



	A	B	C	D	E	F	G	H	I	J	K	L
1	Description/Date	Jan'09	Feb'09	Mar'09	Apr'09	May'09	Jun'09	Jul'09	Aug'09	Sep'09	Oct'09	Nov'09
2	# Total Service Requests	3441	3389	4366	3598	3709	4886	4743	4446	3484		
3	# Service Requests Resolved	468	78	466	782	750	1208	807	553	328		
4	# Service Requests Resolved with Citation Notation											
5	# Service Requests Completed (and validated)	2424	2690	2381	1935	1549	1219	1942	1414	1647		
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types											
7	Inbound Average Wait Before Answering (seconds)	8	10	10	12	13	9	9	9	8		
8	# Total Inbound Phone Calls	4933	4338	4784	3211	3332	3793	4075	3719	3004		
9	Time on Inbound Phone Calls (hours:mins)	145:44:32	153:46:04	205:52:12	166:31:15	175:33:47	236:13:04	234:11:05	228:55:05	166:15:41		
10	# Total Outbound Phone Calls	1325	1163	1342	1362	1335	1612	1556	1467	1052		
11	Time on Outbound Phone Calls (hours:mins)	49:21:56	42:33:13	48:12:59	60:39:21	68:06:51	83:13:11	84:59:41	66:14:31	49:18:11		
12	# Abandoned Calls	1474	1381	1695	1434	1649	2179	1984	1865	3983		
13	Service Request Source - # Total by Phone	3034	2713	3161	2559	2857	3680	3654	3216	2752		
14	Service Request Source - # Total by Email or Web page	293	519	1066	861	682	946	797	915	511		
15	Service Request Source - # Total from Mayor's Office	22	34	28	42	45	82	79	96	32		
16	Service Request Source - # Total from Council Offices	75	99	78	102	86	146	162	166	84		
17	# of Service Requests coming from Non-City Residents											
18	DPW # Pothole service requests	215	620	221	636	405	399	328	237	182		
19	DPW # of Graffiti incidents reported	19	64	49	80	26	38	21	36	34		
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	85	72	43	34	29	43	42	46	39		
21	DPW # Recycling service requests for missed pick up	25	22	17	10	6	6	16	8	13		
22	DPW # of Service Requests "Acknowledged"	66	39	163	105	130	343	224	385	194		
23	DPW # of Service Requests "Resolved"	391	29	331	458	458	864	516	441	177		
24	DPW Sweeping - # of service requests by Division	8	29	63	88	67	75	85	58	49		
25	DPW # Salt Box service requests	46	10	2	0	2	0	0	2	1		
26	DPW # of Forestry service requests	26	52	73	93	136	204	244	193	148		
27	BBi # of Service Requests "Acknowledged"	85	112	457	147	276	629	437	669	275		
28	BBi # of Service Requests "Resolved"	27	14	8	127	115	101	112	6	58		



PittMAPS - Supporting Department Managers with Data Driven Decision Making

	A	M
1	Description/Date	Dec'09
2	# Total Service Requests	
3	# Service Requests Resolved	
4	# Service Requests Resolved with Citation Notation	
5	# Service Requests Completed (and validated)	
6	Average Elapsed Cycle Time to achieving Completed status for top thirty problem types	
7	Inbound Average Wait Before Answering (seconds)	
8	# Total Inbound Phone Calls	
9	Time on Inbound Phone Calls (hours:mins)	
10	# Total Outbound Phone Calls	
11	Time on Outbound Phone Calls (hours:mins)	
12	# Abandoned Calls	
13	Service Request Source - # Total by Phone	
14	Service Request Source - # Total by Email or Web page	
15	Service Request Source - # Total from Mayor's Office	
16	Service Request Source - # Total from Council Offices	
17	# of Service Requests coming from Non-City Residents	
18	DPW # Pothole service requests	
19	DPW # of Graffiti incidents reported	
20	DPW # Mixed and Bulk Refuse service requests for missed pick up	
21	DPW # Recycling service requests for missed pick up	
22	DPW # of Service Requests "Acknowledged"	
23	DPW # of Service Requests "Resolved"	
24	DPW Sweeping - # of service requests by Division	
25	DPW # Salt Box service requests	
26	DPW # of Forestry service requests	
27	BBI # of Service Requests "Acknowledged"	
28	BBI # of Service Requests "Resolved"	