

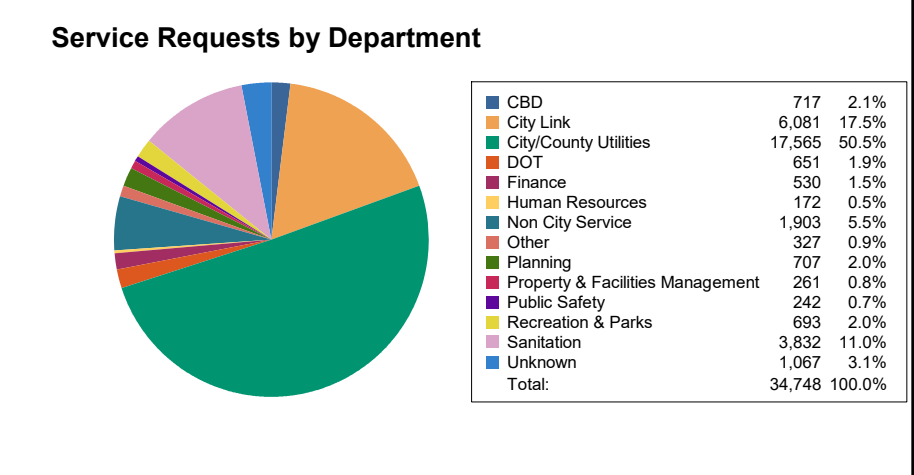
CityLink Dashboard Report

August 2017

	<u>August</u>	<u>July</u>
Total # Inbound Calls Handled:	28,629	27,348
Total # Service Requests Created:	34,748	30,433
Total # Outbound Calls Handled:	5,343	5,295
Total # of Agents:	23	19
Average # of Calls Per Agent:	1,477	1,718
Average Length Call Per Customer (Seconds):	234	243
Average Hold Time Per Customer: (Seconds):	45	48
Total Open Requests @ End of Month:	875	1316

	<u>August</u>	<u>July</u>
Web Requests:	487	540
CityLink 311:	4,551	5,487
Chats:	111	101
See Click Fix:	124	111

Service Requests by Location	Created	Open
EAST	3,336	109
General Inquiry-Ward Not Specified	11,111	10
NORTH	2,439	68
NORTHEAST	3,206	101
NORTHWEST	1,721	81
SOUTH	2,188	89
SOUTHEAST	2,631	101
SOUTHWEST	1,962	101
UNINCORP	4,632	146
WEST	1,522	69
	34,748	875



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	93	90	108	72	93	157	61	33
City Link	104	60	80	49	44	49	46	33
City/County Utilities	2,190	1,719	2,310	1,022	1,490	1,734	1,244	924
DOT	105	58	53	85	52	50	57	42
Finance	51	4	3	2	2	2	4	2
Human Resources	29	0	0	0	0	0	0	0
Other	17	16	17	8	12	5	8	10
Planning	4	2	1	2	0	3	2	1
Property & Facilities Management	28	13	21	24	20	21	26	24
Public Safety	3	3	1	1	1	0	0	1
Recreation & Parks	82	4	9	10	11	5	23	9
Sanitation	522	389	488	341	344	481	354	343
Unknown	108	81	115	105	119	124	137	100
Ward Totals:	3,336	2,439	3,206	1,721	2,188	2,631	1,962	1,522