

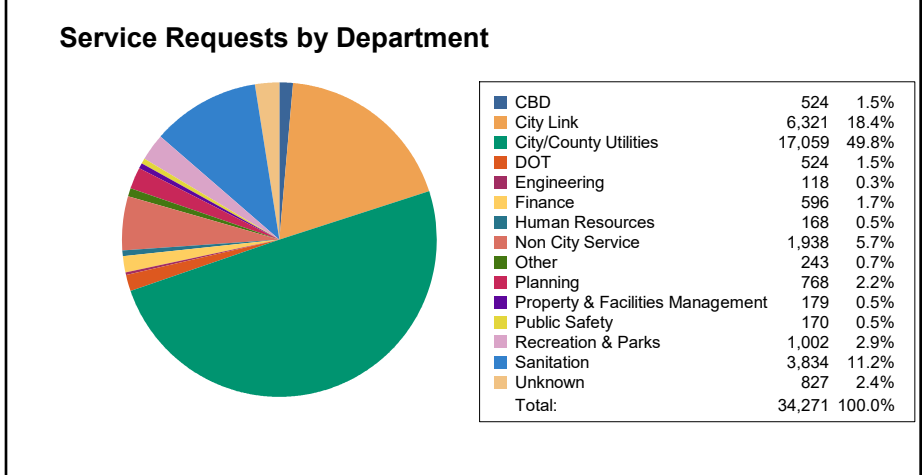
# CityLink Dashboard Report

April 2018

	<u>April</u>	<u>March</u>
<b>Total # Inbound Calls Handled:</b>	27,905	27,572
<b>Total # Service Requests Created:</b>	34,271	33,650
<b>Total # Outbound Calls Handled:</b>	5,415	5,331
<b>Total # of Agents:</b>	21	22
<b>Average # of Calls Per Agent:</b>	1,587	1,496
<b>Average Length Call Per Customer (Seconds):</b>	234	238
<b>Average Hold Time Per Customer: (Seconds):</b>	43	47
<b>Total Open Requests @ End of Month:</b>	311	319

	<u>April</u>	<u>March</u>
<b>Web Requests:</b>	422	411
<b>CityLink 311:</b>	4,591	4,264
<b>Chats:</b>	88	76
<b>See Click Fix:</b>	120	109

Service Requests by Location	Created	Open
EAST	2,874	40
General Inquiry-Ward Not Specified	12,210	9
NORTH	2,330	33
NORTHEAST	2,826	40
NORTHWEST	1,764	40
SOUTH	2,032	26
SOUTHEAST	2,426	26
SOUTHWEST	1,747	27
UNINCORP	4,685	45
WEST	1,377	25
	<b>34,271</b>	<b>311</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>	97	65	110	40	63	88	40	15
<b>City Link</b>	38	21	34	26	23	23	33	16
<b>City/County Utilities</b>	2,076	1,582	1,923	1,016	1,488	1,860	1,213	896
<b>DOT</b>	56	32	38	64	44	32	46	31
<b>Engineering</b>	7	3	7	4	0	2	4	5
<b>Finance</b>	43	3	4	4	2	1	1	3
<b>Human Resources</b>	24	0	0	0	0	0	0	0
<b>Other</b>	8	6	9	8	10	6	8	3
<b>Planning</b>	10	1	2	2	0	2	0	4
<b>Property &amp; Facilities Management</b>	13	14	6	13	8	12	13	8
<b>Public Safety</b>	0	1	1	2	1	3	4	0
<b>Recreation &amp; Parks</b>	68	7	11	27	7	4	13	10
<b>Sanitation</b>	327	520	590	460	303	318	299	328
<b>Unknown</b>	107	75	91	98	83	75	73	58
<b>Ward Totals:</b>	<b>2,874</b>	<b>2,330</b>	<b>2,826</b>	<b>1,764</b>	<b>2,032</b>	<b>2,426</b>	<b>1,747</b>	<b>1,377</b>