City of Santa Fe
Work Order Report

April – September 2020
Constituent and Council Services
What is the CRM?

The City of Santa Fe Constituent and Council Services Department (CCS) uses the Constituent Report Manager (CRM) to receive, fulfill, and track work orders submitted by the public. In April 2020, the City switched from an externally managed CRM to one built and managed in-house.

Designed with the public in mind, the CRM utilizes ArcGIS and ESRI tools to receive and manage all work orders. In addition to back-end tools City staff uses to track, assign, and fulfill work orders, the new CRM also includes two tools for the public: 1. an easy-to-use and intuitive Report and Request survey to submit work orders; and 2. a Work Order Dashboard to track and view all work orders across the City. The Work Order Dashboard and periodic reporting (such as this report) have increased transparency to the public, allowing residents to engage with the data in a meaningful way. It is important to note that the work orders within the CRM do not represent all the work that city crews do day-to-day; it only shows the work orders submitted by residents. For example, street crews filled thousands of potholes this year while the CRM only tracked about 115.

CCS also created an interactive 6-month overview April-September CRM Dashboard that allows the public to dig a little deeper into the issues they care about and engage with the data in a meaningful way.
Data-Driven Insights

The new CRM has increased the City’s usable data, enabling city departments to analyze trends over time and manage the performance of their teams. Constituent and Council Services has built back-end overview and department dashboards that allow city departments to interact with their own data, giving them the resources to make data-driven decisions.

Staff Overview Work Order Dashboard

Trash and Recycling Work Order Dashboard
Key Takeaways

The new CRM was launched shortly after COVID-19 shut down City Hall and forced departments, work crews, and managers to re-think how they deliver key services. Although COVID has continued to pose unprecedented challenges, City crews have risen to the occasion and continued to fulfill work orders. While we do not have the same data to compare pre-COVID, we can analyze short-term trends from the first 6 months of using the CRM.

- Most departments have decreased their response time despite increasing volume of work orders month to month.
- July was the busiest month with over 350 work orders submitted.
- The average number of days to fulfill a work order is 11.4 days. Depending on the type of work order, the average response time varies from 4.6 days to 27.4 days.
- August had the fastest response time across departments at 8.5 days. September was not included as less than half the work orders have been resolved at the time of analysis.
- Trash and Recycling received the most work order requests among the named categories. The number of requests has dropped significantly since April. It also has one of the fastest response rates at 6.9 days.
Overview
April - September 2020

1777
Work Orders

Work Order Type

- Parks and Trails: 109
- Weeds: 114
- Graffiti: 147
- Barking Dogs and Animal Concerns: 151
- Property Maintenance / Code: 159
- Road Maintenance: 220
- Trash and Recycling: 353
- Other: 524
Overview

Status

Submitted 5.5%

Received 7.9%

In Progress 0.8%

Resolved 85.7%

1519

Top 10 Work Orders

- Missed Trash or Recycling Pickup 258
- Barking Dog 134
- Pothole 115
- Graffiti on Public Property 81
- Trash or Recycling Repair or Replacement 63
- Graffiti on Private Property 46
- Unsightly Yard 45
- Weeds on Medians 44
- Broken Equipment in Parks 43
- Illegal Dumping 42
Overview

11.4 Average Days to Resolve

Average Days to Resolve

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>9.2</td>
</tr>
<tr>
<td>May</td>
<td>13.1</td>
</tr>
<tr>
<td>June</td>
<td>13.4</td>
</tr>
<tr>
<td>July</td>
<td>13.6</td>
</tr>
<tr>
<td>August</td>
<td>8.5</td>
</tr>
<tr>
<td>September</td>
<td>5.1</td>
</tr>
</tbody>
</table>

Average Trendline

Monthly Count

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>220</td>
</tr>
<tr>
<td>May</td>
<td>318</td>
</tr>
<tr>
<td>June</td>
<td>295</td>
</tr>
<tr>
<td>July</td>
<td>354</td>
</tr>
<tr>
<td>August</td>
<td>344</td>
</tr>
<tr>
<td>September</td>
<td>246</td>
</tr>
</tbody>
</table>

Trendline
109
Work Orders

Status
Submitted
3.7%
Received
6.4%
In Progress
2.8%
Resolved
87.2%

Top 5 Work Orders

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken Equipment</td>
<td>43</td>
</tr>
<tr>
<td>Overflowing Trash Cans</td>
<td>29</td>
</tr>
<tr>
<td>Weeds in Park or Playground</td>
<td>11</td>
</tr>
<tr>
<td>Needles and Sharps</td>
<td>10</td>
</tr>
<tr>
<td>Refill Dog Bags</td>
<td>8</td>
</tr>
</tbody>
</table>
Average Days to Resolve

Average Days to Resolve

Average

Trendline

Monthly Count

Trendline

Work Order Report: April-September 2020
114 Work Orders

Status

- Submitted: 2.0%
- Received: 42.1%
- In Progress: 0.9%
- Resolved: 54.4%

Top 4 Work Orders

1. Weeds on Medians: 44
2. Other: 29
3. Weeds on Private Property: 17
4. Weeds in Park or Playground: 4
Weeds

27.4
Average Days to Resolve

Average Days to Resolve

Month: April | Days: 12
Month: May  | Days: 13.5
Month: June | Days: 37.6
Month: July | Days: 31.6
Month: August| Days: 12.2
Month: September| Days: 3

Average: 22
Trendline:

Monthly Count

Month: April | Count: 2
Month: May  | Count: 5
Month: June | Count: 27
Month: July | Count: 40
Month: August| Count: 24
Month: September| Count: 16

Trendline:

Work Order Report: April-September 2020
147 Work Orders

Status

- Submitted: 4.1% (6)
- Received: 2.0% (147)
- Resolved: 93.9% (138)

Top 3 Work Orders

1. Graffiti on Public Property: 81
2. Graffiti on Private Property: 46
3. Graffiti in Park, Playground, Trail, or Open Space: 20
**8.2 Average Days to Resolve**

Average Days to Resolve

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>15.3</td>
</tr>
<tr>
<td>May</td>
<td>5.1</td>
</tr>
<tr>
<td>June</td>
<td>5.8</td>
</tr>
<tr>
<td>July</td>
<td>7.3</td>
</tr>
<tr>
<td>August</td>
<td>9.7</td>
</tr>
<tr>
<td>September</td>
<td>10.2</td>
</tr>
</tbody>
</table>

**Monthly Count**

<table>
<thead>
<tr>
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<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>May</td>
<td>20</td>
</tr>
<tr>
<td>June</td>
<td>23</td>
</tr>
<tr>
<td>July</td>
<td>37</td>
</tr>
<tr>
<td>August</td>
<td>32</td>
</tr>
<tr>
<td>September</td>
<td>22</td>
</tr>
</tbody>
</table>

Work Order Report: April-September 2020
151 Work Orders

Top 3 Work Orders

- Barking Dog: 134
- Animal Welfare Check: 12
- Loose or Unrestrained Animal: 4
4.6 Average Days to Resolve

Average Days to Resolve

- April: 7.8
- May: 8
- June: 4.9
- July: 3.1
- August: 2.5
- September: 3

Monthly Count

- April: 9
- May: 25
- June: 27
- July: 28
- August: 33
- September: 29

Work Order Report: April-September 2020
Property Maintenance/Code Violations

159 Work Orders

Status
- Submitted: 3 (1.9%)
- Received: 26 (16.6%)
- In Progress: 6 (3.6%)
- Resolved: 122 (77.7%)

Top 5 Work Orders

- Unsightly Yard: 45
- Other: 35
- Construction / Building without a Permit: 33
- Nuisance or Blighted Property: 21
- Illegal Dumping: 8

Work Order Report: April-September 2020
Property Maintenance/Code Violations

21.3 Average Days to Resolve

Average Days to Resolve

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Days to Resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>28</td>
</tr>
<tr>
<td>May</td>
<td>25.4</td>
</tr>
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<td>June</td>
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<td>18.8</td>
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<tr>
<td>August</td>
<td>14.4</td>
</tr>
<tr>
<td>September</td>
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</tr>
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</table>

Average

Trendline

Monthly Count

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<td>30</td>
</tr>
<tr>
<td>July</td>
<td>41</td>
</tr>
<tr>
<td>August</td>
<td>30</td>
</tr>
<tr>
<td>September</td>
<td>32</td>
</tr>
</tbody>
</table>

Trendline

Work Order Report: April-September 2020
Road Maintenance

220 Work Orders

Status
- Submitted: 2.3%
- Received: 7.3%
- Resolved: 90.4%

Top 5 Work Orders

- Pothole: 115
- Street Sweeping: 37
- Other: 33
- Street Grading: 11
- Signage: 6

Work Order Report: April-September 2020
Road Maintenance

15.3 Average Days to Resolve

Average Days to Resolve

Average

Trendline

Monthly Count

Trendline

Work Order Report: April-September 2020
353 Work Orders

Status

- Submitted: 11.3%
- Received: 0.6%
- Resolved: 88.1%

Top 4 Work Orders

- Missed Trash or Recycling Pickup: 258
- Trash or Recycling Repair or Replacement: 63
- Other: 23
- Special Service / Commercial Pickup: 5
Trash and Recycling

Average Days to Resolve

Average Days to Resolve

Average

Trendline

Monthly Count

Work Order Report: April-September 2020
524 Work Orders

Status
- Submitted: 16 (3.1%)
- In Progress: 38 (7.7%)
- Received: 464 (88.7%)

Top 9 Work Orders

- Drag Racing / Mufflers: 36
- Signage: 35
- Illegal Dumping: 32
- COVID-19 Issue: 27
- Abandoned Vehicle: 26
- Transit Driver: 24
- Homeless Camp: 20
- Overhead Streetlight: 12
- Noise: 9

Work Order Report: April-September 2020
Work Order Report: April-September 2020

Average Days to Resolve

Average: 7.7

Monthly Count

Trendline