

Milwaukee Call Center Data

2008 Service Request and Call Count Totals

Date		Total Number of Calls						Service Requests by Division									Percentages			Percent of Service Requests						
Year	Month	ACD Calls	On-Line Requests	Total Answered	Aband.	Ext. In/Out	Ave Wait Time	Street Lighting	Forestry	Street Maint.	Sanitation	Street Signs	Traffic Signals	Sewers	Total	% of SR's to Calls Ans	% of Calls Ext. In /Out	% of Calls Aban.	Sewers	Lighting Services	Forestry	St. Maint.	Street Signs	Traffic Signals	Sanitation	
2008	January	13,067	980	14,047	614	4,504	28	594	514	555	7,055	128	339	433	9,618	68%	32%	5%	4.5%	6.2%	5.3%	5.8%	1.3%	3.5%	73.4%	
	February	16,436	1,258	17,694	705	5,442	27	423	1,701	1,537	7,108	62	260	583	11,674	66%	31%	4%	5.0%	3.6%	14.6%	13.2%	0.5%	2.2%	60.9%	
	March	15,617	1,370	16,987	676	5,148	28	612	631	2,128	7,616	84	183	1,237	12,491	74%	30%	4%	9.9%	4.9%	5.1%	17.0%	0.7%	1.5%	61.0%	
1st Quarter Totals		45,120	3,608	48,728	1,995	15,094	27	1,629	2,846	4,220	21,779	274	782	2,253	33,783	69%	31%	4%	6%	4.9%	8.3%	12.0%	0.8%	2.4%	65.1%	
2008	April	18,810	1,486	20,296	822	5,462	29	710	347	2,317	9,966	151	189	811	14,491	71%	27%	4%	5.6%	4.9%	2.4%	16.0%	1.0%	1.3%	68.8%	
	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	June	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
2nd Quarter Totals		18,810	1,486	20,296	822	5,462	10	710	347	2,317	9,966	151	189	811	14,491	24%	9%	1%	5.6%	4.9%	2.4%	16.0%	1.0%	1.3%	68.8%	
2008	July	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	August	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	September	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
3rd Quarter Totals		0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
2008	October	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	November	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	December	0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
4th Quarter Totals		0	0	0	0	0	#REF!	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Annual Totals '08		63,930	5,094	69,024	2,817	20,556	#REF!	2,339	3,193	6,537	31,745	425	971	3,064	48,274	70%	30%	4%	6.3%	4.8%	6.6%	13.5%	0.9%	2.0%	65.8%	

2006 - 2007 Comparison - DPW Call Center Service Requests

	Electrical Services			Forestry			Street Maint.			Sanitation			Sewers			Street Signs			Traffic Signals			TOTAL		
	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change	2006	2007	% Change
January	542	445	-17.9%	190	689	262.6%	422	161	-61.8%	6,203	6,012	-3.1%	196	114	-41.8%	131	111	-15.3%	417	382	-8.4%	8,101	7,914	-2.3%
February	319	304	-4.7%	1,002	698	-30.3%	299	243	-18.7%	4,055	5,730	41.3%	109	147	34.9%	101	98	-3.0%	276	223	-19.2%	6,161	7,443	20.8%
March	364	659	81.0%	333	553	66.1%	579	1,241	114.3%	5,624	7,701	36.9%	285	803	181.8%	141	136	-3.5%	370	438	18.4%	7,696	11,531	49.8%
06-'07 1st Quarter	1,225	1,408	14.9%	1,525	1,940	27.2%	1,300	1,645	26.5%	15,882	19,443	22.4%	590	1,064	80.3%	373	345	-7.5%	1,063	1,043	-1.9%	21,958	26,888	22.5%
April	324	458	41.4%	319	319	0.0%	593	894	50.8%	7,895	7,277	-7.8%	297	569	91.6%	127	140	10.2%	355	373	5.1%	9,910	10,030	1.2%
May	313	550	75.7%	1,852	2,503	35.2%	690	1,102	59.7%	9,881	8,738	-11.6%	294	288	-2.0%	131	113	-13.7%	309	298	-3.6%	13,470	13,592	0.9%
June	406	594	46.3%	2,140	2,984	39.4%	601	985	63.9%	11,524	8,815	-23.5%	285	325	14.0%	141	119	-15.6%	370	248	-33.0%	15,467	14,070	-9.0%
06-'07 2nd Quarter	1,043	1,602	53.6%	4,311	5,806	34.7%	1,884	2,981	58.2%	29,300	24,830	-15.3%	876	1,182	34.9%	399	372	-6.8%	1,034	919	-11.1%	38,847	37,692	-3.0%
06-'07 1-2 Quarters Year to Date	12,268	13,010	6.4%	15,836	17,746	12.0%	3,184	4,626	45.3%	45,182	44,273	-2.0%	1,466	2,246	53.2%	772	717	-7.7%	2,097	1,962	-6.4%	60,885	63,680	4.6%
July	445	447	0.4%	1,865	1,659	-11.0%	399	622	55.9%	10,817	8,656	-20.0%	255	167	-34.5%	104	133	27.9%	281	293	4.3%	14,166	11,977	-15.5%
August	439	610	39.0%	1,644	1,788	8.8%	395	516	30.6%	10,173	7,323	-28.0%	190	264	38.9%	142	98	-31.0%	287	284	-1.0%	13,270	10,883	-18.0%
September	457	456	-0.2%	909	1,050	15.5%	346	421	21.7%	7,125	5,425	-23.9%	174	137	-21.3%	129	116	-10.1%	323	243	-24.8%	9,463	7,848	-17.1%
06-'07 3rd Quarter	1,341	1,513	12.8%	4,418	4,497	1.8%	1,140	1,559	36.8%	28,115	21,404	-23.9%	619	568	-8.2%	375	347	-7.5%	891	820	-8.0%	36,899	30,708	-16.8%
06-'07 1-3 Quarters Year to Date	3,609	4,523	25.3%	10,254	12,243	19.4%	4,324	6,185	43.0%	73,297	65,677	-10.4%	2,085	2,814	35.0%	1,147	1,064	-7.2%	2,988	2,782	-6.9%	97,704	95,288	-2.5%
October	611	113	-81.5%	521	246	-52.8%	255	88	-65.5%	6,317	1,191	-81.1%	211	39	-81.5%	131	12	-90.8%	332	55	-83.4%	8,378	1,744	-79.2%
November	499	0	-100.0%	187	0	-100.0%	148	0	-100.0%	5,956	0	-100.0%	316	0	-100.0%	114	0	-100.0%	293	0	-100.0%	7,513	0	-100.0%
December	419	0	-100.0%	527	0	-100.0%	136	0	-100.0%	5,683	0	-100.0%	159	0	-100.0%	107	0	-100.0%	330	0	-100.0%	7,361	0	-100.0%
06-'07 4th Quarter	1,529	113	-92.6%	1,235	246	-80.1%	539	88	-83.7%	17,956	1,191	-93.4%	686	39	-94.3%	352	12	-96.6%	955	55	-94.2%	23,252	1,744	-92.5%
(1-4 Quarters) Total Year to Date	5,138	4,636	-9.8%	11,489	12,489	8.7%	4,863	6,273	29.0%	91,253	66,868	-26.7%	2,771	2,853	3.0%	1,499	1,076	-28.2%	3,943	2,837	-28.0%	120,956	97,032	-19.8%
