



Top Citizen Request Report

Report Range: 4/1/2011 - 4/30/2011



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	1973	2 biz days	0.5	97.9%
Street Light Outages	455	10 biz days	23.1	57.1%
Request for Pothole Repair	449	2 biz days	3.4	67.1%
Missed Trash/Recycling/Yard Waste/Bulk Item	387	2 biz days	0.9	99.0%
Recycling Sticker Request	331	2 biz days	2.2	93.6%
Highway Maintenance	219	N/A	15.8	N/A
Sidewalk Repair (Make Safe)	108	1 biz days	5.9	36.5%
Requests for Street Cleaning	82	2 biz days	5.2	91.6%
Pick up Dead Animal	76	1 biz days	0.3	97.4%
Graffiti Removal	54	45 biz days	75.1	57.2%

Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Improper Storage of Trash (Barrels)	164	2 biz days	2.5	87.6%
Illegal Dumping	111	1 biz days	2.3	47.3%
Poor Conditions of Property	71	3 biz days	2.5	93.9%
Illegal Posting of Signs	16	1 biz days	2.4	62.5%
Snow Removal Citation	8	5 biz days	2.8	100.0%

Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Graffiti Removal	279	45 biz days	12.3	97.6%



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Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Park Maintenance Requests	296	5 biz days	50.4	59.4%
Tree Maintenance Requests	219	545 cal days	210.9	89.4%
Tree Emergencies	47	1 biz days	26.8	76.9%
New Tree Requests	26	720 cal days	229.5	83.4%
Graffiti Removal	11	45 biz days	78.7	68.8%

Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Traffic Signal Repair	186	1 biz days	2.2	89.1%
Abandoned Vehicles	162	20 biz days	12.4	99.1%
New Sign, Crosswalk or Pavement Marking	74	45 cal days	12.8	91.2%
Sign Repair	66	10 biz days	8.9	78.4%
Missing Sign	54	10 biz days	9.7	71.1%

Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit www.cityofboston.gov/mayor/24.