



CITY OF HOUSTON
Administration and Regulatory Affairs Department
Strategic Purchasing Division

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SUBJECT: Letter of Clarification 1

REFERENCE: Request for Proposal No.: **S37-T23345** for Citizen Relationship Management
Solution to Upgrade the City of Houston 3-1-1
Helpline

TO: All Prospective Proposers:

• **This Letter of Clarification is issued for the following reasons:**

• **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

1.0 Would the City of Houston consider a hosted application that would convert your current data, require no new hardware to be purchased, have the project implemented in approximately 90-120 days, scale to the volume you require, deliver all the functionality you require, minimize pre and post implementation IT management and cost less than other solutions with the same functionality?

ANSWER: Yes, hosted solutions are not excluded.

2.0 Is this RFP (RFQ 23370) a precursor or a qualifier to bidding for RFP S37-T23345?

ANSWER: No, each is independent of the other.

3.0 Is there a requirement to bid on both the RFP and the RFQ?

ANSWER: No.

4.0 If someone is bidding on RFQ 23370 does it prohibit them from bidding on the RFP S37-T23345?

ANSWER: No.

5.0 The entry and updating of Knowledge Base information – does that imply the editing of PDF, Word or HTML documenting from within the 311 application – or simply the importing and index of information in those formats?

ANSWER: Both, editing, importing and indexing information in PDF, Word and HTML format.

6.0 The current statistics list 48,000 calls per week – the RFP calls for capacity of 100,000 calls per week. Is this increase due to the addition of services, or simply padding to make sure the system is responsive?

ANSWER: On a regular basis, 311 help line takes about 48,000 calls per week and in emergency mode the call volume easily escalates to 100,000 calls per week. The proposed solution shall have capacity to support up to 100,000 calls per week.

7.0 Are your workflows static (the same case type will always follow the same workflow), or are they ad-hoc and depend on the case details and discretion of the CSR?

ANSWER: Yes, they are static.

8.0 Does the City currently own any business intelligence tools to use for analysis?

ANSWER: In addition to the tools built into its current Contact Center solution, the City licenses business intelligence in a number of different departments across the City, but vendors can assume that those tools are not available for purposes of your RFP response.

9.0 Is the City interested in converting all historical call and case data, or simply the current configuration and knowledge information?

ANSWER: The City is interested in converting all the data.

10.0 The number of concurrent users BEYOND the 85 – 100 call centre users?

ANSWER: Beyond 100 call center Users, the City requires a minimum of 400 concurrent Users, totaling 500.

11.0 Does the City have a document outlining the types of service requests / complaints, how these are managed etc.?

ANSWER: As of August 10, 2009, 3-1-1 Customer Service Request (CSR) Production database contained 328 Service Request (SR) Types. See attached *SR Types 081009.pdf*. See also *SRTypedef032309.doc*.

The CSR Control Panel will generate a Control Panel Report for every SR Type. The report includes description, functional parameters, restrictions, questions, participants, activities, outcomes, and interactions. However, to interpret how the SR is managed would require significant Configuration Management expertise.

To aid SR design, input into the Control Panel, and revisions, City personnel developed an in-house worksheet in a more accessible, understandable format. Approximately 40% of SR Types have been documented in this form.

12.0 Is CTI required?

ANSWER: Yes.

13.0 What is the budget and timeline?

ANSWER: The City has capital funds budgeted for this initiative however this information is not being disclosed. The actual timeline are dependent on the successful vendor's proposal.

14.0 What is the percentage of importance for the requirements?

ANSWER: The City is not disclosing percentages however the RFP indicates the factors being evaluated and they are listed in order of importance. Please see Section IV, 2.1.

15.0 Taking into account that the City of Houston uses an existing 3-1-1 system, does the City wish to replace its business processes with like processes in the new system or is there a need for some business process reengineering?

ANSWER: The existing business process is working well, however the City is open for suggestions on how to improve its processes.

16.0 Section 8.10 states that the price agreement(s) will become effective on or about March 7, 2010. Should vendors assume this is approximately when the City would contract should the project move forward? Also, can the City please provide some more detail around why there is a need to hold pricing for three calendar years? Specifically, does the City expect this to be a three year implementation?

ANSWER: The City expects to award a contract early 2010. We do not expect this to be a three year implementation. The three year price list referenced in the RFP is standard City boilerplate information. However, pricing for the term of the contract will be negotiated with the recommended proposer.

17.0 Outside of user training for the use of a new application, is there any "operational training" required? For example, is there a desire to train the call center staff on best practices for call handling? Call center management, etc? Some cities have engaged City council in executive dashboard training which discusses best practices for reporting and how they can use the system to interact with their constituents.

ANSWER: No. No. No. Vendors are encouraged to propose training programs for Elected Officials, department executives and management teams.

18.0 Does the City have a preference for the project being managed by a system integrator?

ANSWER: No, the City does not have any preference. The selection will be made in accordance to the evaluation criteria.

19.0 Can the City provide a list of all departments that the current call center takes call for?

ANSWER: The 311 help line takes calls from 23 City departments. They are as follows:

- Administration and Regulatory Affairs
- Affirmative Action and Contract Compliance
- Houston Aviation Systems
- Citizen's Assistance Office
- City Secretary
- Convention and Entertainment
- Finance Department
- Houston Fire Department
- General Services
- Health and Human Services

- Housing Department
- Houston Emergency Center
- Human Resources
- Information Technology
- Legal
- Library
- Municipal Courts Administration
- Municipal Courts Judicial
- Parks and Recreation
- Planning and Development
- Houston Police Department
- Public Works and Engineering
- Solid Waste Management

20.0 Is the City currently under a support and maintenance contract for its current CSR system and is there any plan to alter this arrangement over the next 12 months?

ANSWER: The support and maintenance contracts are two separate contracts by the City for its current CRM system. The City will be altering the support contract in the next 12 months.

21.0 Does the City have funding for this project? If so, over what fiscal period?

ANSWER: Yes, the City has capital funds budgeted for this project. Funding for this project will be appropriated during contract award.

22.0 There is no mention of Change Management efforts in the RFP as part of the scope of work, are we to assume that the City will be handling this item?

ANSWER: The City will take leadership in any change management efforts. The Vendor must submit the change request in writing including the time and cost associated with it. It must be approved by City management before the changes are authorized.

23.0 From the RFP it appears that the City has replicated data centers. Does the City require that the solution be deployed in both data centers, and that both copies of the application be usable at the same time, as in an Active – Active architecture as opposed to an Active – Passive or fail-over architecture. We believe that for a city the size of Houston, and one that is prone to Disaster Recovery and Hurricane situations an Active – Active architecture is most appropriate.

ANSWER: The City is interested in deploying a disaster recovery solution that will survive IKE-like events. To that end, we encourage vendors to propose disaster recovery solutions that deliver the greatest value for the City. Vendors should feel free to propose more than one alternative.

24.0 Can the City supply a network diagram of the current configuration, especially if the City is asking for a load balanced solution?

ANSWER: While network security constraints make it impossible to provide a detailed diagram of the City's network configuration before a contract is awarded, we have included a high-level diagram (see attachment) which should provide sufficient detail for planning purposes.

25.0 Is it correct to assume that all functionality will be available should one data center become unavailable?

ANSWER: Yes.

26.0 Can the City please provide their understanding of the terms: Service Request, Case, Incident, trouble ticket, open call?"

ANSWER: The definitions are as follows:

Service Request (SR): an individual request for specific city services (like pothole repair or synchronization of a traffic signal). A system-generated, unique identifier number assigned to a Service Request throughout its life cycle enables tracking from start to finish.

Case, as in Case Management: a complex project that may contain multiple activities, handle concurrent action tracks, offer business-based rules, and/or generate variable-replacement-based correspondence. See RFP page 19, section 3.2.

Incident: in the Functional Requirements tab, synonymous and interchangeable with Service Request

Trouble Ticket: in the Functional Requirements tab, synonymous and interchangeable with Service Request

Open Call: in the Functional Requirements tab, synonymous and interchangeable with Service Request, particularly one in "Open" Status (i.e., incomplete; not fulfilled)

27.0 Can the City please confirm their desire to run the application using MS SQL Server 2005 as is currently in use per paragraph 4.3.4?

ANSWER: The current solution is running Oracle 9i. The City has a preference for MS SQL Server, based primarily on cost, but is willing to consider other solutions.

28.0 Can the City please describe their requirement for a COTS product as providing source code of the product is uncommon practice?

ANSWER: Placing the source code for a commercial off-the-shelf solution into an escrow account is a common City practice that provides a measure of protection should the vendor discontinue support for the product, file for bankruptcy, and/or be unable to meet their contractual obligations.

29.0 Can the City define a "bilateral platform"?

ANSWER: This is a typographical error. The word "bilateral" shall be replaced with the word "bidirectional". Therefore, "CRM.requirement.cost.matrix.xls", tab 'Technical Requirement', cell \$B\$24 (#20 under Software section) now reads as follows:

"The System must be able to interact with the current interfaces bi-directionally".

30.0 Can the City clarify what is meant by "Does the system have capabilities validating instruction sheet?"

ANSWER: This is a typographical error. Please disregard this statement. #23 under General Requirement section in the Functional Requirements will be deleted.

31.0 Can the City clarify what is meant by "Is the system able to capture secure all incidents by Customer Support Representative (CSR), CSR manager, user or role?"

ANSWER: #30 in the Functional Requirements shall be revised to read as follows:

Is the system able to capture secure (i.e., record as read-only and display on demand) all changes in data fields (i.e., text added and removed) in Service Requests, whether changed by Customer Support Representative (CSR), CSR manager, user, or role?

32.0 In the Submittal Form (page 45 of 60), the Notary Public that verifies the signature of the signee needs to indicate which County they are from in Texas. Will an out of state notary be acceptable?

ANSWER: Yes.

33.0 Can the City provide an example of what they are trying to determine from "What approach do you take to provide "live" web page without reloading them?" Is the City asking if Ajax or similar technology is being used?

ANSWER: Yes. The City would prefer a more interactive web application that will allow Citizens to share photos, video and messages in real-time. Using Ajax or similar technology will increase web pages interaction and better quality of Web services due to the asynchronous mode.

34.0 Can the City explain the rationale of the difference of calls per week received by Houston 311 in the 2 locations it appears: 2.5 Background "At the present time, the call center answers over 48,000 calls per week" and Technical Requirement 33: "System shall support at least an estimated call volume of up to 100,000 calls per week"

ANSWER: On a regular basis, 311 help line takes about 48,000 calls per week and in emergency mode the call volume easily escalates to 100,000 calls per week. The proposed solution shall have capacity to support up to 100,000 calls per week.

35.0 What application(s) currently run the City's 3-1-1 system?

ANSWER: Please see attached "Telephony & Applications tRT_081409.doc".

36.0 Is there an entity currently managing the present 3-1-1 systems? If so, whom?

ANSWER: Yes, a company named Perficient is currently providing support services.

37.0 How many initial users will be using the new CRM solution?

ANSWER: Beyond 100 call center Users, the City requires a minimum of 400 concurrent Users, totaling 500.

38.0 What is the anticipated end state number of users using the new CRM solution?

ANSWER: About 3000 users within the next 5 years.

39.0 How many departments will be supported by the new CRM solution?

ANSWER: Please see response to question number 21.

40.0 How will different departments share data? (i.e. Will all departments have visibility to all cases?)

ANSWER: The departments will not have visibility to all cases. The majority of the departments will have read only visibility to cases outside their area. Some Service Request (SR) Types will be private.

41.0 Are there any 3rd parties or external agencies that will need access to the systems and data?

ANSWER: Some third parties can access the data but it will be limited access.

42.0 Does the system need to deal with multiple currencies?

ANSWER: No.

43.0 Is there a need for multi-language capability?

ANSWER: No.

44.0 Will users need mobile access to the new CRM solution?

ANSWER: Yes.

45.0 Is there an estimate of the required storage capacity for the new system?

ANSWER: The existing 3-1-1 database size is about 300GB + 10 GB of images.

46.0 Are all of the standard business processes which govern the flow of request data clearly defined or will there be work required to define the business processes? An example would be how a request is routed, how long until it is escalated, whom it is escalated to, the criteria necessary to close etc.?

ANSWER: Each Service Request (SR) Type reflects the routing and business process appropriate for the concern to be addressed, including typical conditions, tasks, and results. It is possible that various 'owner' groups will review existing workflow to take advantage of new system features. In those cases, SR conversion will be collaborative, rather than a straight, mechanical conversion. Currently, neither escalation time nor point is defined in any SR Type.

47.0 Are there any unique business processes that will need to be defined and handled by the system? This could include crisis management etc.

ANSWER: 3-1-1 Houston Service Helpline becomes the designated focal point for media and citizens during a citywide crisis, particularly major weather events. All Helpline employees are designated as essential personnel; when activated by the Mayor, the call center will 'stand up' in emergency mode and operate 24-hours/day (12-hour shifts) until released by the Mayor. If authorities declare an evacuation, the call center will activate a group of SRs to provide transportation to individuals from the designated zone, persons with special medical needs, and

group residences. As conditions change, staff may revise recorded messages to inform callers in queue.

Call volume surges; on September 11, 2008, one day before Hurricane Ike landfall, 3-1-1 Helpline received 18,114 calls. In contrast – when released by the Mayor (about 12 hours before landfall), staff recorded a unique greeting for the occasion and the Helpline closed.

Occasionally, citizens call 3-1-1 when a situation merits emergency response. Call-takers hot-transfer those calls to 9-1-1 via direct tie line.

48.0 How many unique customers or citizens is the system expected to maintain?

ANSWER: The estimated population of Houston is 2.24 million (January 1, 2009). The system is expected to maintain all who call. Currently, CSR contains 800,000 customer records.

49.0 Do you expect to conduct mass or selective communications with customers (i.e. citizens) of the system?

ANSWER: Yes, both of them.

50.0 How will other legacy systems be expected to interact with the new system, batch or real time?

ANSWER: Both.

51.0 What is the knowledge base currently built on? What application runs the knowledge base?

ANSWER: CSR Information Reference. It is a module inside Motorola CSR.

52.0 How much data needs to be migrated?

ANSWER: We may not need the old (current) GIS map layers, as long as we replace all the layers with new data. Some Service Request Types are routed based on Geotag, so the new system will require whatever supports that functionality.

Besides that exception, the answer remains, "All of it."

53.0 Does the previous system(s) have an Application Programming Interface (API) nterface?

ANSWER: No, but City would like to have it.

54.0 Is there data cleansing that needs to be done?

ANSWER: Yes.

55.0 Please describe your current list of standard reports?

ANSWER: See attachment: StandardReports.doc

56.0 Are any analytics currently being used? If so, please detail?

ANSWER: No. The vendors are encouraged to propose.

57.0 Questions Indexed to specific RFP section

SFDC and E-GIS (arc-gis server 9.3)

Where is the E-GIS system hosted?

ANSWER: The servers and SAN are located at the Houston Emergency Center on North Shepherd and some servers will be relocated to the 1400 Lubbock Center, once the ITD move of the DMZ is completed. The systems will utilize some load balancing and failover services.

58.0 Is it behind the City firewall?

ANSWER: Yes, although we do maintain an SDE server in the DMZ that can be used for external access and data exchange. We also have publicly accessible ArcGIS Server services that can be accessed via the Internet.

59.0 Does data get sent to Arcgis to be displayed by it?

ANSWER: Yes, all GIS data gets sent to ArcGIS to be displayed. We do use a number of ESRI products that participate in the management of data for display. You may need to be more specific about this question.

60.0 Is there a current CTI system being used?

ANSWER: Yes, Genesys.

61.0 What does document imaging entail?

ANSWER: In the context of RFP section 3.2 Case Management, document imaging includes scanning received correspondence and/or other relevant documents, saving outgoing correspondence, unified storage, and association with case; thus, rendering all case documentation virtually accessible from the case itself.

62.0 How big do these documents get to be?

ANSWER: Typically, one page. Occasionally, 20 to 30 pages.

63.0 What online directories will the knowledge base integrate with? Will it be batch or real time?

ANSWER: The City is migrating rapidly to Active Directory and vendors should plan on using Active Directory to provide directory services.

It will be both batch and real time based on the information type.

64.0 How must data be provided to enable 3rd party reporting engines? Are excel spreadsheets adequate? Or is it .csv files?

ANSWER: The City desires:

- A standard way for an end-user to export the results of a query/report to MS Excel or MS Access
- The ability to create custom reports without vendor involvement
- The ability to “share” data with a reporting package.

65.0 Page 11, Section 12.0 Insurance Requirements. Do we have to submit an insurance certificate with our response or only upon award?

ANSWER: Only upon award. The insurance requirement is provided for your review and to ensure that you are aware of the City’s insurance requirements.

66.0 Page 20, Section 3.3 Knowledge Base. Items 3.3.5 and 3.3.6 appear to be incomplete or missing information.

ANSWER: This was a typographical error. Please delete Line 3.3.6, line 3.3.5 shall now read:

“Integration with City’s online directories (employees, services, and departments)”

67.0 In reference to the telephony equipment in the City, please provide the model #'s, modules being used and software versions on the Avaya and Cisco equipment that will be used in the 3-1-1 call center. Is Avaya also replacing the Genesys system?

ANSWER: Yes. Please see attached “Telephony & Applications tRT_081409.doc”.

68.0 Please explain the telephony setup in the call center and how you envision the CRM system integrating with the Avaya system. Will you be using the Avaya soft phone controls or will you accept vendor solutions that provide similar functionality built into their system?

ANSWER: We will consider both options. Please provide your recommendation in your RFP response.

69.0 Please provide the manufacturer, model # and versions on the IVR system being used by the City?

ANSWER: The information is as follows:

1. Avaya S8720 CM Release 4.0
2. Avaya Call Center Elite Release 4.0
3. Avaya IR Release 3.0
4. Avaya AES Release 4.2
5. Avaya Call Management System
6. Avaya Contact Center Express Release 3
7. Verint Impact 360 Workforce Optimization Release 7.8

70.0 Please provide the manufacturer, model # and versions of the screen reader software the City expects to use for the visually impaired.

ANSWER: Currently, the City is not using any software for visually impaired. However recommendation with your RFP response will be considered.

71.0 Page 25 Section 4.4 Current City Network Environment – please explain what the City is requesting in a network quality review?

ANSWER: The City would like to know the impact your proposed solution will have on our network.

72.0 Page 28, Section 4.7 Training. This section identifies several training classes the City is requesting. Please provide how many people you are expecting the vendors to train for each of these classes and are you looking for train-the-training style of classes?

ANSWER: Please see below:

- 1 Project Team Training: 25
- 2 End-User Training tools and software: 100
- 3 Configuration Manager Training: 12
- 4 Technical staff Training: 12
- 5 Train-the-Trainer Training: 12
- 6 Help Desk Training: 12

73.0 Does the EGIS provide a pre-defined ESRI locator service specific to their Address Database that can be integrated with the Vendor application?

ANSWER: Yes, we have a suite of locators that can be used to address different requirements. These can be connected to as ArcGIS Server services, or through ArcCatalog. We can guide the vendor through the connection process.

74.0 Is the EGIS data versioned and contain a global id for use with ESRI's Database Replication tools?

ANSWER: Most of the data is versioned and contains a GUID and sometimes also, a separate, unique identifier specific to the City Of Houston (and not manipulable by the ESRI software).

75.0 Is the EGIS using SQL Server spatial data types?

ANSWER: No, not at this time. We're using SDE and SQL Server 2005 that we're planning to migrate to SQL Server 2008 in the near future. At that time, we will make a decision as to whether to use the SQL Server spatial data types.

76.0 Technical Requirements spreadsheet, item #20 – Please explain this requirement “System should support bilateral platform.

ANSWER: *Please refer to answer number 15 above.*

77.0 The requirements matrix requests vendor comments to be inserted into the comments column. Some of the requirements request copies of reports, diagrams, etc. and they are not suitable for inserting into the comments column. Is it acceptable to reference a particular section or attachment that contains the information requested?

ANSWER: Yes.

78.0 Functional Requirements matrix, items 150 & 151. Please explain how you want to identify and process high risk customers?

ANSWER: The City will identify high-risk customers.

79.0 Functional Requirements matrix, item 162. Please provide a list of the City online directories and what technology they are deployed with for integration to the Knowledge Base?

ANSWER: The City is migrating rapidly to Active Directory and vendors should plan on using Active Directory to provide directory services.

80.0 Functional Requirements matrix, Web Self Service Capabilities section. Does the City currently allow customers or citizens to register on their web site?

ANSWER: No.

81.0 RFP, Section III, Proposal Outline and Content, pages 32-34. Appears to be a conflict in proposal outline responders are to follow. Shows sections 1 through 8, but section 8 shows a different outline. Our assumption is to have sections 1 through 8 and section 8 will contain all the documents. Please clarify the proposal outline.

ANSWER: Section 8, page 33 simply repeats what is in sections 1 through 7 on pages 32 and 33 and also adds additional items that are to be included in your response packet. Please follow the steps in section 8.0 and include the information requested.

82.0 In the Technical Requirements section of the RFP the first requirements is that the solution is to be 'designed in a 3-tier client/server architecture'.

ANSWER: Yes.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the proposers to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this solicitation.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me

Sincerely,

DM

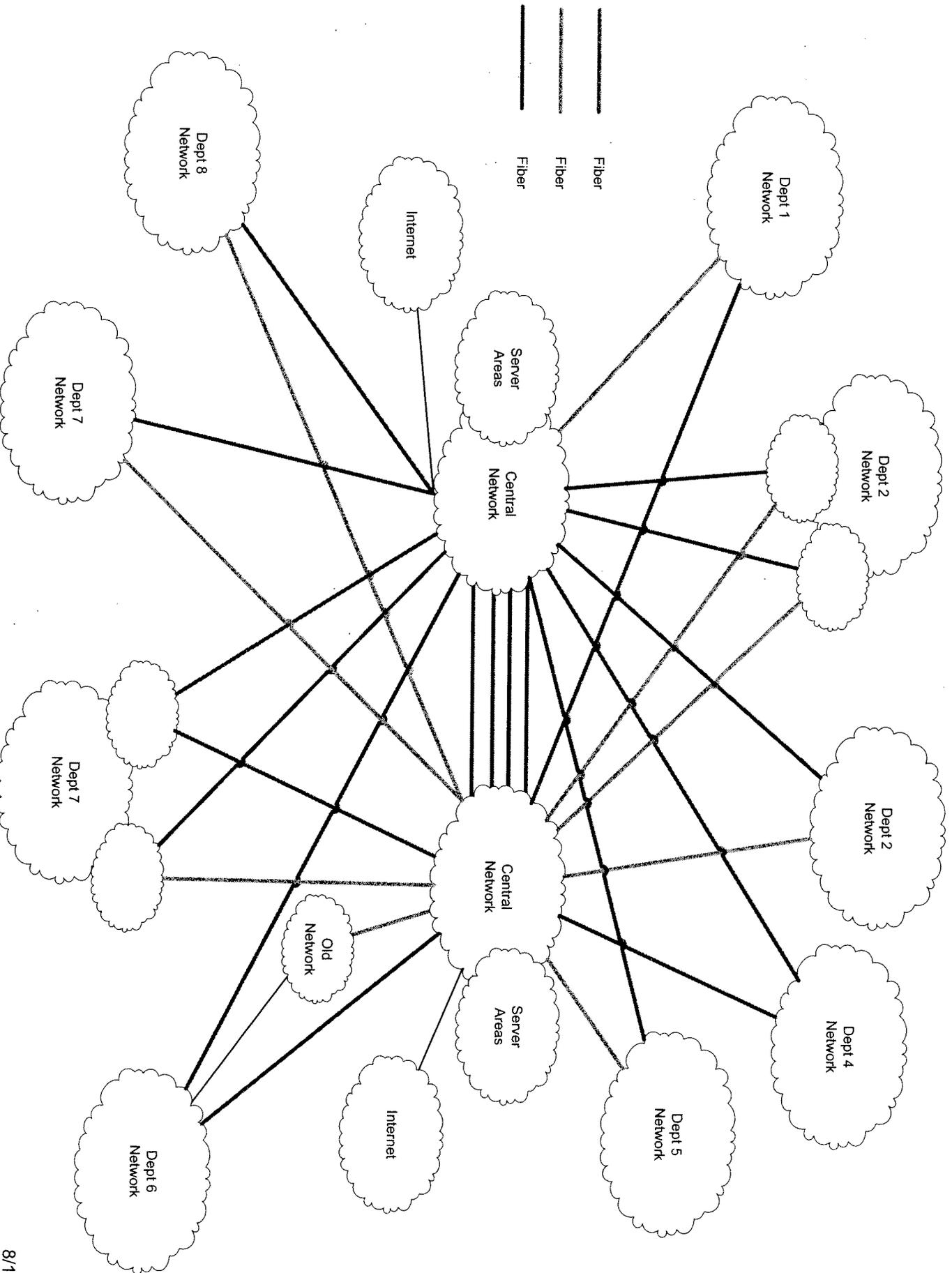

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Attachments: Visio-City Network.pdf
SR Types.pdf
SR TypeDef032309.doc
Standard Reports.doc
Telephony & ApplicationstRT081409.doc

cc: T23345 Solicitation File

End of Letter of Clarification 1

City Network



Service Request Types

Report Date Aug 10, 2009

Description	Code
311	311GEN
311 Check Address/Key Map	311CKADD
311 Employee Complaint	311ECOMP
CNL - District H - CARES Project	CNLDHCAR
E&C - General Miscellaneous	ECREGENE
E&C - Project Information	ECPRJINF
E&C - Reported Damage	ECPROPER
E&C - Restoration	ECRESTOR
GSD - Parking Meter	GSDPKMET
GSD Graffiti - City	BSDGRFCT
HCD HOPE Applicant Process Status	HCDAPPST
HCD HOPE Approved Applicants	HCDAPRVD
HCD HOPE Good Neighbor Next Door Program	HCDGNNDP
HCD HOPE Homebuyer Assistance Program	HCDHOMEB
HLT Air Pollution	HLTAIRPO
Heat Emergency	HEATEMER
METRO Bus (Group)	METRBUSG
METRO Evacuation Transportation	MEVCTRAN
METRO Lift	METRLIFT
METRO Mini-Bus	METRMBUS
METRO Not Verified	METRNTVR
METRO Pet Friendly Bus	METPFBUS
METRO School Bus	METRSBUS
METRO Shared Ride Van	METRSHRV
METRO Yellow Cab	METRYCAB
MYR 311	MYR311
MYR 911	MYR911
MYR AAD	MYRAAD
MYR ARA	MYRARA
MYR AVA	MYRAVA
MYR CAO	MYRCAO
MYR CEF	MYRCEF
MYR CNL 1	MYRCNL1
MYR CNL 2	MYRCNL2
MYR CNL 3	MYRCNL3
MYR CNL 4	MYRCNL4
MYR CNL 5	MYRCNL5
MYR CNL A	MYRCNLA
MYR CNL B	MYRCNLB
MYR CNL C	MYRCNLC
MYR CNL D	MYRCNLD
MYR CNL E	MYRCNLE
MYR CNL F	MYRCNLF
MYR CNL G	MYRCNLG
MYR CNL H	MYRCNLH
MYR CNL I	MYRCNLI

Service Request Types

Report Date Aug 10, 2009

Description	Code
MYR Communication	MYRCOMMU
MYR Corporate	MYRCORPO
MYR F&A	MYRFA
MYR FIN	MYRFIN
MYR GSD	MYRBSD
MYR HCD	MYRHCD
MYR HEC	MYRHEC
MYR HFD	MYRHFD
MYR HLT	MYRHLT
MYR HPD Chief	MYRHPDCH
MYR HR	MYRHR
MYR IT	MYRIT
MYR Invitation	MYRINVIT
MYR LGL	MYRLGL
MYR LIB	MYRLIB
MYR MCA	MYRMCA
MYR MCJ	MYRMCJ
MYR NPC	MYRNPC
MYR Opinion/Suggestion	MYROPINI
MYR P&D	MYRPD
MYR PR	MYRPR
MYR PWE DIR	MYRPWEDI
MYR Public Safety	MYRPUBSF
MYR SWM	MYRSWM
MYR Thank You	MYRTHANK
NPC - Boarding House	NPCBRDIN
NPC - Dangerous Building	NPCDANBD
NPC - Graffiti - Private Property	NPGRAFPF
NPC - Heavy Trash Violation	NPCHYTRV
NPC - Junk Motor Vehicle	NPCJNKMV
NPC - Minimum Standards	NPCMINS
NPC - Nuisance	NPCNUISA
NPC Graffiti - AT&T	BSDGFATT
NPC Graffiti - CenterPoint	BSDGRFCP
NPC Graffiti - Harris County Flood Control District	BSDGRFHC
NPC Graffiti - METRO	BSDGRMET
NPC Graffiti - Paint Request	NPCGRPNT
NPC Graffiti - Railroads	BSDGRRRD
NPC Graffiti - Schools	BSDGFSC
NPC Graffiti - TXDoT	BSDGFDOT
OEM Medical Evacuation	OMEDEVAC
PD Building Permit Information	PDSDCERU
PD Code Violation	PDSDCECO
PD Inspection Status	PDSDCERU
PD Plan Review Status	PDSDCERU
PR Amenity New	PRAMENI1

Service Request Types

Report Date Aug 10, 2009

Description	Code
PR Amenity Repair	PRAMENIT
PR Ballfield Maintenance	PRBALLF1
PR Break-in Building	PRBREAKI
PR Clean Pavilion/Restroom	PRCLEANP
PR Court Surface Repair	PRCOURTS
PR Dead Animal	PRDEADAN
PR Drainage Poor	PRDRAINA
PR Dugout Repair	PRDUGOUT
PR Electrical Hazard	PRELECTR
PR Fence Repair	PRFENCER
PR Fountain Repair	PRFOUNTA
PR Fountain Repair Urgent	PRFOUNT1
PR Graffiti	PRGRAFFI
PR Hole in Ground	PRHOLEIN
PR Lights	PRLIGHTS
PR Litter Esplanade	PRLITTE2
PR Litter Park	PRLITTER
PR Mow Esplanade	PRMOWES1
PR Mow Park	PRMOW
PR Paint Stripes	PRPAINTS
PR Park Curb Repair	PRCURBBR
PR Park Sidewalk Repair	PRBROKE1
PR Parking Lot Pothole	PRPARKIN
PR Pest Control	PRPESTCO
PR Playground/Court Equipment	PRPLAYGR
PR Pool Fence Repair	PRPOOLFE
PR Pool Water Quality Control	PRPOOLWA
PR Portacan	PRPORTAC
PR Posts	PRPOSTS3
PR Shrub Trim	PRSHRUBT
PR Soccer Goal Repair	PRSOCCER
PR Sprinkler Repair	PRSPRINK
PR Trail Repair	PRTRAILR
PR Trash Can New	PRTRASHC
PR Tree Code Violation	PRTRECOV
PR Tree Planting	PRTREEPL
PR Tree Removal	PRTREER1
PR Tree Stump Grinding	PRTREEST
PR Tree Trim	PRTREETR
PR Water Leak Major	PRWATERL
PR Water Leak Minor	PRWATER1
PR Water Playground Repair	PRWATERP
ROW - Animal in Storm Sewer	ROWANML
ROW - Barricade - Repair	ROWBARRP
ROW - Barricade - Temporary Placement	ROWBARRI
ROW - Base Failure	ROWBASF

Service Request Types

Report Date **Aug 10, 2009**

Description	Code
ROW - Bridge Repair	ROWBRDGE
ROW - Cave-In - Street	ROWCAVE
ROW - Citation/Heavy Trash	ROWCITAT
ROW - Clean Off-Road Ditches	ROWCLORD
ROW - Clean Storm Sewer	ROWCLNSS
ROW - Curb Repair - ROW	ROWCR
ROW - Debris/Sand Removal by ROW	ROWDEBRI
ROW - Drainage System Violation	ROWSTOR1
ROW - Driveway Replacement	ROWDRWAY
ROW - Flexbeam Repair	ROWFLXBM
ROW - Flooding	ROWFLOOD
ROW - Flush Roadside Ditches/Culverts	ROWFLDCH
ROW - Grade Shoulders	ROWGRADE
ROW - Graffiti on Bridge - ROW	ROWGRAF
ROW - Herbicide Application Inquiries	ROWHERB
ROW - Icing Bridge	ROWICEBR
ROW - Icing Roadway	ROWICERW
ROW - Inlet - Missing Cover ROW	ROWINMIS
ROW - Inlet - Needs Cleaning ROW	ROWINSTR
ROW - Inlet - Rattling Cover ROW	ROWINRTL
ROW - Inlet - Repairs Needed ROW	ROWINREP
ROW - Inlet - Shifted Cover ROW	ROWISC
ROW - Install Culverts	ROWCULV
ROW - Low Area/Standing Water - ROW	ROWLOW
ROW - Manhole - Missing Cover ROW	ROWMMC
ROW - Manhole - Needs Cleaning ROW	ROWMHCLN
ROW - Manhole - Rattling Cover ROW	ROWMHRAT
ROW - Manhole - Repairs Needed ROW	ROWMNREP
ROW - Manhole - Shifted Cover ROW	ROWMSC
ROW - Mow Drainage Easement	ROWMOWDR
ROW - Mow Right of Way	ROWMOW
ROW - Pothole	ROWPH
ROW - Regrade Off-Road Ditches	ROWORD
ROW - Regrade Roadside Ditches	ROWRRD
ROW - Roadside Ditch Maintenance	ROWRSDM
ROW - Sidewalk Repair by ROW	ROWSWRPR
ROW - Skin Patch	ROWSKIN
ROW - Steel Plate in ROW	ROWSP
ROW - Storm Sewer Odor	ROWSSODR
ROW - Storm Sewer Repair	ROWSTORM
ROW - Storm System Violation	ROWSTOR2
ROW - Street Buckles	ROWSB
ROW - Street Repair	ROWSTREP
ROW - Street Resurfacing - Asphalt	ROWSRA
ROW - Street Resurfacing - Concrete	ROWSRC
ROW - Street Sweeping	ROWSTRSW

Service Request Types

Report Date **Aug 10, 2009**

Description	Code
ROW - Trees/Limbs Removed from Right of Way	ROWTREES
SE - Personal Injury	SEPERSON
SE - Spill	SESPILL
SE - Vehicle Accident	SEVEHICL
SWM - ADD A CAN CANCELLATION	SWMADDAC
SWM - Add a Can	SWMADCAN
SWM - Coll. - Missed Garbage Pickup	SWMSDPU
SWM - Coll. - Missed Heavy Trash Pickup	SWCOLHVP
SWM - Coll. - Missed Yard Waste Pick-up	SWMISSYD
SWM - Coll. - Request for Physically Challenged Pickup	SWSPCLPK
SWM - Community Outreach & Information	SWMINFOR
SWM - Community Outreach - Storm Debris	SWMCORS
SWM - Complaints - Personnel/Vehicle	SWMCOMPL
SWM - Container - Additional	SWCONADD
SWM - Container - New Resident	SWCONNEW
SWM - Container Problems	SWMCONT2
SWM - Dead Animal Collection	SWDEADAN
SWM - Dumpster Complaint	SWMDUMP1
SWM - Dumpster Permit	SWMDUMPS
SWM - ECC CONTAINER DELIVERY	SWMEXTRA
SWM - ECC Container - Pick up	SWMECCCO
SWM - New Move-In Service	SWMNEWMO
SWM - Non-Residential Coll. Service	SWNONRES
SWM - PIO-General Information Request	SWMPIOGE
SWM - Property Damage	SWMPROPE
SWM - Recycling - Missed Pickup	SWRCMPU
SWM - Recycling - Obtain/Replace Receptacle	SWRECYC
SWM - Recycling Bin/Cart Pickup	SWMRBCPU
SWM - Recycling Request for Information	SWMRECYC
SWM - Replace lost Container	SWMREPLA
SWM - Spilled Debris Clean-up	SWMSPILL
SWM - Stop Non-Residential Collection	SWMSTOP
SWM - Storm Debris	SWSTDEB
SWM - Storm Debris Ike County	SWMSDIKC
SWM - Trash Dumping - Illegal Dumpsite(s)	SWTRASHD
SWM - Unauthorized Container Retrieval	SWMUNCNR
SWM - Uncollected Service Units	SWMUNCOL
Spills at City Facilities	SPILLSAT
TT - Authorize New Barricade	INSTBRCD
TT - Flashing School Beacon - New	FLASHBN
TT - Flashing School Beacon- Repair	FLASHBR
TT - Freeway Lights Out	FREEWAYL
TT - Install New Signal	TSNEWSIG
TT - Internal Distribution	INTRNDIS
TT - Miscellaneous Engineering	MISCENG
TT - Miscellaneous Maintenance	MISCMNTC

Service Request Types

Report Date Aug 10, 2009

Description	Code
TT - Modify Existing Signal	TSAUDIBL
TT - Neighborhood Traffic Project - Application	CUTTHROU
TT - Open Records	OPENRECD
TT - Pavement Markings - New	PAVEMNEW
TT - Pavement Markings - Worn or Faded	TMPVWORN
TT - Private Signs Not Serviced	TSPRINOT
TT - Roadway Dark	ROADDARK
TT - Routine Maintenance	ADHOCMNT
TT - School Coordination - Investigation	SPZZNEFB
TT - Signal Maintenance Work Order	SIGWO
TT - Signing/Marking MC	SIGNMAIN
TT - Signing/Marking WO	SIGNMARK
TT - Speed Hump - Application	SPDHMPNW
TT - Speed Hump - Investigation	SPDHMPRM
TT - Speed Hump - Maintain	SPDHMPMT
TT - Speed Humps - Status of Previous Request	SPDHMPST
TT - Speed Zone - New	SPEEDZNE
TT - Stop Sign - New	STOPNEW
TT - Street Light - Application	STREETLN
TT - Street Light - Investigation	STLTINVT
TT - Street Light Burned Out	STLGTOUT
TT - Traffic Count Information	TRAFFICT
TT - Traffic Sign - New	TSIGNNEW
TT - Traffic Sign Maintenance	SIGNMNTC
TT - Traffic Signal Maintenance	SIGMAINT
TT - Traffic Signal Timing Synchronization	TIMESYNC
TT - Under Bridge Light Out	UBLOUT
TT - Vegetation Obstruction - Sidewalk or Roadway	VEGETATI
TT - View Obstructions - Intersection	VIEWOBST
UM - Alley Repair due to Utility Work	UMCONCRE
UM - Cave In	SWCAVEIN
UM - Cave In - Manhole	UMMANHOL
UM - Curb Repair due to Utility Work	UMCURB
UM - Driveway Repair due to Utility Work	UMDRIVWA
UM - Fence - Cyclone Repairs due to Utility Work	UMCYCLON
UM - Fence - Gate Repairs due to Utility Work	UMGATE
UM - Fence - Post Repairs due to Utility Work	UMPOST
UM - Fence - Wood Repairs due to Utility Work	UMWOOD
UM - Fire Hydrant - Downed	FHDOWN
UM - Fire Hydrant - Leaking	FHLEAK
UM - Fire Hydrant - Leaning	FHLEAN
UM - Fire Hydrant - Missing	FHMISSIN
UM - Fire Hydrant - Missing Caps	FHNOCAPS
UM - Fire Hydrant - No Water	FHNOH2O
UM - Fire Hydrant - Open	FHOPEN
UM - Fire Hydrant - Reflector	UMFHREFL

Service Request Types

Report Date Aug 10, 2009

Description	Code
UM - General Repair due to Utility Work	UMGENREP
UM - Grade Level Landscaping due to Utility Work Repair	GRDLEVEL
UM - Grass Landscaping due to Utility Work	GRASSLAN
UM - High Profile - Line - Major Main Break	HPMAJMN
UM - High Profile - Line - Out of Water	HPLNOH2O
UM - High Profile - Manhole - Missing Cover	HPMISCOV
UM - High Profile - Sewer - Excursion	HPEXCUR
UM - High Profile - Sewer - In Residence/Business	HPRESBUS
UM - High Profile - Sewer - Stoppage	HPSTOP
UM - Line - Damaged Service Line	LNDAMAGE
UM - Line - Exposed Service Line	LNEXPOSE
UM - Line - High Pressure	LNHIPRES
UM - Line - Low Pressure	LNLOPRES
UM - Line - Major Main Break	LNMAJMN
UM - Line - Minor Main Break	LNMINMAI
UM - Line - Out of Water	LNNOH2O
UM - Line - Service Leak	LNSVCLK
UM - Mailbox Repair due to Utility Work	UMMAILBO
UM - Manhole - Grade	UMGRADE
UM - Manhole - Missing Cover UM	UMMISCOV
UM - Manhole - Rattling Cover UM	UMRATCOV
UM - Manhole - Shifted Cover UM	UMSHFTCO
UM - Meter - Grade	UMMETGRA
UM - Meter Leak	UMMETERL
UM - Meter Lid	UMMETLID
UM - PUD Graffiti	UMPUDGRA
UM - Plants Landscaping due to Utility Work	PLANTS
UM - Sewer - Blockage	UMSEWBLK
UM - Sewer - Check Connection	UMSEWCHK
UM - Sewer - Excursion	SWEXCUR
UM - Sewer - In Residence/Business	SWRESBUS
UM - Sewer - Odor	UMSEWODR
UM - Sidewalk Repair due to Utility Work	UMSIDEWK
UM - Sprinkler System Repair due to Utility Work	UMSPRINK
UM - Street Repair due to Utility Work	UMSTREET
UM - Top Soil Landscaping due to Utility Work	TOPSOIL
UM - Trees Landscaping due to Utility Work	TREESLAN
UM - Valve - Cutoff for Repairs	VLVRPR
UM - Valve - Turn Back On	VLVBCKON
UM - Valve - Valve Cover Missing	VLVCOVER
UM - Valve - Valve Leak	VLVLEAK
UM - Valve- Cut off Problem	UMVLVCUT
UM Parking Lot Repair due to Utility work	UMPARKLO
Vehicle Complaint	VEHICLEC
WQ - Air In Lines	WQAIRLIN
WQ - Bad Taste	WQBADTA1

Service Request Types

Report Date Aug 10, 2009

Description	Code
WQ - Chlorine Adjustment	WQCHLOR
WQ - Oily Water	WQOILY
WQ - Particles In Water	WQPART
WQ - Water Has Color	WQCOLOR
WQ - Water Has Odor	WQODOR
WQ - Water Sickness	WQSICK

3-1-1 Customer Service Request (CSR) Types – March 23, 2009

Service Request Types	Days	Notes
E&C - General Miscellaneous	21	Concern arising from an Engineering and Construction (E&C) project (street or utility) affecting at least one block
E&C - Project Information	21	Request information about a project in the Capital Improvement Plan (CIP): 1. Status of a current project. 2. Type of project in an area. 3. Description of a project 4. Ask about a future project in an area.
E&C - Reported Damage	21	Report damage caused by an E&C project
E&C - Restoration	21	After an E&C project is completed, request an area be restored to its previous condition; i.e., replace grass where a water line project was completed months ago.
GSD Graffiti - City	10	Report Graffiti on City-owned building, and track abatement by General Services Department. Graffiti : a mischievous mark; any unauthorized form of painting, scratching, writing, or inscription that has been applied to any wall, building, fence or sign, and that is visible from other property.
GSD - Parking Meter	15	Report problems with City parking meters.
HLT Air Pollution	60	Report <u>outdoor</u> Air Pollution.
Heat Emergency	1	If the heat index reached 108 degrees on two (2) consecutive days, and the Mayor has declared an official <u>Heat Emergency</u> , create this SR to request transportation services to and from designated cooling centers . At the end of the emergency period, discontinue. See Overview Information Reference topic <u>Heat Emergency Cooling Centers</u> for a list of cooling centers.
METRO Evacuation Transportation	1	Request transportation to evacuate if officials declare an emergency due to weather conditions
NPC – Boarding House	180	Report a Boarding House: an unregulated multi-person residence that can represent safety issues to residents and/or the residents can represent a problem to the local neighborhood.
NPC – Dangerous Building	180	Report Dangerous Buildings: a Building that is open and vacant.
NPC - Graffiti - Private Property	30	Report Graffiti on private residential or commercial property

Service Request Types	Days	Notes
NPC - Heavy Trash Violation	30	Report Trash placed before 6:00 pm on Friday before scheduled day, not properly bundled, remaining after pickup, container stored in view, or improper container.
NPC – Junk Motor Vehicle	180	Report a junked (inoperable) vehicle or a part of a junked vehicle that is located in a place where it is visible from a public place or right of way.
NPC – Minimum Standards	180	Report violations of the minimum Standards that the Housing Code requires for a building that is occupied.
NPC – Nuisance	180	Report the listed violations: Uncleanliness, crowding, light, ventilation, accumulation of manure, slopping cattle, feeding of cattle, weeds, brush, rubbish, holes (open excavation), stagnant water, accumulation of water, mosquitoes, breeding place, urine, feces, vomit, bodily fluids, garbage, waste, lumber, boxes, barrels, rat burrows, rat harborage, foul substance, decaying substance, or polluted well.
NPC Graffiti – AT&T	30	Report Graffiti on outdoor telephone equipment, i.e., telephone pole, splice box, junction box, pedestal, cabinet, shelter, etc.
NPC Graffiti - CenterPoint	30	Report Graffiti on outdoor electrical equipment, i.e., power-line pole, meter, transformer, fence, etc. (<i>not streetlight pole</i>)
NPC Graffiti - Harris County Flood Control	30	Report Graffiti on drainage features, i.e., bayou, gully, concrete channel, floodgate, valve, other fixture located within the drainage easement (<i>not storm drain, inlet or culvert</i>)
NPC Graffiti - METRO	30	Report Graffiti at bus or rail stops on fixtures installed by METRO, i.e., sign, bench, shelter, platform, kiosk, schedule display case, etc.
NPC – Paint Request	45	Owner/occupant of property defaced by graffiti may request paint to cover graffiti, or request City of Houston to paint over graffiti.
NPC Graffiti – Railroads	30	Report Graffiti on equipment or fixtures installed or operated by a railway, i.e., sign, crossing arm, signal, controller, etc. (<i>not railcar or engine</i>)
NPC Graffiti - Schools	30	Report Graffiti on building, fixture or feature installed by an educational entity, i.e., classroom building, outbuilding, bleacher, sport equipment, internal driveway, internal sidewalk, etc.

Service Request Types	Days	Notes
NPC Graffiti – TXDoT	30	Report Graffiti on feature or fixture installed or maintained by Texas Department of Transportation (TXDoT) , i.e., freeway, state highway, sign, overpass, embankment, etc.
PD Building Permit Information	7	Provide information about the Building Permit process to potential permit applicants.
PD Code Violation	7	Report & Investigate suspected violations of Building Codes or Permit requirements.
PD Inspection Status	7	Provide explanation or Code interpretation about Results after an Inspection.
PD Plan Review Status	7	Provide explanation or Code interpretation about Results after review of construction Project Plan.
PR Amenity New	180	Request new tables, BBQ, benches, or play and sports equipment in a city park.
PR Amenity Repair	42	Repair, replace or remove tables, BBQ or benches in a city park
PR Ballfield Maintenance	14	Repair football/softball/soccer/volleyball field inside City Park
PR Break-in	4	Report Unauthorized access inside park facility and property damage in City Park
PR Clean Pavilion/Restroom	14	Request cleaning of permanent, outdoor Pavilion or Restroom inside City Park
PR Court Surface Repair	14	Request repair of paved tennis or basketball court surface inside City Park
PR Drainage Poor	42	Request correction of poor drainage inside a City Park (<i>not on Ballfield; not near fountain</i>)
PR Dugout Repair	42	Repair hardball/softball dugout in City Park
PR Electrical Hazard	4	Report wire dangling, down, or sparking in a city park. (<i>Not esplanade</i>)
PR Fence Repair	42	Report open/damaged gate/fence (<i>not around pool</i>) inside City Park
PR Fountain Repair	10	Request repair of drinking or decorative fountain (<i>not shooting water</i>) on Bike Trail/ esplanade/ in City Park
PR Fountain Repair Urgent	4	Request repair of drinking or decorative fountain shooting water high on Bike Trail/ esplanade/ in City Park
PR Graffiti	4	Report mischievous mark (<i>not on Traffic Sign</i>) on Bike Trail, esplanade, or inside City Park
PR Hole in Ground	14	Report a hole in unpaved ground (<i>not Ballfield / Bike Trail</i>) on esplanade or inside City Park

Service Request Types	Days	Notes
PR Lights	20	Report lights that do not work properly inside a City Park (i.e., light out; On or off, early or late. Not for sparking, dangling or down wire; instead, use <u>PR Electrical Hazard</u> . If County park, please call 713-755-5000.
PR Litter Esplanade	14	Report glass or trash dumped, scattered or overflowed on esplanade
PR Litter Park	14	Report glass or trash dumped, scattered or overflowed in a city park.
PR Mow Esplanade	14	Request to mow grass on Esplanade. Esplanades are automatically mowed on a schedule during different growing seasons. Not for <u>SPARKS Parks or roadside</u> .
PR Mow Park	14	Mow grass on Ballfield, Park, & Playground. Parks are automatically mowed on a schedule during different growing seasons. Not for <u>SPARKS Parks or roadside</u> .
PR Paint Stripes	42	Re-paint stripes on Ballfield, Basketball court, Parking lot, Playground, Tennis Court, Curb of fire lane, or Curb of no parking zone
PR Park Curb Repair	42	Request repair of curb (<i>not Broken by tree</i>) inside City Park
PR Park Sidewalk Repair	42	Repair paved sidewalk inside City Park
PR Parking Lot Pothole	42	Request repair of hole in pavement of parking lot inside a Park
PR Pest Control	14	Report Ants, Bees, Mice, Rats, Snakes, or Wasps in a Park, or Bees in a tree in City ROW
PR Playground/Court Equipment	42	Replace or repair Backstop, Basketball backboard, Basketball goal, Basketball net, Slides, Soccer goal, Swing and its parts, Tennis net, or Tennis net binder in a Park
PR Pool Fence Repair	4	Report open or damaged gate/fence around a pool <u>inside</u> a City Park
PR Pool Water Quality Control	3	Report problems with the quality of the city of Houston swimming pool water.
PR Portacan	14	Report a Portable toilet if Burned, Dirty, Full, or Turned Over
PR Posts	42	Replace or request additional posts to prevent vehicles from driving onto unpaved parkland.
PR Soccer Goal Repair	3	Repair Soccer goalpost(s) in City Park
PR Sprinkler Repair	3	Report water leaks from a sprinkler/irrigation system on esplanades and in parks/ballfields.

Service Request Types	Days	Notes
PR Trail Repair	42	Repair Crack, Pothole, Uneven pavement, or Washout on a Trail in a Park, on an Esplanade, or along a Bayou
PR Trash Can New	14	Request a new Trash Can in a Park
PR Tree Code Violation	7	Report suspected violations of the Tree Code
PR Tree Planting	15	Request a city tree to plant on City of Houston property (rights-of-way, esplanades and parks). An Urban Forester will contact the Customer to complete the tree application. Recipients agree to pick up, plant and maintain tree for a minimum of two years.
PR Tree Removal	180	Request to remove a Tree or shrub in a Park, on Esplanade, or in City Right-of-Way
PR Tree Stump Grinding	45	Request PR Forestry to grind a tree stump in the City of Houston's right-of-way, park or esplanade.
PR Tree Trim	180	Request to trim trees or shrubs in a park, on an esplanade or in a city right-of-way.
PR Water Leak Major	4	Water Leak gushing in a Park
PR Water Leak Minor	10	Water Leak but not gushing in a Park
PR Water Playground Repair	3	Report problems with water sprayers, sensors not working properly or equipment repair.
ROW - Animal in Storm Sewer	2	Remove live (trapped) animal from drain If dead, use <u>ROW - Clean Storm Sewer</u>
ROW - Barricade - Repair	21	Repair temporary (removable) or permanent barricade
ROW - Barricade - Temporary Placement	7	Request temporary barricade on damaged Street or Right-of-Way
ROW - Bridge Repair	21	Repair damaged bridge
ROW - Cave-In - Street	21	Report irregular depressions of pavement in Street. (Typically caused by sub-surface erosion beneath asphalt streets.)
ROW - Clean Off-Road Ditches	90	Clean ditch behind property. Note: If waterway has a name, it's not a ditch. Harris County Flood Control District maintains natural features (i.e., bayou, gully).
ROW - Clean Storm Sewer	30	Clean Storm Drain with Square Cover

Service Request Types	Days	Notes
ROW - Curb Repair - ROW	60	Report a curb if damaged due to utility work performed by a City crew not UM or SWM . If UM, use <u>UM - Curb Repair due to Utility Work</u> If SWM, use <u>SWM - Property Damage</u> If curb simply deteriorated due to age, the abutting property owner is responsible for repair, per Houston's Code of Ordinance, Chapter 40, Article III Section 40-84.
ROW – Debris/Sand Removal by ROW	7	Remove dumped debris from Street or ROW
ROW - Driveway Replacement	21	Request Driveway replacement if damaged or removed by a City crew
ROW - Flexbeam Repair	10	Request repair of metal reinforcing bars under a bridge, typically after being struck by a high load.
ROW - Flooding	3	Report high water in street (i.e., due to rain)
ROW – Graffiti on Bridge - ROW	10	Remove Graffiti from Bridge abutment, beam, rail, or overpass on or over City street (<i>Not pavement; not freeway or state highway</i>)
ROW - Herbicide Application Inquiries	30	Request information about weed-killer already sprayed by City crew
ROW - Icing Bridge	3	Report ice on bridge
ROW - Icing Roadway	2	Report ice on Street
ROW - Inlet - Missing Cover ROW	7	Replace Square Cover on Storm Drain
ROW - Inlet - Needs Cleaning ROW	30	Report a storm sewer inlet with a grated cover that is clogged with trash or debris, preventing rainwater to drain. (Cover usually square shaped with small square or round holes; located next to the curb or in the middle of the street)
ROW - Inlet - Rattling Cover ROW	7	Re-position or Repair Rattling Square Cover on Storm Drain
ROW - Inlet - Repairs Needed ROW	45	Repair area supporting Square Cover on Storm Drain
ROW - Inlet - Shifted Cover ROW	7	Re-position Square Cover on Storm Drain
ROW - Low Area/Standing Water – ROW	60	Report water standing in a low area of the street for more than two weeks.
ROW - Manhole - Missing Cover ROW	7	Replace Round Cover on Manhole
ROW - Manhole - Needs Cleaning ROW	30	Remove obstruction from Round Cover on Manhole
ROW - Manhole - Rattling Cover ROW	7	Reposition or repair Rattling Round Cover on Manhole
ROW - Manhole - Repairs Needed ROW	45	Repair area supporting Round Cover on Manhole
ROW - Manhole - Shifted Cover ROW	7	Re-position Round Cover on Manhole

Service Request Types	Days	Notes
ROW - Mow Drainage Easement	60	Mow off-road ditch or covered storm drain, behind or beside property. <i>(Not pipeline or power company easement.)</i>
ROW – Pothole	10	Repair hole in Street surface. report a bowl-shaped hole in the pavement surface of the street, with a minimum width of 6 inches and a minimum depth of 1 inch.
ROW - Regrade Off-Road Ditches	60	Regrade ditch behind or beside residence if drainage or flow is poor, even when unobstructed.
ROW - Roadside Ditch Maintenance	21	Report drainage problems (flow is poor, even when unobstructed) in the ditch in front of property. <i>(Not off-road ditches behind or beside property.)</i> Property owners are responsible to keep the ditches in front of their homes free of weeds, grass, vegetation or debris that might prevent the flow of water, per Houston's Code of Ordinance, Chapter 10, Article XI, Section 10-451.
ROW - Sidewalk Repair by ROW	21	Report a sidewalk if damaged due to utility work performed <u>by a City crew</u> other than UM or SWM. <u>If UM, use UM - Sidewalk Repair due to Utility Work</u> <u>If SWM, use SWM - Property Damage</u> <u>If sidewalk simply deteriorated due to age, the abutting property owner is responsible for repair, per Houston's Code of Ordinance, Chapter 40, Article III Section 40-84.</u>
ROW - Storm Sewer Odor	30	Report bad smell from Square Cover on Storm Drain
ROW - Street Buckles	60	Repair raised area (bump) in Street (typically due to compression)
ROW - Street Repair	10	Report any major obstructions in the surface of the street that affect the normal flow of traffic.
ROW - Trees/Limbs Removed from Right of Way	7	Remove Tree or Limb down in Street or Right-of-Way
Spills at City Facilities	1	Report a spill or leak of <u>Antifreeze</u> , <u>Diesel</u> , <u>Hydraulic fluids</u> , or <u>Oil</u> that involves a <u>City Facility</u> or <u>City Vehicle</u> .

Service Request Types	Days	Notes
SWM - Add a Can	7	<u>Contract</u> to rent additional container for \$7.50 per month, plus tax, for 12 months (minimum). Service charge billed through existing water bill, or must be paid 12 months in advance .
SWM - Add a Can CANCELLATION	20	Request to CANCEL contract to rent additional container. Note: If initial 12-month rental is not complete, Customer remains responsible for all fees.
SWM - Coll. - Missed Garbage Pickup	4	Report if SWM failed to collect your garbage container on your designated collection day.
SWM - Coll. - Missed Heavy Trash Pickup	7	Report if SWM failed to collect your heavy trash on your designated collection day.
SWM - Coll. - Missed Yard Waste Pickup	4	Report if SWM failed to collect your Yard Waste on your designated collection day.
SWM - Coll. - Request for Physically Challenged Pickup	30	Request an Application for back-door pickup, if you are physically unable to move your container to the curb for pick up. Customers may opt to download http://www.houstontx.gov/solidwaste/swd-disabilities.pdf Note: requires medical certification.
SWM - Community Outreach and Information	7	Request flyers, handouts, or educational material about recycling or about solid waste in general. Request a speaker. Organize a community cleanup.
SWM - Complaints - Personnel/Vehicle	4	Report a problem with a <u>driver</u> or <u>vehicle</u> assigned to Solid Waste Management
SWM - Container - New Resident	7	Residential customers request a container after moving into a residence with no container. If non-residential, use <u>SWM - Non-Residential Coll. Service</u>.
SWM - Container Problems	10	Report broken container, request container be repaired <i>if damaged</i> or replaced <i>if missing</i> . <i>If stolen</i> , requires HPD case number.
SWM – Dead Animal Collection	4	Remove dead animal from street or curb. <i>Not from freeway or frontage road</i> ; instead, refer caller to TXDoT, 713-869-4571
SWM - Dumpster Complaint	30	Report dumpster condition, i.e., fire hazard, overflowed, or improper placement.
SWM - New Move-In Service	7	After recent move into new residence, request disposal of broken down & bundled boxes.

Service Request Types	Days	Notes
SWM - Non-Residential Coll. Service	21	Non-Residential caller requests Collection Service. If Service charges will be billed through existing water bill, SR requires account number. Otherwise, SWM will establish a non-residential refuse fee account for the Customer.
SWM - PIO-General Information Request	7	Request mailed information, <u>or</u> Customer may opt to download from http://www.houstontx.gov/solidwaste/index.html
SWM - Property Damage	30	Report an SWM vehicle or employee that has damaged your property. Requires Vehicle # or license of vehicle that caused damage.
SWM - Recycling - Missed Pickup	4	Report if SWM failed to collect your recyclables on your designated collection day.
SWM - Recycling - Obtain/Replace Bin	14	Request a new recycling bin or to replace current recycling bin, <i>if</i> Customer's area <u>receives</u> Recycling service.
SWM – Recycling Bin/Cart Pickup	7	Customers who decide to opt-out of Curbside Recycling may request pickup of bin or automated cart.
SWM - Recycling Request for Information	7	Request mailed information about the recycling program.
SWM - Replace lost Container	7	Report container lost due to storm <u>only</u> .
SWM - Spilled Debris Clean-up	4	Report SWM vehicle that spilled trash or fluids.
SWM - Stop Non-Residential Collection	30	Non-Residential customer requests to stop collection service
SWM - Storm Debris	7	Request collection of Heavy Trash due to storm. <i>Not for garbage</i> ; instead, use <u>SWM - Coll. - Missed Garbage Pickup</u> . <i>Not for Building Materials</i> <i>if</i> customer has a permit to rebuild or repair home; instead, <u>contractor</u> is responsible to dispose of scraps.
SWM - Trash Dumping - Illegal Dumpsite(s)	30	Request removal of heavy trash from illegal dumpsite(s) on the right of way, i.e., street, curb, or shoulder. <i>Not for trash on private lot</i> ; instead, use <u>NPC</u> .
TT - Authorize New Barricade	14	Request <u>permanent</u> barricade
TT - Flashing School Beacon - New	90	Request new Flashing Beacon for school zone on major thoroughfare

Service Request Types	Days	Notes
TT - Flashing School Beacon- Repair	3	Repair malfunctioning or damaged flashing school zone beacons, i.e., leaning, knocked to the ground, burned out bulbs, Graffiti, flashing outside of prescribed times. If you do not know the prescribed flash times or want to change the prescribed flash times DO NOT create SR; instead, contact the individual school for which the beacon flashes.
TT - Freeway Lights Out	7	Report burned-out bulb or non-working Luminaire light fixture along freeways
TT - Install New Signal	120	Request a new traffic signal where none exist. <u>Not to change</u> configuration of existing traffic signals; if add left-turn arrow or pedestrian signal , use <u>TT - Modify Existing Signal</u> .
TT – Modify Existing Signal	30	Request to add a feature or change the configuration of an existing traffic signal, i.e., add pedestrian signal, add left-turn arrow, alter lane use, or remove a signal completely. <u>Not to change</u> timing of existing traffic signal; instead, use <u>TT - Traffic Signal Maintenance</u> .
TT - Neighborhood Traffic Project – Application	7	Request measures to reduce traffic cutting through a neighborhood. Traffic Management Branch will contact requester to discuss options.
TT - Pavement Markings - New	110	Request application of new pavement markings where none exist, i.e., add/remove stop bars, crosswalks, lane lines, turn-arrows, etc. <i>Not for</i> re-application of existing pavement markings; use <u>TT - Pavement Markings - Worn or Faded</u> .
TT - Pavement Markings - Worn or Faded	25	Request re-application of existing pavement markings; i.e., stop bars, crosswalks, lane lines, or turn-arrows. Request removal of Graffiti from pavement. <i>Not for new</i> pavement markings; instead, use <u>TT - Pavement Markings – New</u> .

Service Request Types	Days	Notes
TT - Speed Hump - Application	7	<p>Request an Application for: (1) installation of humps where none presently exist, (2) removal of existing humps, or (3) inquiries regarding approvals or denials.</p> <p>Traffic & Transportation Division will mail the appropriate application, or Customer may opt to download forms from http://www.publicworks.houstontx.gov/traffic/documents_applications.htm</p> <p>For new Hump, download: http://documents.publicworks.houstontx.gov/documents/divisions/traffic/humps_app_a.pdf</p> <p>For Hump removal, download: http://documents.publicworks.houstontx.gov/documents/divisions/traffic/humps_app_d.pdf</p> <p>For status of Hump requests, download: http://documents.publicworks.houstontx.gov/documents/divisions/traffic/humps2007.pdf</p>
TT - Speed Hump - Maintain	90	<p>Request maintenance of existing humps, other than removal, re-painting, or signage.</p> <p><i>If removal, use <u>TT - Speed Hump - Application</u></i></p>
TT - Speed Zone - New	90	Request a new speed zone
TT - Stop Sign - New	90	<p>Request a stop sign where none presently exist. <i>Not for replacement</i> of a damaged stop sign; instead, use <u>TT - Traffic Sign Maintenance</u></p>
TT - Street Light - Application	7	Request information about, and an Application for, a Street Light where none presently exist.
TT - Street Light Burned Out	30	<p>Report malfunction of existing Street Lights, i.e., out, dim, off-and-on, on all day, pole leaning. Customer may opt to click: http://www.centerpointenergy.com/outage/</p> <p><i>If wrecked, burning, down, wires cut/down, CALL CenterPoint immediately: 713-207-2222.</i></p>
TT - Traffic Sign - New	90	<p>Request a traffic sign other than <i>Stop Sign</i>, where none presently exist.</p> <p><i>If Stop Sign, use <u>TT - Stop Sign - New</u>. Not for replacement</i> of a damaged traffic sign; instead, use <u>TT - Traffic Sign Maintenance</u></p>

Service Request Types	Days	Notes
TT - Traffic Sign Maintenance	21	Report damaged existing traffic signs or sign poles, i.e., faded words or graphics, hanging signs, knocked off pole, knocked to the ground, Graffiti . <i>If</i> request for new sign, use <u>TT - Traffic Sign – New</u> or <u>TT - Stop Sign - New</u>
TT - Traffic Signal Maintenance	3	Report malfunction or damage to existing traffic signals and/or equipment, i.e., timing (sequencing), flashing signals, burned out bulbs (or complete outages), leaning and/or knocked down equipment, Graffiti , etc. <i>Not</i> to change configuration of existing traffic signals; <i>if</i> add left-turn arrow or pedestrian signal, use <u>TT - Modify Existing Signal</u> .
TT - Traffic Signal Timing Synchronization	30	Request changes to the timing or sequencing of traffic signals at an intersection.
TT - Under Bridge Light Out	7	Report burned-out bulb or non-working illumination fixtures located beneath bridges.
TT - View Obstructions - Intersection	30	Clear objects that obstruct view of an intersection, i.e., building, fence, vehicle, shrubbery, other, but not Dumpster. <i>If</i> Dumpster, use <u>SWM - Dumpster Complaint</u>
UM - Alley Repair due to Utility Work	18	Report a utility cut (usually a square cut for water or sewer repairs) or a sinkhole (usually a dip in the pavement or a void) in an Alley.
UM - Cave In	20	Along the path of an underground water or sewer line, report a cave in the surface of street, sidewalk, alley, backyard, or front yard. (Often caused by sub-surface erosion by a leak.)
UM - Cave In - Manhole	20	Report a cave in around a manhole.
UM - Curb Repair due to Utility Work	20	Report broken, sunken or cracked curbs that were damaged by a UM crew during water or sewer utility work. <i>If</i> due to natural settlement over time, abutting property owner is responsible for repair, per Houston's Code of Ordinance, Chapter 40, Article III Section 40-84.
UM - Driveway Repair due to Utility Work	20	Request repair to a driveway damaged by a UM crew during water or sewer utility work. <i>If</i> due to natural settlement over time, abutting property owner is responsible for repair, per Houston's Code of Ordinance, Chapter 40, Article III, Section 40-84.

Service Request Types	Days	Notes
UM - Fence - Cyclone Repairs due to Utility Work	20	Request repair to a cyclone fence damaged by a UM crew during water or sewer utility work.
UM - Fence - Gate Repairs due to Utility Work	20	Request repair to a gate damaged by a UM crew during water or sewer utility work.
UM - Fence - Post Repairs due to Utility Work	20	Request repair to a fence post damaged by a UM crew during water or sewer utility work.
UM - Fence - Wood Repairs due to Utility Work	20	Request repair to a wood fence damaged by a UM crew during water or sewer utility work.
UM - Fire Hydrant - Downed	30	Report a downed fire hydrant.
UM - Fire Hydrant - Leaking	35	Report a leaking fire hydrant.
UM - Fire Hydrant - Leaning	35	Report a leaning fire hydrant.
UM - Fire Hydrant - Missing	35	Report a missing fire hydrant, usually after a contractor replaces a section of line.
UM - Fire Hydrant - Missing Caps	5	Report a fire hydrant with a missing cap.
UM - Fire Hydrant - No Water	30	Report a fire hydrant without water.
UM - Fire Hydrant - Open	14	Report an open fire hydrant.
UM - Fire Hydrant - Reflector	20	Report missing or damaged fire hydrant reflectors, i.e., blue reflectors placed in the street to locate the fire hydrant easily at night.
UM - General Repair due to Utility Work	20	Request general repair to an item damaged by a UM crew during water or sewer utility work.
UM - Grade Level Landscaping due to Utility Work Repair	20	Request restoration to Grade Level Landscaping damaged by a UM crew during water or sewer utility work.
UM - Grass Landscaping due to Utility Work	23	Request restoration of Grass Landscaping damaged by a UM crew during water or sewer utility work.
UM - High Profile - Line - Major Main Break	30	If Water <u>flooding/ gushing</u> from Broken Line, or causing property damage, or flooding or Out-of-water, <u>and If</u> caller is business, hospital, multi-family, or commercial property
UM - High Profile - Line - Out of Water	15	If Out-of-water, <u>and If</u> caller is business, hospital, multi-family, or commercial property, <u>and</u> account not delinquent. If delinquent account, transfer to 713-371-1400.
UM - High Profile - Manhole - Missing Cover	1	Replace Round Cover on Manhole at business, hospital, multi-family, or commercial property
UM - High Profile - Sewer - Excursion	14	Report outdoor sewage backup from cleanout, ground, or manhole, If caller is business, hospital, multi-family, or commercial property. If backup from grease trap or sample well, use <u>UM - High Profile - Sewer - Stoppage.</u>

Service Request Types	Days	Notes
UM - High Profile - Sewer - In Residence/Business	2	Report indoor back up of bathtub <i>or</i> floor drain, If caller is business, hospital, multi-family, <i>or</i> commercial property.
UM - High Profile - Sewer - Stoppage	14	Report no flow (back up) of bathtub, sink drain <i>or</i> commode, and If caller is business, hospital, multi-family, <i>or</i> commercial property. If backup from cleanout, ground, <i>or</i> manhole, use <u>UM - High Profile - Sewer - Excursion</u> .
UM - Line - Damaged Service Line	14	Report damage to Water Line between Meter and City Main, If due to utility work by a City Utility Maintenance crew <i>or</i> Contractor
UM - Line - Exposed Service Line	14	Report exposed Water Line between Meter and City Main, If due to utility work by a City Utility Maintenance crew <i>or</i> Contractor
UM - Line - High Pressure	14	Report high water pressure inside a building that you own. <i>Not for</i> a problem in rented <i>or</i> leased space; please contact landlord.
UM - Line - Low Pressure	14	Report low water pressure inside a building that you own. <i>Not for</i> a problem in rented <i>or</i> leased space; please contact landlord.
UM - Line - Major Main Break	30	Residential customer reports Water gushing from Broken Line, or causing property damage, or Out-of-water. If caller is business, hospital, multi-family, <i>or</i> commercial property, use <u>UM - High Profile - Line - Major Main Break</u>
UM - Line - Minor Main Break	40	Report Water bubbling <i>or</i> seeping from Broken Line, not flooding, not causing property damage, and not Out-of-water. (Note: there is no corresponding High Profile SR.)
UM - Line - Out of Water	15	Report No Water . If delinquent account, transfer to 713-371-1400. If caller is business, hospital, multi-family, <i>or</i> commercial property, use <u>UM - High Profile - Line - Out of Water</u> .
UM - Line - Service Leak	35	Report Leak from Water Line between Meter and City Main, If broken beneath the public way.
UM - Mailbox Repair due to Utility Work	14	Request repair to a mailbox damaged by a UM crew during water <i>or</i> sewer utility work.

Service Request Types	Days	Notes
UM - Manhole - Grade	14	Request to raise or lower a Round Cover to match the surface height (grade), If Manhole is associated with a City Water or Sewer Line. If Cover is square , use <u>ROW - Inlet - Repairs Needed ROW</u> . If Cover is round and associated with a Storm Drain , use <u>ROW - Manhole - Repairs Needed ROW</u> .
UM - Manhole - Missing Cover UM	1	Replace missing Round Cover on Manhole associated with a City Water or Sewer Line. If Cover is square , use <u>ROW - Inlet - Missing Cover ROW</u> .
UM - Manhole - Rattling Cover UM	14	Re-position or Repair Rattling Round Cover on Manhole associated with a City Water or Sewer Line. If Cover is square , use <u>ROW - Inlet - Rattling Cover ROW</u> .
UM - Manhole - Shifted Cover UM	14	Re-position Round Cover on Manhole associated with a City Water or Sewer Line. If Cover is square , use <u>ROW - Inlet - Shifted Cover ROW</u> . If Cover is round and associated with a Storm Drain , use <u>ROW - Manhole - Shifted Cover ROW</u> .
UM - Meter Grade	14	Request investigation to raise or lower a City water Meter to match surface height (grade).
UM - Meter Leak	14	Report a Leak in the box of a City Water Meter. If No Water , use <u>UM - Line - Out of Water</u> .
UM - Meter Lid	14	Replace Lid on a City Water Meter.
UM - Plants Landscaping due to Utility Work	16	Request restoration of Plant Landscaping damaged by a UM crew during water or sewer utility work.
UM – PUD Graffiti	21	Report graffiti on a fire hydrant, exposed water line, lift station, water tower, and fence (around a water treatment facility, sanitary sewer treatment facility, lift stations and exposed water line overpasses). A location description and address is required in order to process this request.
UM - Sewer - Blockage	14	Report no flow (back up) or slow flow of bathtub, sink drain, or commode. If backup from manhole, ground or cleanout, use <u>UM - Sewer - Excursion</u> .

Service Request Types	Days	Notes
UM - Sewer - Check Connection	11	If UM - Sewer - Stoppage has been repeatedly closed with outcome of <i>Main Line Clear</i> , but stoppages persist, request <u>inspection</u> of the connection at which the private line enters the City Sewer main. (Note: Customer must provide a cleanout or hole.)
UM - Sewer - Excursion	14	Report outdoor sewage running out from cleanout, ground, <i>or</i> manhole. If caller is business, hospital, multi-family, <i>or</i> commercial property, use <u>UM - High Profile - Sewer - Excursion</u> .
UM - Sewer - In Residence/Business	2	Report indoor back-up from bathtub <i>or</i> floor drain. If caller is business, hospital, multi-family, <i>or</i> commercial property, use <u>UM - High Profile - Sewer - In Residence/Business</u>
UM - Sewer - Odor	14	Report sewer smell outdoors. If a lift station exists in the area, refer to appropriate Waste Water Operations location.
UM - Sidewalk Repair due to Utility Work	25	Request repair to a sidewalk damaged by a UM crew during water or sewer utility work. If due to natural settlement over time, abutting property owner is responsible for repair, per Houston's Code of Ordinance, Chapter 40, Article III Section 40-84.
UM - Sprinkler System Repair due to Utility Work	20	Request repair to a Sprinkler System damaged by a UM crew during water or sewer utility work.
UM - Street Repair due to Utility Work	30	Request repair to a Street damaged by a UM crew during water or sewer utility work.
UM - Top Soil Landscaping due to Utility Work	14	Request restoration of Topsoil Landscaping damaged by a UM crew during water or sewer utility work.
UM - Trees Landscaping due to Utility Work	14	Request restoration of Tree Landscaping damaged by a UM crew during water or sewer utility work.
UM - Valve - Cutoff for Repairs	2	Request Water to be turned off at home/building to permit repairs.
UM - Valve - Turn Back On	2	Request Water to be turned on at home/building after repairs are complete.
UM - Valve - Valve Cover Missing	2	Replace cover over City Line Valve . If for Lid over City Water Meter, use <u>UM - Meter Lid</u> .

Service Request Types	Days	Notes
UM - Valve - Valve Leak	35	Repair leak from City Line Valve . <i>If</i> for leak at City Water Meter, use <u>UM - Meter Leak</u> . <i>If</i> for leak at Fire Hydrant, use <u>UM - Fire Hydrant - Leaking</u> .
UM - Valve- Cut off Problem	10	Request Water to be turned off to permit repairs, <i>If</i> valve will not turn <i>or</i> is broken .
UM Parking Lot Repair due to Utility work	28	Request repair to a Parking Lot damaged by a UM crew during water or sewer utility work.
WQ - Air In Lines	7	Report air in the water line.
WQ - Bad Taste	7	Report bad tasting drinking water.
WQ - Oily Water	7	Report oily water.
WQ - Particles In Water	7	Report debris in the drinking water.
WQ - Water Has Color	7	Report color in the drinking water, i.e., brown, rusty or yellow.
WQ - Water Has Odor	7	Report odor in your drinking water.
WQ - Water Sickness	7	Report sickness from the water.



CITY of HOUSTON

Bill White, Mayor Office of the Mayor **3-1-1 Houston Service Helpline**
Post Office Box 1562 Houston, Texas 77251 fax 713-221-0978 **713-837-0311**

Note to the File

Scribe: T. Ray Taylor – Division Manager (713-837-9779)
Date: August 11, 2009
Subject: Standard Reports

Customer Service Request (CSR)

- Service Request Query Report
- Service Request Summary Report
- Service Request Single Work Order Report
- Statistical Report

Service Center Application Desktop (SCAD)

- Call Taker Detail Report
- Call Taker Statistics Report
- Customer Satisfaction Contact List
- Frequently Asked Questions
- Frequently Called Numbers
- Outcome Notes By Department Report
- SCA Call Center Outcomes List
- Service Request Location Address Mailing Labels Report
- Service Request Types

Genesys (via Brio)

1. Agent Daily Report
2. Agent Weekly Report
3. Agent Monthly Report
4. Agent Quarterly Report
5. Agent Yearly Report
6. Agents Daily Report
7. Agents Weekly Report
8. Agents Monthly Report
9. Agents Quarterly Report

10. Agents Yearly Report
11. Agentgroup Daily Report
12. Agentgroup Weekly Report
13. Agentgroup Monthly Report
14. Agentgroup Quarterly Report
15. Agentgroup Yearly Report
16. Agentgroups Daily Report
17. Agentgroups Weekly Report
18. Agentgroups Monthly Report
19. Agentgroups Quarterly Report
20. Agentgroups Yearly Report
21. Placegroup Daily Report
22. Placegroup Weekly Report
23. Placegroup Monthly Report
24. Placegroup Quarterly Report
25. Placegroup Yearly Report
26. Placegroups Daily Report
27. Placegroups Weekly Report
28. Placegroups Monthly Report
29. Placegroups Quarterly Report
30. Placegroups Yearly Report
31. Queue Daily Report
32. Queue Weekly Report
33. Queue Monthly Report
34. Queue Quarterly Report
35. Queue Yearly Report
36. Queues Daily Report
37. Queues Weekly Report
38. Queues Monthly Report
39. Queues Quarterly Report
40. Queues Yearly Report
41. Routepoint Daily Report
42. Routepoint Weekly Report
43. Routepoint Monthly Report

44. Routepoint Quarterly Report
45. Routepoint Yearly Report
46. Routepoints Daily Report
47. Routepoints Weekly Report
48. Routepoints Monthly Report
49. Routepoints Quarterly Report
50. Routepoints Yearly Report
51. Workplace Daily Report
52. Workplace Weekly Report
53. Workplace Monthly Report
54. Workplace Quarterly Report
55. Workplace Yearly Report
56. Workplaces Daily Report
57. Workplaces Weekly Report
58. Workplaces Monthly Report
59. Workplaces Quarterly Report
60. Workplaces Yearly Report

Genesys CC Pulse

- Real time Graphical User Interface (GUI)
- Snap shot views
- Comprehensive statistic displays
- Customizable Templates
- Customizable Thresholds
- Customizable Actions
- Extended Current Status window

Genesys CC Analyzer

- Ad hoc Reporting
- Report library and design templates
- Customizable Data modeling tool
- Customizable Report generation tool

Anytime discussion will help, feel free to contact me. Thank you.

3-1-1 Telephony & Software Application Environment

The current telephony and application environment for 3-1-1 Helpline follows:

a. **Avaya Definity G3r Automatic Call Distribution**

The Avaya Definity G3r Automatic Call Distribution (ACD) routes calls to Telecommunicators, in conjunction with Genesys CTI

- Call-taker telephone set:: Avaya 6416D+M

b. **Avaya Integrated Voice Response (IVR)**

An Avaya Integrated Voice Response (IVR) offers callers a menu to choose language.

- Avaya S8720 CM Release 4.0
- Avaya Call Center Elite Release 4.0
- Avaya IR Release 3.0
- Avaya AES Release 4.2
- Avaya Call Management System
- Avaya Contact Center Express Release 3
- Verint Impact 360 Workforce Optimization Release 7.8

c. **Genesys**

The Genesys suite of applications provides the computer telephony integration (CTI), data logging and reporting, and workforce scheduling for the 3-1-1 Service Center. They reside on several different servers and the most critical components are configured in a warm stand-by mode for redundancy. All components are version 6.5 except for the staff scheduling applications, Work Force Manager (WFM), which is version 7.5.

Components:

- Log_DBServer
- MessageServer
- SolutionServer
- Solution Control Interface
- Tserver (Primary and Backup)
- StatServer (Primary and Backup)
- URServer (Primary and Backup)
- CCA_DBServer (Primary and Backup)
- ETL_Proxy
- CCA_StatServer (Primary and Backup)

- VTServer
- CC Pulse
- CC Analyzer
- CCA_DataSoucer
- Data Modeling Assistant
- IR_Designer
- Workforce Manager – when configured, **Workforce Management** calculates and forecasts accurate staffing requirements based on historical volume and external factors.
- WFM_ScheduleServer
- WFM_StatServer
- WFM WebServices
- Data Aggregator
- Configuration Server
- Configuration_DBServer
- ITCUtility
- Several Local Control Agents

d. **NICE Applications**

The NICE applications provide a contact management quality assurance solution for call recording and playback. These applications are integrated with Genesys. The software runs on two servers and utilizes a digital voice tape recording and playback unit and a 9,000-hour online storage system. NICE records all call-taker-citizen interactions.

Components:

- NICELog Recording System
- NICE Call Logging System

e. **NXi**

NXi Telephony Services™ and NXi NexTalk for Networks™ integrate non-voice calls (TDD, TTY, VCO, and HCO) into the 3-1-1 Service Center applications so that agents can converse with the deaf, hearing impaired, and speech impaired community.

Components

- NXi Telephony Services™ version 4.0 (server software)
- NexTalk for Networks™ version 4.0 (client software)

- Genesys Media Link 6.1
- Four TDD stations
- Four NexCom 300™ TTY compatible modems

f. **Customer Service Request (CSR) System**

Customer Service Request (CSR) software from Motorola creates service requests, assigns due dates, tracks activity and generates reports.

g. **SYMON 2000**

SYMON™ 2000 Server provides a real-time communication and visual messaging system to the call center. Five large NetBright wallboards display current events, changing conditions or answers to 'hot topics'. SYMON also communicates with the Genesys applications to display real-time inbound call statistics on the wallboards.