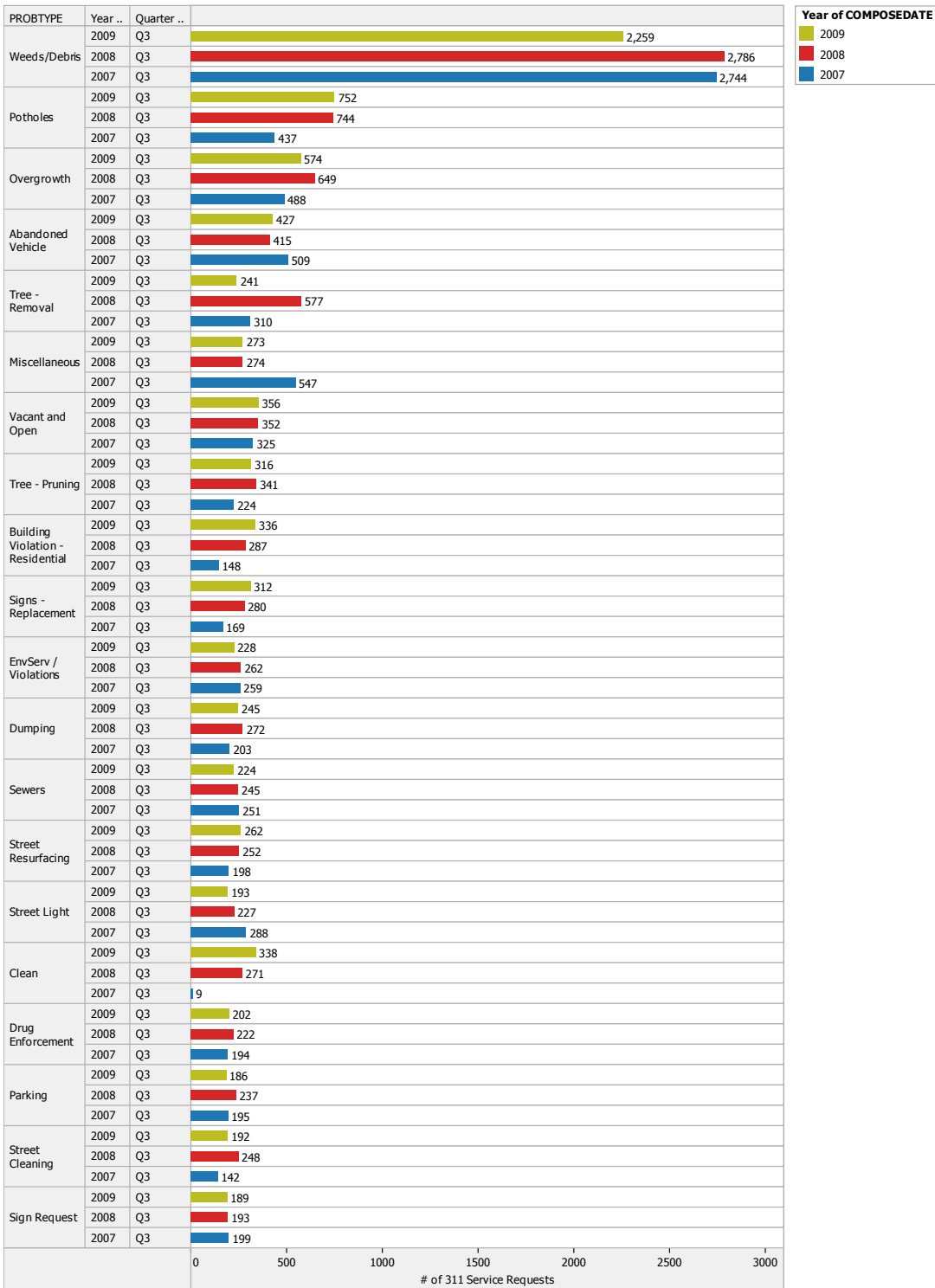


311 Service Requests City-Wide_'09 to '08 & '07 (Top 20)



Mayor Ravenstahl AGENDA GOAL: Safe and Clean Neighborhoods - Increase civic involvement and transparency

DESCRIPTION: The Mayor's 311 Service Center staff function both as information givers and customer service managers. Many calls or information inquiries, are resolved directly by the 311 staff, and never become official Service Requests. Each official Service Request (SR) receives a SR ID # and is distributed out to a department to acknowledge receipt and then resolve / complete. The 311 staff is responsible for tracking the status progress of each SR ID and communicating its status back to the initiator.

ANALYSIS: City-wide during Jul-Aug-Sep 2009, the public initiated 8,105 Service Requests to 311 compared with 9,134 Service Requests to 311 during Q3 '08 for these Top 20 problem type categories. That is an overall activity reduction of 11%.