



PittMAPS - Supporting Department Managers with Data Driven Decision Making

311 Mayor's Service Center

	A	B	C	D
1	Performance Indicators	Jan-10	Feb-10	Mar-10
2	# Total Service Requests	3,159	2,496	5,481
3	# Service Requests Resolved	123	412	669
4	# Service Requests Resolved with Citation Notation	-	-	-
5	# Service Requests Completed (and validated)	2,617	1,714	3,400
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types	-	-	-
7	Inbound Average Wait Before Answering (seconds)	10	7	10
8	# Total Inbound Phone Calls	4,231	12,458	5,768
9	Time on Inbound Phone Calls (hours:mins)	162:02:30	439:03:27	238:11:04
10	# Total Outbound Phone Calls	759	1,134	785
11	Time on Outbound Phone Calls (hours:mins)	32:32:49	31:37:07	48:01:20
12	# Abandoned Calls	1,150	1,490	429
13	Service Request Source - # Total by Phone	2,437	1,879	3,981
14	Service Request Source - # Total by Email or Web page	518	421	1,120
15	Service Request Source - # Total from Mayor's Office	28	44	68
16	Service Request Source - # Total from Council Offices	40	95	208
17	# of Service Requests coming from Non-City Residents	-	-	-
18	DPW # Pothole service requests	604	488	1,169
19	DPW # of Graffiti incidents reported	14	8	94
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	58	59	64
21	DPW # Recycling service requests for missed pick up	15	7	19
22	DPW # of Service Requests "Acknowledged"	32	33	299
23	DPW # of Service Requests "Resolved"	54	343	480
24	DPW Sweeping - # of service requests by Division	9	1	35
25	DPW # Salt Box service requests	39	18	2
26	DPW # of Forestry service requests	14	104	188
27	BBI # of Service Requests "Acknowledged"	30	24	178
28	BBI # of Service Requests "Resolved"	23	30	98