



www.AndoverMa.gov/311



- Andover Central, or the town's centralized customer service management program, is one way of measuring our interactions with the town's residents, businesses, and visitors
- There are two pathways for case management: self service and staff entry
 - The majority of service requests are through self service – a user inputting information on their own
 - All staff members are trained to enter service requests through our case management system to reduce the transfer of callers – our approach is to have a single point of contact
- Some departments are “power users” – utilizing the system as a work process management system
- Improvements are needed surrounding: integration and awareness of the system
- There are 87 cities and towns in the country with a 3-1-1 call service, only six Massachusetts communities have this service – Andover is the only town in Massachusetts



Availability of Data

- Monthly Activity, Most Submitted Requests, and Response Time are all available in real time on the town's data portal – Andover Data
- In addition to our Customer Service data, Andover Data also features department specific performance and activity statistics by year.



Department of Public Works Data

Table

Highway Department

Year	Miles of Streets Resurfaced	Feet of Curbing Constructed	Catch Basins Cleaned	Catch Basins Repaired	Storm Drains and Culverts Cleaned	Storm Drains and Culverts Repaired	Snow Storms	Winter Storm Treatments
2020	8.3	2,750	1,880	74	137	7	5	21
2019	14.5	3,576	815	35	35	15	3	22
2018	7.2	1,983	852	38	43	13	6	26
2017	6.8	2,200	901	42	40	10	8	23

Solid Waste & Recycling

Year	Residential Trash	Residential Paper (Mixed)	Glass / Plastic / Aluminum	Leaves and Grass Clippings Composted	Total Tonnage
2021	10,639	2,661	667	6,980	20,947
2020	10,282	2,501	625	6,980	20,388
2019	9,695	2,513	628	6,860	19,696
2018	9,772	2,658	664	6,750	19,844

Water Treatment and Distribution

Year	Gallons of Water Treated	Average Daily Gallons Pumped	Maximum Day	Water Main Breaks Repaired	Hydrants Repaired	Hydrants Replaced	Hydrants Inspected and Serviced	Hydrants Flushed
2021	2,727	7	14	16	51	52	143	663
2020	3,027	7.92	14.71	24	39	1	179	268
2019	2,627	7.2	12.64	26	27	9	212	513
2018	2,584	7.08	12.98	19	34	11	252	516

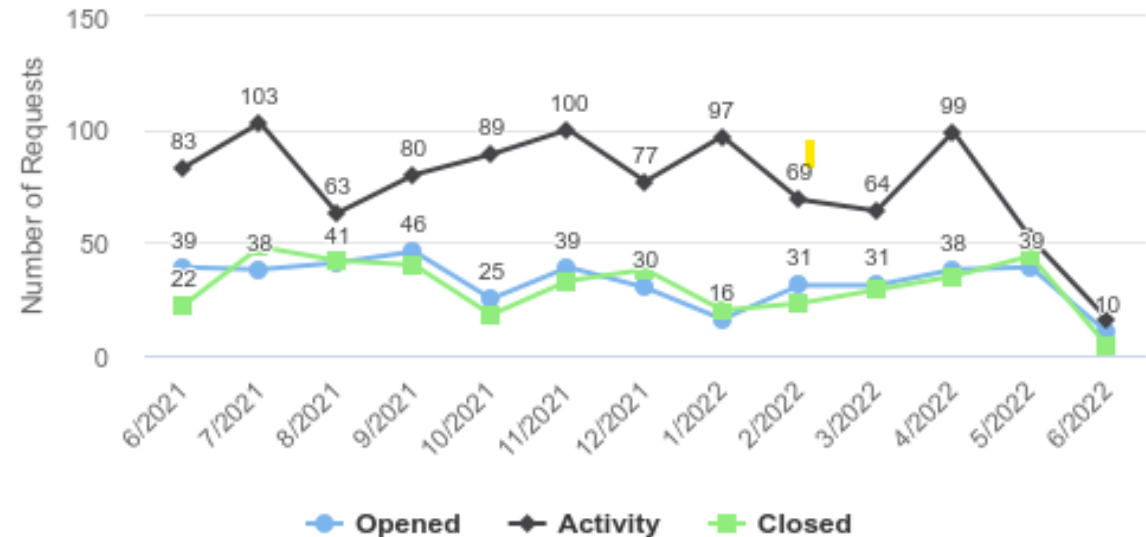
Note: Water gallons are in Millions

Month	Requests for Service	Department Activity
June	39	83
July	38	103
August	41	63
September	46	80
October	25	89
November	39	100
December	30	77
January	16	97
February	31	69
March	31	64
April	38	99
May	39	52
Average	34	81

- An average of 34 requests per month are processed through Andover Central, our online resident customer service management program
- This results in an average of 81 departmental actions or case management activity per month

Monthly Activity

This report shows Service Request activity month by month, separated by requests that have been opened, that have had activity and that have been closed.

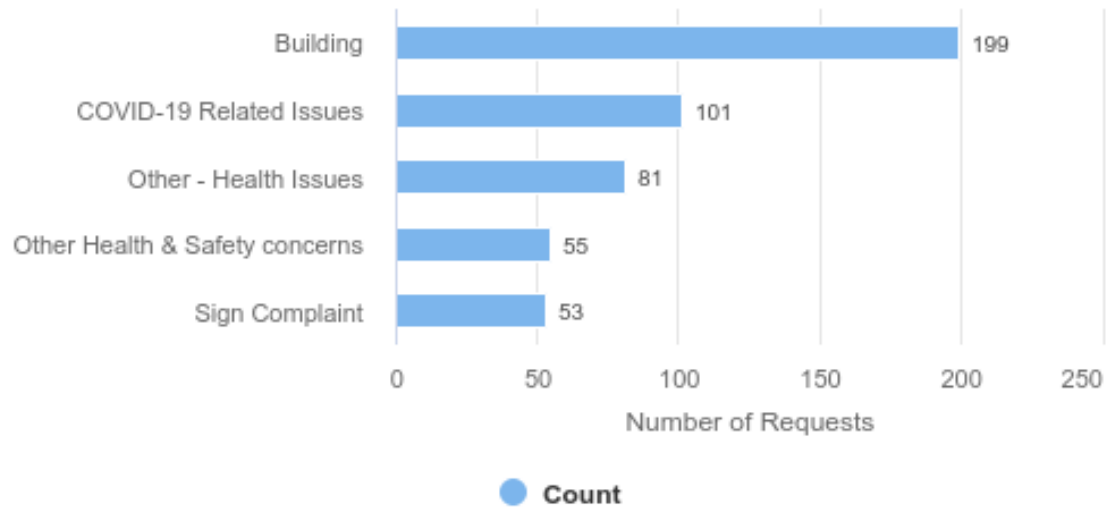


Top 20 Service Requests

Request Type	Count
Building	199
COVID-19 Related Issues	101
Other - Health Issues	81
Other Health & Safety concerns	55
Sign Complaint	53
Tenant Inspection Request	48
Pothole	39
Missed Pickup	38
Sick or Dead Tree	33
Trash in Yard	31
Discolored cold water	28
Zoning Complaint	23
Tree/Branch Down	20
Alterations	16
Public Works Department	16
Tree-Other	16
General Sanitation	14
Unsafe Condition	14
Other	13
Other - Food Issues	13

Most Submitted Request Types

This report shows the count of requests by request type.



Response Time - Requests June, 2021 to Present	
0-7 Days	51%
8-14 Days	11%
15-30 Days	11%
Over 30 Days	22%
Not Yet Closed	5%

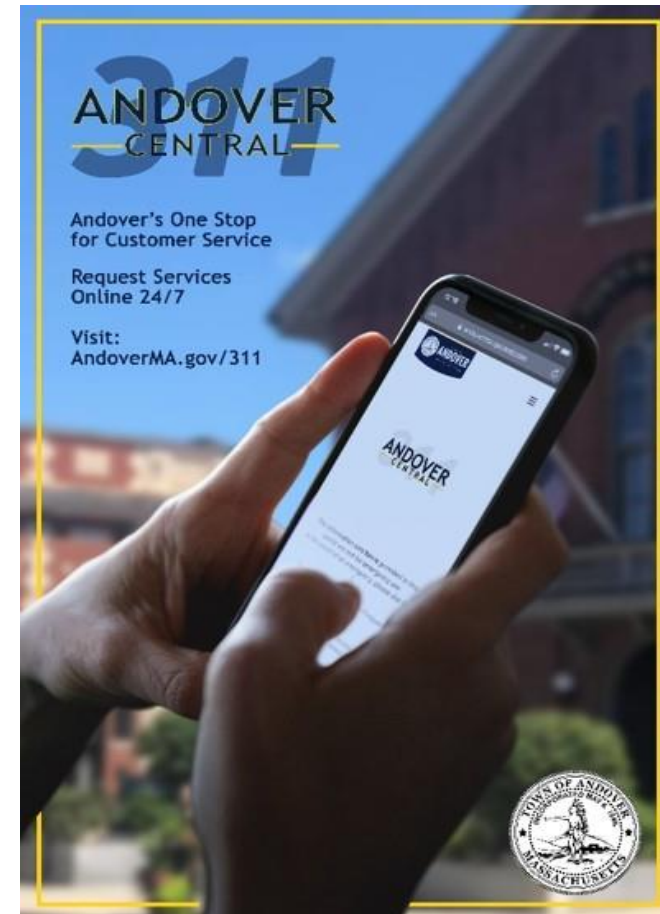
- *Most requests are closed within seven days*
- *Requests within the 8–14-day completion period are typically more complex calls for Health or DPW that require planning and scheduling*
- *23% of pothole complaints are addressed within 7 days, 55% fall within the 15-30 or over 30-day category, this can be a weather dependent service request*

Each service request is connected to a service level agreement or - SLA - which dictates its required minimum response time. This ranges from 24 hours for information requests, to three weeks for potholes.

If a response time exceeds the SLA, it is escalated to the Department Head. The next escalation step is the Town Manager’s Office



Promotion of the Town's Resources



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