

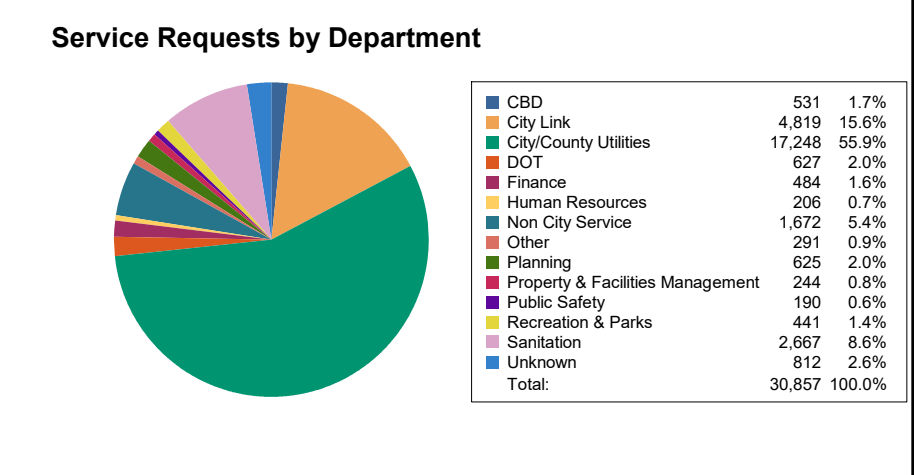
CityLink Dashboard Report

September 2017

	<u>September</u>	<u>August</u>
Total # Inbound Calls Handled:	26,420	28,629
Total # Service Requests Created:	30,857	34,748
Total # Outbound Calls Handled:	6,582	5,343
Total # of Agents:	22	23
Average # of Calls Per Agent:	1,500	1,477
Average Length Call Per Customer (Seconds):	234	234
Average Hold Time Per Customer: (Seconds):	50	45
Total Open Requests @ End of Month:	1,201	875

	<u>September</u>	<u>August</u>
Web Requests:	408	487
CityLink 311:	2,982	4,551
Chats:	84	111
See Click Fix:	136	124

Service Requests by Location	Created	Open
EAST	2,731	144
General Inquiry-Ward Not Specified	10,184	9
NORTH	1,924	90
NORTHEAST	2,280	104
NORTHWEST	1,541	112
SOUTH	2,301	170
SOUTHEAST	2,727	150
SOUTHWEST	1,717	165
UNINCORP	4,266	159
WEST	1,186	98
	30,857	1,201



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	85	81	95	44	72	87	46	19
City Link	56	35	44	25	40	42	41	22
City/County Utilities	2,023	1,403	1,654	1,015	1,710	2,167	1,128	740
DOT	78	35	50	61	44	55	56	38
Finance	29	1	5	2	0	2	3	1
Human Resources	11	0	0	0	0	0	0	0
Other	32	8	18	7	16	9	8	9
Planning	8	4	4	4	3	2	2	0
Property & Facilities Management	18	10	18	20	21	12	57	11
Public Safety	1	2	2	1	2	2	0	1
Recreation & Parks	46	6	7	14	4	3	12	8
Sanitation	251	272	316	260	305	270	267	249
Unknown	93	67	67	88	84	76	97	88
Ward Totals:	2,731	1,924	2,280	1,541	2,301	2,727	1,717	1,186