



Citizen Request Center

Report: Road**Repair/Potholes**

12/01/2007 - 12/31/2008

Report Key

Table of Contents

- **Monthly Activity Report**
The Monthly Activity Report shows the number of items opened and closed with a particular period.
- **Average Time to Close**
The Average Time to Close Report shows the average time it took to close Action Items opened on a particular date or during a particular period.
- **Cumulative Status**
The Cumulative Status Report shows the cumulative number of open and closed Action Items in the system as of the date the report was printed.
- **Current Status Level (As of 12/17/2008)**
The Current Status Level (As of 12/17/2008) Report shows the current status level of all active Action Items, through the date printed. If, for example, you printed a historical report, this would include all action items through the date and time printed, not the end date for the report.
- **Status Level Activity**
The Status Level Activity Report shows what activity was taken on the Action Items. For example, if all Action Items that were opened during the period were closed, you would see 10 Submitted and 10 Closed. As a comparison, in the Status Level (This Period) Report would show 0 Action Items in the Submitted Status, and 10 Action Items in the Resolved Status.

Status Levels

- **Submitted (Open)**
Submitted is the default status assigned to items as they are recorded in the system.
- **Reviewed (Open)**
A status of reviewed indicates that a user has looked at the request but has not necessarily taken any additional action.
- **Commented (Open)**
Commented indicates that a staff person has recorded notes or conversed with another staff person concerning the Action Item. If the staff person has made these notes within the system, this status level is automatically recorded.
- **Responded (Open)**
Responded indicates that a staff person has sent a message of some sort to the person who submitted the Action Item. If the staff person responds through the system, this status is automatically recorded.
- **Resolved (Closed)**
Resolved indicates that a staff person has completed the service request or responded to the inquiry detailed in the Action Item. This status level is never recorded automatically.

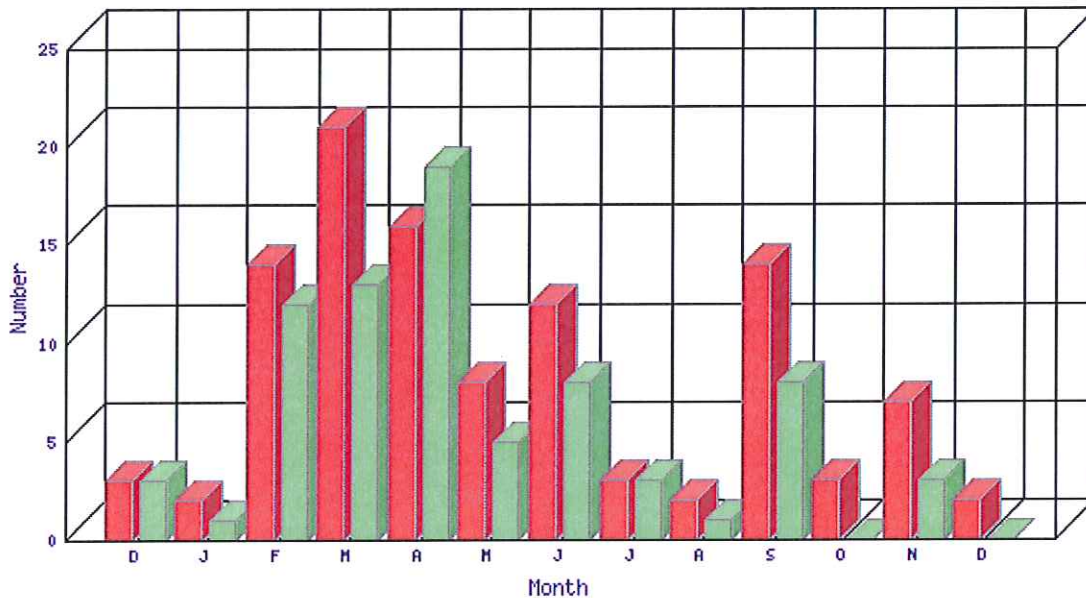




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Monthly Activity Report

This period, **107 requests were opened** and **76 requests were closed**.

Month	Opened	Closed	Month	Opened	Closed	Month	Opened	Closed
D	3	3	A	16	19	A	2	1
J	2	1	M	8	5	S	14	8
F	14	12	J	12	8	O	3	0
M	21	13	J	3	3	N	7	3
						D	2	0

**Quick Tip:**

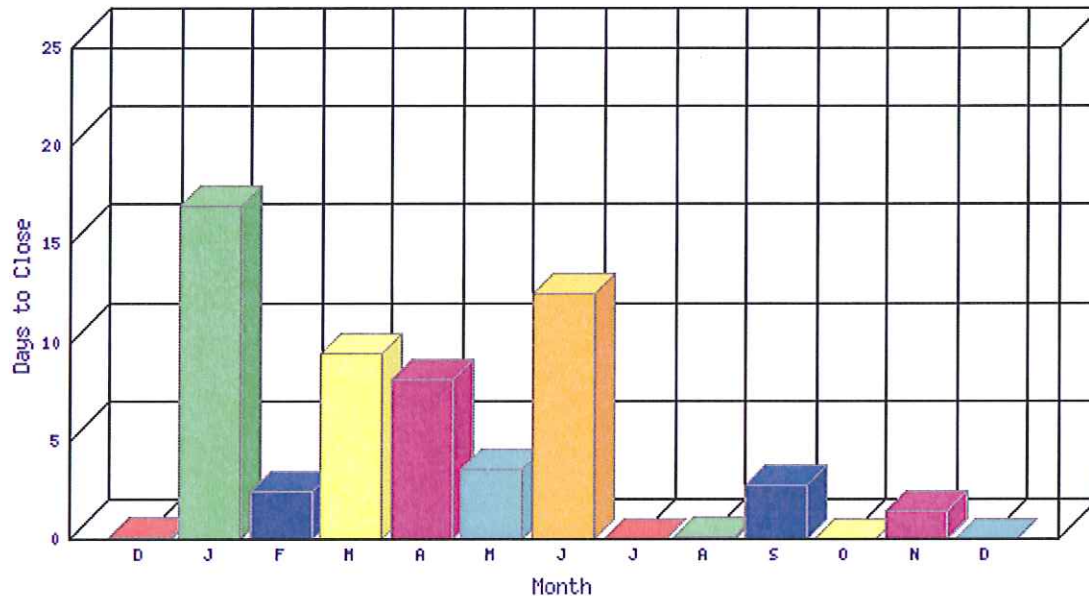
- Note that this graph shows the activity on a particular Month. Therefore, it is possible to close more items than were opened, depending on what occurred in the previous period.



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Average Time to Close**Overall Average for 75 Items Submitted in Period: 6.82 days**

Month	Days to Close	Submissions	Month	Days to Close	Submissions	Month	Days to Close	Submissions
D	0.08	2	A	8.09	12	A	0.10	1
J	16.94	2	M	3.59	6	S	2.76	8
F	2.40	12	J	12.49	10	O	0.00	0
M	9.41	19	J	0.00	0	N	1.42	3
						D	0.00	0

**Quick Tip:**

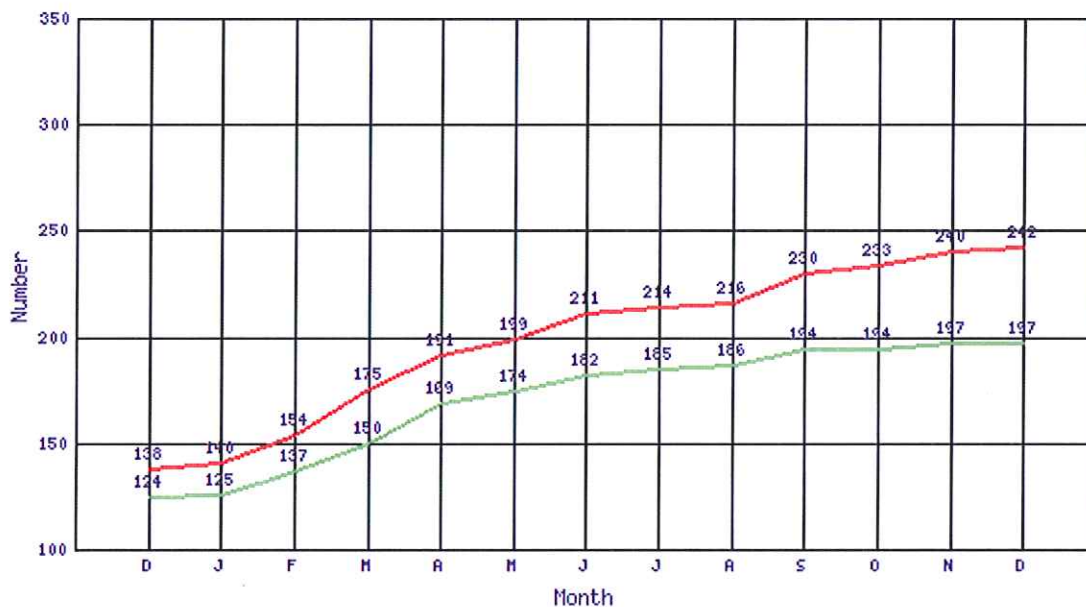
- Read this report as: "On average, it took 0.08 days to close the 2 Action Items submitted during Month D."
- If you see 'NA' in the 'Days to Close' column, this means that the Action Items submitted during that Month have not been closed as of the printing of this report.



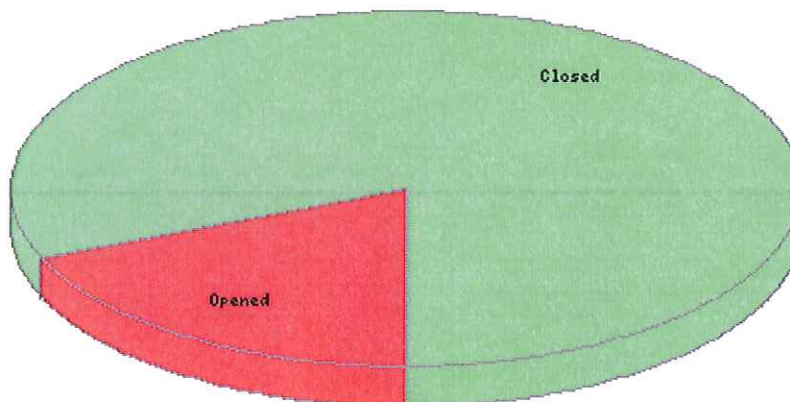
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Cumulative Status

	Total	%
Opened	242.00	18.60
Closed	197.00	81.40

**Quick Tip:**

- The line graph shows the total number of Action Items that have been opened and the total number that have been closed through the end of the selected period. It should provide insight into how close the Action Item managers are to keeping all items closed.
- The pie graph shows the percentage of items with a status of open versus closed in the period. Note that the number open in the pie graph is the "opened" value less the "closed" value in the table and the line graph.
- You can use the table to see the precise cumulative count of Opened items versus

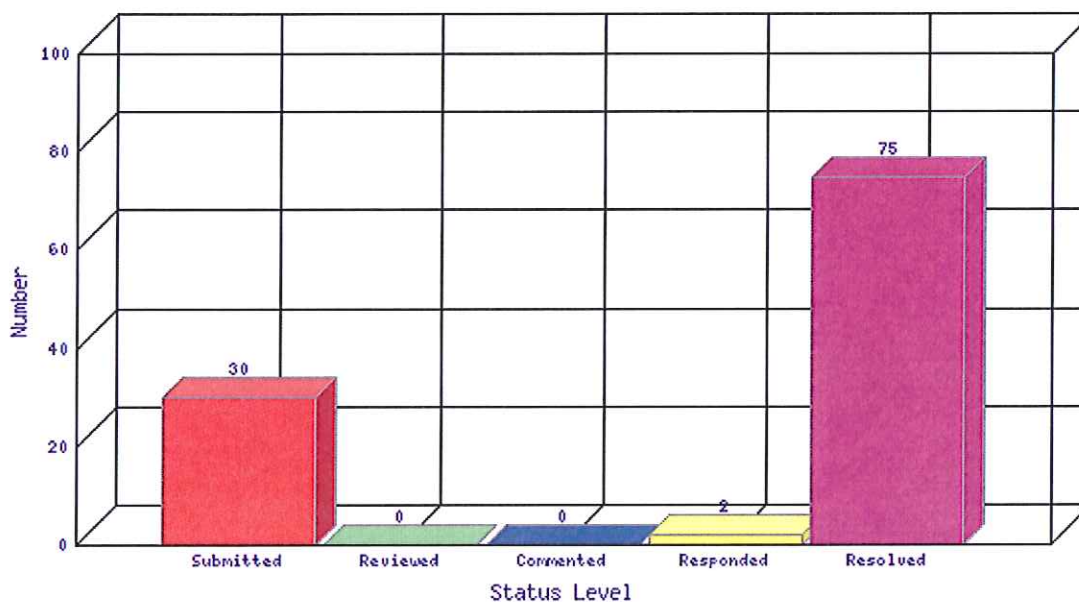
Closed item through this period. The percentage is a comparison of Closed items to currently Open items, or the number Closed to the number Opened less the number Closed



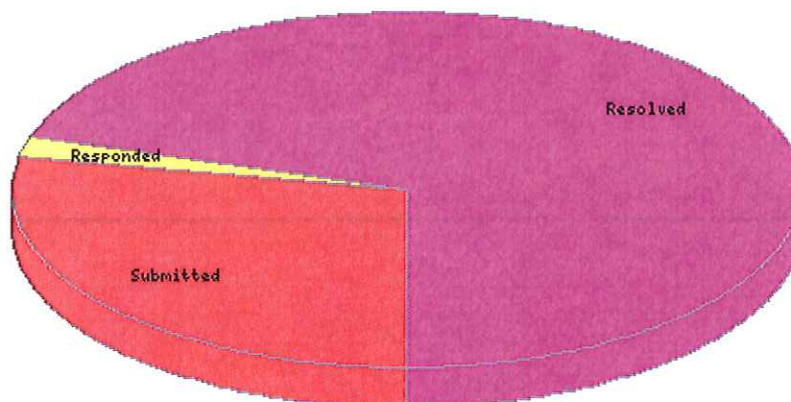
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Current Status Level (As of 12/17/2008)

	Submitted	Reviewed	Commented	Responded	Resolved
Number	30	0	0	2	75
Percent	28.04	0.00	0.00	1.87	70.09

**Quick Tip:**

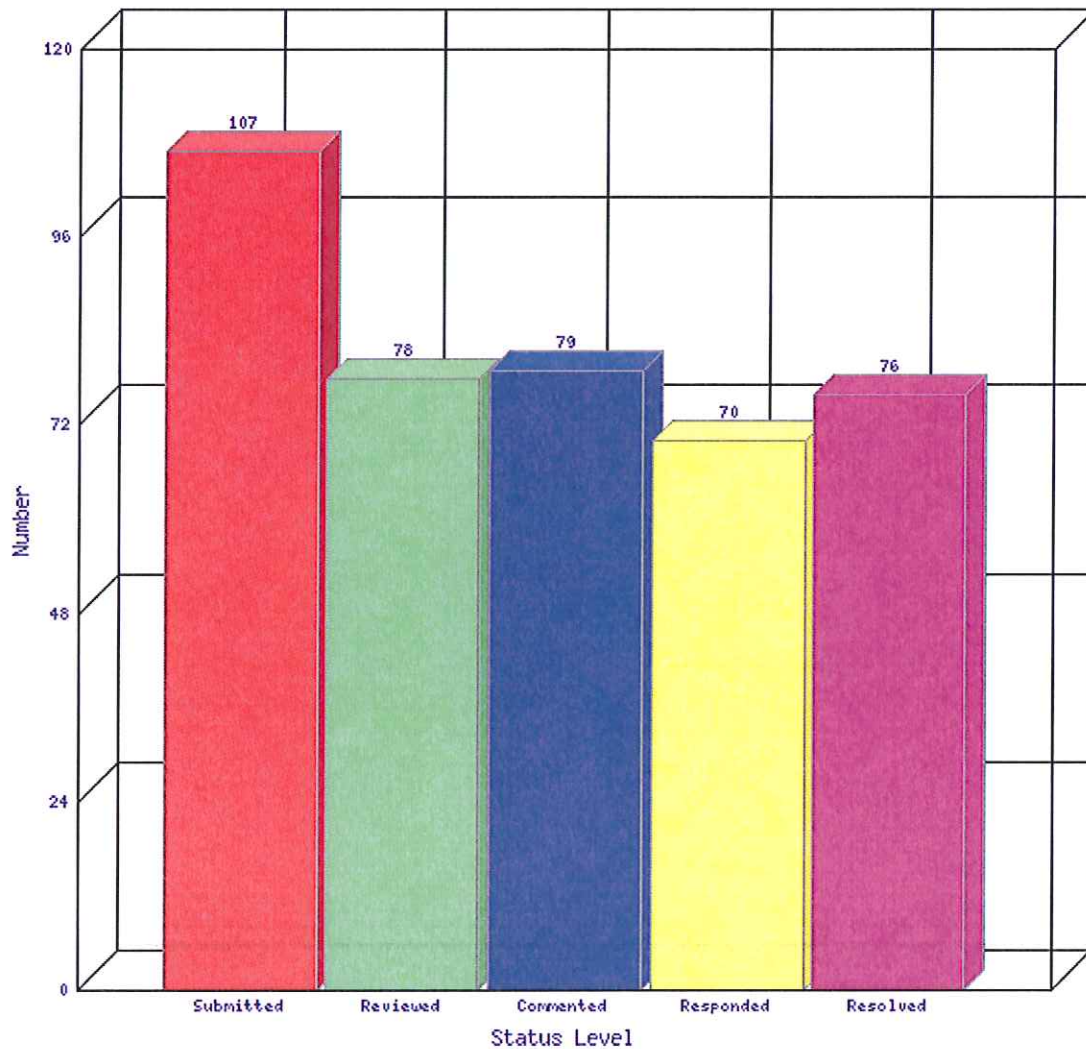
- This report details the status level as of the printing of this report of items submitted during the period. It is intended to put the Period Status Level report in context.



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Status Level Activity

Status Level	Number
Submitted	107
Reviewed	78
Commented	79
Responded	70
Resolved	76

**Quick Tip:**

- This report shows the activity level at each status level taken during the selected period.
- The report may include activity taken on items submitted during the previous period (s).