

Report ID: D8CRR005
 Rollup Group: 311 Call Center

PeopleSoft
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Case Type	Case SubType	Category	Specialty Type	Detail	% Anon	Opened by Agent	%Closed by 1st Contact	%Closed by Agent
Auditor	Administration	Administration	Information	Office Info	100	4	50	50
	Totals For Subtype:	Administration			100	4	50	50
	Internal Audit	Internal Audit	Information	Final Payout	100	1	100	100
	Totals For Subtype:	Internal Audit			100	1	100	100
	Prevailing Wage	Prevailing Wage	CORA	Cert Payroll	100	1	100	100
	Totals For Subtype:	Prevailing Wage			100	1	100	100
	Totals For Type:	Auditor			100	6	67	67
Aviation - DIA	PR & Marketing	Call Center	Information	DIA - SWAT	100	2	100	100
			None	None	100	6	100	100
	Totals For Subtype:	PR & Marketing			100	8	100	100
	Totals For Type:	Aviation - DIA			100	8	100	100
Board of Adjustment	Board of Adjust	Board of Adjust	Information	General Info	100	2	50	50
	Totals For Subtype:	Board of Adjust			100	2	50	50
	Totals For Type:	Board of Adjustment			100	2	50	50
Board of Ethics	Board of Ethics	Board Ethics Admin	Information	Board Ethics Admin	100	1	100	100
	Totals For Subtype:	Board of Ethics			100	1	100	100
	Totals For Type:	Board of Ethics			100	1	100	100
Career Service Autho	Administration	CSA Board Liaison	Information	None	100	11	18	18

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		Contracts	Information	None	100	1	0	0
		Department Location	Information	None	100	2	50	50
		Media/ PR	Information	None	100	1	0	0
		Open Records	Information	None	100	3	33	33
	Totals For Subtype:	Administration			100	18	22	22
	Benefits	Benefits	Information	None	100	4	50	50
		Other Gov	Information	None	100	7	71	71
		Unemployment	Information	None	100	34	94	100
		Vendors	Information	None	100	3	33	33
	Totals For Subtype:	Benefits			100	48	83	88
	Empl Relations	CSA Rules	Information	None	100	8	50	50
	Totals For Subtype:	Empl Relations			100	8	50	50
	Hearings Office	Hearing Process	Information	None	100	1	0	0
		Mediation	Service	Mediation	100	4	75	75
	Totals For Subtype:	Hearings Office			100	5	60	60
	Recruitment	Apply Jobs	Information	None	100	20	100	100
		Open Jobs	Information	None	100	27	89	93
		Other	None	None	100	8	38	38
		Recruiter	Information	None	100	5	20	20

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	Totals For Subtype:	Recruitment			100	60	80	82
	Wellness Progrm	Wellness Center	Service	None	100	1	0	0
	Totals For Subtype:	Wellness Program			100	1	0	0
	Totals For Type:	Career Service Autho			100	140	71	73
City Council	Administration	Cable Franchise	Information	City Council	100	18	78	83
				Comcast	100	1	100	100
				Utilities	100	7	100	100
				Utilities Locate	100	9	100	100
				Totals For Subtype:	Administration			100
	District 1	District 1	Information	General Info	100	5	40	40
	Totals For Subtype:	District 1			100	5	40	40
	District 10	District 10	Information	General Info	100	4	75	75
	Totals For Subtype:	District 10			100	4	75	75
	District 11	District 11	Information	General Info	100	9	67	67
Totals For Subtype:	District 11			100	9	67	67	
District 2	District 2	Information	General Info	100	4	75	75	
Totals For Subtype:	District 2			100	4	75	75	
District 3	District 3	Information	General Info	100	6	83	83	

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	Totals For Subtype:	District 3			100	6	83	83
	District 4	District 4	Information	General Info	100	1	100	100
	Totals For Subtype:	District 4			100	1	100	100
	District 5	District 5	Information	General Info	100	2	100	100
	Totals For Subtype:	District 5			100	2	100	100
	District 6	District 6	Information	General Info	100	7	71	71
	Totals For Subtype:	District 6			100	7	71	71
	District 7	District 7	Information	General Info	100	5	80	80
	Totals For Subtype:	District 7			100	5	80	80
	District 8	District 8	Information	General Info	100	11	73	82
	Totals For Subtype:	District 8			100	11	73	82
	District 9	District 9	Information	General Info	100	2	100	100
	Totals For Subtype:	District 9			100	2	100	100
	Telecom	Telecom	Information	General Info	100	3	100	100
	Totals For Subtype:	Telecom			100	3	100	100
	Totals For Type:	City Council			100	97	79	81
Civil Srvc Comm	Administration	All Police	Information	Police	100	1	100	100

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		Firefighter	Information	Fire	100	3	33	67
	Totals For Subtype:	Administration			100	4	50	75
	Totals For Type:	Civil Srvc Comm			100	4	50	75
Clerk & Recorder	City Clerk	City Clerk	Information	None	95	22	23	23
		Marriage Inquiries	Information	None	100	504	76	77
	Totals For Subtype:	City Clerk			100	526	74	74
	County Recorder	Other	None	None	99	382	35	35
	Totals For Subtype:	County Recorder			99	382	35	35
	Elections Division	Customer Service	None	None	79	210	33	34
		Election Judges	None	None	50	2	0	0
		GIS	None	None	80	5	20	20
		HR/Finance	None	None	0	1	0	0
		Mail-In Ballots	Information	Completing Ballot	100	1	100	100
			None	None	100	5	60	60
		Outreach	None	None	100	2	0	0
		None	None	None	100	5	100	100
	Totals For Subtype:	Elections Division			80	231	34	35
	Public Trustee	Deed Releases	Information	Case Information	100	8	13	13
				Deed Release Process	100	10	0	10
				Fees/Form of Payment	100	4	25	25

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		Foreclosures	Information	Auctions	100	208	11	11
				Case Information	98	164	8	8
				Contact Info	100	10	60	60
				Cures	100	13	15	23
				Forms	100	2	0	0
				Getting Help	100	12	50	58
				Photocopies	100	2	0	0
				Property Information	100	175	15	15
				Redemptions	100	13	8	15
	Totals For Subtype:	Public Trustee			100	621	13	13
	Records Mgmt	Other	None	None	100	640	20	20
	Totals For Subtype:	Records Mgmt			100	640	20	20
	Totals For Type:	Clerk & Recorder			98	2400	34	34
Comm Plan & Dev	Dev/Planning	Landmark	Information	Historic Designation	100	14	57	64
		Neighborhood Inspect	Information	Zoning Violation	100	9	67	67
		Plan Review	Information	None	100	1	0	0
		Planning Services	Information	Planning	100	80	36	36
	Totals For Subtype:	Dev/Planning			100	104	41	42
	Office Mgr	Cashier	Information	PHONE PAYMENTS	100	6	33	33
		Contractor Licensing	Information	Contractor Licensing	100	124	57	57
		Records	Information	Permits	100	101	42	43
		Revenue Accounting	Information	APPEALS	100	13	31	31
				BILLINGS	100	25	44	48
	Totals For Subtype:	Office Mgr			100	269	48	49

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	Permit&Inspect	Neighborhood Inspect	Complaint	# Units/2nd Kitchen	100	1	0	0
				# Unrelated People	100	8	50	63
				# of Animals	83	18	22	22
				Accessory Structure	67	3	0	0
				Auto Repair	100	3	0	0
				Bulk Plane	20	10	10	10
				City View	100	1	0	0
				Commercial Vehicles	100	23	26	26
				Construction	95	43	12	14
				Encumbrance on ROW	96	28	11	11
				Fence - Dilapidated	100	2	100	100
				Fence - Over Height	100	2	50	50
				Garage Sale	100	2	0	0
				Graffiti Inspection	65	511	3	3
				Home Occupation	100	15	13	13
				Inoperable Vehicles	85	20	25	35
				Mobile Food Vendor	100	3	33	33
				Nbrhd Lights	100	2	50	50
				Outdoor Storage	94	47	9	9
				Overflow Dumpster	100	13	15	15
				Proactive Inspection	100	12	0	0
				Setback Violation	50	4	50	50
				Signs - Illegal	86	35	20	20
				Snow/Ice on Sidewalk	96	474	12	12
				Too Many Vehicles	95	22	18	23
				Trash	95	143	3	3
				Unsurfaced Parking	100	33	15	15
				V&D Building	75	12	0	0
			Information	Fees	86	14	36	43
				Graffiti Auth Req	39	38	39	39
			Request	Cert of Occupancy	16	68	7	7
				Landscape Inspection	50	2	0	0
		Permit & Inspection	Information	Codes	100	20	35	35
				New Code	100	25	52	56
				Permits	99	251	30	31
		None	None	None	100	265	20	20

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	Totals For Subtype:	Permit&Inspect			85	2173	14	15	
	Totals For Type:	Comm Plan & Dev			87	2546	19	20	
County Court	Administration	County Court	Complaint	Online Pymt Problem	50	2	50	50	
			Information	Case Records None	100 100	721 84	52 39	52 40	
		None	None	None	100	149	79	81	
	Totals For Subtype:	Administration			100	956	55	56	
	Civil Division	Civil Division	Information	Civil Division	100	181	84	84	
			None	None	98	43	65	67	
	Totals For Subtype:	Civil Division			100	224	80	81	
	Warrants	Bonding	County Court	Information	Bonds	100	102	60	62
				None	None	100	15	60	60
	Totals For Subtype:	Warrants			100	117	60	62	
Totals For Type:	County Court			100	1297	60	61		
Cultural Affairs	Administration	City Free Concerts	Information	Free Concerts	100	1	100	100	
			Information	None	100	2	50	50	
			Information	Film Permits	100	3	33	33	
			Information	One Book One Denver	100	1	0	0	
			Information	Public Art Guide	100	2	50	50	

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		Public Relations	Information	None	100	3	67	67
	Totals For Subtype:	Administration			100	12	50	50
	Totals For Type:	Cultural Affairs			100	12	50	50
DPS	Deny Pub School	Deny Pub School	Information	General Info	100	60	98	100
	Totals For Subtype:	Deny Pub School			100	60	98	100
	Totals For Type:	DPS			100	60	98	100
Denver Art Museum	Den Art Museum	Den Art Museum	Information	General Info	100	8	100	100
	Totals For Subtype:	Den Art Museum			100	8	100	100
	Totals For Type:	Denver Art Museum			100	8	100	100
Denver Health	Denver Health	Denver Health	Information	Birth/Death Crt General Info	100 100	97 108	94 100	99 100
	Totals For Subtype:	Denver Health			100	205	97	100
	Totals For Type:	Denver Health			100	205	97	100
Denver Public Librar	Library Svcs	Library Services	Information	General Info	99	92	93	93
	Totals For Subtype:	Library Svcs			99	92	93	93
	Totals For Type:	Denver Public Librar			99	92	93	93
Denver Water	Denver Water	Denver Water	Information	General Info	100	89	97	98
	Totals For Subtype:	Denver Water			100	89	97	98
	Totals For Type:	Denver Water			100	89	97	98

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District Attorney	Administration	Administrative	Information	Divorce	99	178	89	93
				Fraud	100	12	67	83
				General Info	100	23	87	87
				Totals For Subtype:	Administration	100	213	87
	Totals For Type:	District Attorney	100	213	87	92		
Economic Dev	Administration	Greenprint Dnvr	Information	B-Cylce	100	1	100	100
					Totals For Subtype:	Administration	100	1
	Business Dev	Business Assistance	Information	Business Assistance	100	26	50	50
					Totals For Subtype:	Business Dev	100	26
	Housing Dev	Small Business Loans	Information	Available Financing Available Loan Types	100	1	0	0
					100	2	50	50
	Totals For Subtype:	Housing Dev	100	3	33	33		
	Workforce Dev	Workforce Dev.	Information	Employment Job Search	100	33	79	82
					100	1	100	100
					Totals For Subtype:	Workforce Dev	100	34
Totals For Type:	Economic Dev	100	64	66	67			
Educ & Children	Child Care	Child Care	Information	Providers Referrals	100	5	100	100
					100	1	100	100
	Totals For Subtype:	Child Care	100	6	100	100		
	Educ&Child Adm	After School Program	Information	Education	100	1	0	0

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		Head Start	Information	Safety	100	2	100	100
		Preschool	Information	None	100	1	100	100
	Totals For Subtype:	Educ&Child Adm			100	4	75	75
	Totals For Type:	Educ & Children			100	10	90	90
Emergency Mgt	Emergency Mgt	Shelters	Information	None	100	2	100	100
		Sirens	Information	None	100	2	50	50
	Totals For Subtype:	Emergency Mgt			100	4	75	75
	Totals For Type:	Emergency Mgt			100	4	75	75
Env Health	Admin&Dec Supp	Dept Management	Information	DEH Location	100	3	67	67
				DEH functions	67	3	67	67
				DEH management	0	1	0	0
	Totals For Subtype:	Admin&Dec Supp			71	7	57	57
	Animl Care&Cntl	Animal Control	Complaint	Abandonment	25	16	25	25
				Animal Bites	9	47	6	11
				Assist-City Agency	29	7	0	0
				Barking Dog	30	220	23	23
				Birds	50	4	25	25
				Cruelty	42	141	15	16
				Excrement-Accum	68	28	25	29
				Injured Animal	34	116	14	14
				Loose Dog	31	16	0	0
				Loose No Owner	42	356	10	10
				Loose With Ownr	64	14	7	14
				Loose in Park	50	4	0	0
				Pit Bulls	68	81	54	56
				Stray	27	107	25	25
				Trapping	50	2	50	50
				Vicious Animal	26	82	9	9

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				Wildlife-Dangerous	80	60	78	78
			Equipment	Trap Rental-Domestic	20	5	20	20
				Trap Rental-Wild	20	5	20	20
			Information	Court	44	50	30	38
				Micro Chipping	83	12	75	83
			Service	Inspect-Adeq Enclosr	0	2	0	0
				Inspect-Intact Permt	44	9	44	44
				Inspect-Livestock	89	9	44	44
				Loose Cat	92	37	86	86
		Animal Shelter	Complaint	Relinquish/Surrender	88	49	80	82
			Information	Adoption	82	263	78	79
				Comm Srvc	20	5	20	20
				Fees	68	25	48	48
				Hours/Location	91	347	86	87
				Lost & Found	88	339	86	87
				Pet License	54	297	53	54
				Spay & Neuter	87	54	85	87
				Vaccinations	93	228	89	90
		Vector Services	Information	Inspect-Kennel Comm	0	1	0	0
				Inspect-Pet Shops	50	2	0	0
		Volunteer Program	Information	Volunteer Pgms	0	17	0	0
		None	None	None	0	2	0	0
		Totals For Subtype:	Animl Care&Cntl		62	3059	52	53
	Env Quality Div	Air Quality	Information	Air	40	5	40	40
				Asbestos	33	3	33	33
				Idling Vehicle	0	3	0	0
				Smoking Vehicle	100	2	100	100
				Wood burning	89	9	67	67
		Env Bus Asst	Information	DP2P	100	4	75	100

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		Environmental Audits	Information	Environmental Audits	100	3	0	0
		Hazardous Waste	Information	Spills	25	4	25	25
		Meth Lab	Information	Meth Lab	60	5	40	40
		Noise	Information	Noise	48	29	41	45
		Solid Waste	Complaint	Impr store/hand	100	3	33	33
				None	50	4	0	0
		None	None	None	33	3	33	33
	Totals For Subtype:	Env Quality Div			57	77	40	43
	HP2010	Health	Information	Bike Depot	0	1	0	0
	Totals For Subtype:	HP2010			0	1	0	0
	Medicl Examiner	Death Investigation	Information	Death Certificate	100	5	100	100
				LOCATION	100	1	100	100
				Missing Relative	100	1	100	100
				Remains Disposition	100	1	100	100
				Reported deaths	100	1	100	100
	Totals For Subtype:	Medicl Examiner			100	9	100	100
	Pub Health Insp	Boarding Home	Information	None	0	1	0	0
		Body Art	Information	None	0	1	0	0
		Child Care	Complaint	None	75	4	25	25
			Information	Abuse	100	1	0	0
				Forms	63	8	50	50
				General Information	100	6	33	33
				Training	0	3	0	0

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		Food Safety	Complaint	food poisoning	17	6	0	17
				illegal food sales	100	1	0	0
				restaurant regs vars	0	1	0	0
				restuarant complaint	61	28	14	14
			Information	comm. food regs.	60	5	40	40
				comm. food serv.	22	96	16	16
				commissary kitchens	33	6	33	33
				farmers markets	0	1	0	0
				food handlers	100	4	75	75
				food safety training	50	6	33	33
				food security	0	1	0	0
				penalty payments	100	1	0	0
				rest. Insp. result	67	15	27	27
				restaurant regs vars	75	4	75	75
				smoking restrictions	100	1	100	100
				temp. menu reviews	29	24	25	25
		Gr Home for Disabled	Information	None	100	1	100	100
		Residential Health	Complaint	complaint/compliment	100	1	0	0
				misc phi complaints	25	16	13	13
				None	21	84	19	19
			Information	no heat power water	22	18	6	6
				recording violations	0	1	0	0
				sewer backup	50	2	50	50
		Swimming Pools	Complaint	pool complaints	50	2	50	50
			Information	pool education	0	1	0	0
				pool licenses	100	1	100	100
				pool regs	80	5	80	80
		None	None	None	0	2	0	0
	Totals For Subtype:	Pub Health Insp			35	358	21	22
	Totals For Type:	Env Health			59	3511	48	49

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Excise&License	Excise&Licenses	Alarms Division	Information	None	99	148	23	24	
		Business Licenses	Information	None	99	1096	45	45	
		Liquor Licenses	Complaint	None	50	2	0	0	
			Information	None	95	127	17	19	
			Request	None	21	14	0	0	
		None	None	None	98	358	46	47	
		Totals For Subtype:	Excise&Licenses			98	1745	41	42
Totals For Type:	Excise&License			98	1745	41	42		
Finance	Budget & Mgt	Budget & Management	Information	Budget Books	100	1	0	0	
		Totals For Subtype:	Budget & Mgt			100	1	0	0
	Controller	Financial Rcds	CORA		Vendor Check Copy	63	56	4	4
			Information		Agency AP Contact	100	3	33	33
					Cancel Reissue Check	0	1	0	0
		HR and Payroll	Information	None	98	53	36	38	
		Service		Employment Verificat	100	46	2	7	
	None	None	None	100	6	50	50		
	Totals For Subtype:	Controller			86	165	16	18	
	Real Estate	Real Estate	Information		CCD Agency Space	100	1	100	100
				CCD Real Estate	100	3	0	67	
				None	100	3	33	33	
Totals For Subtype:	Real Estate			100	7	29	57		

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	Risk Mgt	Insurance	Information	Damage	50	2	50	50
	Totals For Subtype:	Risk Mgt			50	2	50	50
	Worker's Comp	Claims	Information	I have an injury.	86	7	29	29
	Totals For Subtype:	Worker's Comp			86	7	29	29
	Totals For Type:	Finance			86	182	17	20
General Svices	Facilities Mgmt	Project Mgmt	Information	City Buildings	100	3	0	0
	Totals For Subtype:	Facilities Mgmt			100	3	0	0
	Purchasing	Administration	Information	Director	100	16	38	44
		Surplus	Information	ACV/Surplus Auction	100	12	92	92
				Contracts	100	1	0	0
				Goods and Services	100	2	0	0
				None	100	1	100	100
	Totals For Subtype:	Purchasing			100	32	56	59
	Theatres&Arenas	Guest Services	Information	Book a Venue	100	1	100	100
				General Questions	100	1	100	100
				Maps	100	2	50	100
				Website	100	1	100	100
	Totals For Subtype:	Theatres&Arenas			100	5	80	100
	Totals For Type:	General Svices			100	40	55	60
Human Rights	Disabilities	ADA Compliance	Information	ADA Curb Cut Ramps	100	1	0	0
		Accessible Housing	Information	Accessible Housing	100	73	90	96

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		Accessible Parking	Information	Accessible Parking	100	22	73	77
		Commission	Information	Commission	100	1	0	0
	Totals For Subtype:	Disabilities			100	97	85	90
	Totals For Type:	Human Rights			100	97	85	90
Human Services	Child Support	Child Support	Information	Hours	100	19	79	84
	Totals For Subtype:	Child Support			100	19	79	84
	Fam & Adult Svc	Customer Service	Information	Application	100	11	100	100
				Cards	100	2	100	100
				General	100	3	67	67
				Hours	100	154	90	90
				Internet	100	2	100	100
				Location	100	4	100	100
		Homeles Svcs	Information	Bed Availabilty	100	5	100	100
				General	100	16	100	100
		Other	None	None	100	23	83	91
		Veteran Svcs	Information	Veteran Benefit	100	2	50	100
	Totals For Subtype:	Fam & Adult Svc			100	222	90	91
	Totals For Type:	Human Services			100	241	89	91
Indep Monitor	Administration	Oversight Function	Information	Complaint process	100	5	80	80
	Totals For Subtype:	Administration			100	5	80	80
	Totals For Type:	Indep Monitor			100	5	80	80
Law	City Attorney	Administration	Information	City Attorney	100	26	65	65

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				Criminal Records	100	3	67	67
				attorney referral	100	16	88	100
				legal assistance	100	12	100	100
		Domestic Violence	Information	court date	100	20	45	50
				restitution	100	2	100	100
				restraining order	100	28	68	75
		Litigation Division	Information	Service	100	1	100	100
				None	80	25	56	60
		Prosecution	Information	warrants	100	1	100	100
	Totals For Subtype:	City Attorney			96	134	68	72
	Totals For Type:	Law			96	134	68	72
Mayor's Office	Brds&Commission	General Information	Information	disabilites	100	2	100	100
		None	None	None	100	3	67	67
	Totals For Subtype:	Brds&Commission			100	5	80	80
Mayor's Office	Agency	Complaint	Complaint	Mayors Staff	96	224	31	31
		Information	Information	Mayors Staff	0	1	0	0
		Correspondence	Information	Econ Stimulus	100	1	100	100
				Greenprint	96	25	40	40
			Request	Other	100	1	0	0
		Non-City Agency	Complaint	Dwntwn Partners	100	4	50	50
				RTD	100	11	91	91
	Totals For Subtype:	Mayor's Office			96	267	34	35
	Totals For Type:	Mayor's Office			96	272	35	36

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Mus of Nat & Sci	Mus Nat&Science	Mus Nat&Science	Information	General Info	100	6	100	100
	Totals For Subtype:	Mus Nat&Science			100	6	100	100
	Totals For Type:	Mus of Nat & Sci			100	6	100	100
Parks and Rec	Admin Div	Other	None	None	100	10	40	40
		Planning	Information	Memorial Bench	100	1	100	100
		None	None	None	100	3	33	33
		Totals For Subtype:	Admin Div			100	14	43
	Aquatics	General Info	Information	None	100	6	67	67
	Pools	Information	None	67	3	33	33	
Totals For Subtype:	Aquatics			89	9	56	56	
Bot Gardens	BOTANIC GARDENS	Information	General Info	100	3	100	100	
Totals For Subtype:	Bot Gardens			100	3	100	100	
Community Rec	City Wide Sports	Information	Adult Softball	100	2	50	50	
			Adult Sports General	100	1	100	100	
			Citywide Sports	100	2	100	100	
			Golf	100	5	100	100	
			Youth Leagues	100	1	0	100	
			General Info	Information	None	100	1	100
	Outdoor Recreation	Information	None	100	1	100	100	
	Totals For Subtype:	Community Rec			100	13	85	92

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	General Parks	Forestry	Information	Forestry Division	98	42	43	43
				Mulch	100	1	100	100
				Payments/License	100	1	0	0
				Tree Branches	100	2	50	50
				Tree Comp/Cont	80	5	40	40
				Tree Inspectors	100	4	75	75
				Tree Obstruction	50	2	0	0
				Tree Permitting	100	2	50	50
				Tree Pruning/Removal	50	6	50	50
				Tree Recommendations	100	2	50	50
				Tree Responsibility	100	4	0	0
		Parks	Complaint	General Complaints	80	5	0	0
				Park Graffiti	43	14	0	0
				Park Trash	0	1	0	0
			Information	Bees/ Insects	100	1	100	100
				Bike/Boat Rental	100	1	100	100
				Dog Off-Leash Park	100	5	80	80
				Geese in Park	100	1	100	100
				General Info	76	33	55	55
				Park Maintenance	80	25	16	16
				Park Trails	0	1	0	0
				Parks Operations	100	30	53	53
	Totals For Subtype:	General Parks			84	188	40	40
	Outdoor Educatn	None	None	None	35	17	12	18
	Totals For Subtype:	Outdoor Educatn			35	17	12	18
	Rec-Permitting	Rentals	Information	Festivals	100	2	0	0
				Pavillion Rental	100	35	29	29
				Public assemblies	100	1	100	100
				Special Occations	100	13	8	15
				Tennis Court Permits	100	1	0	0
		Rules	Information	Alcohol in Parks	100	2	100	100

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	Totals For Subtype:	Rec-Permitting			100	54	26	28
	Recreation Ctrs	General Info	Information	Hours/Location	99	135	84	84
		Memberships	Information	None	100	5	60	60
		Other	None	None	50	4	25	25
		Recreation Classes	Information	None	100	6	33	33
	Totals For Subtype:	Recreation Ctrs			98	150	79	79
	Recreatn Admin	None	None	None	100	2	50	50
	Totals For Subtype:	Recreatn Admin			100	2	50	50
	Zoo Gardens	Denver Zoo	Information	General Info	100	14	93	100
	Totals For Subtype:	Zoo Gardens			100	14	93	100
	Totals For Type:	Parks and Rec			90	464	54	55
Public Works	Cap Proj Mgmt	Bicycle	Information	Bicycle	100	5	60	60
		Transportation	Information	Strategic Plan	100	2	0	0
	Totals For Subtype:	Cap Proj Mgmt			100	7	43	43
	Dev Eng Services	City Surveyor	Information	Property Survey	100	4	100	100
		Construction	Complaint	Graffiti - RTD	0	2	0	0
				RTD Bus Stop	50	2	0	0
			Information	Residential Plowing	80	5	40	40
				Right-of-way/Street	96	27	44	44

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		Engineering	Information	Development Damage	83	29	55	59
				Property Line	100	6	83	83
				Right-of-way	100	11	45	45
		Plan Review Services	Information	Right-of-way/Street	100	3	33	33
		Right of Way	Information	Smart Mtr Survy	100	3	67	67
	Totals For Subtype:	Dev Eng Services			89	92	51	52
	Finance & Admin	Accounting	Information	Invoice Payment	50	2	50	50
		Contract Admin	Information	Construction	100	2	100	100
		Other	None	None	100	5	20	20
	Totals For Subtype:	Finance & Admin			89	9	44	44
	Fleet Maint	Other	None	None	100	8	13	25
	Totals For Subtype:	Fleet Maint			100	8	13	25
	Parking Mgmt	Other	None	None	75	4	75	75
		Parking Ticket	Information	Boot Removal	100	3	100	100
				Booted Vehicle	100	1	0	0
				Meter Enforcement	98	112	57	58
				Parking Permits	100	76	46	49
				Parking Ticket	100	18	61	67
				Ticket History	100	43	47	53
				Ticket Payment	99	148	41	43
		Residential Parking	Information	Permit Renewal	100	2	100	100
		None	None	None	33	3	0	0
	Totals For Subtype:	Parking Mgmt			99	410	49	51

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	Solid Waste	Graffiti	Complaint	Graffiti Private	55	1042	0	0	
Graffiti Public				48	387	1	1		
Profanity/Hate				83	6	0	0		
			Information	Graffiti Genrl Info	94	17	82	82	
Graffiti Paint Pgm				27	22	23	27		
Graffiti Vehicle				33	3	67	67		
Graffiti Volunteer		33		3	33	67			
		Keep Denvr Beautiful	Information	Illegal Dumping	33	181	2	2	
Other				None	100	2	100	100	
		Recycle-Collection	Complaint	None	22	280	8	8	
				Information	HHW	97	61	93	98
					Schedule	70	507	66	66
				None	43	776	71	76	
		Recycle-Event/Progm	Information	Composting Program	68	25	68	68	
				Elect Recycling	53	17	82	82	
				Xmas Tree Recycling	33	18	11	11	
		Trash Collection	Complaint	Auto Barrel Srvc	11	76	5	5	
				None	78	9	67	78	
		Information	None	Auto Dumpster Srvc	20	5	0	0	
				Branches	100	2	100	100	
	Dumpster Maintenance			16	62	2	2		
	Landfill/ Dump Sites			96	26	96	100		
	Large Item Pickup			93	477	88	89		
	Manual Collection			86	14	86	86		
	Tree Stump			0	1	0	0		
	None			46	1108	38	38		
	Service			Appliance Collection	100	54	93	98	
				Auto Dumpster Srvc	100	1	100	100	
				Dead Animal	83	179	15	15	
		None	100	1	0	0			
	Totals For Subtype:	Solid Waste			54	5362	37	38	

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	Street Maint	Curb & Gutter	Service	Repair	20	15	7	7
		General	Information	None	60	52	23	23
		Sidewalk	Service	Snow Control	0	3	0	0
		Street/Alley	Complaint	Snow Control	29	68	3	3
				None	67	3	33	33
			Service	Pothole	53	214	2	2
				Repair/Resurf	27	48	10	10
				Snow Control	66	196	2	2
				Sweeping	46	24	8	8
		None	None	None	0	1	0	0
	Totals For Subtype:	Street Maint			52	624	5	5
	Traffic Engnrg	Cameras	Information	Cameras	100	1	100	100
		General	Information	Contact Info	95	19	32	32
		Pavement marking	Information	crosswalk lines	67	3	33	33
		School Zones	Information	School safety	100	3	100	100
		Street lighting	Information	Street light	100	7	57	57
				Street light out	100	31	77	81
		Traffic Signals	Information	Malfunction	98	105	32	32
				Traffic Signals	100	28	32	32
		Traffic Signs	Information	Obstructed sign	100	2	0	0
				Sign purchase	100	1	0	0
				Stop sign request	100	9	22	22
				traffic sign	93	86	28	31
	Totals For Subtype:	Traffic Engnrg			97	295	37	38

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	Wastewater Mgmt	Administration	Information	Billing Types	100	7	71	71
				Business Hours	100	5	80	80
				Location/Address	100	3	67	67
				Wastewater	100	4	100	100
		Billing	Information	Sanitary Sewer	100	14	29	29
				Storm Draining	100	5	60	60
		Cashier	Information	Business Hours	100	1	100	100
		Customer Service	Information	Business Hours	100	1	0	0
		Emergency	Information	Back-up Emergency	94	17	35	41
				Broken Sewer Line	94	34	29	32
				Flooding Emergency	75	4	25	25
				Missing Manhole Lid	100	15	40	40
				None	33	3	33	33
		Locate	Information	Permit	100	4	50	50
		NPDES	Information	Water Quality	100	1	100	100
		Permit	Information	Permit	100	29	62	66
	Totals For Subtype:	Wastewater Mgmt			96	147	46	48
	Totals For Type:	Public Works			60	6954	35	36
Revenue	Assessment	Adminstration	Information	None	51	261	41	43
		Personal Property	Information	None	97	37	0	0
		Real Estate	Information	None	93	196	34	35
		Records	Information	None	96	1871	49	50
			Request	None	97	114	59	60
	Totals For Subtype:	Assessment			91	2479	47	48

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	Motor Vehicle	Customer Service	Information	DMV Office Info	100	125	98	99
				Drivers License/ID	100	155	99	100
				General Info	100	40	98	98
				Handicap Placards	100	2	100	100
				License Plates	100	210	89	92
				Vehicle Emissions	100	26	92	92
				Vehicle Fees & Taxes	100	1	100	100
				Vehicle Purchase	100	6	100	100
				Vehicle Registration	100	77	91	97
				Vehicle Titles	100	1	0	100
	Totals For Subtype:	Motor Vehicle			100	643	94	96
	Treasury	Accounting	Information	Property Tax Payment	97	462	44	45
				Property Tax Refund	100	4	25	25
				Refunds sales & OPT	100	2	0	0
				Revenue collections	100	2	50	50
		Lodgers Tax	Information	Rate	100	1	100	100
				Registration	100	1	0	0
		Occupational Tax	Information	Business OPT	100	18	33	33
		Operations	Information	Credit card payments	100	3	100	100
				Hours	100	12	83	92
				Mailing address	0	1	0	0
				Tax return	100	9	78	89
		Property Tax	Information	Due date	100	11	100	100
				Mailing address	89	9	78	78
				Other	98	99	64	65
				Property tax appeal	100	1	0	0
				Rebate payment	100	29	41	41
				State Deferral	100	2	100	100
				Tax liens	100	14	29	29
		Sales Tax	Information	Define sales tax	99	221	32	32
				Registration	100	26	15	19
				Sales Tax Rate	100	9	44	44

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		Tax Compliance	Information	Delinquent tax	100	25	28	28
		Use Tax	Information	Registration	100	1	0	0
				Use tax	88	8	38	38
	Totals For Subtype:	Treasury			98	970	43	44
	Totals For Type:	Revenue			94	4092	54	55
Safety	Fire Department	Administration	Information	Information	100	13	54	62
		Operations	Information	Information	100	50	56	58
		Prevention	Information	Information	100	14	57	57
	Totals For Subtype:	Fire Department			100	77	56	58
	Managers Office	Manager of Safety	Information	General	100	119	87	91
				Recruitment	100	10	50	50
				SOPA	100	2	100	100
	Totals For Subtype:	Managers Office			100	131	84	88
	Police Dept	Administrative	Information	Finger Printing	100	53	94	96
				None	100	74	55	58
			None	None	99	878	41	41
		Criminal	Service	Theft	100	10	50	50
				Theft - Auto	100	3	33	33
				Vandalism	0	1	0	0
		Other	None	None	99	98	44	45
		Vehicle	Service	Towed Vehicle	100	8	13	13
			None	None	100	8	38	38

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		None	None	None	100	4	0	0
	Totals For Subtype:	Police Dept			99	1137	44	45
	Sheriff Dept	Administrative	Information	Abandoned Vehicle Locate Inmates	99 100	114 539	73 97	77 98
		Other	None	None	100	54	67	74
	Totals For Subtype:	Sheriff Dept			100	707	91	93
	Totals For Type:	Safety			100	2052	63	64
Tech Services	311 Call Center	2010 Census	Information	Census	100	13	85	100
		311 Feedback	Complaint	311 Complaint	71	7	14	14
			Compliment	311 Compliment	22	9	0	0
		411 Information	Information	None	100	288	100	100
		CCD Employee	Request	Employee Inquiry Long Distance None	100 60 100	2 15 968	50 100 99	50 100 100
		General Inquiry	Information	411 Information General Inquiry Out of Jurisdiction	99 100 100	133 2537 519	98 99 100	99 100 100
			Request	Employee Transfer	99	420	100	100
		Out of Juris	Information	None	100	1174	100	100
	Totals For Subtype:	311 Call Center			100	6085	99	100
	CIO & Admin	Finance	Information	None	100	1	100	100
		General	Information	None	0	1	0	0

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		Vendor	Request	None	50	8	25	38
	Totals For Subtype:	CIO & Admin			50	10	30	40
	EAS	Web Services	Complaint	Denvergov	31	13	23	23
	Totals For Subtype:	EAS			31	13	23	23
	GIS	Data Sales	Information	None	100	20	70	70
		General	Information	None	92	13	69	69
	Totals For Subtype:	GIS			97	33	70	70
	Totals For Type:	Tech Services			99	6141	99	99
Urban Renewal	Urban Renewal	Emergency Repair	Information	Program Info	100	2	100	100
	Totals For Subtype:	Urban Renewal			100	2	100	100
	Totals For Type:	Urban Renewal			100	2	100	100
	Grand Total for All:				85	33196	55	56