
CITY LINK

MISSION STATEMENT

The mission of City Link is to improve citizens' access to information and non-emergency City services, while delivering excellent customer service. With the goal of one contact resolution, City Link strives to be the single contact point through which citizen needs are addressed, thereby easing the burden for citizens unfamiliar with the structure of City government and responsibilities of City departments. Through one contact resolution, City Link enhances departmental efficiency, responsiveness, and accountability.

PROGRAM DESCRIPTION

Responds to citizen requests via phone, live chat, email, web intake, social media, and smartphone mobile applications. Provides information, answers questions, and directs callers to the appropriate party to have issues resolved. Initiates service requests and routes to appropriate departments for quick response and resolution. Captures all relevant data for accurate reporting on volume of requests and performance against service levels.

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 19-20	Estimated FY 20-21	Projected FY 21-22
Effectiveness			
Answer at least 70% of calls within 30 seconds	57%	64%	70%
Achieve an accuracy rate of 90% information and call flow	96%	97%	98%
Percentage of calls handled – single contact resolution	99%	99%	99%
Efficiency			
Average call-handle time in minutes (objective: 5 minutes or less)	4 mins	4 mins	4 mins
Average hold time in seconds (objective: <30 seconds)	37	45	30
Workload			
Number of calls received	426,742	465,657	485,890
Number of service requests created	329,602	358,556	374,135