

# ENGAGE SSF



Your partnership with the city led to the resolution of more than 5,000 incident reports in 2016.



## Category of issues:



## Average response time:

**74%**

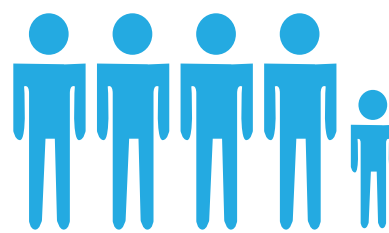
Issues closed within 1 week

**40%**

of those closed within 24 hours

**1,896**

Number of downloads since inception



**4.4**

The average number of reports per user

## # of issues closed in 2015 compared to 2016

**15**

Average Number of issues reported daily

**2015 = 4,595**

**2016 = 5,251**

Amounts to a 14% increase