

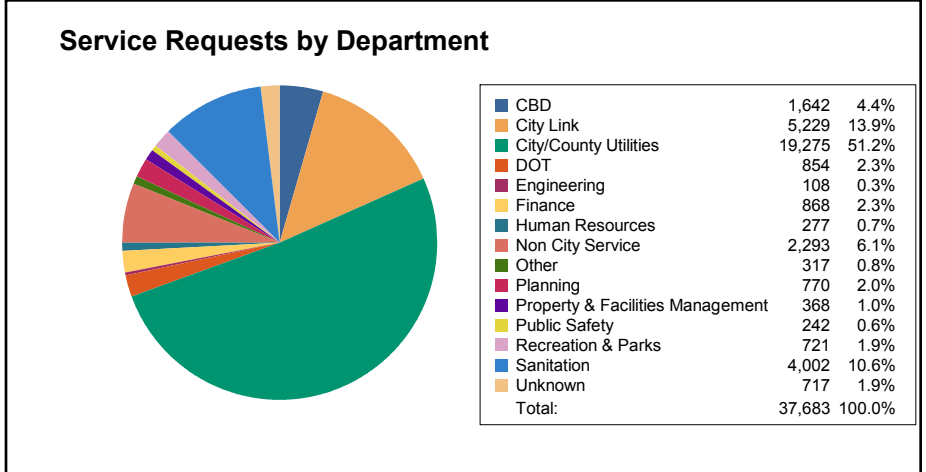
CityLink Dashboard Report

August 2016

	<u>August</u>	<u>July</u>
Total # Inbound Calls Handled:	31,938	28,462
Total # Service Requests Created:	37,683	33,737
Total # Outbound Calls Handled:	7,180	6,595
Total # of Agents:	23	23
Average # of Calls Per Agent:	1,701	1,524
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1097	875

	<u>August</u>	<u>July</u>
Web Requests:	461	435
CityLink 311:	4,542	4,348
Chats:	106	76
See Click Fix:	188	176

Service Requests by Location	Created	Open
EAST	3,244	136
General Inquiry-Ward Not Specified	11,746	4
NORTH	2,849	91
NORTHEAST	3,497	125
NORTHWEST	1,923	87
SOUTH	2,657	183
SOUTHEAST	2,814	210
SOUTHWEST	2,253	110
UNINCORP	4,953	77
WEST	1,747	74
	37,683	1097



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	182	205	179	126	168	265	110	49
City Link	88	28	35	41	39	36	53	36
City/County Utilities	2,014	2,027	2,516	1,155	1,766	1,908	1,459	1,087
DOT	128	40	75	96	86	62	86	69
Engineering	7	2	6	3	7	3	0	2
Finance	65	4	3	1	3	3	4	5
Human Resources	31	0	1	0	0	0	0	0
Other	17	13	12	18	11	15	9	14
Planning	12	2	0	7	0	0	3	1
Property & Facilities Management	45	27	25	22	30	24	30	24
Public Safety	7	6	1	1	3	0	1	1
Recreation & Parks	60	4	15	13	12	10	19	10
Sanitation	502	415	544	366	439	428	376	366
Unknown	86	76	85	74	93	60	103	83
Ward Totals:	3,244	2,849	3,497	1,923	2,657	2,814	2,253	1,747