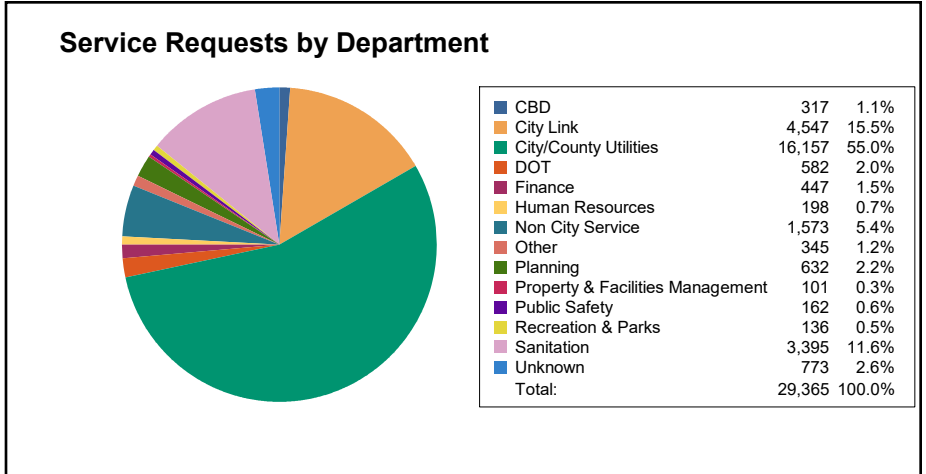


CityLink Dashboard Report

November 2017

	<u>November</u>	<u>October</u>		<u>November</u>	<u>October</u>
Total # Inbound Calls Handled:	25,078	26,659	Web Requests:	387	413
Total # Service Requests Created:	29,365	31,063	CityLink 311:	4,137	4,009
Total # Outbound Calls Handled:	5,314	6,085	Chats:	78	87
Total # of Agents:	22	22	See Click Fix:	71	84
Average # of Calls Per Agent:	1,381	1,488			
Average Length Call Per Customer (Seconds):	233	248			
Average Hold Time Per Customer (Seconds):	52	57			
Total Open Requests @ End of Month:	183	285			

Service Requests by Location	Created	Open
EAST	2,843	44
General Inquiry-Ward Not Specified	8,768	1
NORTH	1,779	25
NORTHEAST	2,336	45
NORTHWEST	1,640	41
SOUTH	2,249	27
SOUTHEAST	2,727	49
SOUTHWEST	1,597	34
UNINCORP	4,062	39
WEST	1,364	26
	29,365	331



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	50	38	69	34	29	60	19	13
City Link	56	37	43	46	27	42	31	20
City/County Utilities	2,053	1,256	1,622	1,020	1,694	2,138	1,079	788
DOT	93	46	46	66	50	45	36	53
Finance	33	5	1	2	0	1	4	0
Human Resources	21	0	0	0	0	1	0	0
Other	21	11	15	9	14	9	4	4
Planning	8	1	0	1	0	1	5	1
Property & Facilities Management	8	2	6	10	0	1	9	9
Public Safety	5	1	1	1	0	3	1	0
Recreation & Parks	12	4	1	7	2	0	2	3
Sanitation	408	317	454	331	354	348	330	371
Unknown	75	61	78	113	79	78	77	102
Ward Totals:	2,843	1,779	2,336	1,640	2,249	2,727	1,597	1,364