



Transportation Division

3275 Akers Drive ♦ Colorado Springs, CO ♦ 80922
 (719)520-6460 ♦ FAX (719)520-6879 ♦ <http://adm.elpasoco.com/Transportation>

EL PASO COUNTY SERVICE REQUEST - ACTION REPORT

December 2011 SERVICE REQUESTS							
Type of Work	Closed	Open	Total Requests	YTD Request	YTD Open	Closed	% Closed
Sign/Signals	9	18	27	595	52	543	91%
Grader Work	0	19	19	456	45	411	90%
Pot Holes/Patch	0	6	6	421	13	408	97%
Dead Animal Pickup	2	2	4	198	3	195	98%
Illegal dump in R.O.W.(trash)	2	5	7	189	6	183	97%
Drainage	1	1	2	179	26	153	85%
Tree Trim	0	0	0	117	15	102	87%
Sweeper	0	0	0	54	0	54	100%
Adopt a Road (trash pick up)	0	0	0	48	0	48	100%
Concrete/C/G and Sidewalk	0	0	0	30	0	30	100%
Crack Sealing	0	0	0	23	3	20	87%
Mowing	0	0	0	22	2	20	91%
Shoulder Work	0	1	1	21	3	18	86%
Mail Boxes	3	0	3	19	0	19	100%
Signs in ROW	0	0	0	17	1	16	94%
MISC.	0	0	0	15	1	14	93%
Guard Rail	0	0	0	10	2	8	80%
Traffic Counts	0	0	0	10	1	9	90%
Contractor	0	0	0	9	0	9	100%
Eng Review	0	0	0	9	3	6	67%
Bridge Repair	0	0	0	8	0	8	100%
Misc. Fence	0	0	0	7	1	6	86%
Dust Control	0	0	0	4	0	4	100%
Sand Barrels	0	0	0	4	0	4	100%
Engineering Design Related	0	0	0	3	1	2	67%
Striping	0	0	0	3	0	3	100%
(ENG) DRAINAGE INSPECTION	0	0	0	2	2	0	0%
Blade Patch	0	0	0	2	0	2	100%
spray weeds	0	0	0	2	1	1	50%
Washout	0	0	0	2	0	2	100%
Snow fence	0	0	0	1	0	1	100%



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SUMMARY BY MONTH 2011

Month	# Requests	External Only:		Internal Only:	
		2010 # Requests	2011 # Requests	2010 # Requests	2011 # Requests
January	158	187	104	113	54
February	144	213	95	144	49
March	231	311	182	214	49
April	263	313	184	236	79
May	208	299	142	233	66
June	236	270	161	186	75
July	221	306	155	237	66
August	303	347	230	250	73
September	288	268	203	196	85
October	208	268	140	196	68
November	151	191	107	138	44
December	69	176	47	132	22
Total for Year	2480	3149	1750	2275	730
YTD Closed	2299				
YTD Open	181				
Total Open 2010	13				

Customer Service Survey Report NOVEMBER 2011

How many surveys have been sent out: (YTD)

Count Survey Cards sent	290	
Count Cards returned	146	50%

1.) How would you rate the person who took your call?

1	1	1%	POOR
2	2	1%	
3	2	1%	
4	21	15%	EXCELLENT
5	104	71%	
Via Email	16	11%	
Grand Total	146	100%	

2.) Was the problem taken care of in a timely manner?

YES	121	83%
NO	25	17%
Grand Total	146	100%

3.) How would you rate the overall work performed?

1	11	8%	POOR
2	6	4%	
3	15	10%	
4	29	20%	EXCELLENT
5	85	58%	
Grand Total	146	100%	