

Author A



No. Tickets: 24,760

City of Springfield, Mass.



pfoster

Data as of: 2/5/2009 10:16:35 AM

Department			
3-1-1 Call Center	Assessors	ENGINEERING/BUILDING DEPARTMENT	Mayor's Office
Administration (TF)	Benefits	Forestry	Payroll
Animal Control	COLLECTORS	HIGHWAY & BRIDGES	Solid Waste

Ward
1 2 3 4 5 6 7 8

Select Prior Days



Service Type
311-COMMENTS
AC-ANIMAL RESCUE
AC-ASSIST

Calls: 478

2/4/2009 - 311 Activity

Hits: 0

Top 10 Calls for Service

Service Type	Count
DPW-BULK PICK UP	33
DPW-DRIVER COMPLAINTS	33
DPW-SOLID WASTE INQUIRIES	32
DPW-SNOW & ICE	20
DPW-BARREL REPAIRS/REPLA...	13
DPW-ADDITIONAL COLLECTION	5
TF-FORMS-ASSESORS	5
ASSESORS-REAL ESTATE	4
COL-REAL ESTATE CALLBACK	4
DPW-COMPLAINTS,SOLID WAS...	3

Top 10 Calls for Information

Info Call Type	Count
DPW-TRASH INFO	43
COL-REAL EST TAX INFO	41
COL-MOTOR VEH TAX INFO	31
CITY- ASSESSORS	26
DPW- RECYCLE	26
COL-TRASH INFO	25
My Quick Ticket	20
CITY-CITY CLERK	19
DPW-HIGHWAYS AND BRIDGES	18
CITY-PAYROLL	10

Top 10 FAQ Hits

Question	Count
Are the checks ready and when ...	0
Can I get an abatement?	0
Can I get an exemption?	0
Can I make partial payments?	0
Can I pay by personal check for ...	0
Can you change my mailing add...	0
Does the Recreation Departmen...	0
Has a redemption been filed with...	0
How can I find out what houses ...	0
How can I find out who is the pro...	0

Current Daily

Avg Days to Resolve

SLA Performance