3-1-1 action center

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KANSAS CITY MISSOURI

March 2009

Requests for Service
By
Council District
And Department

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District	SRs Created	% of City Total	SR s Closed	SRs 1st Escalate	SRs 2nd Escalate	Total Open SR EOM
First	2,070	17%	2,045	2,039	1,856	3,304
Second	1,631	14%	1,415	786	726	1,629
Third	2,327	20%	2,717	4,072	3,740	5,637
Fourth	1,664	14%	1,555	1,534	1,396	2,646
Fifth	2,390	20%	2,413	2,876	2,623	4,737
Sixth	1,793	15%	1,731	1,271	1,102	2,702
Unknown	9	0	10	79	74	34
TOTAL	11,884	100.00%	11,886	12,657	11,517	20,689
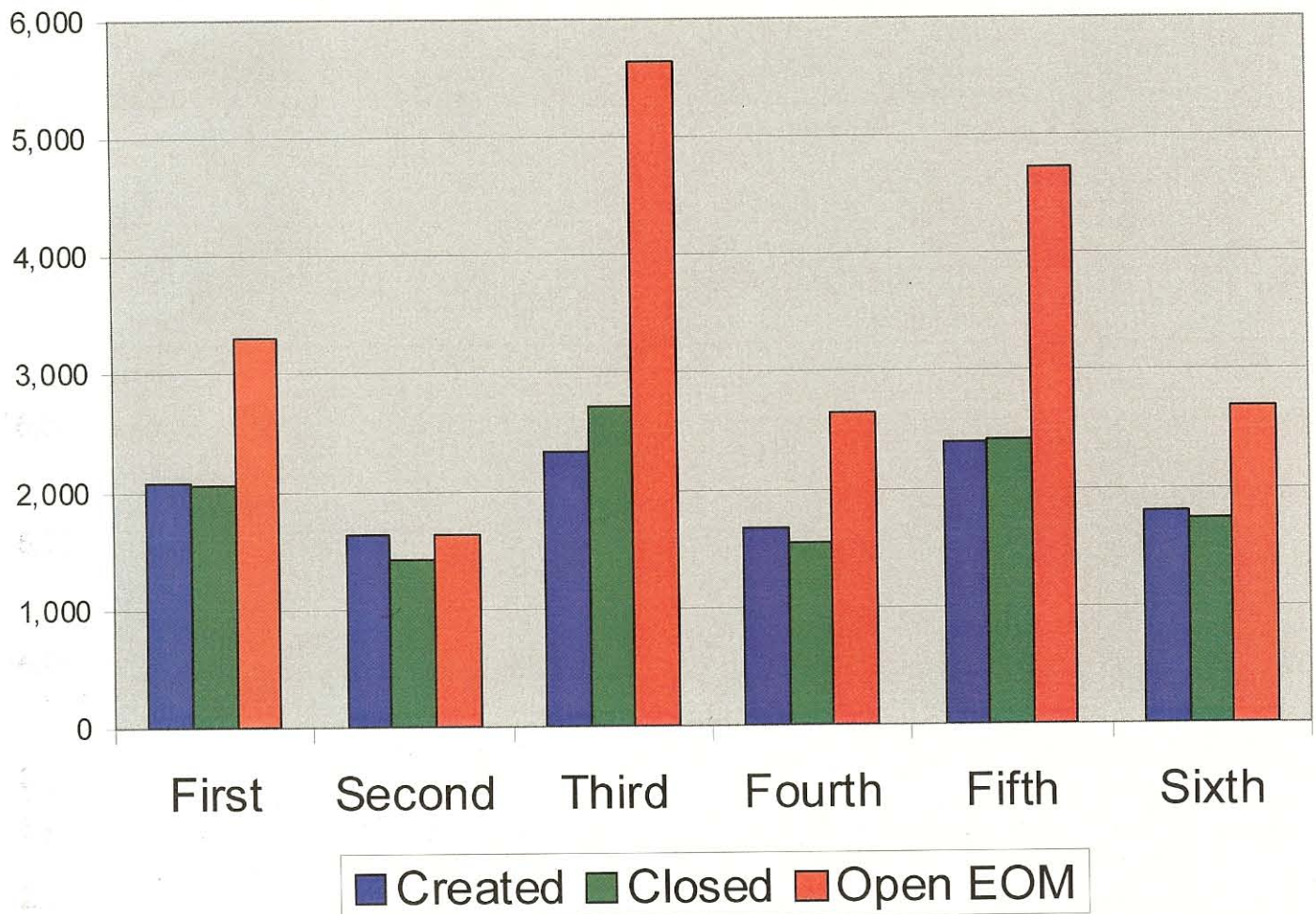
Legend: ■ Created ■ Closed ■ Open EOM

311 Action Center Monthly Report

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Number of Requests Escalated to the First and Second Level

First Escalations · Second Escalations

Cases Opened by Month

Dec RFS · Jan RFS · Feb RFS · Mar RFS

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Top Requests for Service by Problem Summary
March 2009

Bulky Appointments
41%

Property and Nuisance
Violations
19%

9%

9%

7%

5%

3%

3%

2%

2%
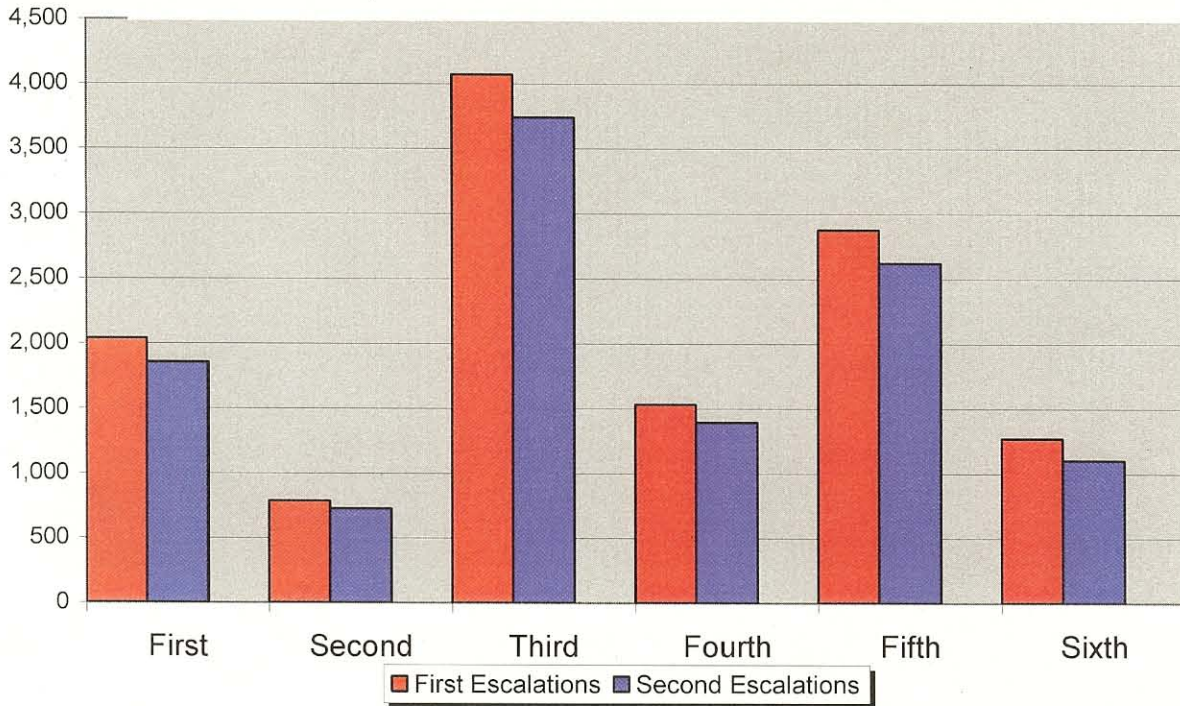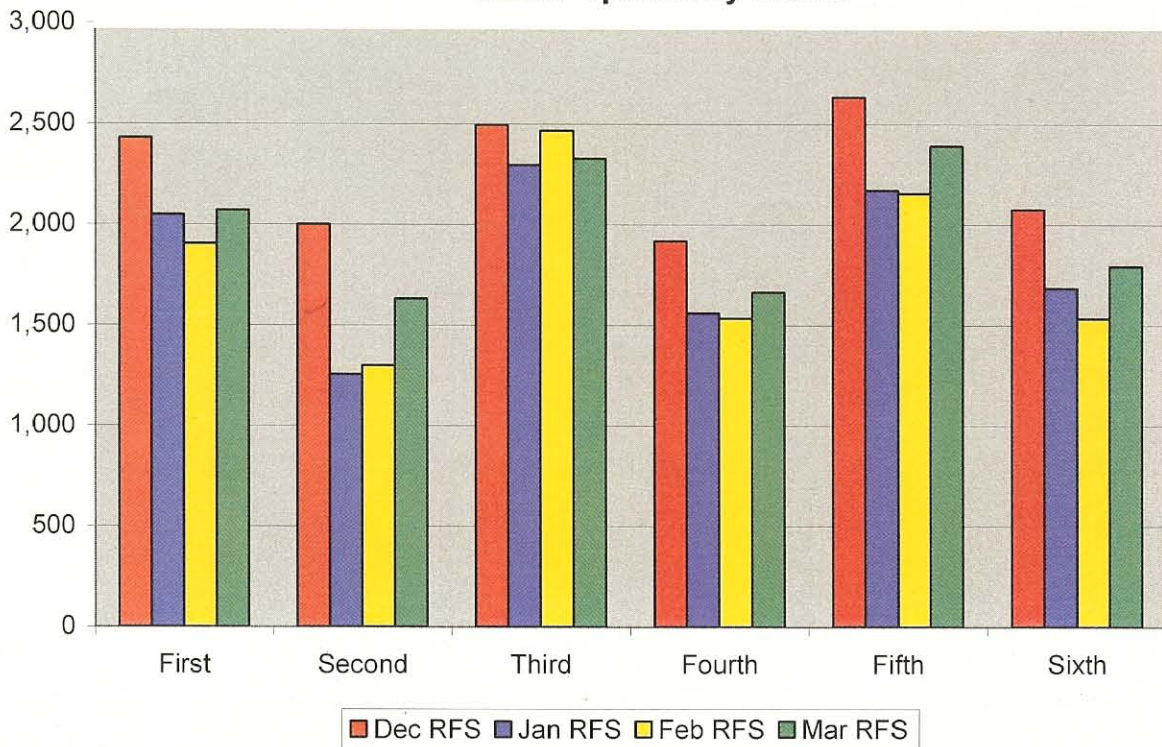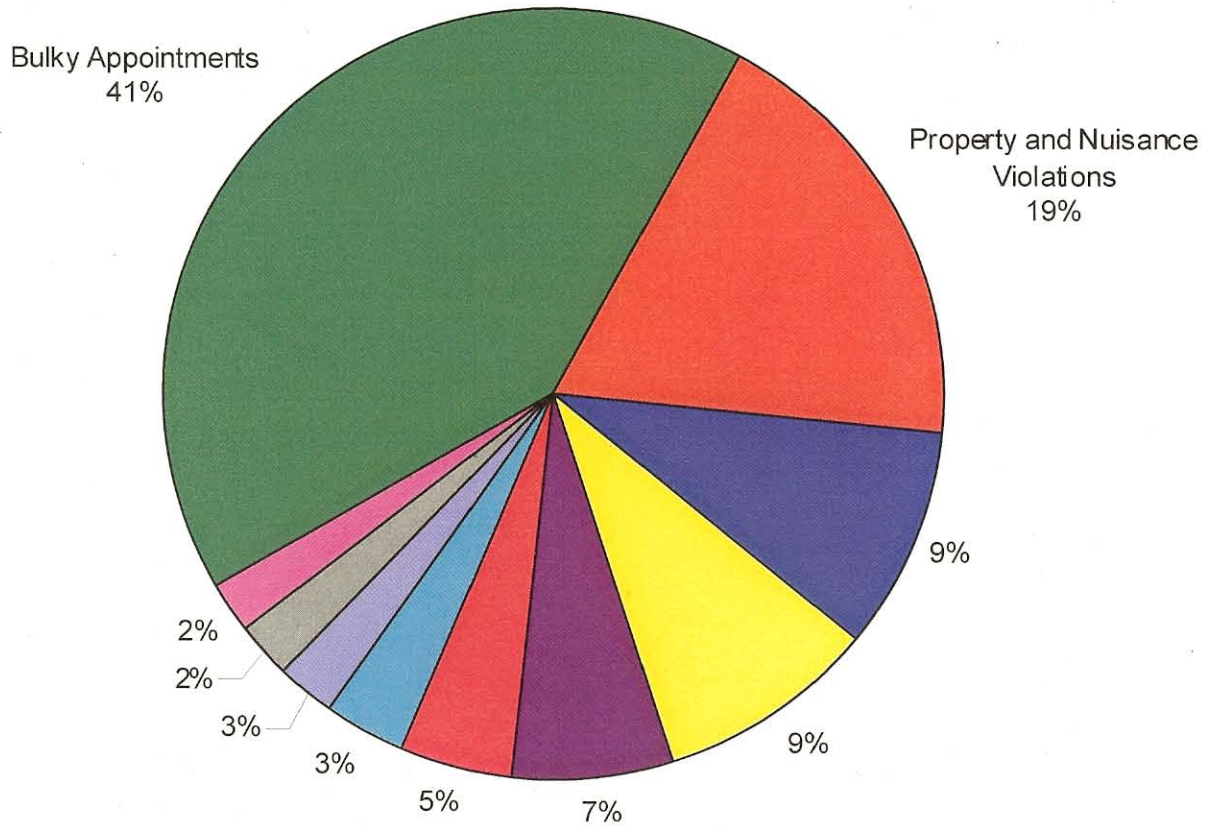
Legend	
■ Bulky Appointments	■ Property and Nuisance Violations
■ Water Bill Concerns	☐ Animal Control
■ Solid Waste Missed Pick Ups	■ Stormwater Charges
■ Water Leak or Pressure Problem	■ Dead Animal Pick-up
■ Solid Waste Customer Service	■ Illegal Dumping on Right of Way

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Top Requests for Service by Problem Summary
March 2009

PROBLEM SUMMARY	TOTAL OPENED
Bulky Appointments	4,111
Property and Nuisance Violations	1,855
Animal Control	900
Water Bill Concerns	895
Solid Waste Missed Pick Ups	654
Stormwater Charges	493
Water Leak or Pressure Problem	325
Dead Animal Pick-up	250
Solid Waste Customer Service	227
Illegal Dumping on Right of Way	211
Catch Basins and Storm Water Concerns	202
Meter Leak or Problem	170
Sewer Cleaning or Repair and Waste	166
Abandoned Vehicle	153
Sign Missing or Damaged - Non-emergency	120
Law-All	104
Sewer Water in Basement	99
Street Light Out	90
High Water Bill Inspection	67
Rat Control Treatment	66

Requests for Service by Department
March 2009

| Department	Requests Open Beginning of Month	Requests Opened During Month	Requests Closed During Month	Requests Remaining Open
Aviation	0	1	1	0
City Clerk's Office	2	0	2	0
City Council Offices	8	4	9	3
City Manager's Office	107	132	38	201
City Planning and Development	207	69	69	207
Finance	5	7	12	0
Fire	1	2	2	1
General Services	10	3	4	9
Health	25	94	41	78
Human Relations	16	20	23	13
Information Technology	0	8	8	0
KCPD Parking Control	5	148	144	9
Law	172	103	146	129
Mayor's Office	24	1	0	25
Municipal Court	10	5	11	4
NCS	12,564	2,164	2,848	11,939
Parks and Recreation	233	218	225	227
Public Works	3,092	6,321	5,707	3,706
Water Services	4,184	2,584	2,596	4,198
TOTALS FOR MONTH	**20,665**	**11,884**	**11,886**	**20,749**

**Citizen Satisfaction Survey Scores
March 2009**

➤ Approximately 300 Survey Cards were returned by mail or completed online in March following the completion of the reported service requests.

➤ Cards rate following:
   1) service provided by department,
   2) timeliness of service provided by department, and
   3) customer service provided by the 3-1-1 Action Center.

➤ Point system is:
   0= Unacceptable
   1 = Poor
   2 = Acceptable
   3 = Good
   4 = Excellent

➤ The number of letters and surveys mailed out has been reduced due to the expense of the mailing.

	JAN 2008	JAN 2009	FEB 2008	FEB 2009	MAR 2008	MAR 2009	APR 2008	APR 2009	MAY 2008	MAY 2009	JUN 2008	JUN 2009
Dept Service	3.29	3.15	3.25	3.11	3.20	2.60	3.09		3.15		3.13	
Dept Timeliness	3.29	2.95	3.18	2.92	3.20	2.64	3.03		3.04		3.09	
311 Customer Service	3.61	3.41	3.57	3.37	3.56	2.97	3.50		3.54		3.45	
Overall for Month	3.40	3.17	3.33	3.13	3.32	2.73	3.20		3.21		3.22	

311 Action Center Monthly Report

Citizen Satisfaction Survey Scores
August 2008 to March 2009

0 = Unacceptable, 1 = Poor, 2 = Acceptable, 3 = Good, 4 = Excellent
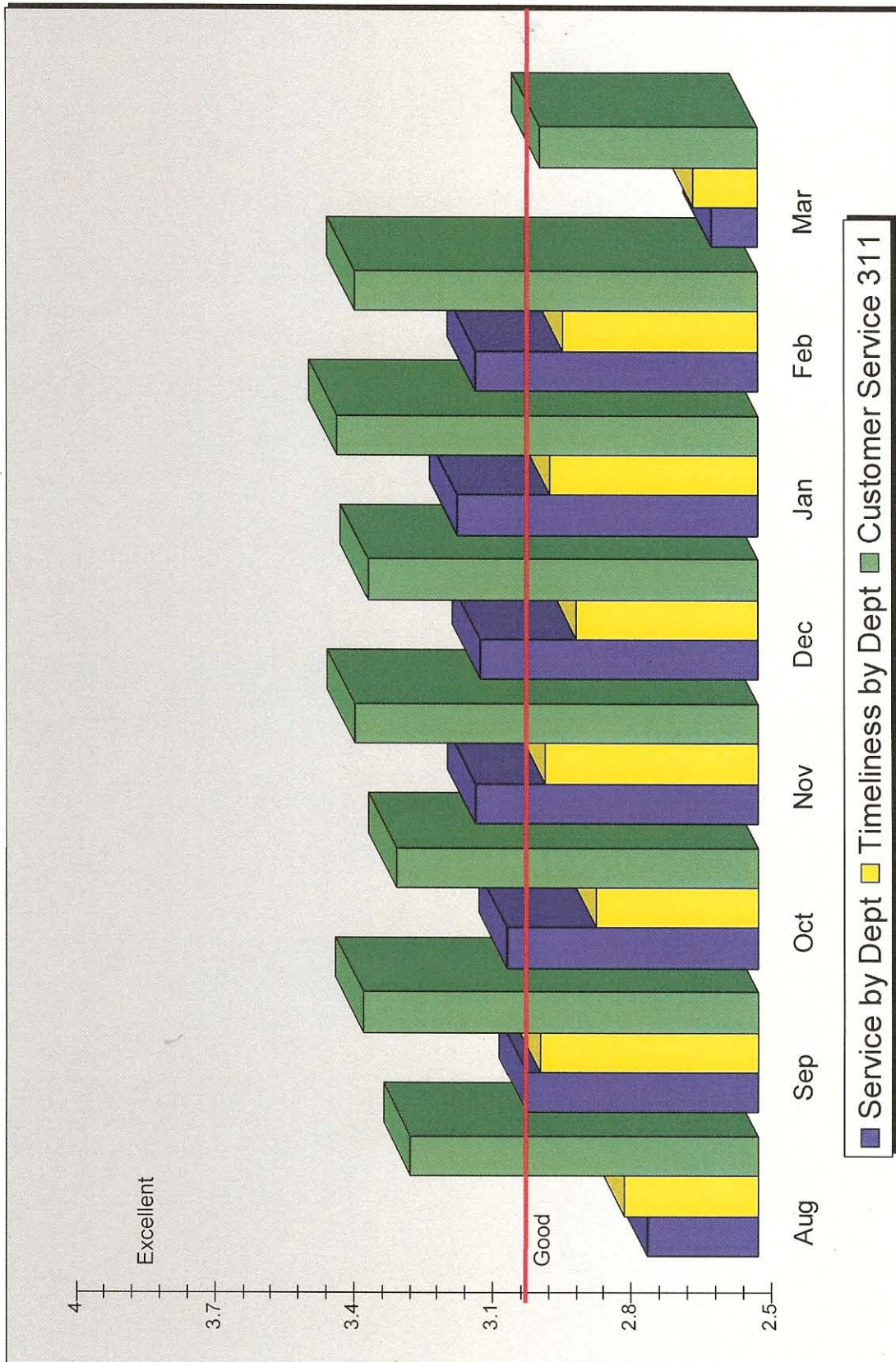
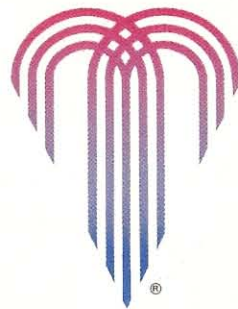Service by Dept   Timeliness by Dept   Customer Service 311

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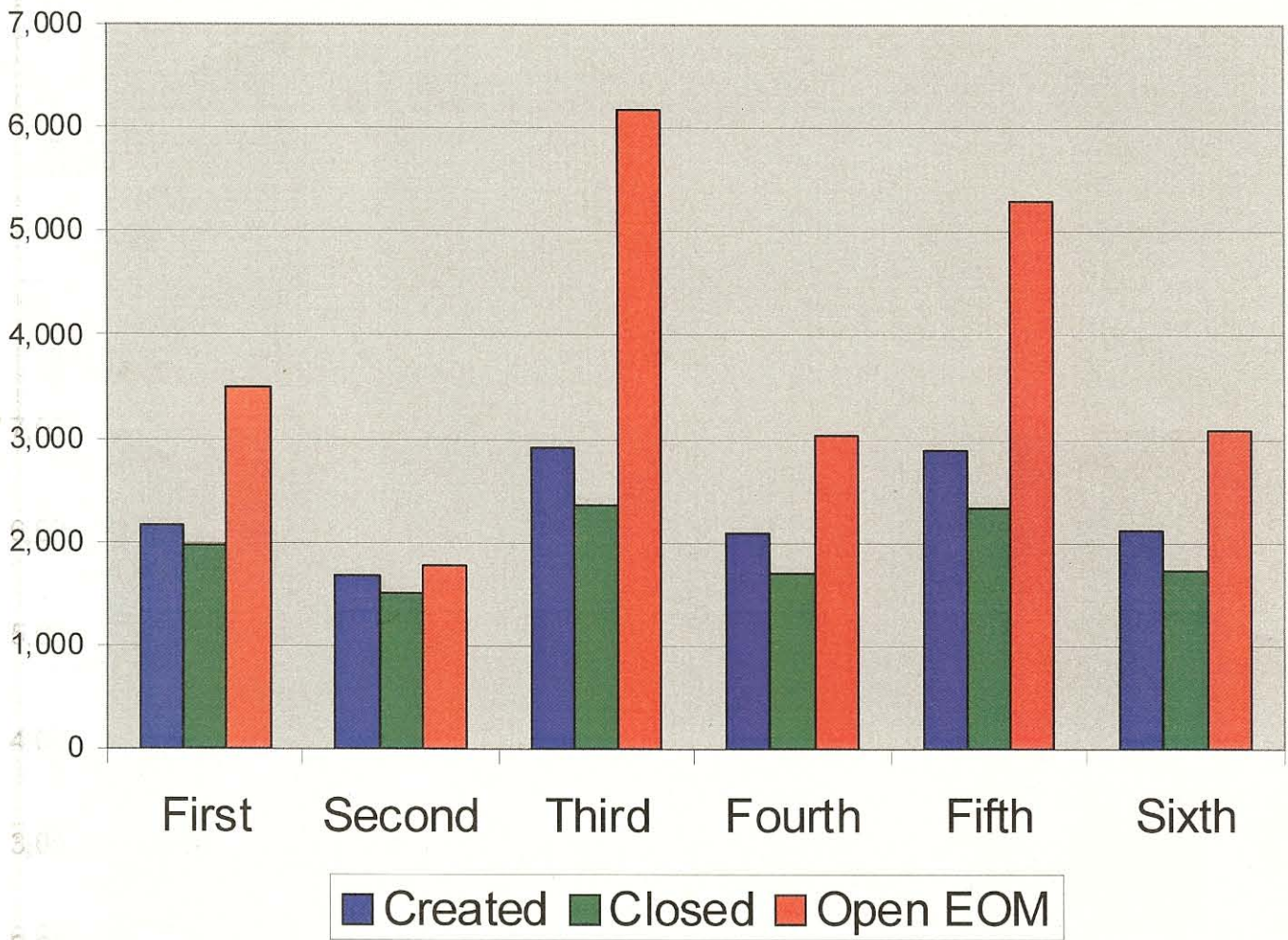### kcmo.org

KANSAS CITY
MISSOURI

April 2009

Requests for Service
By
Council District
And Department
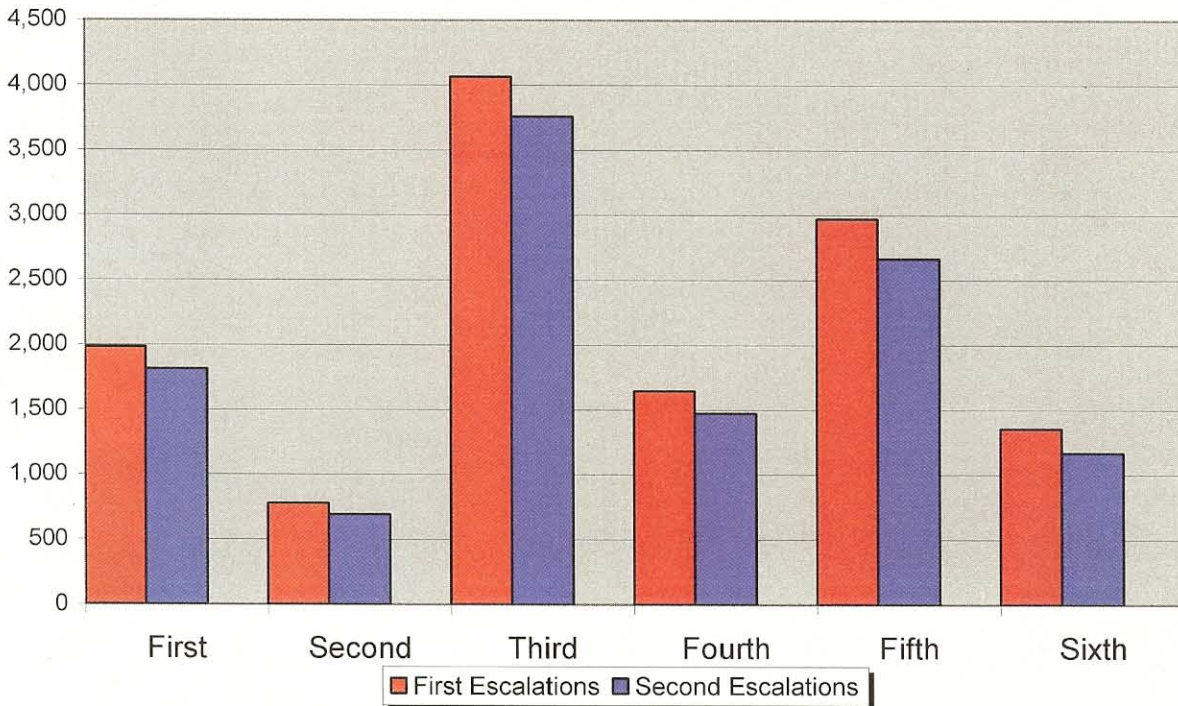
Requests for Service by Council District
April 2009

District	SRs Created	Avg Days Open	SR s Closed	SRs 1st Escalate	SRs 2nd Escalate	Total Open SR EOM
First	2,161	46.72	1,969	1,981	1,813	3,498
Second	1,690	38.61	1,527	776	690	1,793
Third	2,926	51.07	2,374	4,065	3,758	6,185
Fourth	2,104	33.39	1,710	1,644	1,473	3,036
Fifth	2,899	46.37	2,337	2,971	2,665	5,302
Sixth	2,127	35.91	1,726	1,355	1,168	3,096
Unknown	26	69.21	26	83	82	112
TOTAL	13,933	42.92	11,643	12,875	11,649	23,022

311 Action Center Monthly Report

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Number of Requests Escalated to the First and Second Level

First Escalations Second Escalations

Cases Opened by Month

Jan RFS Feb RFS Mar RFS Apr RFS

311 Action Center Monthly Report

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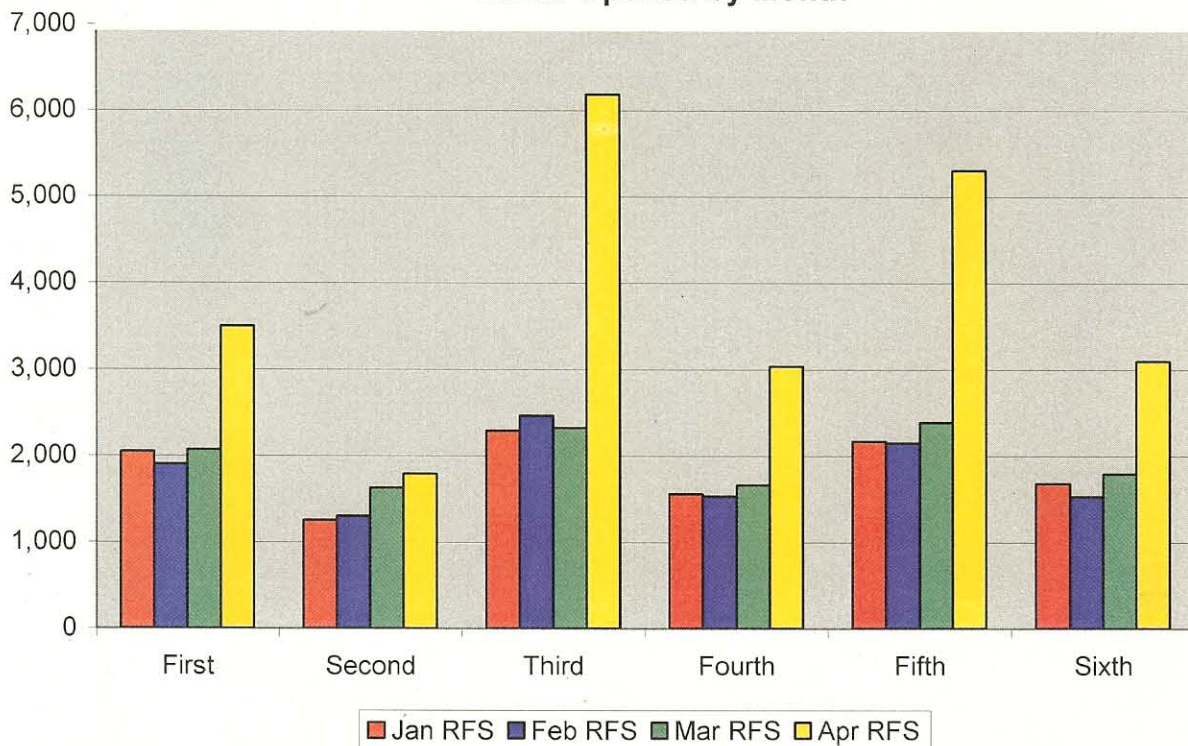
Top Requests for Service by Problem Summary
April 2009

Problem Summary	New Cases Opened
Bulky Appointments	4,375
Nuisance Violations	2,032
Animal Control	998
Water Bill Concerns	954
Water Leak or Pressure Problem	421
Dead Animal Pick-up	331
Catch Basins and Storm Water Concerns	309
Solid Waste Customer Service	298
Trash - Missed by Contractor	240
Illegal Dumping on Right of Way	215
Leaf and Brush Pick-up Missed	214
Stormwater Charges	210
Meter Leak or Problem	208
Abandoned Vehicle	195
Trash - Missed by City	162
Sewer Cleaning or Repair and Waste Water Concern	156
Pothole	153
Sewer Water in Basement	147
Sign Missing or Damaged - Non-emergency	147
Trash-Recycling Missed	104

311 Action Center Monthly Report

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Legend: ■ Service by Dept ■ Timeliness by Dept ■ Customer Service 311