



Office of the Mayor

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An Introduction to 2008-09 *Report A Problem* Requests Appendix A to *Madison Measures, 2010* Mayor Dave Cieslewicz

We can use agency benchmarks in *Madison Measures* to gauge how well the City of Madison is providing services to our residents, businesses and visitors. It is also important to know what services they are requesting and how they are requesting them.

Report A Problem is all about customer service and efficient service delivery. Using *Report A Problem*, residents are just a click away from requesting snow and ice removal; reporting housing concerns; arranging the pickup of missed refuse and recycling; reporting graffiti, potholes and illegal parking; and a host of other information and services.

This is the first year that we have published *Report A Problem* statistics as an appendix to *Madison Measures*. Our snapshot runs from September 1, 2008, through August 30, 2009. This gives us a 12-month summary of requests for service. Because this time period marks the transition from summer into fall, it helps us better see the seasonal impact on many City services.

Since inception of the *Report A Problem* system, the most frequently used fields are to request snow removal and to report missed refuse collection.

During my *Pothole Patrol* initiative that started in the spring of 2008, I encouraged the use of the City's website for information about how potholes are formed and how they are addressed. *Report A Problem* was a valuable tool for residents and motorists to report the location of potholes and get work crews out there quickly to get them patched. I am pleased that people took advantage of this system and reported potholes again in the spring of 2009.

During the fall of 2009, Information Technology is implementing the City's first enterprise land asset management software package from Accela, Inc. This package has the potential to change and greatly improve the way the City and its staff serves our residents, business owners and visitors. It has the potential of showing us the average time it takes to respond to a request for service. This could then grow in to service delivery goals for many City programs.

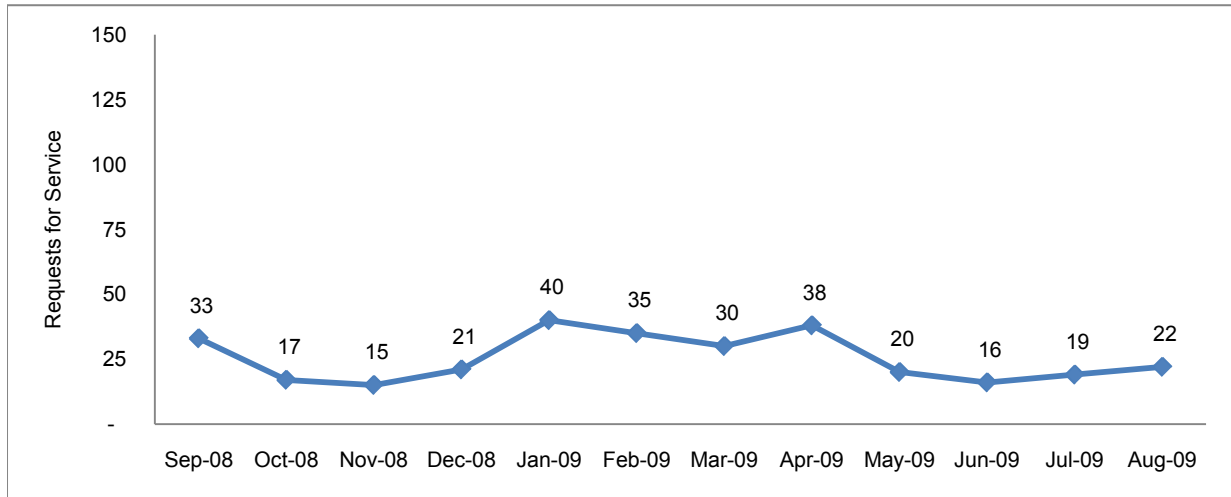
As the City looks to improve customer service, including a possible Dial 311 or other hotline for accessing services, we will look to *Report A Problem* as the basis for such a system.

Abandoned Vehicle on Private Property

Users can go to Report A Problem (RAP) to find out how to notify City of Madison staff of abandoned and inoperable vehicles. Abandoned Vehicle on Private Property provides contact information for Parking Enforcement and identifies steps to be taken before a ticket can be issued. Because reports of abandoned vehicles on private property are referred to Parking Enforcement, RAP does not collect statistics for this service. Abandoned and inoperable vehicles on City streets reported here are also referred to and handled by Parking Enforcement. Inoperable cars on private property are referred to Building Inspection and captured under RAP's Exterior Housing category. These services have been available on RAP since April 24, 2006.

Ask Us / Tell Us: Drinking Water Quality & Pressure

Ask Us, Tell Us is a service offered to address residents' concerns regarding bills, water meters, drinking water quality, water pressure, site concerns, or any concern pertaining to the Water Utility. Ask Us, Tell Us has been available since September 1, 2006. Ask Us, Tell Us is serviced by the Water Utility.

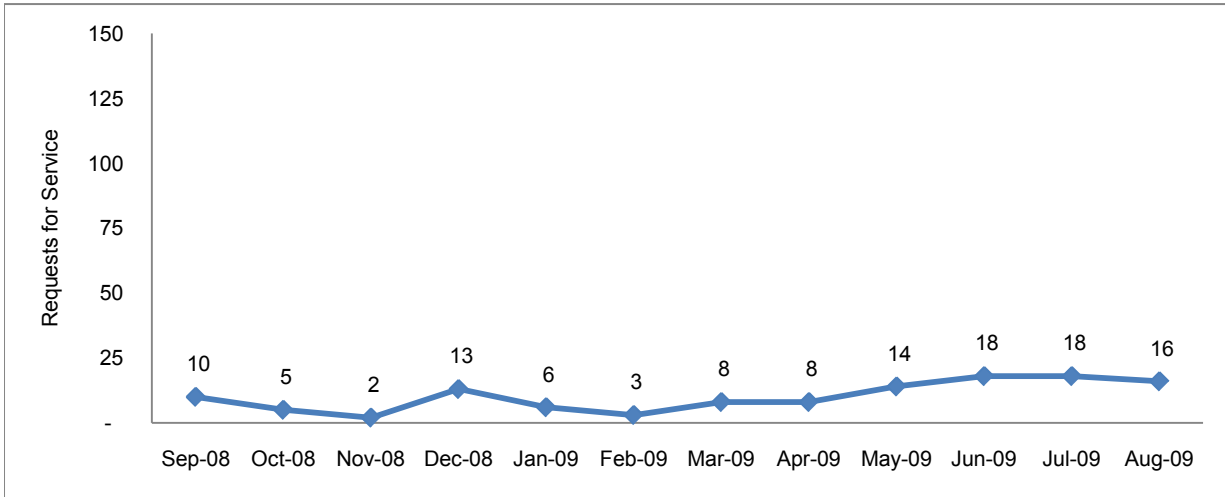


12-month total

Total Since Origin

Bikeway Concerns

Bikeway Concerns addresses various issues related to bikes or bike paths. A wide range of tasks is under this heading including clearing obstructions, fixing pavement, clearing snow and ice, detours, and signing and marking. Bikeway Concerns was instituted on May 23, 2008. There are numerous subheadings under Bikeway Concerns, and the agencies which provide the various services are as follows: "Debris, Obstructions, and Encroachments," are serviced by Engineering. "Construction and Detours," "Pavement Management," "Proposed Bike Paths" and "Signing and Marking," are serviced by Engineering or Traffic Engineering. "Snow and Ice" and "Trees, Brush, and Turf," are serviced by Engineering, Streets, or Parks.

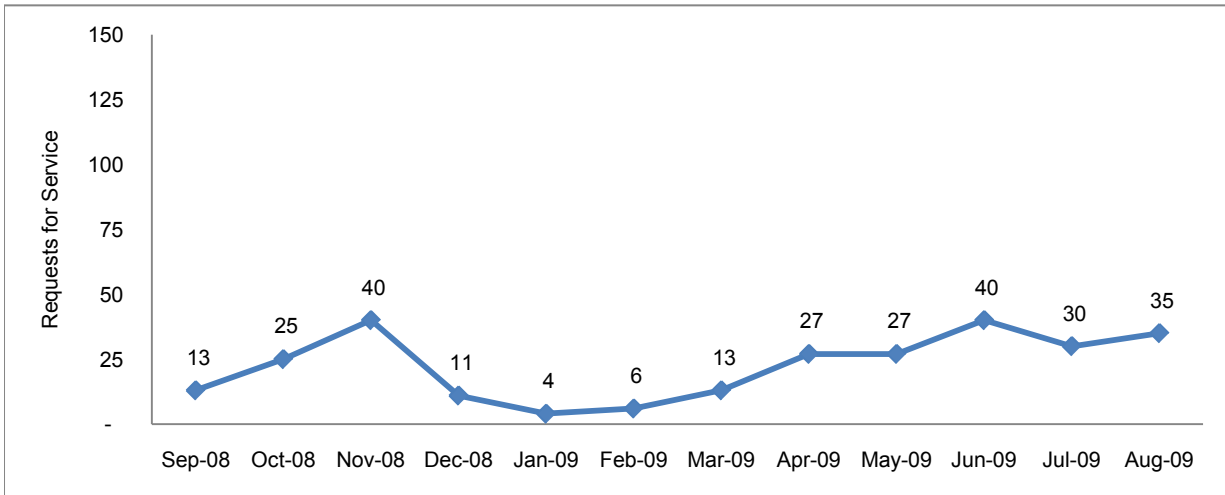


12-month total

Total Since Origin

Brush Collection

Brush collection is a service offered to remove any stray brush or similar debris which may have accumulated in a given area. A request can be made for a missed pickup, a service complaint, or for information on the service. Brush collection is one of the original services offered during RAP's implementation. It has been offered since September 15, 2005. Brush collection is serviced exclusively by Streets.

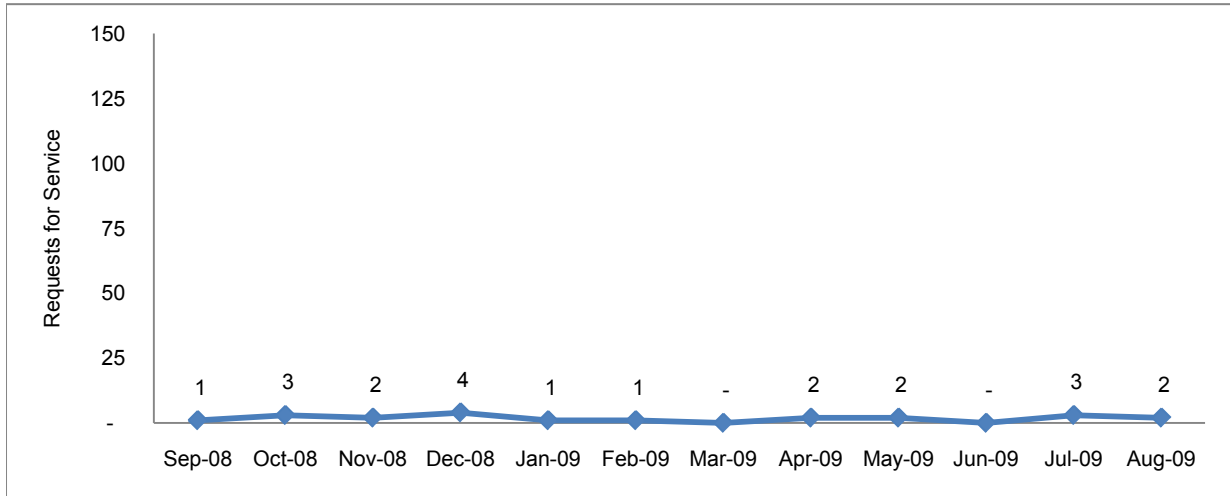


12-month total

Total Since Origin

Consumer Complaint

Consumer Complaints allow residents to report any kind of inconsistency or problem with the retail practices of a specific business in Madison. Whether the issue at hand deals with quantity, pricing, or any other concern, it can be reported here. The Consumer Complaint section of RAP was implemented in May of 2006. Consumer Complaints are serviced by Building Inspection.

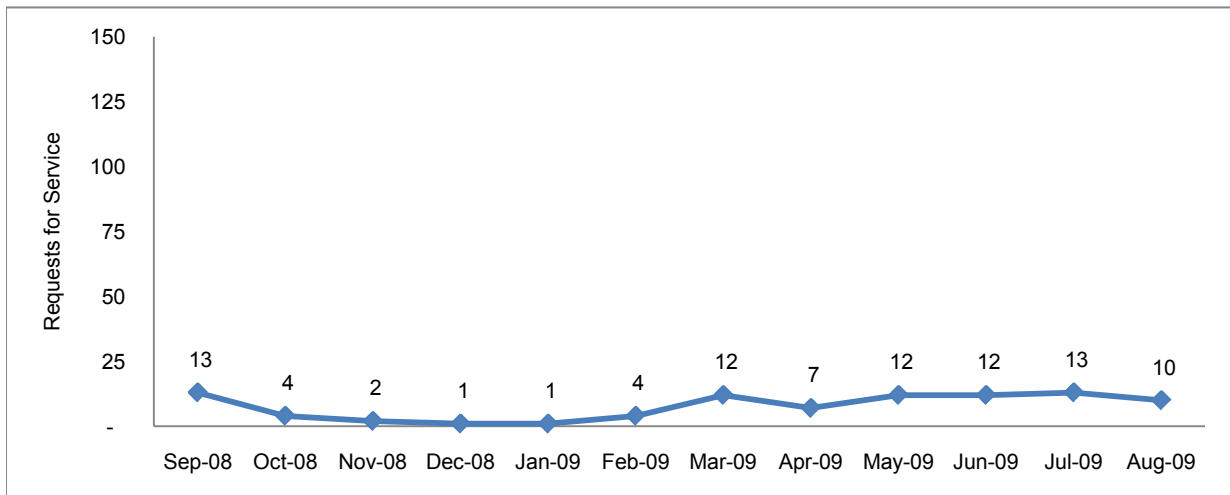


12-month total

Total Since Origin

Dead Animal Collection

Dead Animal Collection is a service that removes dead animals from roadsides and other public areas, except dead deer which are the responsibility of the Wisconsin Department of Natural Resources. Dead Animal Collection has been offered since December 19, 2005. Dead Animal Collection is serviced by Engineering.

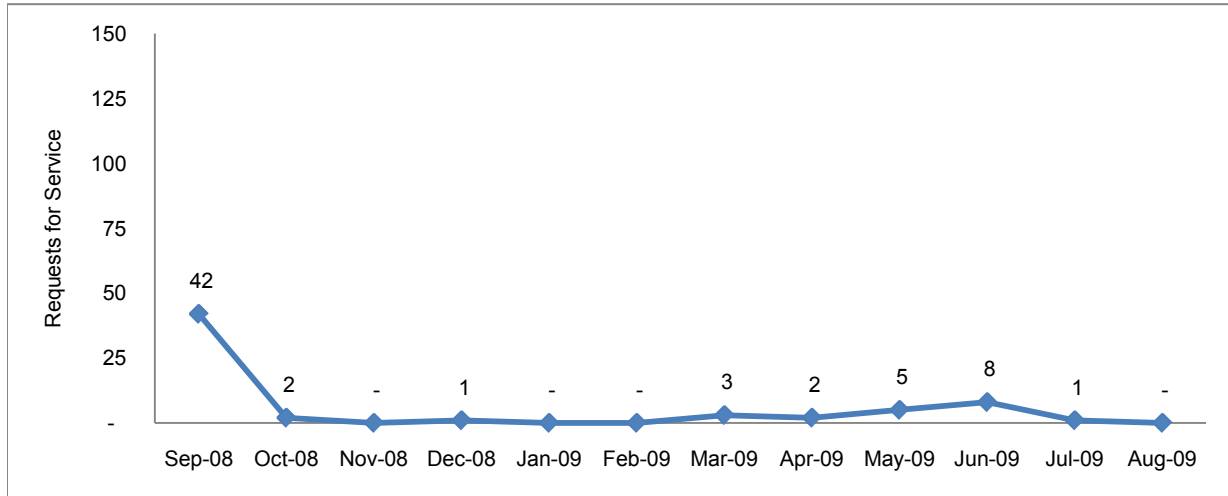


12-month total

Total Since Origin

Erosion Control

Erosion control is a service which allows residents to report problems such as mud in streets, dust control, erosion of public and private properties, and stormwater concerns. Erosion control has been offered since December 1, 2006. Erosion issues associated with one- and two-family residences are serviced by Building Inspection. All other issues are serviced by Engineering.

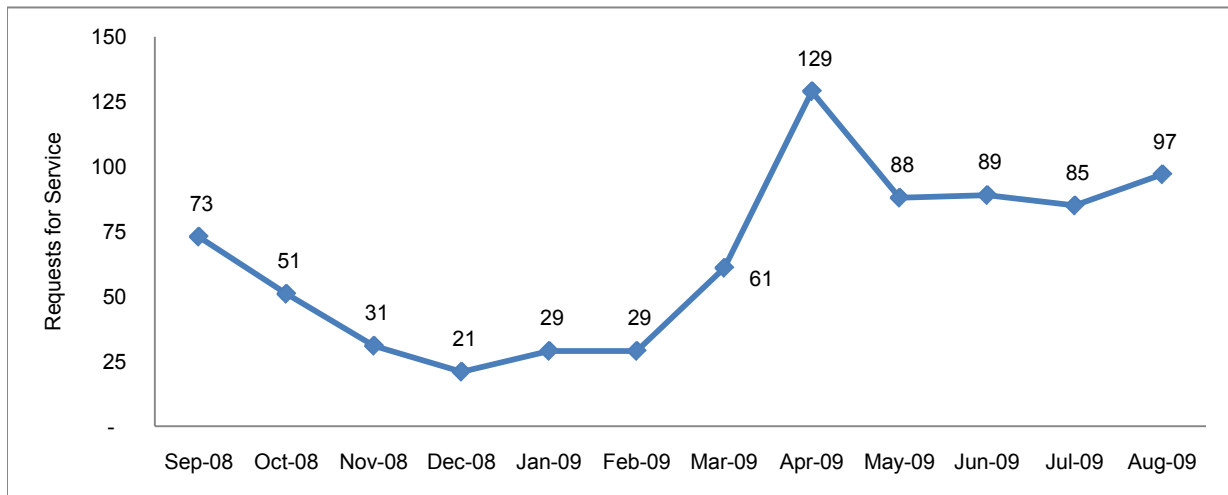


12-month total

Total Since Origin

Exterior Housing

Exterior Housing Problems is a service that allows residents to report problems with the outsides of buildings, such as the quality of siding and paint, or a collapsing porch or roof, so that warnings and citations can be issued to the responsible party. This service is offered to remove graffiti only from public property, not private. Exterior Housing Problems has been offered since April 24, 2006. Exterior Housing Problems is serviced by Building Inspection.

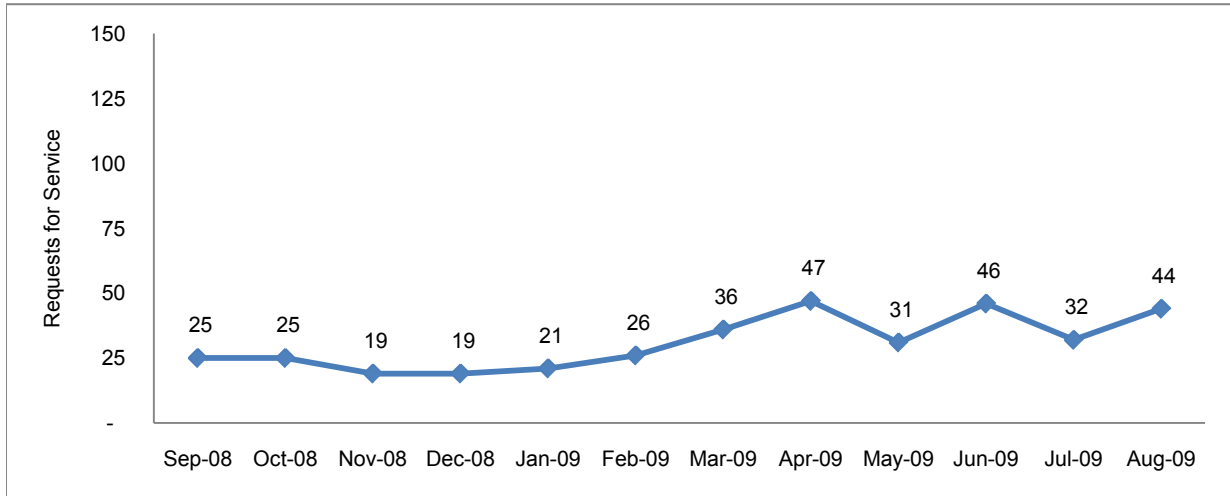


12-month total

Total Since Origin

Graffiti

Graffiti Information is the subheading which responds to residents' reports of graffiti on buildings. When a report is filed, a crew can be dispatched to remove the graffiti from City-owned property. In the case of graffiti on private property, the property owner is notified. Graffiti Information has been available since September 15, 2005. Graffiti information is serviced by Streets and Building Inspection.

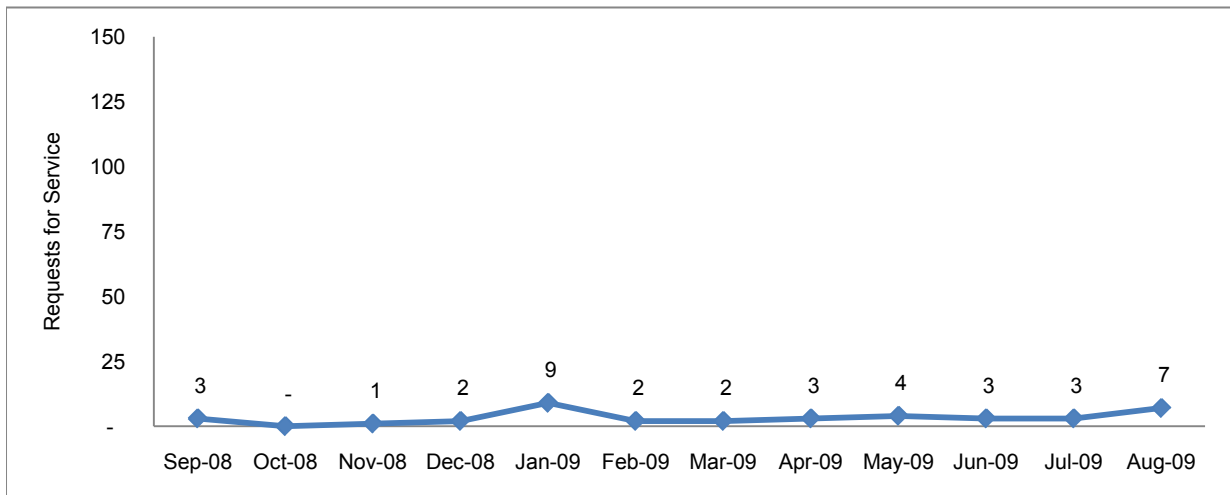


12-month total

Total Since Origin

Interior Housing Problem(s)

Interior Housing Problems is a service offered to current tenants of a building which deals with issues such as inadequate heat, security issues, plumbing, electrical or general maintenance problems. Interior Housing Problems has been offered since 2006. Interior Housing Problems is serviced by Building Inspection.

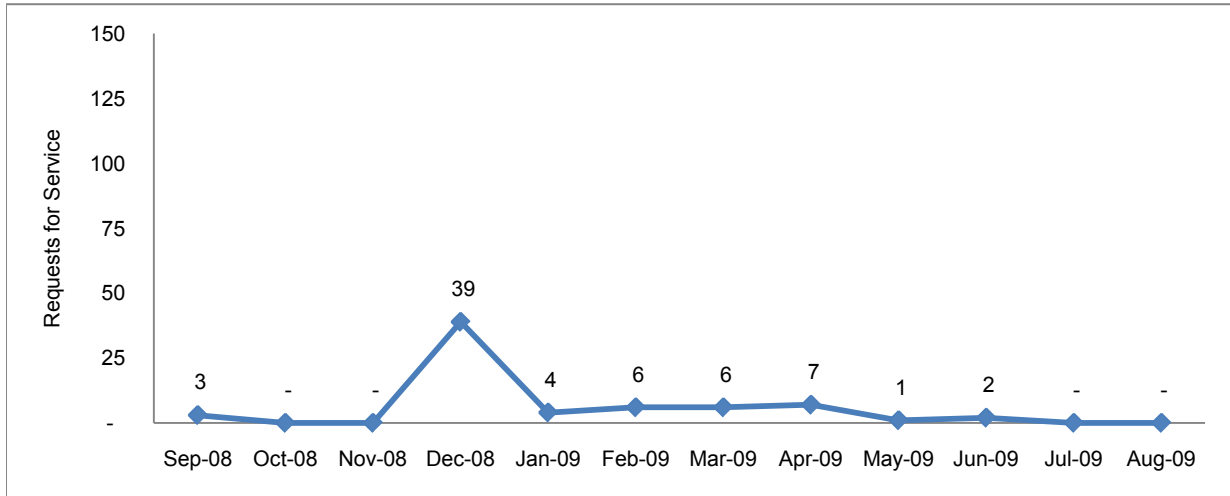


12-month total

Total Since Origin

Mailbox Damaged from a City Snowplow

This heading covers any damages incurred to residents' mailboxes by a City Snow Plow. Mailbox Damaged by City Snow Plow has been available since March 24, 2008. Mailbox Damaged by City Snow Plow is serviced by Streets. For information on the city's mailbox replacement policy, please see: www.cityofmadison.com/streets/documents/MailboxPolicy.pdf.

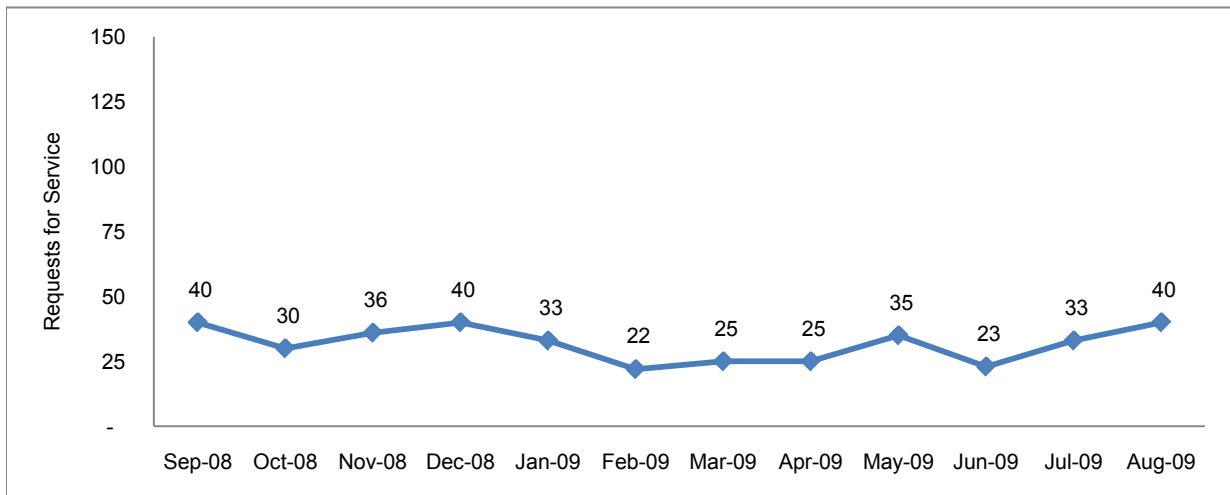


12-month total

Total Since Origin

Parking Enforcement

Parking Enforcement is a service which deals with vehicles parked in improper places, issues with parking meters, or any other conflict which might arise from parking. Parking Enforcement has been available since December 19, 2005. Parking Enforcement is serviced by the Madison Police Department.

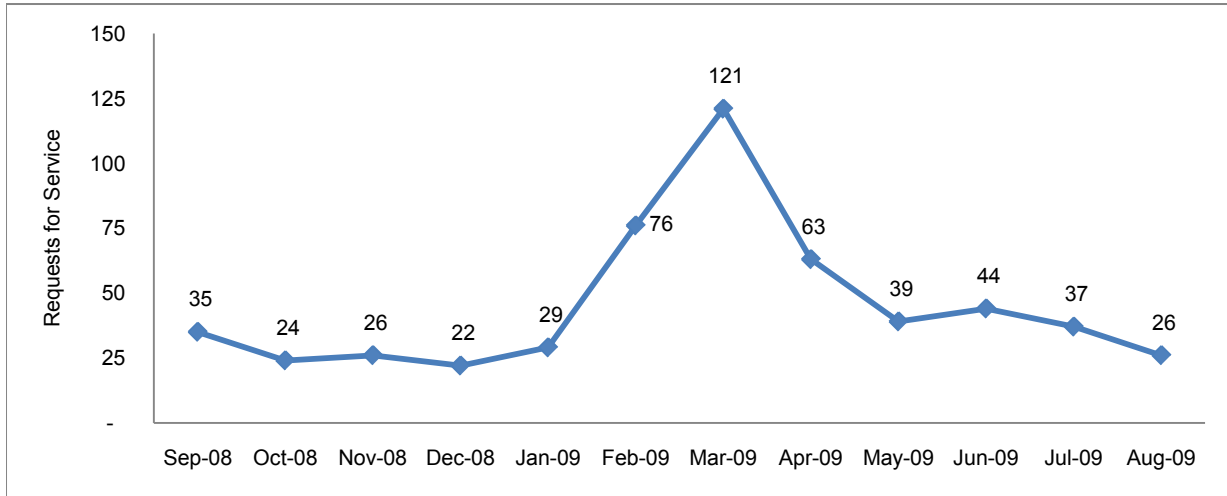


12-month total

Total Since Origin

Pothole Concerns

Pothole Concerns is a service offered that provides residents with a quick and easy solution to potholes. This service was promoted by the Mayor's Pothole Patrol initiative. As a result, the number of reported potholes quadrupled from 2007 to 2008. Pothole Concerns has been offered since September 15, 2005. Pothole Concerns is serviced by Streets.

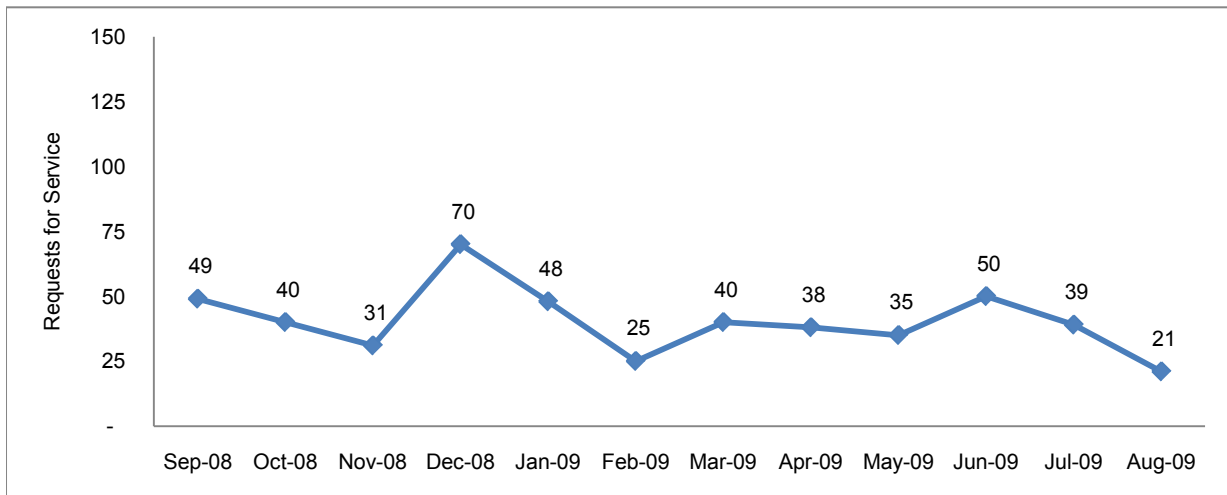


12-month total

Total Since Origin

Recycle Collection

Recycling Collection provides residents with the opportunity to request a pickup if a previous pickup was missed and request information on the City's recycling service. Recycling Collection has been available since September 15, 2005. A "cart in front of a residential property" is serviced by Building Inspection. All other concerns are serviced by Streets.

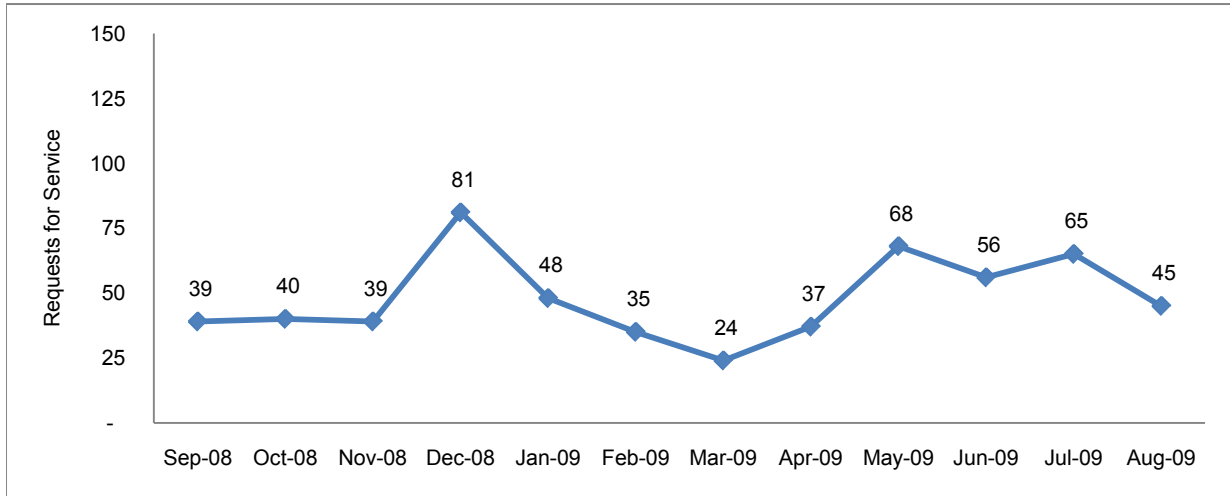


12-month total

Total Since Origin

Refuse Collection

Refuse Collection provides residents with the opportunity to request a pickup if a previous pickup was missed, report a cart in front of a residential property or report illegal dumping. In addition, residents can request information on the City's refuse collection service. Refuse Collection has been available since September 15, 2005. A "cart in front of a residential property" is serviced by Building Inspection. All other concerns are serviced by Streets.



12-month total

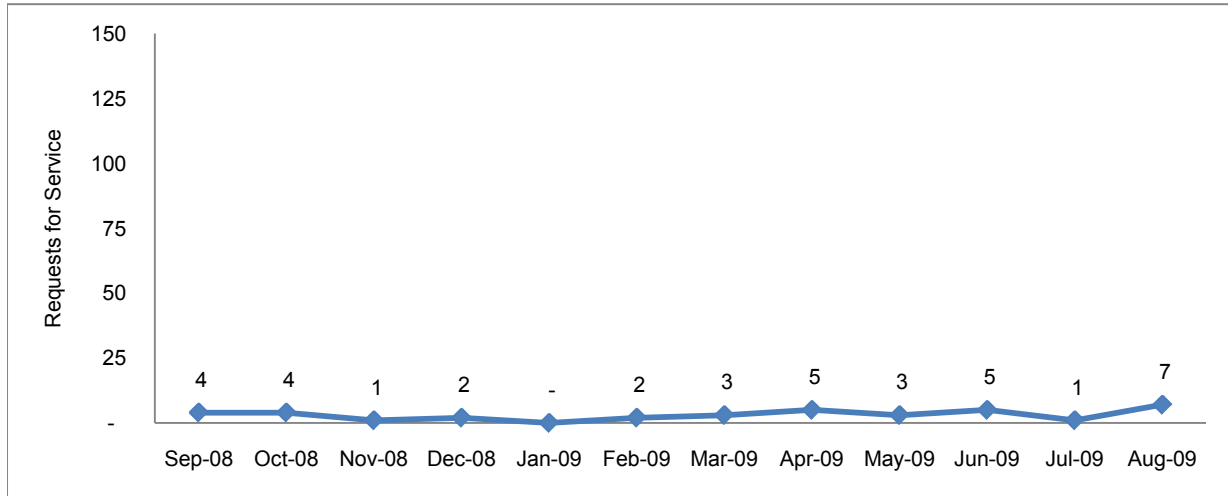
Total Since Origin

Refuse & Recycling Carts

Refuse & Recycling Carts is a new heading that offers residents a centralized place to report issues related to their refuse or recycling carts. Residents can use this service to request a cart repair, the replacement of a damaged cart, a cart for a new residence, request a different sized cart, or purchase an additional cart. The Streets Division provides all cart services. Because Refuse & Recycling Carts has only been offered since July 14, 2009, there is no historic data for this category at time of publication.

Sewer Access Covers (Man Hole Covers)

Sewer Access Covers addresses several types of concerns. First, a resident can report an issue with the standard 22" sewer access (man hole) covers or blocked sewer inlets. Alternatively, one could report a problem with the 6" sewer water drains. Lastly, a resident can report a blocked sewer inlet. Sewer Access Covers has been offered since December 19, 2005. The 6" sewer water drains are serviced by the Water Utility. All other inquiries are serviced by Engineering.

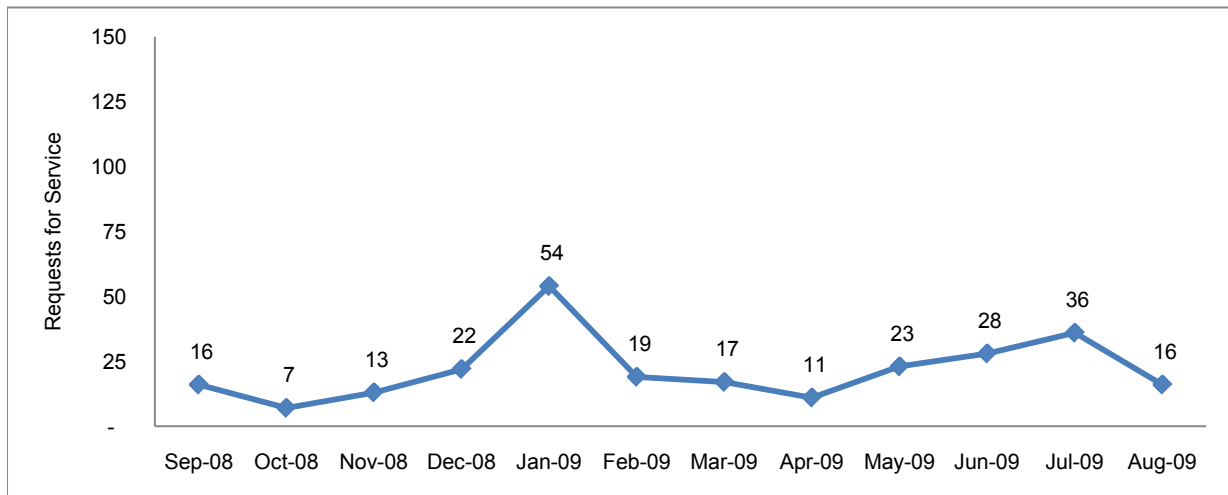


12-month total

Total Since Origin

Sidewalk Concern

Sidewalk Concern pertains to residents who want to report a sidewalk that is obstructed by a tree or other plantings, a sidewalk covered with snow and/or ice, a sidewalk which is damaged, or any other sidewalk-related complaint. Sidewalk Concerns has been available since September 15, 2005. Sidewalks obstructed by trees or other plantings, sidewalks covered by snow or ice, or sidewalks on private property are serviced by Building Inspection, and all other issues are serviced by Engineering.

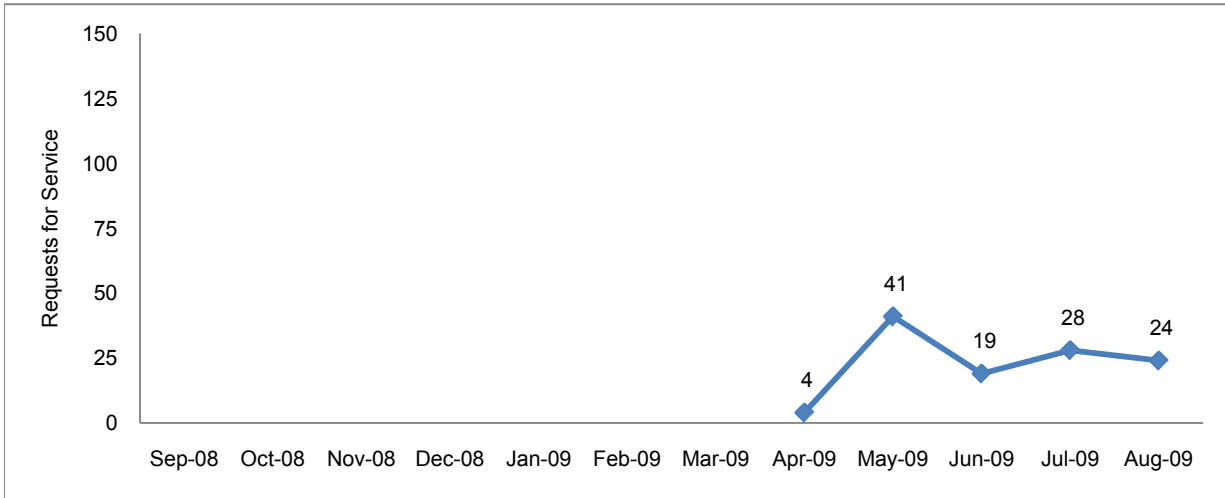


12-month total

Total Since Origin

Sign (Zoning) Violation

This subsection is intended to address concerns about an excessive or oversize sign, a problem with a flashing sign, a sign in the right of way, or any other sign-related issue. Sign Violations has been available since April 28, 2009. Sign Violations is serviced by Building Inspection.

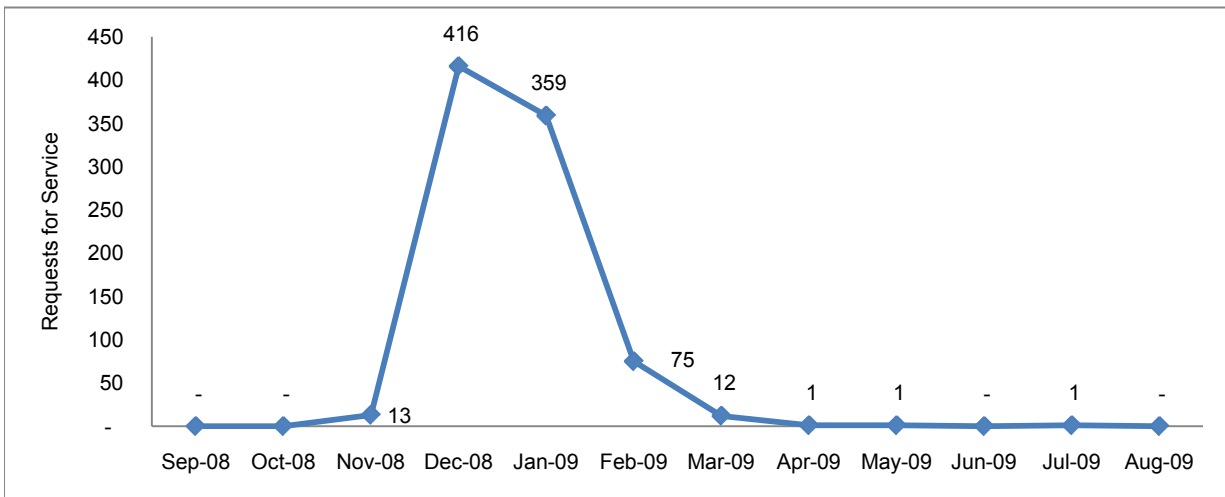


12-month total

Total Since Origin

Snow Removal

Snow Removal addresses residents' issues with a street that needs to be plowed, a sidewalk that needs to be cleared, and streets or sidewalks that need to be sanded. Snow Removal has been available since September 15, 2005. Snow Removal is serviced by Streets.

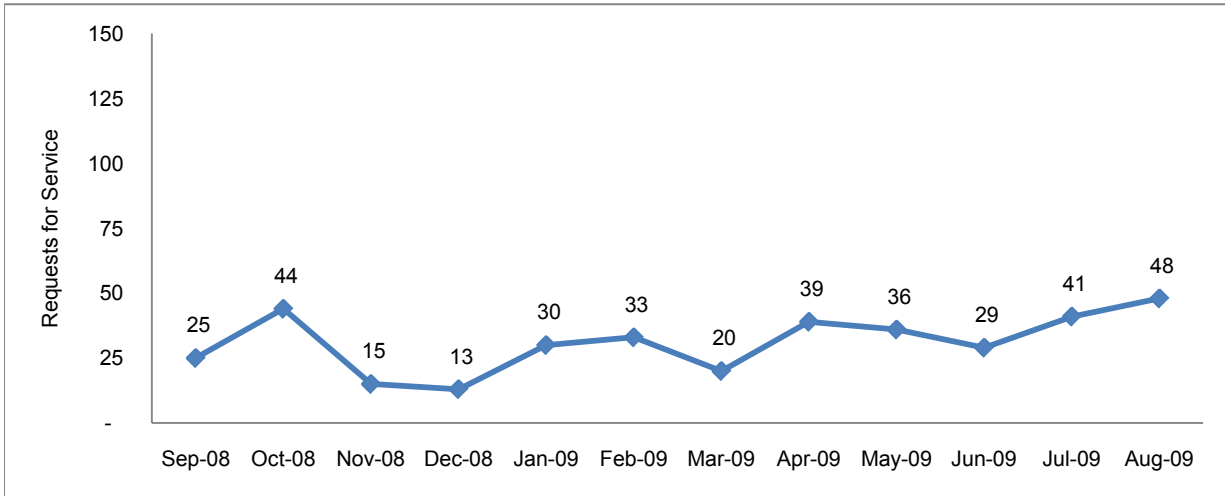


12-month total

Total Since Origin

Traffic Enforcement

Traffic Enforcement is a service that allows residents to report problems such as speeding violations, school zone violations, stop sign violations, stop light violations, any other sign violation, aggressive driving, reckless driving, right of way violations, or any other traffic law related issue. Traffic Enforcement has been available since December 19, 2005. Traffic Enforcement is serviced by the Madison Police Department.

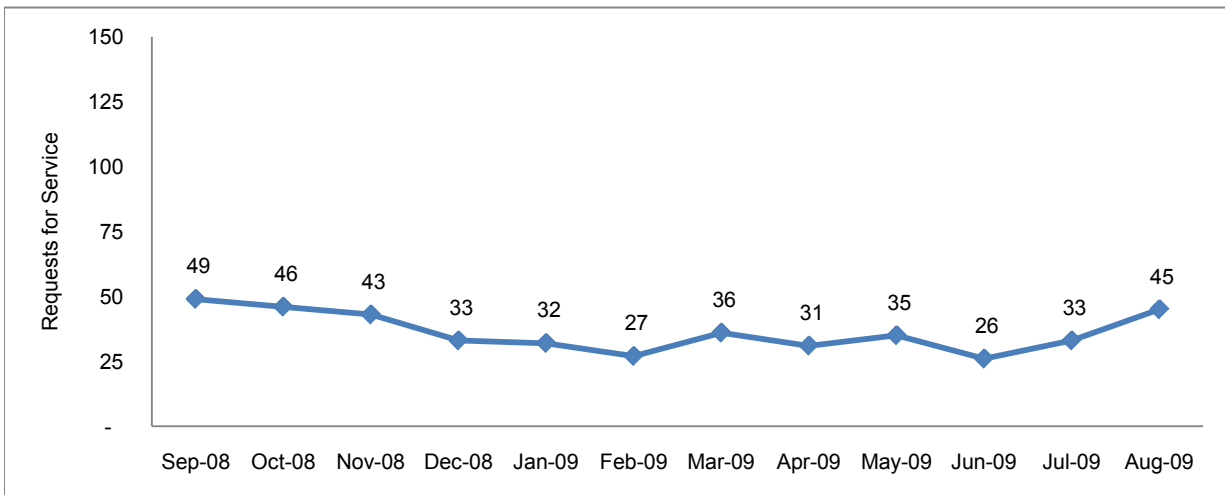


12-month total

Total Since Origin

Traffic Signals, Street Lights and Signs Requests

This service is intended to resolve issues pertaining to traffic signals, street lights, or downed signs. Inoperable traffic signals require immediate attention. To report a traffic signal out of order during normal business hours, call Traffic Engineering at 266-4767. During any other time, call 911. Traffic Signals, Street Lights, and Sign Requests has been available since September 15, 2005. Traffic Signals, Street Lights, and Sign Requests is serviced by Traffic Engineering.

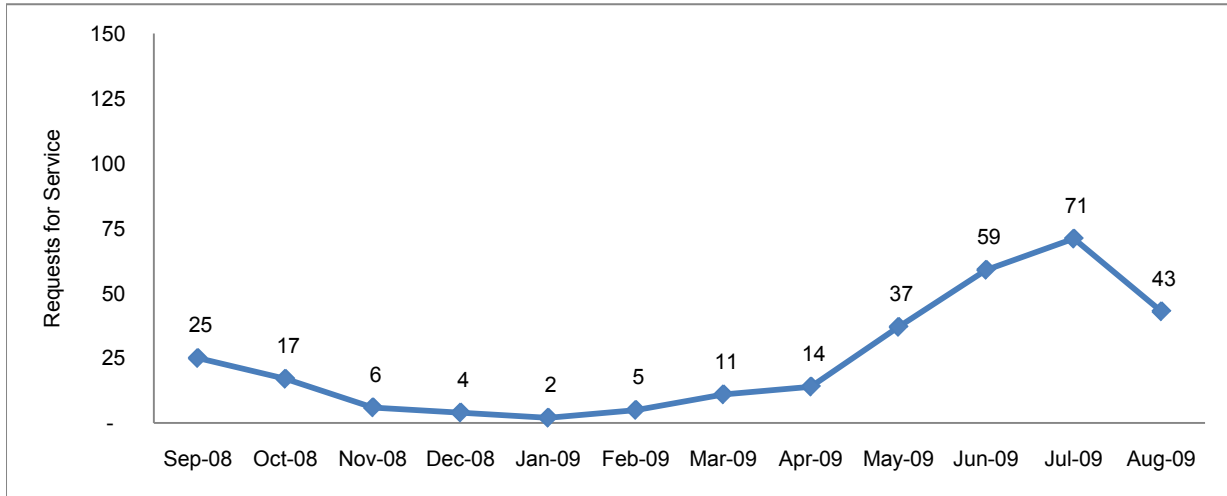


12-month total

Total Since Origin

Tree Concerns

Tree Concerns addresses all issues tree-related, including tree debris, diseased trees, limb problems, power line problems, or storm damage. Tree Concerns has been available since September 15, 2005. Tree Concerns is serviced by Parks. Any Tree Concerns on private property are serviced by Building Inspection.

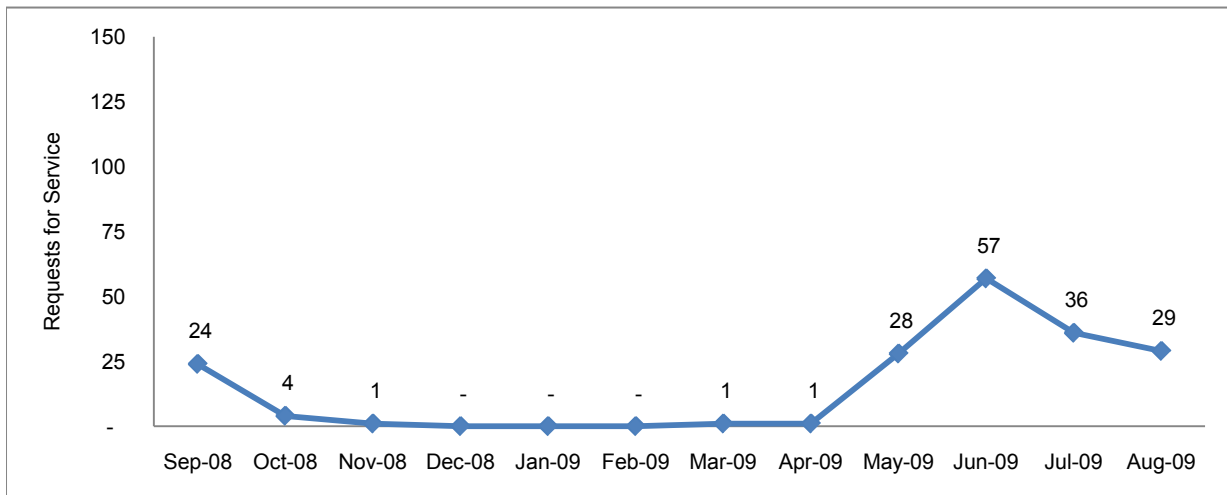


12-month total

Total Since Origin

Weeds and Overgrown Vegetation

Weeds and Overgrown Vegetation is a service offered to clear vacant and non-vacant lots of overgrown grass and weeds. Weeds and Overgrown Vegetation has been offered since September 15, 2005. Weeds and overgrown grass in vacant lots is serviced by Streets. Weeds and overgrown grass in lots with buildings or houses is serviced by Building Inspection.

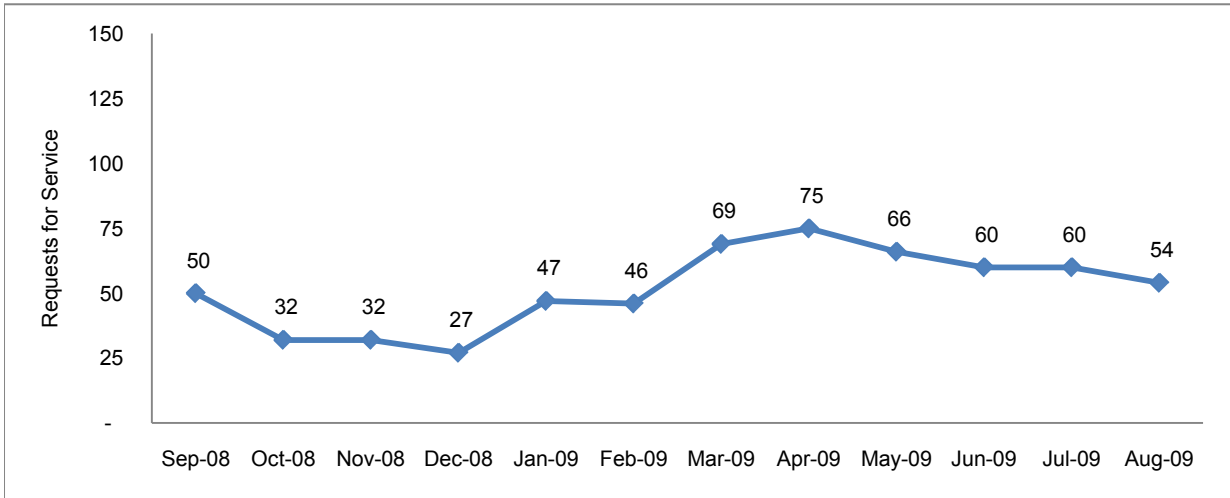


12-month total

Total Since Origin

General Feedback

General Requests is a service which pertains to anything not covered by another subsection of RAP, such as comments, compliments, the providing of, or requesting of information. General Requests has been offered since September 15, 2005.



12-month total

Total Since Origin