

311 Service Request Snapshot Report
For Period from 04/28/2012 thru 05/04/2012
For Department: ALL

<u>Department</u>	<u>Provider Group</u>	<u>Summary</u>	<u>Cases Created</u>	<u>Cases Closed</u>	<u>Med Days Close</u>	<u>Cases Remain Open</u>	<u>Med Days Open</u>
City Clerks Office	City Clerks Office--	City Clerks Office-All	0	0	-	1	9
	City Clerks Office Total		0	0	-	1	9
City Council	City Council--	City Council-All	0	0	-	1	116
	City Council Total		0	0	-	1	116
City Managers Office	City Managers Office-ADA-	ADA Accessibility	2	0	-	5	7
	City Managers Office-Action Center-	Additional Information Required	8	8	1	2	1
	City Managers Office-Action Center-Supervisors	Action Center Escalation	2	1	2	1	3
	City Managers Office-Administration-	City Managers Office-Administration	1	0	-	1	1
	City Managers Office-Capital Projects-	Capital Projects Office	2	3	3	3	9
	City Managers Office-City Communications-	City Managers Office-City Communications	1	1	0	0	-
	City Managers Office-Emergency Management-	City Managers Office-Emergency Management	1	1	0	0	-
	City Managers Office-PIAC-	City Managers Office-Public Improvement Ad	1	1	1	0	-
	City Managers Office-PIAC-	PIAC Referral From Department	1	1	1	0	-
	City Managers Office Total		19	16	1	12	3.5
City Planning and Development	City Planning and Development-Elevators-	Elevator Inspection	0	0	-	2	93.5
	City Planning and Development-Investigations-	Building Code and Permit Violations	4	1	3	33	156
	City Planning and Development-Investigations-	Demolition Debris and Landfill	0	0	-	1	11
	City Planning and Development-Investigations-	Fence or Wall	1	1	2	3	147
	City Planning and Development-Investigations-	Mud and silt	0	0	-	1	148
	City Planning and Development-Investigations-	Sign Violation Zoning	2	1	20	13	80
	City Planning and Development-Investigations-	Zoning Inspections and Violations	6	1	102	132	164.5
	City Planning and Development Total		13	4	11.5	185	155
General Service	General Service-Facility Management-	Facilities - City Owned	1	1	3	0	-
	General Service Total		1	1	3	0	-
Health	Health--	Questions or Comments	1	0	-	1	0
	Health-Air Quality-	Outdoor Air Quality	4	4	4.5	2	2
	Health-Community Environmental Health-	Hotel and Motel Inspections	2	0	-	2	2
	Health-Community Environmental Health-	Public Pool Inspections	1	0	-	1	4
	Health-Food Protection-	Food Establishment Complaints	7	14	6	5	0
	Health-Healthy Homes-Bedbugs	Bedbugs Problem	5	2	3.5	4	1.5
	Health-Noise Control-	Noise Complaints	4	4	1.5	1	0
	Health-Rat-	Rat Control Treatment	24	21	10	28	3
	Health Total		48	45	7	44	2.5
Housing Community Dev	Housing Community Dev-Property Preservation	Emergency Home Repair Program	1	0	-	1	1

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	Housing Community Dev Total		1	0	-	1	1
Information Technology	Information Technology--	Information Technology-All	1	1	0	0	-
	Information Technology Total		1	1	0	0	-
KCPD	KCPD-Parking Control-	Abandoned Vehicle	30	34	2	6	0.5
	KCPD Total		30	34	2	6	0.5
Law	Law--	Law-All	10	16	30.5	117	65
	Law Total		10	16	30.5	117	65
Municipal Court	Municipal Court--	Municipal Court-All	4	5	1	4	58
	Municipal Court-Customer Service-	Parking Ticket Issue	1	1	0	0	-
	Municipal Court-Customer Service-	Refund Status Update	1	1	0	0	-
	Municipal Court Total		6	7	1	4	58
NCS	NCS-Administration-	Neighborhood and Community Services Admini	1	1	1	12	42.5
	NCS-Animal Health and Safety-	Animal At Large	83	85	1	20	0
	NCS-Animal Health and Safety-	Animal Bite	5	8	3.5	3	0
	NCS-Animal Health and Safety-	Animal Investigation	22	24	1	5	1
	NCS-Animal Health and Safety-	Barking Dog	9	10	0.5	0	-
	NCS-Animal Health and Safety-	Injury or Cruelty Involving an Animal	20	22	1	2	5.5
	NCS-Animal Health and Safety-	Stray Animal Confined	17	16	1	4	0
	NCS-Animal Health and Safety-	Wildlife	37	40	1	7	0
	NCS-Animal Health and Safety-Admin	Animal Control Administration	12	7	0	33	29
	NCS-Animal Health and Safety-Jackson County	Animal Concerns Greenwood Jackson County	2	1	1	1	0
	NCS-Animal Health and Safety-Jackson County	Animal Concerns Unincorporated Jackson Cou	12	12	1	2	0.5
	NCS-Animal Health and Safety-Jackson County	Animal Emergency Unincorporated Jackson Co	1	0	-	1	2
	NCS-Dangerous Buildings-	Dangerous Building	10	9	195	785	254
	NCS-Dangerous Buildings-	Dangerous Building Emergency	1	0	-	2	9
	NCS-HazardousStructure	Hazardous Structure	0	3	259	116	259
	NCS-NPD-Assesments	Information Request - Assessment for Priva	0	0	-	3	119
	NCS-Neighborhood Preservation-	Graffiti on Private Property	2	4	30.5	36	56.5
	NCS-Neighborhood Preservation-	Property Violations	534	477	46	7,006	120
	NCS-Neighborhood Preservation-Abatement	Dispute of Assessment for NCS Property Aba	1	0	-	2	11
	NCS-Neighborhood Preservation-Abatement	Mowing City Property	2	0	-	3	2
	NCS-Neighborhood Preservation-Abatement	Mowing on Land Trust Lots	15	1	0	22	3
	NCS-Neighborhood Preservation-Administration	Neighborhood Preservation Administration	2	0	-	2	1
	NCS-Neighborhood Preservation-Administration	Property Violations	0	0	-	1	29
	NCS-Neighborhood Preservation-Illegal Dumping	Illegal Dumping on Property	9	3	5	17	4

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NCS	NCS-Neighborhood Preservation-Open Entry	Vacant Structure Open to Entry	59	82	15	116	8
	NCS-Neighborhood Preservation-Priority	Neighborhood Preservation Priority Review	3	3	1	1	3
	NCS-Regulated Industries-	Regulated Industries	0	1	8	1	7
	NCS-Salvage-	Salvage Yard Investigation	0	0	-	27	141
	NCS-Tow-Administration	Tow Services Administration	1	2	37	0	-
	NCS Total		860	811	15	8,230	140
Parks & Rec	Parks & Rec-Administration-	Parks and Recreation Administration	2	2	0.5	0	-
	Parks & Rec-Central Region-	Park Maintenance Central Region	1	0	-	3	16
	Parks & Rec-Facility Maintenance-	Parks Facility Maintenance Referral	1	0	-	4	19
	Parks & Rec-Landscape Services-BRWF	Bruce R Watkins Freeway	1	2	4	0	-
	Parks & Rec-Landscape Services-Forestry	Permit to prune, remove, or plant a City T	1	0	-	3	10
	Parks & Rec-Landscape Services-Forestry	Tree Damage to City Tree from Storm Event	11	7	5	11	3
	Parks & Rec-Landscape Services-Forestry	Tree Disease, Insects or Vandalism	5	2	14.5	5	2
	Parks & Rec-Landscape Services-Forestry	Tree Inspection on Private Property	1	1	1	0	-
	Parks & Rec-Landscape Services-Forestry	Tree Limb or Brush Removal for City Tree	10	6	9	10	3
	Parks & Rec-Landscape Services-Forestry	Tree Planting for New Tree	1	4	5	3	15
	Parks & Rec-Landscape Services-Forestry	Tree Removal of a City Tree	30	20	4	51	7
	Parks & Rec-Landscape Services-Forestry	Tree Stump Removal for City Tree	3	1	7	9	14
	Parks & Rec-Landscape Services-Forestry	Tree Trimming at Intersection	5	1	13	10	6
	Parks & Rec-Landscape Services-Forestry	Tree Trimming for City Tree	37	22	13.5	69	4
	Parks & Rec-Landscape Services-Forestry	Tree Trimming from Street Light	1	1	7	5	10
	Parks & Rec-Landscape Services-Weeds	Mowing on the Right of Way	4	5	4	5	9
	Parks & Rec-North Region-	Park Maintenance North Region	3	1	22	4	1
	Parks & Rec-Planning and Design	Parks Capital Project Referral	1	1	2	2	24.5
	Parks & Rec-South Region-	Park Maintenance South Region	4	4	2	1	3
	Parks & Rec Total		122	80	7	195	5
Public Works	Public Works- Sidewalks- GO Bonds	Sidewalk projects that are funded by GO Bo	1	0	-	4	24
	Public Works-Administration-	Public Works Administration	1	0	-	6	11.5
	Public Works-Parking Division-	Parking Ticket Complaint	1	1	0	0	-
	Public Works-Parking Division-	Vehicle Illegally Parked	5	5	0	0	-
	Public Works-Solid Waste-	Bulky Address Validation	7	9	1	1	0
	Public Works-Solid Waste-	Bulky Pick-up Missed	32	73	3	5	0
	Public Works-Solid Waste-	Dead Animal Pick-up	68	64	1	10	0
	Public Works-Solid Waste-	Illegal Dumping on Right of Way	34	38	1	9	1
	Public Works-Solid Waste-	Leaf and Brush Pick-up Missed	12	53	4	0	-
	Public Works-Solid Waste-	Trash - Missed by City	21	19	1	3	0
	Public Works-Solid Waste-	Trash Cart Missing	2	2	0	0	-
	Public Works-Solid Waste-	Trash Missed by Contractor North	15	13	1	4	0

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Public Works	Public Works-Solid Waste-	Trash Missed by Contractor South	17	20	2	6	1
	Public Works-Solid Waste-	Trash Multi Unit Investigation	0	1	4	0	-
	Public Works-Solid Waste-	Trash Recycle Missed by Contractor South	7	5	0	4	1
	Public Works-Solid Waste-	Trash Recycling Missed by City	14	13	1	2	0
	Public Works-Solid Waste-Administration	Solid Waste Customer Service	51	54	0	2	0
	Public Works-Solid Waste-Administration	Trash - Staff Complaints for Solid Waste	3	3	1	0	-
	Public Works-Street and Traffic-Administration	Street and Traffic Administration	5	1	3	13	7
	Public Works-Street and Traffic-District 1	Crack Sealing (North of River)	0	1	4	1	13
	Public Works-Street and Traffic-District 1	Ditch Cleaning (North from 27th Street)	1	2	1.5	0	-
	Public Works-Street and Traffic-District 1	Pothole (North of River)	0	1	6	0	-
	Public Works-Street and Traffic-District 1	Street Maintenance General (North of the R	4	5	3	6	21.5
	Public Works-Street and Traffic-District 2	Alley Cleaning (South of River to 47th Str	6	7	7	5	0
	Public Works-Street and Traffic-District 2	Pothole (River south to 47th Street and Ea	3	3	0	0	-
	Public Works-Street and Traffic-District 2	Street Maintenance General (South of River	15	15	2	6	1
	Public Works-Street and Traffic-District 3	Alley Cleaning (South of 47th Street and W	0	0	-	1	8
	Public Works-Street and Traffic-District 3	Ditch Cleaning (South of 27th Street)	4	1	9	4	0
	Public Works-Street and Traffic-District 3	Pothole (South of 47th Street and West Of	13	8	3	7	0
	Public Works-Street and Traffic-District 3	Street Maintenance General (South of 47th	2	8	6.5	1	16
	Public Works-Street and Traffic-Preservation	Street Preservation or Overlay	2	3	5	1	4
	Public Works-Street and Traffic-Project Planning	Project Planning for Streets and Traffic	1	0	-	3	21
	Public Works-Street and Traffic-Rural Mowing	Rural ROW Mowing	4	3	20	9	8
	Public Works-Street and Traffic-Sidewalks	Sidewalk or Curb in Disrepair	8	6	6	7	3
	Public Works-Street and Traffic-Sidewalks	Sidewalk to be replaced Due to City Projec	1	3	7	1	3
	Public Works-Street and Traffic-Signs	Graffiti on Signs	2	0	-	4	4.5
	Public Works-Street and Traffic-Signs	Sign Missing or Damaged - Non-emergency	21	11	12	45	7
	Public Works-Street and Traffic-Signs	Street Markings Painted	0	1	47	2	23
	Public Works-Street and Traffic-Signs	Street Sign Damage	8	5	12	22	8
	Public Works-Street and Traffic-Signs	Traffic Sign Damage	1	0	-	2	4.5
	Public Works-Street and Traffic-Signs	Traffic Sign Down or Missing - Emergency	5	3	1	2	0.5
	Public Works-Street and Traffic-Streetlights	SLA0 Streetlight Pole Down or Leaning	2	2	0.5	0	-
	Public Works-Street and Traffic-Streetlights	SLB0 Streetlight Wire Down or Hanging Arm	1	2	0.5	0	-
	Public Works-Street and Traffic-Streetlights	SLD0 Streetlight Out - Multiple Outage of	4	4	1.5	1	1
	Public Works-Street and Traffic-Streetlights	SLG0 Streetlight Out - Single Light Out	20	19	1	2	0
	Public Works-Street and Traffic-Streetlights	SLG1 Streetlight Blinking Off and On	12	8	1	4	0
	Public Works-Street and Traffic-Streetlights	SLG2 Streetlight Burning During Day	6	6	1	0	-
	Public Works-Street and Traffic-Streetlights	SLG3 Streetlights Out - Two to Four Lights	6	4	1	2	0
	Public Works-Street and Traffic-Streetlights	SLP0 Streetlight Miscellaneous	2	3	1	0	-
	Public Works-Street and Traffic-Traffic Control	Traffic Engineering and Traffic Studies	18	15	4	20	2.5
	Public Works-Street and Traffic-Traffic Permits	Plate Hazard	6	3	0	3	1
	Public Works-Street and Traffic-Traffic Permits	Plate in Street	0	1	13	0	-

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Public Works	Public Works-Street and Traffic-Traffic Permits	Street and Traffic Permit	2	2	2.5	1	1
	Public Works-Street and Traffic-Traffic Permits	Violations and Encroachments on the Right	14	12	2	5	2
	Public Works-Street and Traffic-Traffic Signals	Traffic Signal Malfunction	17	15	1	6	0
	Public Works-Street and Traffic-Traffic Signals	Traffic Signal Out	3	4	1.5	0	-
	Public Works-Street and Traffic-Traffic Signals	Traffic Signal Pole Damage, Rust, Vandalis	1	0	-	1	0
	Public Works Total		511	560	1	243	3
Water Services	Water Services-Administration-	Water Services Administration	7	7	2	4	1.5
	Water Services-Consumer Service-Stormwater Billing	GIS Stormwater Update	10	2	34.5	20	9
	Water Services-Consumer Service-Stormwater Billing	Stormwater Charges	34	24	6	38	3
	Water Services-Consumer Service-Stormwater Billing	Water Bill Admin Tasks	0	1	11	0	-
	Water Services-Consumer Services-Billing	High Bill Adjustment	5	3	1	2	2.5
	Water Services-Consumer Services-Billing	No Water Bill Received	3	1	2	2	2
	Water Services-Consumer Services-Customer Service	High Bill Adjustment	1	1	1	0	-
	Water Services-Consumer Services-Customer Service	No Water Bill Received	1	1	5	1	2
	Water Services-Consumer Services-Customer Service	Water Bill Admin Tasks	49	49	2	15	1
	Water Services-Consumer Services-Customer Service	Water Bill Concerns	244	172	4	164	1
	Water Services-Consumer Services-Customer Service	Water Master Billing Customers	1	0	-	1	4
	Water Services-Consumer Services-Remittance	Water Payment or Refund	6	10	4.5	5	2
	Water Services-Consumer Services-Supervisors	Info Center Escalation	12	17	2	2	1.5
	Water Services-Engineering-Stormwater	Catch Basins and Storm Water Concerns	0	0	-	2	55.5
	Water Services-Engineering-Stormwater	Stormwater Projects	1	4	118	3	28
	Water Services-Engineering-Water and Sewer	Sewer Projects	5	6	5.5	9	25
	Water Services-Engineering-Water and Sewer	Water Main Projects	6	12	15.5	18	23.5
	Water Services-Laboratory Services-	Water Quality - Laboratory Services	8	6	1	2	0
	Water Services-Line Maintenance-Pipeline	Hydrant Repair Referral	2	6	131	196	160
	Water Services-Line Maintenance-Pipeline	Pending Restoration Referral	9	0	-	36	28
	Water Services-Line Maintenance-Pipeline	Pipeline Pavement Restoration Referral	1	25	31	66	51.5
	Water Services-Line Maintenance-Pipeline	Pipeline Repair or Restoration Concerns	8	3	70	14	4
	Water Services-Line Maintenance-Pipeline	Pipeline Turf Referral	0	5	188	39	44
	Water Services-Line Maintenance-Pipeline	Service or Curb Box Repair Referral	10	14	540	300	181.5
	Water Services-Line Maintenance-Pipeline	Valve Repair Referral	17	0	-	143	91
	Water Services-Line Maintenance-Pipeline	Water Main Repair Referral	7	8	13	18	11.5
	Water Services-Line Maintenance-Stormwater	Catch Basins and Storm Water Concerns	20	19	1	14	6
	Water Services-Line Maintenance-Stormwater	Street Sweeping Citywide	7	0	-	7	3
	Water Services-Line Maintenance-Wastewater	Sewer Cleaning or Repair and Waste Water C	6	8	2	3	16
	Water Services-Line Maintenance-Wastewater	Sewer Deodorizing - Referral	5	27	15	5	2
	Water Services-Line Maintenance-Wastewater	Sewer Investigation Referral	13	1	11	25	4
	Water Services-Line Maintenance-Wastewater	Sewer Pavement Restoration Referral	0	3	50	4	38.5
	Water Services-Line Maintenance-Wastewater	Sewer Repair Referral	2	0	-	91	234

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Water Services	Water Services-Line Maintenance-Wastewater	Sewer Turf Restoration - Referral	2	0	-	8	30.5
	Water Services-Line Maintenance-Wastewater	Sewer Water in Basement - Referral	26	8	6.5	26	3
	Water Services-Meter & Field Services-	Meter Leak or Problem	51	58	1	4	1
	Water Services-Meter & Field Services-	Water Leak or Pressure Problem	72	72	1	17	1
	Water Services-Meter & Field Services-Supervisors	Field Services Escalation	11	14	0.5	2	0.5
	Water Services-Revenue Protection-	Water Theft and Fraud	1	5	7	0	-
	Water Services Total		663	592	3	1,306	45
	Report Totals		2,285	2,167	3	10,345	93