

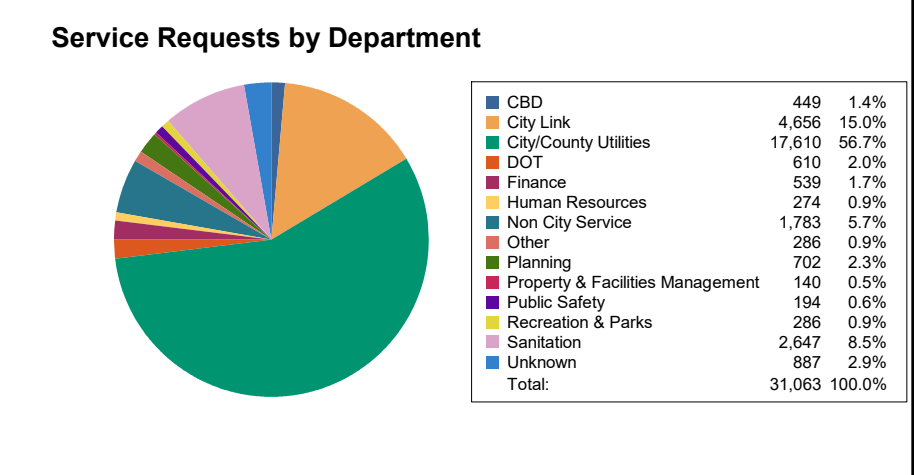
CityLink Dashboard Report

October 2017

	<u>October</u>	<u>September</u>
Total # Inbound Calls Handled:	26,659	26,420
Total # Service Requests Created:	31,063	30,857
Total # Outbound Calls Handled:	6,085	6,582
Total # of Agents:	22	22
Average # of Calls Per Agent:	1,488	1,500
Average Length Call Per Customer (Seconds):	248	234
Average Hold Time Per Customer: (Seconds):	57	50
Total Open Requests @ End of Month:	285	1,201

	<u>October</u>	<u>September</u>
Web Requests:	413	408
CityLink 311:	4,009	2,982
Chats:	87	84
See Click Fix:	84	136

Service Requests by Location	Created	Open
EAST	2,728	61
General Inquiry-Ward Not Specified	9,185	5
NORTH	2,360	40
NORTHEAST	3,056	51
NORTHWEST	1,462	49
SOUTH	2,114	43
SOUTHEAST	2,151	32
SOUTHWEST	1,867	51
UNINCORP	4,746	44
WEST	1,394	53
	31,063	429



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	60	54	88	35	55	80	46	26
City Link	50	36	46	35	41	41	36	34
City/County Utilities	1,948	1,891	2,389	905	1,559	1,619	1,373	941
DOT	105	48	45	74	45	40	38	41
Finance	47	2	4	3	3	0	5	3
Human Resources	20	0	0	1	0	0	0	0
Other	18	9	14	10	16	6	4	9
Planning	5	3	1	4	2	2	0	1
Property & Facilities Management	15	7	6	12	9	10	21	6
Public Safety	3	3	0	4	2	1	0	0
Recreation & Parks	27	4	1	10	8	3	14	3
Sanitation	320	225	364	292	269	275	239	264
Unknown	110	78	98	77	105	74	91	66
Ward Totals:	2,728	2,360	3,056	1,462	2,114	2,151	1,867	1,394