

December/YTD 2017 - 311 Call Center (ADA-Service Requests)

311 Call Center Data



Solution Counts by Month

	2017													
Solution	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	AVG #/MO
Construction, Handicap or ADA Violations	1		3		1			1	4		2		12	1.00
Parking, Citation, Handicap	6	6	6	4	7	5	8	9	3	4	4	4	66	5.50
Sidewalk, Wheelchair Ramp Needed	1					1							2	0.17
Total	8	6	9	4	8	6	8	10	7	4	6	4	80	6.67

AVG Duration Completion/Day

	2017												
Dur/Avg	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVG DUR
Construction, Handicap or ADA Violations	9.79		17.86		1.90			0.09	3.85		2.74		7.49
Parking, Citation, Handicap	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sidewalk, Wheelchair Ramp Needed	0.32												0.32

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December/YTD 2017 - 311 Ca

Run Parameters: (De

Database: Database: CRM IP15.5

Begin Date: 01/01/2017 12:00:00 AM

End Date: 12/31/2017 11:59:59 PM

Departments: Airport, Call Center, City Clerk,
Department, General Services,

Divisions: Airport, Building And Safety, Ca
Development, Engineering, Fin
Accounting, Accounts Payable,

Groups: Cultural Affairs, Assist. City Mar
Chief's Office, City Clerk, City C

SR Sources: Answer Svc, Call, City Council,
Spanish, Staff Initiated, TDD/Ty

SR Types: Information, Service, Tally

SR Status: Assigned, Cancelled, Capital Irr
Open, Pending, Request Chang

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Call Center (ADA-Service Requests)

Department Solution Names (Count And Duration))

City Council, City Manager, Community Development, Development, Fire
Human Resources, Information Technology, Legal, Library, Mayor's Office,
Call Center, City Clerk, City Council, City Manager, Code Enforcement,
Finance, Fire Department, General Services, HPNUD, Housing Auth. & Homeless
Adopt A Drain, Airport Admin, Animal Control, Annexation, Aquatics, Arts &
Manager, Building And Safety, Business Tax, Call Center, Capital Projects,
Council, City Manager Admin, Code Enforcement Officers, Collection,
City Manager's Office, Email, Fax, Internet, Mail, Mayor's Office, Mobile,
TTY, Transfer, Voice Mail, Walk-In, eService

Improvement, Closed, Duplicate, Escalated, New, No Problem Found, On-Hold,
Reopen, Review, Reviewed with Comments, Special Projects, Submitted for

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