

## SERVICE REQUESTS SUMMARY

During FY 03/04, a total of 2,744 service requests were logged in the PWS centralized tracking system, an increase of 76 service requests compared to FY 02/03. Service request calls are defined as calls from residents or businesses to request typical services or assistance. A typical service request could include any of the following: reporting an outage and/or breakage, making an inquiry, requesting information or making a suggestion. An example of a typical service request is reporting a sewer backup.

| Sub-Program                   | Number of Service Requests (FY 02/03) | Number of Service Requests (FY 03/04) | Difference (FY 02/03 vs. 03/04) | Percentage Change (FY 02/03 vs. 03/04) |
|-------------------------------|---------------------------------------|---------------------------------------|---------------------------------|--|
| Customer & Support Services   | 210                                   | 388                                   | +178                            | +85%                                   |
| Water System Maintenance      | 168                                   | 133                                   | -35                             | -21%                                   |
| Sanitary Sewer Maintenance**  | 1,658                                 | 1,521                                 | -137                            | -7%                                    |
| Street Cleaning               | 5                                     | 16                                    | +11                             | +220%                                  |
| Storm Drains Maintenance      | 60                                    | 61                                    | +1                              | +2%                                    |
| Street Tree Maintenance *     | 49                                    | 85                                    | +36                             | +73%                                   |
| Streets & Parking Lots Maint. | 114                                   | 111                                   | -3                              | -3%                                    |
| Traffic Control Maintenance   | 392                                   | 423                                   | +31                             | +8%                                    |
| Sidewalk Maint. & Repair *    | 11                                    | 4                                     | -7                              | -64%                                   |
| Other Service Requests        | 1                                     | 2                                     | +1                              | +100%                                  |
| <b>TOTAL</b>                  | <b>2,668</b>                          | <b>2,744</b>                          | <b>+76</b>                      | <b>+3%</b>                             |

\* Most street tree and sidewalk services requests are not included in the departmental tracking log but are tracked through work orders.

\*\*Due to the large number of sewer requests, not all are logged into the department's centralized tracking system. Some requests are tracked through work orders.

## CITIZEN COMPLAINT RESOLUTION

A total of 93 citizen inquiries/complaints were received during FY 03/04. A complaint differs from a typical service request in that it is usually received and routed to Public Works Services internally (by a Council member, department head, or city employee). It includes any complaint from a constituent who is unsatisfied as a result of a City contact or service; complaints about a City process or procedure that annoyed a constituent; or complaints about how a constituent was treated by staff, including those that feel they didn't receive adequate /appropriate service in a timely fashion. Out of the 93 inquiries/complaints, 77 or 83% were resolved. The average time to resolve an inquiry or complaint is 21 days and the median is 11.5 days. The department continues to be focused on reducing the number of days to resolve a citizen complaint, and the 4-year trend line (see chart below) shows that we are moving closer to our goal of resolving complaints within the department standard of 14 days.

| Divisions                         | FY 02/03<br>Number of<br>Citizen<br>Inquiries/<br>Complaints | FY 03/04<br>Number of<br>Citizen<br>Inquiries/<br>Complaints | FY 02/03<br>Number of<br>Inquiries/<br>Complaints<br>Resolved | FY 03/04<br>Number of<br>Inquiries/<br>Complaints<br>Resolved | FY 02/03<br>%<br>Resolved | FY 03/04<br>%<br>Resolved |
|-----------------------------------|--|--|---|---|---------------------------|---------------------------|
| Right-of-Way<br>Maintenance       | 38   | 44   | 33  | 35  | 87%                       | 80%                       |
| Wastewater<br>Management Services | 5  | 6  | 4   | 5   | 80%                       | 83%                       |
| Water Utility Services            | 6  | 15   | 5   | 9   | 83%                       | 60%                       |
| Fleet & MSC<br>Management**       | 0  | 0  | -   | 0   | N/A                       | N/A                       |
| Other                             | 12   | 28   | 12  | 28  | 100%                      | 100%                      |
| <b>Total</b>                      | <b>61</b>  | <b>93</b>  | <b>54</b>   | <b>77</b>   | <b>89%</b>                | <b>83%</b>                |

\*\* Fleet Inquiries and complaints are not tracked in this system.

**Number of Days to Resolve a Complaint**

