

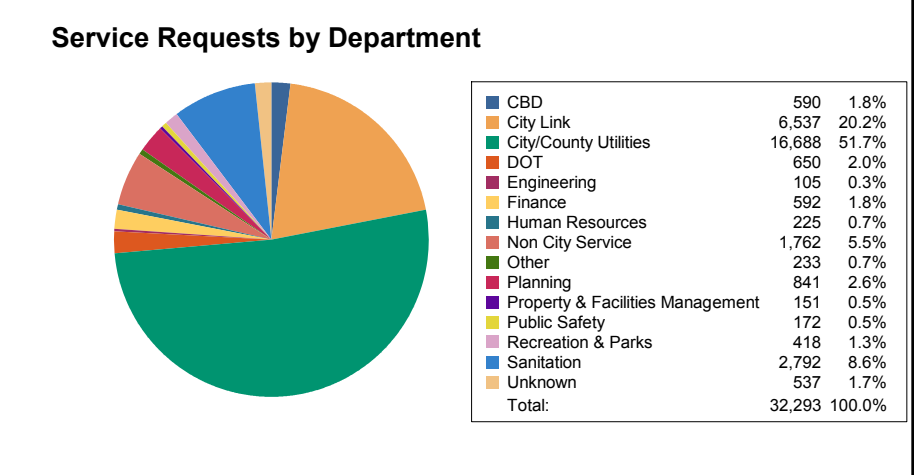
# CityLink Dashboard Report

February 2017

	<u>February</u>	<u>January</u>
<b>Total # Inbound Calls Handled:</b>	25,795	28,948
<b>Total # Service Requests Created:</b>	32,293	34,686
<b>Total # Outbound Calls Handled:</b>	5,834	6,720
<b>Total # of Agents:</b>	22	23
<b>Average # of Calls Per Agent:</b>	1,438	1,551
<b>Average Length Call Per Customer (Minutes):</b>	4	4
<b>Average Hold Time Per Customer: (Minutes):</b>	< 1	< 1
<b>Total Open Requests @ End of Month:</b>	1034	1105

	<u>February</u>	<u>January</u>
<b>Web Requests:</b>	374	397
<b>CityLink 311:</b>	3,525	5,694
<b>Chats:</b>	52	79
<b>See Click Fix:</b>	128	86

Service Requests by Location	Created	Open
EAST	2,614	116
General Inquiry-Ward Not Specified	11,771	7
NORTH	2,065	78
NORTHEAST	3,033	130
NORTHWEST	1,413	79
SOUTH	1,888	105
SOUTHEAST	2,287	130
SOUTHWEST	1,719	126
UNINCORP	4,263	167
WEST	1,240	96
	<b>32,293</b>	<b>1034</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>	62	45	92	24	51	77	47	15
<b>City Link</b>	59	17	28	23	25	31	41	23
<b>City/County Utilities</b>	1,886	1,575	2,390	878	1,464	1,769	1,241	834
<b>DOT</b>	103	45	57	55	46	54	52	36
<b>Engineering</b>	7	4	8	4	4	3	6	5
<b>Finance</b>	48	4	2	7	2	3	7	3
<b>Human Resources</b>	23	0	1	0	0	0	0	0
<b>Other</b>	7	8	9	4	5	4	6	6
<b>Planning</b>	9	3	1	2	1	0	2	1
<b>Property &amp; Facilities Management</b>	17	8	5	4	8	9	6	5
<b>Public Safety</b>	3	0	1	0	3	1	0	0
<b>Recreation &amp; Parks</b>	40	1	8	17	6	2	6	5
<b>Sanitation</b>	285	303	370	337	225	272	242	255
<b>Unknown</b>	65	52	61	58	48	62	63	52
<b>Ward Totals:</b>	<b>2,614</b>	<b>2,065</b>	<b>3,033</b>	<b>1,413</b>	<b>1,888</b>	<b>2,287</b>	<b>1,719</b>	<b>1,240</b>