

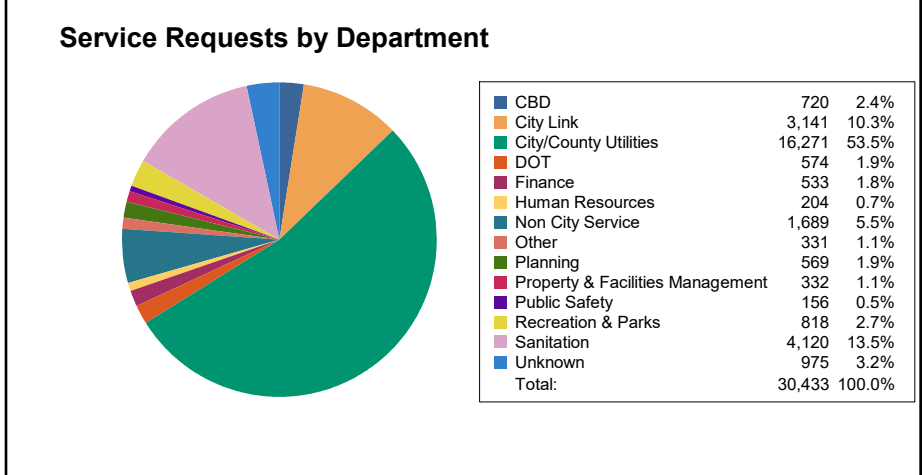
# CityLink Dashboard Report

July 2017

	<u>July</u>	<u>June</u>
<b>Total # Inbound Calls Handled:</b>	27,348	29,618
<b>Total # Service Requests Created:</b>	30,433	33,988
<b>Total # Outbound Calls Handled:</b>	5,295	5,665
<b>Total # of Agents:</b>	19	21
<b>Average # of Calls Per Agent:</b>	1,718	1,680
<b>Average Length Call Per Customer (Minutes):</b>	4	4
<b>Average Hold Time Per Customer: (Minutes):</b>	< 1	< 1
<b>Total Open Requests @ End of Month:</b>	1316	1781

	<u>April</u>	<u>March</u>
<b>Web Requests:</b>	440	311
<b>CityLink 311:</b>	4,577	4,202
<b>Chats:</b>	80	102
<b>See Click Fix:</b>	111	159

<b>Service Requests by Location</b>	<b>Created</b>	<b>Open</b>
EAST	2,916	163
General Inquiry-Ward Not Specified	7,940	16
NORTH	2,173	153
NORTHEAST	2,484	153
NORTHWEST	1,757	139
SOUTH	2,678	165
SOUTHEAST	2,891	134
SOUTHWEST	2,052	147
UNINCORP	4,166	149
WEST	1,376	97
	<b>30,433</b>	<b>1316</b>



### 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>
<b>CBD</b>	104	93	112	58	94	132	72	47
<b>City Link</b>	83	54	68	60	53	69	51	42
<b>City/County Utilities</b>	1,833	1,434	1,564	982	1,857	1,991	1,335	788
<b>DOT</b>	92	38	45	72	59	46	43	34
<b>Finance</b>	58	4	3	5	5	3	2	7
<b>Human Resources</b>	30	0	0	1	0	1	0	0
<b>Other</b>	19	20	16	4	10	9	10	7
<b>Planning</b>	7	0	0	3	1	3	1	0
<b>Property &amp; Facilities Management</b>	37	45	32	29	31	12	36	16
<b>Public Safety</b>	1	1	1	0	2	2	0	0
<b>Recreation &amp; Parks</b>	108	6	10	24	7	7	18	7
<b>Sanitation</b>	427	392	531	413	438	516	373	346
<b>Unknown</b>	117	86	102	106	121	100	111	82
<b>Ward Totals:</b>	<b>2,916</b>	<b>2,173</b>	<b>2,484</b>	<b>1,757</b>	<b>2,678</b>	<b>2,891</b>	<b>2,052</b>	<b>1,376</b>