

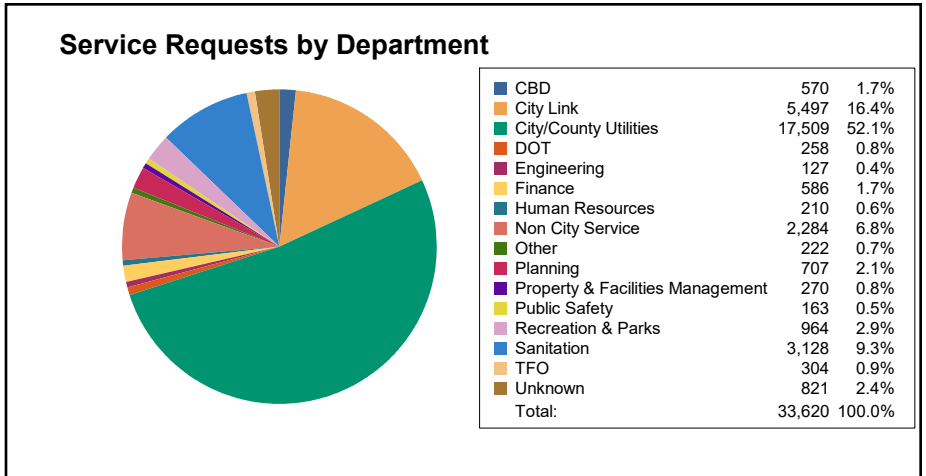
CityLink Dashboard Report

July 2018

	<u>July</u>	<u>June</u>
Total # Inbound Calls Handled:	27,645	27,336
Total # Service Requests Created:	33,620	33,923
Total # Outbound Calls Handled:	5,695	6,338
Total # of Agents:	22	23
Average # of Calls Per Agent:	1,515	1,464
Average Length Call Per Customer (Seconds):	241	241
Average Hold Time Per Customer: (Seconds):	53	53
Total Open Requests @ End of Month:	379	542

	<u>July</u>	<u>June</u>
Web Requests:	453	481
CityLink 311:	4,875	4,314
Chats:	93	95
See Click Fix:	113	127

Service Requests by Location	Created	Open
EAST	2,880	67
General Inquiry-Ward Not Specified	11,323	7
NORTH	1,817	47
NORTHEAST	2,374	52
NORTHWEST	1,622	51
SOUTH	2,642	61
SOUTHEAST	2,890	44
SOUTHWEST	1,845	54
UNINCORP	4,937	83
WEST	1,290	37
	33,620	503



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	97	63	84	56	85	83	69	25
City Link	57	24	44	31	34	37	45	37
City/County Utilities	2,086	1,287	1,729	976	1,964	2,270	1,215	836
DOT	36	6	12	21	17	4	13	6
Engineering	10	10	3	8	6	4	1	6
Finance	51	0	5	8	5	0	2	7
Human Resources	17	0	0	0	0	0	0	0
Other	10	12	7	2	7	1	4	5
Planning	12	1	0	2	0	2	0	1
Property & Facilities Management	22	22	28	37	30	19	12	18
Public Safety	0	1	0	1	0	0	0	1
Recreation & Parks	76	10	14	7	17	5	35	3
Sanitation	284	289	340	344	368	373	312	234
TFO	24	19	34	54	24	27	39	36
Unknown	98	73	74	75	85	65	98	75
Ward Totals:	2,880	1,817	2,374	1,622	2,642	2,890	1,845	1,290