>April</u>
<b>Total # Inbound Calls Handled:</b>	28,452	27,905
<b>Total # Service Requests Created:</b>	35,482	34,271
<b>Total # Outbound Calls Handled:</b>	7,610	5,415
<b>Total # of Agents:</b>	22	21
<b>Average # of Calls Per Agent:</b>	1,639	1,587
<b>Average Length Call Per Customer (Seconds):</b>	236	234
<b>Average Hold Time Per Customer: (Seconds):</b>	53	43
<b>Total Open Requests @ End of Month:</b>	630	311

	<u>May</u>	<u>April</u>
<b>Web Requests:</b>	528	422
<b>CityLink 311:</b>	4,468	4,591
<b>Chats:</b>	95	88
<b>See Click Fix:</b>	157	120

Service Requests by Location	Created	Open
EAST	2,979	95
General Inquiry-Ward Not Specified	12,210	9
NORTH	2,250	42
NORTHEAST	2,890	68
NORTHWEST	1,955	56
SOUTH	2,385	72
SOUTHEAST	2,498	61
SOUTHWEST	2,066	97
UNINCORP	4,668	71
WEST	1,581	59
	<b>35,482</b>	<b>630</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>	152	158	227	104	140	147	117	49
<b>City Link</b>	83	26	60	36	51	46	45	33
<b>City/County Utilities</b>	1,958	1,607	1,970	1,194	1,688	1,852	1,345	934
<b>DOT</b>	73	13	21	28	18	8	16	9
<b>Engineering</b>	9	3	6	8	5	4	7	4
<b>Finance</b>	37	2	4	6	1	3	6	4
<b>Human Resources</b>	18	0	0	0	0	0	0	0
<b>Other</b>	13	8	11	1	7	4	6	1
<b>Planning</b>	4	0	1	1	2	0	7	0
<b>Property &amp; Facilities Management</b>	27	19	23	17	12	8	18	13
<b>Public Safety</b>	3	0	0	1	1	1	1	0
<b>Recreation &amp; Parks</b>	94	9	11	19	8	1	39	11
<b>Sanitation</b>	374	303	411	412	340	336	339	401
<b>TFO</b>	36	36	43	41	35	27	53	33
<b>Unknown</b>	98	66	102	87	77	61	67	89
<b>Ward Totals:</b>	<b>2,979</b>	<b>2,250</b>	<b>2,890</b>	<b>1,955</b>	<b>2,385</b>	<b>2,498</b>	<b>2,066</b>	<b>1,581</b>