

CityLink Dashboard Report

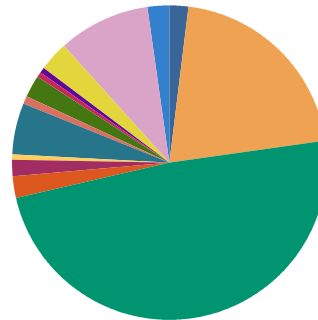
April 2017

	<u>April</u>	<u>March</u>
Total # Inbound Calls Handled:	26,236	29,246
Total # Service Requests Created:	32,715	35,628
Total # Outbound Calls Handled:	5,545	6,611
Total # of Agents:	23	23
Average # of Calls Per Agent:	1,382	1,559
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1322	1252

	<u>April</u>	<u>March</u>
Web Requests:	440	311
CityLink 311:	4,577	4,202
Chats:	80	102
See Click Fix:	120	124

Service Requests by Location	Created	Open
EAST	2,756	217
General Inquiry-Ward Not Specified	12,210	16
NORTH	2,260	140
NORTHEAST	2,767	182
NORTHWEST	1,460	180
SOUTH	1,944	200
SOUTHEAST	2,225	187
SOUTHWEST	1,658	162
UNINCORP	4,180	180
WEST	1,255	119
	32,715	1583

Service Requests by Department



CBD	613	1.9%
City Link	6,868	21.0%
City/County Utilities	15,879	48.5%
DOT	694	2.1%
Finance	562	1.7%
Human Resources	177	0.5%
Non City Service	1,706	5.2%
Other	336	1.0%
Planning	680	2.1%
Property & Facilities Management	246	0.8%
Public Safety	177	0.5%
Recreation & Parks	991	3.0%
Sanitation	3,029	9.3%
Unknown	757	2.3%
Total:	32,715	100.0%

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	89	66	107	41	86	152	42	24
City Link	70	32	41	39	37	39	30	21
City/County Utilities	1,851	1,663	2,059	798	1,281	1,551	1,160	806
DOT	106	41	67	65	61	49	61	49
Finance	54	2	3	6	2	1	2	2
Human Resources	27	0	0	0	0	0	0	0
Other	16	24	22	12	19	11	12	19
Planning	8	2	1	1	5	0	2	2
Property & Facilities Management	32	15	16	26	12	8	10	19
Public Safety	0	0	3	1	1	3	1	1
Recreation & Parks	109	8	14	20	16	9	18	9
Sanitation	288	340	345	364	347	338	225	245
Unknown	106	67	89	87	77	64	95	58
Ward Totals:	2,756	2,260	2,767	1,460	1,944	2,225	1,658	1,255