

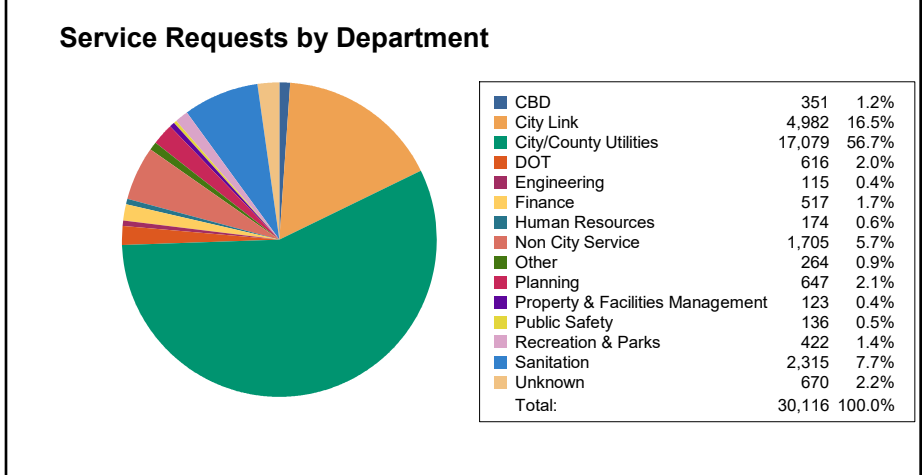
CityLink Dashboard Report

February 2018

	<u>February</u>	<u>January</u>
Total # Inbound Calls Handled:	25,420	28,593
Total # Service Requests Created:	30,116	33,967
Total # Outbound Calls Handled:	5,454	6,696
Total # of Agents:	24	24
Average # of Calls Per Agent:	1,286	1,470
Average Length Call Per Customer (Seconds):	241	239
Average Hold Time Per Customer: (Seconds):	50	58
Total Open Requests @ End of Month:	171	357

	<u>February</u>	<u>January</u>
Web Requests:	380	625
CityLink 311:	3,510	6,301
Chats:	63	115
See Click Fix:	75	81

Service Requests by Location	Created	Open
EAST	2,572	25
General Inquiry-Ward Not Specified	9,323	5
NORTH	2,140	14
NORTHEAST	2,755	23
NORTHWEST	1,434	16
SOUTH	2,206	19
SOUTHEAST	2,288	17
SOUTHWEST	1,631	15
UNINCORP	4,532	19
WEST	1,235	18
	30,116	171



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	55	50	72	24	42	52	36	15
City Link	59	11	37	20	31	32	22	18
City/County Utilities	1,869	1,757	2,225	990	1,691	1,784	1,176	858
DOT	95	34	39	61	64	50	55	46
Engineering	12	4	5	6	0	4	1	9
Finance	39	3	1	3	1	5	1	4
Human Resources	17	0	0	0	0	0	0	0
Other	14	10	10	13	15	12	14	4
Planning	9	0	0	2	1	0	0	0
Property & Facilities Management	12	10	8	13	6	8	3	3
Public Safety	4	0	0	2	0	0	0	0
Recreation & Parks	56	7	9	16	6	4	7	7
Sanitation	257	213	300	218	252	269	243	202
Unknown	74	41	49	66	97	68	73	69
Ward Totals:	2,572	2,140	2,755	1,434	2,206	2,288	1,631	1,235