



	A	B	C	D	E	F	G
1	Description/Date	Jan'09	Feb'09	Mar'09	Apr'09	May'09	Jun'09
2	# Total Service Requests	3441	3389	4366	3598	3709	4886
3	# Service Requests Resolved	468	78	466	782	750	1208
4	# Service Requests Resolved with Citation Notation						
5	# Service Requests Completed (and validated)	2424	2690	2381	1935	1549	1219
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types						
7	Inbound Average Wait Before Answering (seconds)	8	10	10	12	13	9
8	# Total Inbound Phone Calls	4933	4338	4784	3211	3332	3793
9	Time on Inbound Phone Calls (hours:mins)	145:44:32	153:46:04	205:52:12	166:31:15	175:33:47	236:13:04
10	# Total Outbound Phone Calls	1325	1163	1342	1362	1335	1612
11	Time on Outbound Phone Calls (hours:mins)	49:21:56	42:33:13	48:12:59	60:39:21	68:06:51	83:13:11
12	# Abandoned Calls	1474	1381	1695	1434	1649	2179
13	Service Request Source - # Total by Phone	3034	2713	3161	2559	2857	3680
14	Service Request Source - # Total by Email or Web page	293	519	1066	861	682	946
15	Service Request Source - # Total from Mayor's Office	22	34	28	42	45	82
16	Service Request Source - # Total from Council Offices	75	99	78	102	86	146
17	# of Service Requests coming from Non-City Residents						
18	DPW # Pothole service requests	215	620	221	636	405	399
19	DPW # of Graffiti incidents reported	19	64	49	80	26	38
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	85	72	43	34	29	43
21	DPW # Recycling service requests for missed pick up	25	22	17	10	6	6
22	DPW # of Service Requests "Acknowledged"	66	39	163	105	130	343
23	DPW # of Service Requests "Resolved"	391	29	331	458	458	864
24	DPW Sweeping - # of service requests by Division	8	29	63	88	67	75
25	DPW # Salt Box service requests	46	10	2	0	2	0
26	DPW # of Forestry service requests	26	52	73	93	136	204
27	BBi # of Service Requests "Acknowledged"	85	112	457	147	276	629
28	BBi # of Service Requests "Resolved"	27	14	8	127	115	101



	A	H	I	J	K	L	M
1	Description/Date	Jul'09	Aug'09	Sep'09	Oct'09	Nov'09	Dec'09
2	# Total Service Requests	4743	4446	3484	2970	2379	2915
3	# Service Requests Resolved	807	553	328	36	10	73
4	# Service Requests Resolved with Citation Notation						
5	# Service Requests Completed (and validated)	1942	1414	1647	1971	1744	2095
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types						
7	Inbound Average Wait Before Answering (seconds)	9	9	8	8	9	9
8	# Total Inbound Phone Calls	4075	3719	3004	3737	3325	4067
9	Time on Inbound Phone Calls (hours:mins)	234:11:05	228:55:05	166:15:41	192:55:45	160:19:46	151:40:29
10	# Total Outbound Phone Calls	1556	1467	1052	1558	932	1036
11	Time on Outbound Phone Calls (hours:mins)	84:59:41	66:14:31	49:18:11	48:52:48	37:30:04	36:11:27
12	# Abandoned Calls	1984	1865	3983	1558	1420	1639
13	Service Request Source - # Total by Phone	3654	3216	2752	2103	1930	2374
14	Service Request Source - # Total by Email or Web page	797	915	511	671	308	374
15	Service Request Source - # Total from Mayor's Office	79	96	32	32	39	29
16	Service Request Source - # Total from Council Offices	162	166	84	79	76	42
17	# of Service Requests coming from Non-City Residents						
18	DPW # Pothole service requests	328	237	182	216	147	116
19	DPW # of Graffiti incidents reported	21	36	34	51	30	24
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	42	46	39	45	53	63
21	DPW # Recycling service requests for missed pick up	16	8	13	13	23	19
22	DPW # of Service Requests "Acknowledged"	224	385	194	152	80	165
23	DPW # of Service Requests "Resolved"	516	441	177	11	2	52
24	DPW Sweeping - # of service requests by Division	85	58	49	59	94	14
25	DPW # Salt Box service requests	0	2	1	4	1	64
26	DPW # of Forestry service requests	244	193	148	110	47	43
27	BBi # of Service Requests "Acknowledged"	437	669	275	142	49	89
28	BBi # of Service Requests "Resolved"	112	6	58	7	4	13