



PittMAPS - Supporting Department Managers with Data Driven Decision Making

311 Mayor's Service Center

	A	B	C	D	E	F	G
1	Description/Date	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
2	# Total Service Requests	3159	2496	5481	4353	4713	5939
3	# Service Requests Resolved	123	412	669	1412	1750	1255
4	# Service Requests Resolved with Citation Notation						
5	# Service Requests Completed (and validated)	2617	1714	3400	2131	1581	2904
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types						
7	Inbound Average Wait Before Answering (seconds)	10	7	10	10	10	9
8	# Total Inbound Phone Calls	4231	12458	5768	4480	4146	5155
9	Time on Inbound Phone Calls (hours:mins)	162:02:30	439:03:27	238:11:04	214:24:03	202:51:15	304:25:55
10	# Total Outbound Phone Calls	759	1134	785	723	582	733
11	Time on Outbound Phone Calls (hours:mins)	32:32:49	31:37:07	48:01:20	47:26:40	40:46:10	24:02:25
12	# Abandoned Calls	1150	1490	429	459	383	756
13	Service Request Source - # Total by Phone	2437	1879	3981	3147	3537	4811
14	Service Request Source - # Total by Email or Web page	518	421	1120	141	147	639
15	Service Request Source - # Total from Mayor's Office	28	44	68	50	47	89
16	Service Request Source - # Total from Council Offices	40	95	208	104	194	251
17	# of Service Requests coming from Non-City Residents						
18	DPW # Pothole service requests	604	488	1169	726	789	739
19	DPW # of Graffiti incidents reported	14	8	94	60	39	23
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	58	59	64	36	51	105
21	DPW # Recycling service requests for missed pick up	15	7	19	13	6	18
22	DPW # of Service Requests "Acknowledged"	32	33	299	213	426	360
23	DPW # of Service Requests "Resolved"	54	343	480	727	1003	714
24	DPW Sweeping - # of service requests by Division	9	1	35	116	94	72
25	DPW # Salt Box service requests	39	18	2	3	0	1
26	DPW # of Forestry service requests	14	104	188	216	229	285
27	BBI # of Service Requests "Acknowledged"	30	24	178	77	278	553
28	BBI # of Service Requests "Resolved"	23	30	98	500	565	466