

Memorandum



Date: July 31, 2014

To: Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor

A handwritten signature in cursive script, appearing to read "Carlos A. Gimenez".

Subject: Information Related to 311 Answer Center - Call Statistics (Directive 141482)

At the June 25, 2014 Finance Committee meeting, Commissioner Sally A. Heyman requested that we provide a report identifying the nature of the calls that come into the Community Information and Outreach (CIAO) 311 Answer Center.

Approximately 2,000,000 calls are processed by staff at the CIAO 311 Answer Center on a yearly basis. Attached please find information concerning the 311 Answer Center call volume by department through June 30, 2014 (Attachment A) and the 311 Answer Center generated service requests through June 30, 2014. Please note that service requests generated on behalf of the City of Miami are not represented in this report (Attachment B).

If you have any additional questions, please contact Henry F. Sorí, Director, Community Information and Outreach, at 305-375-2512.

Attachments

- c. Robert A. Cuevas, Jr., County Attorney
Genaro "Chip" Iglesias, Deputy Mayor
Office of the Mayor Senior Staff
Department Directors
Charles Anderson, Commission Auditor
Christopher Agrippa, Clerk of the Board

Response to Request for Information Related to 311 Answer Center Call Statistics

**311 ANSWER CENTER CALL VOLUME BY DEPARTMENT/AGENCY
Calls through May 31, 2014**

FY 13-14 - Year to Date										
Department / Agency	Oct '13	Nov	Dec	Jan '14	Feb	Mar	Apr	May	YTD	% of Total
311 Answer Center	54,062	38,073	43,970	48,233	46,404	48,085	53,648	50,008	382,483	29.60%
Animal Services	10,125	8,130	11,098	12,271	10,833	12,287	12,321	13,554	90,619	7.01%
City of Miami	4,549	3,291	3,161	3,277	3,285	3,498	3,613	3,367	28,041	2.17%
County Government	182	350	331	338	204	219	979	1,029	3,632	0.28%
Cultural Affairs	50	31	18	36	40	24	19	33	251	0.02%
Elections	1,488	114	352	889	1,041	1,186	1,742	1,183	7,995	0.62%
Fire Rescue	2	7	7	3	11	14	7	26	77	0.01%
Housing Finance Authority	75	32	31	66	61	73	69	142	549	0.04%
Internal Services	671	497	490	587	502	631	738	921	5,037	0.39%
Parks, Rec & Open Spaces	262	170	166	217	261	190	218	202	1,686	0.13%
Permitting, Envr & Reg Affairs	2,428	1,538	1,819	2,082	1,968	2,400	2,471	2,373	17,079	1.32%
Property Appraiser	1,153	4,219	3,092	6,930	6,601	4,393	2,795	2,750	31,933	2.47%
Public Works & Waste Mgmt	4,269	3,230	3,422	3,336	3,245	3,615	3,699	3,400	28,216	2.18%
Tax Collector	4,352	8,268	7,255	5,870	5,076	7,345	5,955	5,200	49,321	3.82%
Transit	86,251	67,489	74,884	75,507	72,762	73,461	77,727	73,578	601,659	46.56%
Other	5,523	5,430	5,153	5,986	4,598	5,183	5,841	5,811	43,525	3.37%
Total	175,442	140,869	155,249	165,628	156,892	162,604	171,842	163,577	1,292,103	100.00%

Response to Request for Information Related to 311 Answer Center Call Statistics

**311 ANSWER CENTER GENERATED SERVICE REQUESTS
FY 13-14 through June 30, 2014**

SERVICE REQUEST (SR) TYPE	COUNTYWIDE*	% OF TOTAL
BULKY TRASH REQUEST	40,607	25.56%
GREEN WASTE CART REQUEST	25,921	16.32%
RECYCLING BLUE CART ISSUES	8,977	5.65%
STRAY / DOG-AT-LARGE	8,171	5.14%
ANIMAL DEAD/MISSING REPORT	8,150	5.13%
GARBAGE COMPLAINT	6,134	3.86%
311 ILLEGAL DUMPING INITIATIVE	5,009	3.15%
DEAD ANIMAL PICKUP - MIAMI-DADE	3,763	2.37%
RECYCLING SERVICE COMPLAINT	3,336	2.10%
PUBLIC WASTE AND WASTE MANAGEMENT WASTE ACCOUNT UPDATE	3,215	2.02%
INJURED ANIMAL	3,059	1.93%
MOSQUITOES CAUSING A BITING NUISANCE	2,676	1.68%
311 - TAX COLLECTOR PAYMENT	2,616	1.65%
STRAY DOG PICK UP – MIAMI-DADE	2,538	1.60%
BULKY TRASH COMPLAINT	2,266	1.43%
ANIMAL CRUELTY INVESTIGATION	2,146	1.35%
JUNK AND TRASH / OVERGROWTH	2,047	1.29%
ANIMAL SERVICES UNIT POLICE ASSISTANCE	1,759	1.11%
ANIMAL BITE TO A PERSON	1,565	0.99%
HIGH EFFICIENCY TOILET REPLACEMENT APPLICATIONS – WATER AND SEWER DEPARTMENT	1,305	0.82%
OTHER SRs FOR COUNTY SERVICE	23,615	14.86%
TOTAL SRs FOR COUNTY SERVICE	158,875	100%

*Excludes City of Miami and Department Generated (Proactive) Service Requests