

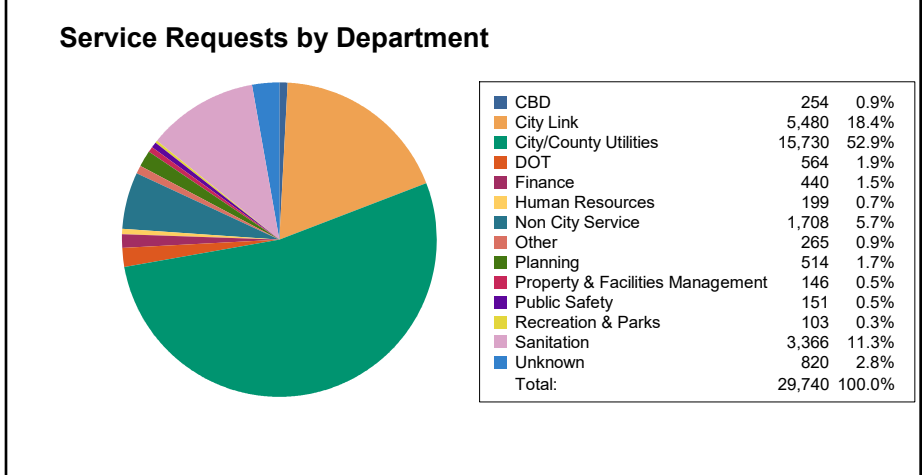
# CityLink Dashboard Report

December 2017

	<u>December</u>	<u>November</u>
<b>Total # Inbound Calls Handled:</b>	24,480	25,078
<b>Total # Service Requests Created:</b>	29,740	29,365
<b>Total # Outbound Calls Handled:</b>	5,624	5,314
<b>Total # of Agents:</b>	24	22
<b>Average # of Calls Per Agent:</b>	1,254	1,381
<b>Average Length Call Per Customer (Seconds):</b>	237	233
<b>Average Hold Time Per Customer: (Seconds):</b>	53	52
<b>Total Open Requests @ End of Month:</b>	391	183

	<u>December</u>	<u>November</u>
<b>Web Requests:</b>	360	387
<b>CityLink 311:</b>	3,999	4,137
<b>Chats:</b>	49	78
<b>See Click Fix:</b>	60	71

<b>Service Requests by Location</b>	<b>Created</b>	<b>Open</b>
EAST	2,575	45
General Inquiry-Ward Not Specified	9,748	6
NORTH	2,099	37
NORTHEAST	2,719	49
NORTHWEST	1,465	51
SOUTH	1,863	32
SOUTHEAST	2,234	36
SOUTHWEST	1,743	46
UNINCORP	3,947	51
WEST	1,347	38
	<b>29,740</b>	<b>391</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>	44	34	54	12	33	42	20	12
<b>City Link</b>	39	32	33	22	38	39	30	32
<b>City/County Utilities</b>	1,787	1,600	2,094	900	1,285	1,578	1,174	854
<b>DOT</b>	85	28	26	59	37	42	52	31
<b>Finance</b>	36	2	3	1	4	1	0	0
<b>Human Resources</b>	29	0	0	0	0	0	0	0
<b>Other</b>	20	8	11	5	11	15	4	4
<b>Planning</b>	11	0	0	0	1	2	0	0
<b>Property &amp; Facilities Management</b>	15	11	7	11	8	8	14	4
<b>Public Safety</b>	0	1	1	1	0	0	1	1
<b>Recreation &amp; Parks</b>	13	3	4	9	1	2	3	1
<b>Sanitation</b>	380	309	407	371	351	431	371	320
<b>Unknown</b>	116	71	79	74	94	74	74	88
<b>Ward Totals:</b>	<b>2,575</b>	<b>2,099</b>	<b>2,719</b>	<b>1,465</b>	<b>1,863</b>	<b>2,234</b>	<b>1,743</b>	<b>1,347</b>