

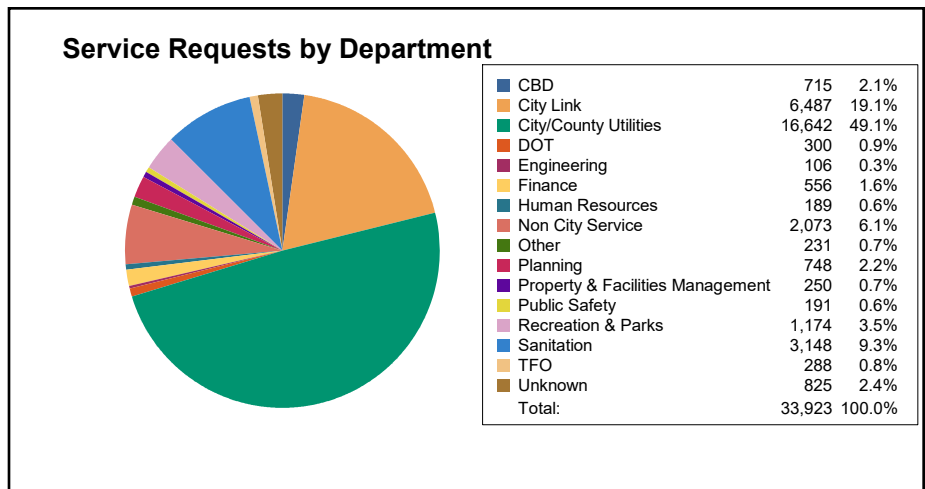
CityLink Dashboard Report

June 2018

	<u>June</u>	<u>May</u>
Total # Inbound Calls Handled:	27,336	28,452
Total # Service Requests Created:	33,923	35,482
Total # Outbound Calls Handled:	6,338	7,610
Total # of Agents:	23	22
Average # of Calls Per Agent:	1,464	1,639
Average Length Call Per Customer (Seconds):	241	236
Average Hold Time Per Customer: (Seconds):	53	53
Total Open Requests @ End of Month:	542	630

	<u>June</u>	<u>May</u>
Web Requests:	481	528
CityLink 311:	4,314	4,468
Chats:	95	95
See Click Fix:	127	157

Service Requests by Location	Created	Open
EAST	2,897	85
General Inquiry-Ward Not Specified	12,243	9
NORTH	2,386	46
NORTHEAST	2,587	61
NORTHWEST	1,573	55
SOUTH	2,202	64
SOUTHEAST	2,204	42
SOUTHWEST	1,969	80
UNINCORP	4,430	56
WEST	1,432	44
	33,923	542



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	104	111	127	59	93	99	77	41
City Link	80	47	46	36	58	27	49	31
City/County Utilities	1,984	1,746	1,935	1,016	1,547	1,639	1,294	888
DOT	54	9	12	36	14	7	11	4
Engineering	10	5	9	5	5	6	2	4
Finance	55	1	3	3	3	2	3	2
Human Resources	24	0	0	0	0	0	1	0
Other	14	9	6	3	14	8	3	2
Planning	6	1	0	0	3	2	0	2
Property & Facilities Management	31	16	29	22	25	11	21	14
Public Safety	2	2	1	1	2	0	1	4
Recreation & Parks	123	8	12	15	9	12	62	13
Sanitation	266	351	295	277	315	300	327	324
TFO	29	21	37	22	42	28	26	28
Unknown	115	59	75	78	72	63	92	75
Ward Totals:	2,897	2,386	2,587	1,573	2,202	2,204	1,969	1,432