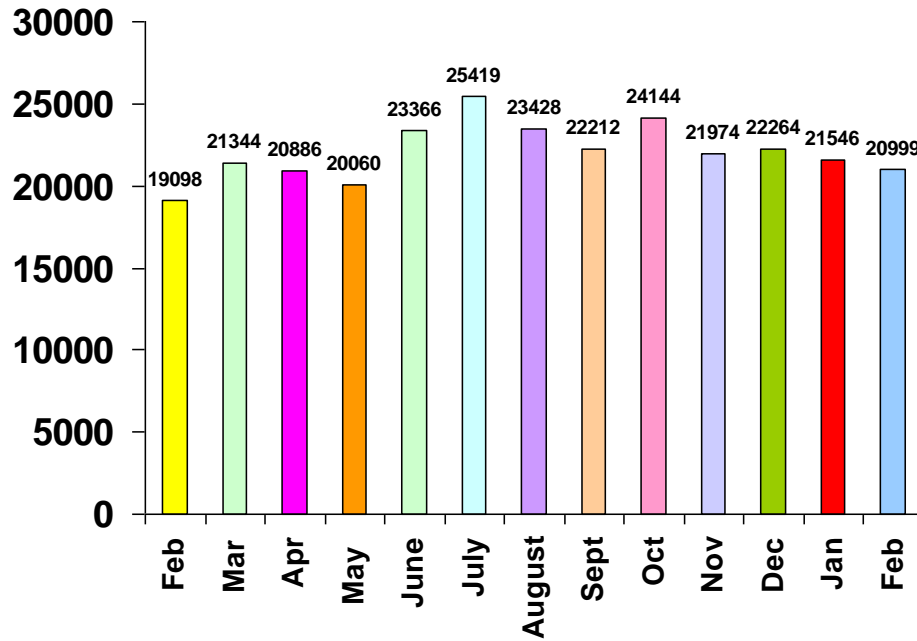


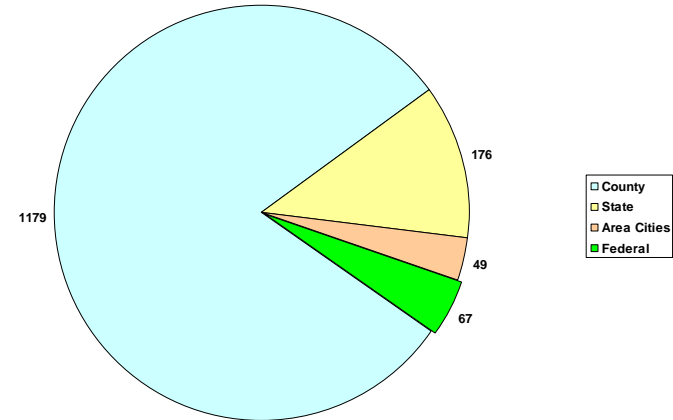
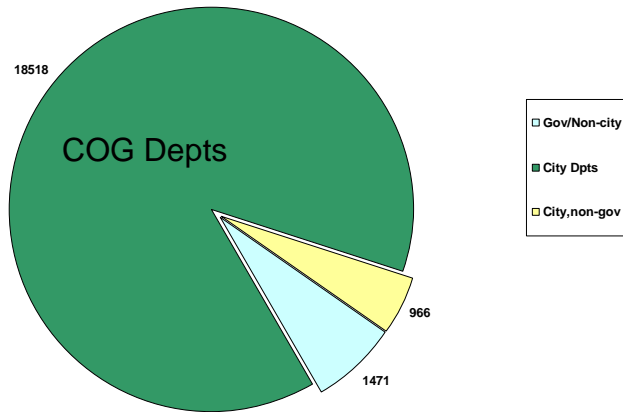
February 2010

How many calls are we getting?



February 2010

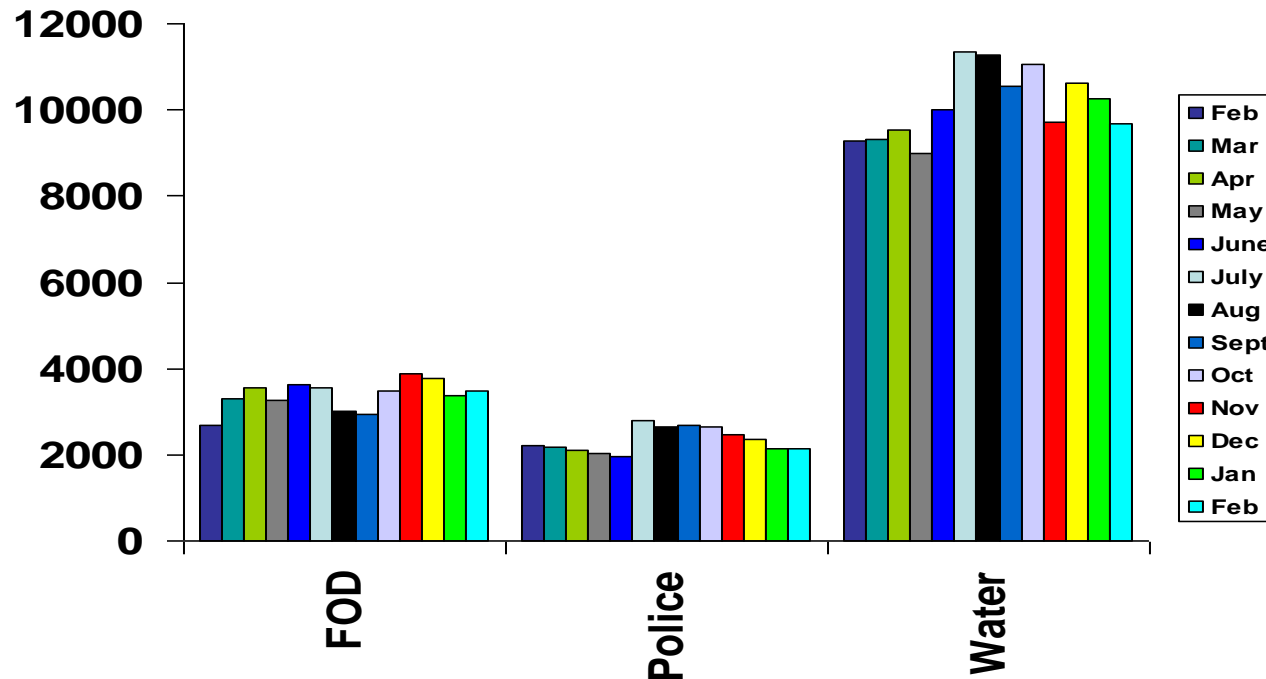
Who are they calling?



City/non-gov includes calls for agencies, non-profits, etc

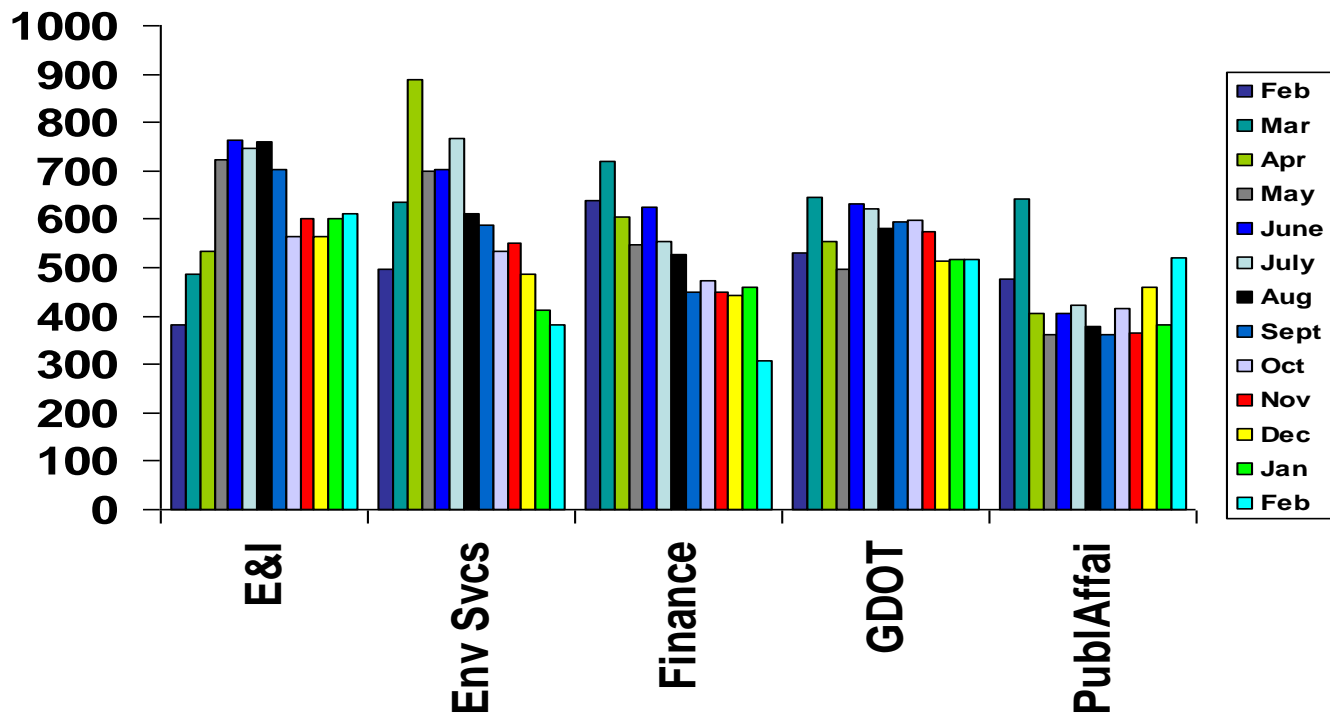
How many calls does my department get?

Month-to-month Trend



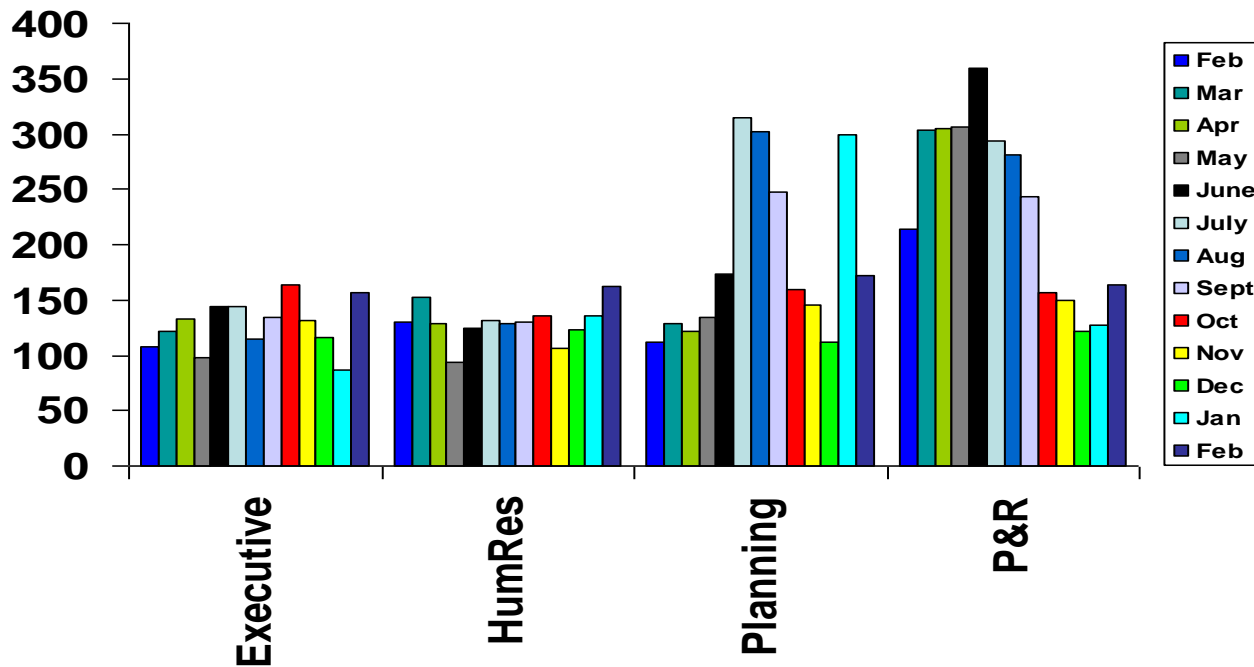
How many calls does my department get?

Month-to-month Trend

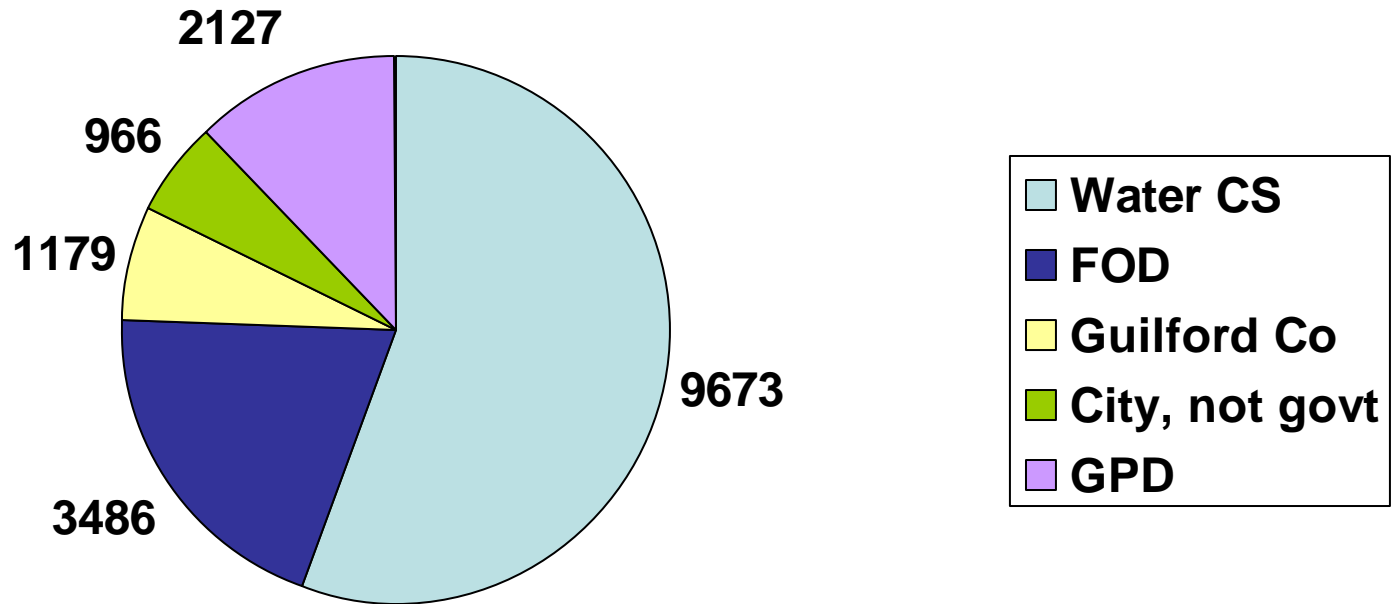


How many calls does my department get?

Month-to-month Trend



Who gets the most calls? February 2010



February 2010

FOD Recap

Streets and Storm Water Maint

Type of calls

Information Requests – 23

Comments – 1

Work Orders – 282

Top 5 work orders

Pothole Repair – 212

Street Cave-in – 12

Inlet Blockage – 11

Manhole Lid Off/Loose – 6

Deteriorating Roadway – 5

Calls by Work Area

Asphalt – 7

General Maint. – 252

Storm Water Maint. – 47

Average time to resolve this month

Asphalt – 4.8 days

General Maint. – 2.8 days

Storm Water Maint. – 3.7 days

February 2010

FOD Recap

Right-of Way Maintenance

Type of calls

Information Requests - 212

Comments – 17

Work Orders – 283

Top 5 work orders

Dead animal – 99

Icy Conditions – 78

Trees/Limbs in Street – 30

Trees/Limbs not in Street – 28

Debris/Glass Removal – 13

Calls by Work Area

ROW Maint. – 81

Snow Removal – 233

Street Cleaning – 198

Average time to resolve this month

ROW Maint. – 2.6 days

Snow Removal – 2.2 days

Street Cleaning – 1.4 days

February 2010

FOD Recap

Solid Waste Collections

Type of calls

Information Requests - 1633
Comments – 6
Work Orders – 1037

Top 5 work orders

No Service/Green Can – 140
Appliance to be Collected – 131
Repair Green Can – 127
No Service/Brown Can - 90
Recycle Bags/Rear Packer – 81

Calls by Work Area

Appliance – 166
Bulk – 329
Commercial – 87
Rear Packer – 95
Residential – 897
Yard waste – 98
Other services – 1004

Average time to resolve this month

Bulk –1.1 days
Commercial recycle – 1.0 days
Commercial dumpster – 2.6 days
Handicap – 2.6 days
Rear Packer – 1.2 days
Residential Recycle – 3.7 days
Residential Refuse – 4.2 days
Yard waste –1.5 days

February 2010 GDOT Recap

Type of calls

Information Requests – 194
Comments – 1
Work Orders – 321

Top 5 work orders

Signal Malfunction – 74
Streetlight Out – 63
Sign Repair – 53
Signal Head Maintenance – 40
Bulbs – 17

Calls by Work Area

General Info – 112
Engineering – 122
GTA - 1
Parking – 42
Planning – 4
Signs and Markings – 66
Signals – 169

Average time to resolve this month

Engineering – 1.0 days
Planning – 0
Parking Operations – 1.8 days
Signs & Markings – 3.0 days
Traffic Signals – 2.6 days

February 2010 P&R Recap

Type of calls

Information Requests- 158

Comments – 1

Work Orders – 5

Average time to resolve this month

Athletic Fields – 0

Program Support – All open

Calls by Topic

Arts – 3

Athletics – 32

General Info – 42

GSO Beautiful – 19

Maintenance – 1

Parks – 17

Recreation Ctrs – 30

Special Facilities – 2

Youth & Community – 12

Athletic Fields – 32

Program Support – 5

February 2010

Water Resources Recap

Type of calls

Information Requests - 9663

Comments – 4

Work Orders – 6 (Infor/Eam only)

Calls by Topic

Balance Inquiry – 4488

Change Addr – 113

Cutoff Water – 426

General Information – 865

High Usage Adjustments – 205

New Signup/how to– 745

NSF Checks - 51

Payment Options – 97

Promise to pay – 329

Pay by Phone – 326

Phone Sign ups – 266

Same day on – 338

Web Connect - 235

February 2010 Finance Recap

Type of Calls

Information Requests – 306

Comments - 0

Calls by Topic

Online Payments - 86

Privilege License – 104

Collections – 25

Equipment Svcs – 16

Payroll – 20

Graphic Svcs (Printing) – 1

Purchasing – 27

Accounting/Finance - 0

February 2010

Environmental Services Recap

Type of Calls

Information Requests – 381

Comments - 0

Calls by Topic

ECOFLO/Coll. Center - 129

Transfer Station – 107

Landfill/Basic Info. –70

Landfill Disposal Fees – 25

Employee Numbers - 1

Electronic Waste – 5

Landfill/Compost, Mulch,
Firewood– 21

February 2010 Police Recap

Type of Calls

Information Requests – 2124

Comments - 3

Calls by Topic

General Information – 1100

Warrant Calls - 629

Watch Operations – 86

911/Non-Emergency – 82

Criminal Investigations - 31

Police Records – 16

Calls for Officers – 27

Employee Numbers – 41

Fingerprinting City/Co. - 25

February 2010 Planning Recap

Type of Calls

Information Requests - 156

Comments - 2

Work Orders - 14

Calls by Topics

General Information – 74

Employee Numbers – 13

Front Yard Parking – 22

Urban Forestry – 2

Census Information - 4

Set Back/Construction - 7

Animals at Residence – 0

LDO Zoning Changes - 29

February 2010

Engineering & Inspections Recap

Type of Calls

Information Requests – 198
Comments – 1
Work Orders – 412

Top 5 Work Orders

Too Hot/Too Cold – 45
Door/Lock Problem – 43
Lights Out – 39
Repair an Item – 38
Install an Item – 26

Calls by Topic

Code Enforcement – 88
Facilities – 375
Employee Numbers – 22
Engineering (Gen. Info) – 18
Inspections – 44
Central City Services – 5

Average time to resolve this month

Facilities Management – 5.1 days

Contact Center Monthly Call Volumes 2004-Current

