CityLink Dashboard Report
April 2018

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

Service Requests by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>Created</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAST</td>
<td>2,874</td>
<td>40</td>
</tr>
<tr>
<td>General Inquiry-Ward Not Specified</td>
<td>12,210</td>
<td>9</td>
</tr>
<tr>
<td>NORTH</td>
<td>2,330</td>
<td>33</td>
</tr>
<tr>
<td>NORTHEAST</td>
<td>2,826</td>
<td>40</td>
</tr>
<tr>
<td>NORTHWEST</td>
<td>1,764</td>
<td>40</td>
</tr>
<tr>
<td>SOUTH</td>
<td>2,032</td>
<td>26</td>
</tr>
<tr>
<td>SOUTHEAST</td>
<td>2,426</td>
<td>26</td>
</tr>
<tr>
<td>SOUTHWEST</td>
<td>1,747</td>
<td>27</td>
</tr>
<tr>
<td>UNINCORP</td>
<td>4,685</td>
<td>45</td>
</tr>
<tr>
<td>WEST</td>
<td>1,377</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>34,271</strong></td>
<td><strong>311</strong></td>
</tr>
</tbody>
</table>

Number of Service Requests By Ward

<table>
<thead>
<tr>
<th>Ward</th>
<th>EAST</th>
<th>NORTH</th>
<th>NORTHEAST</th>
<th>NORTHWEST</th>
<th>SOUTH</th>
<th>SOUTHEAST</th>
<th>SOUTHWEST</th>
<th>WEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBD</td>
<td>97</td>
<td>65</td>
<td>110</td>
<td>40</td>
<td>63</td>
<td>88</td>
<td>40</td>
<td>15</td>
</tr>
<tr>
<td>City Link</td>
<td>38</td>
<td>21</td>
<td>34</td>
<td>26</td>
<td>23</td>
<td>23</td>
<td>33</td>
<td>16</td>
</tr>
<tr>
<td>City/County Utilities</td>
<td>2,076</td>
<td>1,582</td>
<td>1,923</td>
<td>1,016</td>
<td>1,488</td>
<td>1,860</td>
<td>1,213</td>
<td>896</td>
</tr>
<tr>
<td>DOT</td>
<td>56</td>
<td>32</td>
<td>38</td>
<td>64</td>
<td>44</td>
<td>32</td>
<td>46</td>
<td>31</td>
</tr>
<tr>
<td>Engineering</td>
<td>7</td>
<td>3</td>
<td>7</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Finance</td>
<td>43</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Human Resources</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>6</td>
<td>9</td>
<td>8</td>
<td>10</td>
<td>6</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Planning</td>
<td>10</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Property &amp; Facilities Management</td>
<td>13</td>
<td>14</td>
<td>6</td>
<td>13</td>
<td>8</td>
<td>12</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>Public Safety</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Recreation &amp; Parks</td>
<td>68</td>
<td>7</td>
<td>11</td>
<td>27</td>
<td>7</td>
<td>4</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>Sanitation</td>
<td>327</td>
<td>520</td>
<td>590</td>
<td>460</td>
<td>303</td>
<td>318</td>
<td>299</td>
<td>328</td>
</tr>
<tr>
<td>Unknown</td>
<td>107</td>
<td>75</td>
<td>91</td>
<td>98</td>
<td>83</td>
<td>75</td>
<td>73</td>
<td>58</td>
</tr>
</tbody>
</table>

Ward Totals: 2,874 2,330 2,826 1,764 2,032 2,426 1,747 1,377

Service Requests by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Created</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBD</td>
<td>524</td>
<td>1.5%</td>
</tr>
<tr>
<td>City Link</td>
<td>6,321</td>
<td>18.4%</td>
</tr>
<tr>
<td>City/County Utilities</td>
<td>17,059</td>
<td>49.8%</td>
</tr>
<tr>
<td>DOT</td>
<td>524</td>
<td>1.5%</td>
</tr>
<tr>
<td>Engineering</td>
<td>116</td>
<td>0.3%</td>
</tr>
<tr>
<td>Finance</td>
<td>596</td>
<td>1.7%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>168</td>
<td>0.5%</td>
</tr>
<tr>
<td>Non City Service</td>
<td>1,938</td>
<td>5.7%</td>
</tr>
<tr>
<td>Other</td>
<td>243</td>
<td>0.7%</td>
</tr>
<tr>
<td>Planning</td>
<td>768</td>
<td>2.2%</td>
</tr>
<tr>
<td>Property &amp; Facilities Management</td>
<td>179</td>
<td>0.5%</td>
</tr>
<tr>
<td>Public Safety</td>
<td>170</td>
<td>0.5%</td>
</tr>
<tr>
<td>Recreation &amp; Parks</td>
<td>1,002</td>
<td>2.9%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>3,834</td>
<td>11.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>827</td>
<td>2.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>34,271</td>
<td>100.0%</td>
</tr>
</tbody>
</table>