

CB6
SERVICE REPORT
FISCAL YEAR 2009

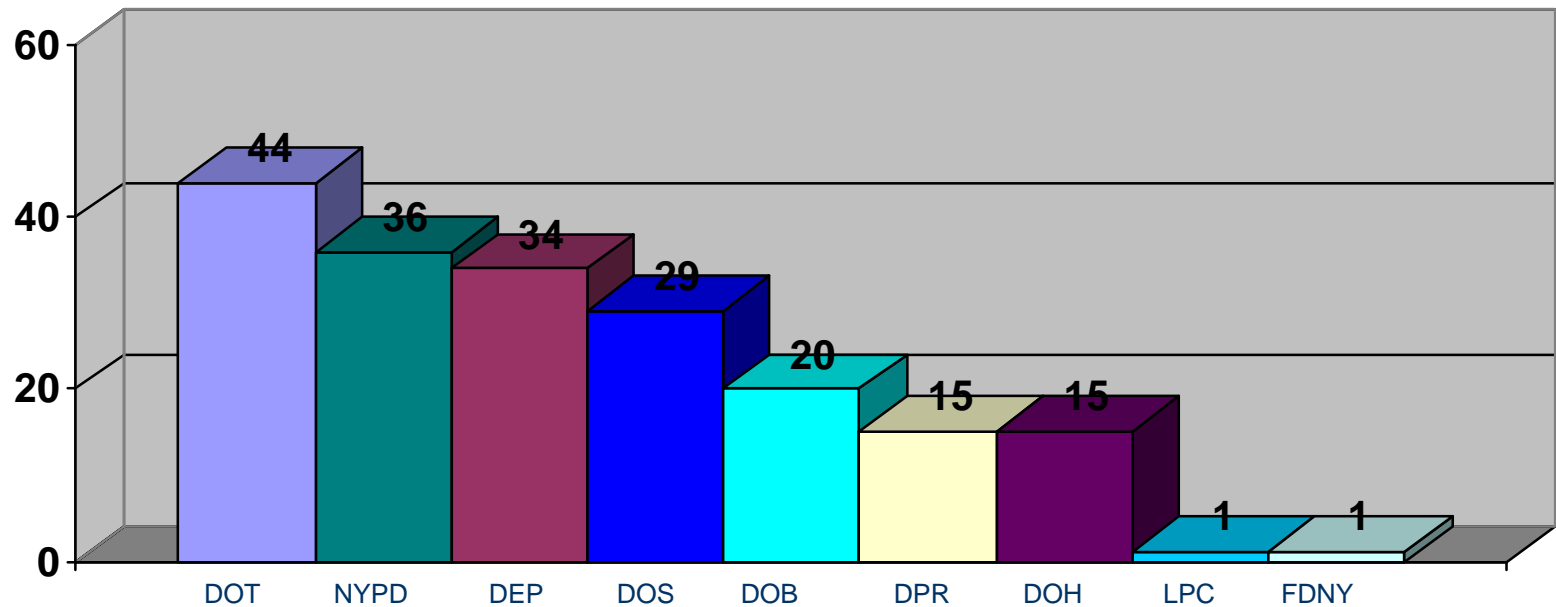
July 1, 2008 to June 30, 2009



AGENCIES

- DOB – DEPARTMENT OF BUILDINGS
- DEP – DEPARTMENT OF ENVIRONMENTAL PROTECTION
- FDNY – FIRE DEPARTMENT OF NEW YORK CITY
- DOT – DEPARTMENT OF TRANSPORTATION
- DPR – DEPARTMENT OF PARKS & RECREATION
- DOH – DEPARTMENT OF HEALTH & MENTAL HYGIENE
- LPC – LANDMARKS PRESERVATION COMMISSION
- NYPD – NEW YORK POLICE DEPARTMENT
- DOS – DEPARTMENT OF SANITATION
- UTS – UTILITIES
- NYCT – NEW YORK CITY TRANSIT
- NYCHA – NEW YORK CITY HOUSING AUTHORITY
- DDC – DEPARTMENT OF DESIGN & CONSTRUCTION
- USPS – UNITED STATES POSTAL SERVICE
- HPD – HOUSING PRESERVATION & DEVELOPMENT
- DCP – DEPARTMENT OF CITY PLANNING
- DYCD – DEPARTMENT OF YOUTH & COMMUNITY DEVELOPMENT
- SLA – STATE LIQUOR AUTHORITY
- DCA – DEPARTMENT OF CONSUMER AFFAIRS
- DOF – DEPARTMENT OF FINANCE

CB6 AGENCY COMPARISON BY COMPLAINT



TOTAL NUMBER OF COMPLAINTS: 195

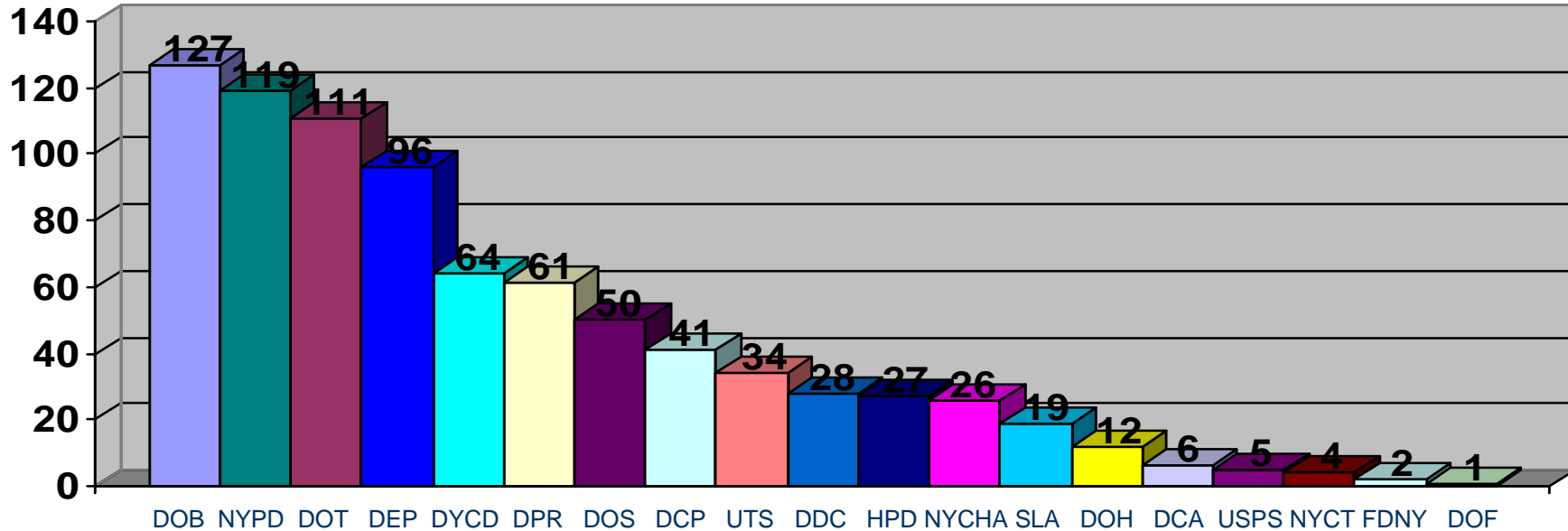
INQUIRIES

An inquiry is any service request made through the CB6 office that cannot be processed through our complaint system (i.e.: site visits, walk-ins, letters)

- CONSTITUENT
- MERCHANT
- COMMUNITY BASED ORGANIZATIONS (CBO)
- ELECTED OFFICIALS (EO)
- BOARD MEMBERS (BM)
- OTHER COMMUNITY BOARDS (OTHER CB)

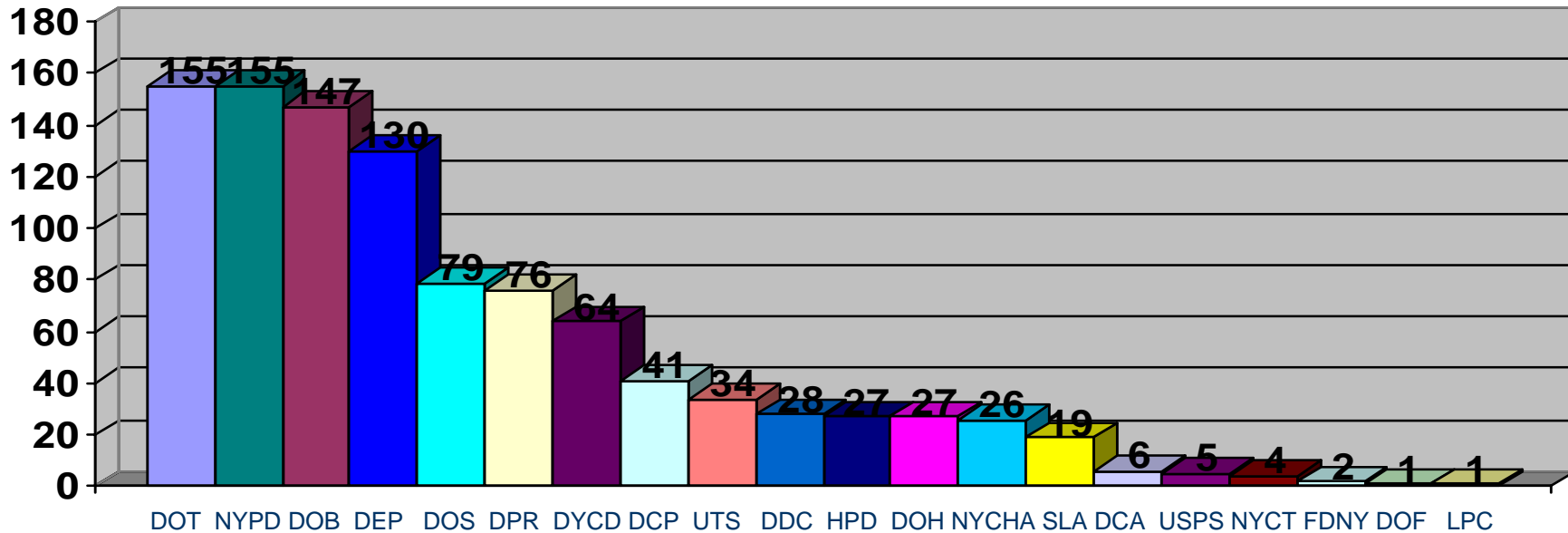
TOTAL NUMBER OF INQUIRIES: 1560

CB6 AGENCY COMPARISON BY *INQUIRY*



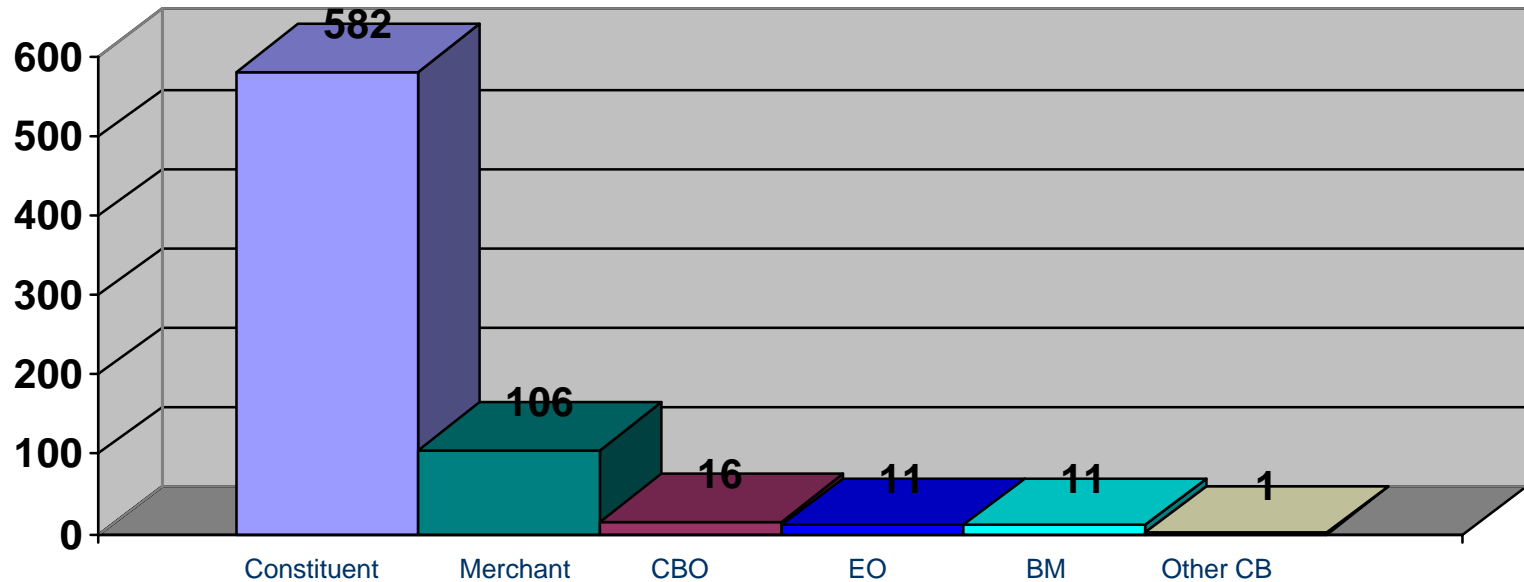
TOTAL NUMBER OF AGENCY INQUIRIES: 833

CB6 AGENCY COMPARISON BY COMPLAINT & INQUIRY



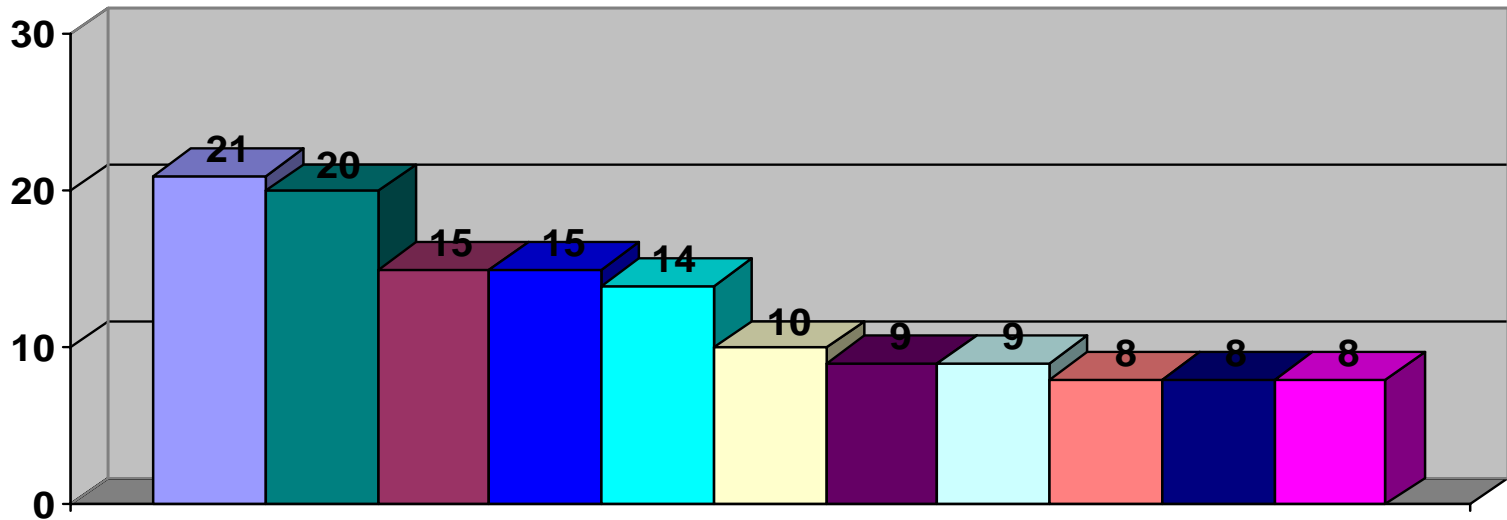
**TOTAL NUMBER OF AGENCY
COMPLAINTS & INQUIRIES: 1028**

CB6 *INQUIRIES* MADE THROUGH “OTHER ORGANIZATIONS/PERSONS”



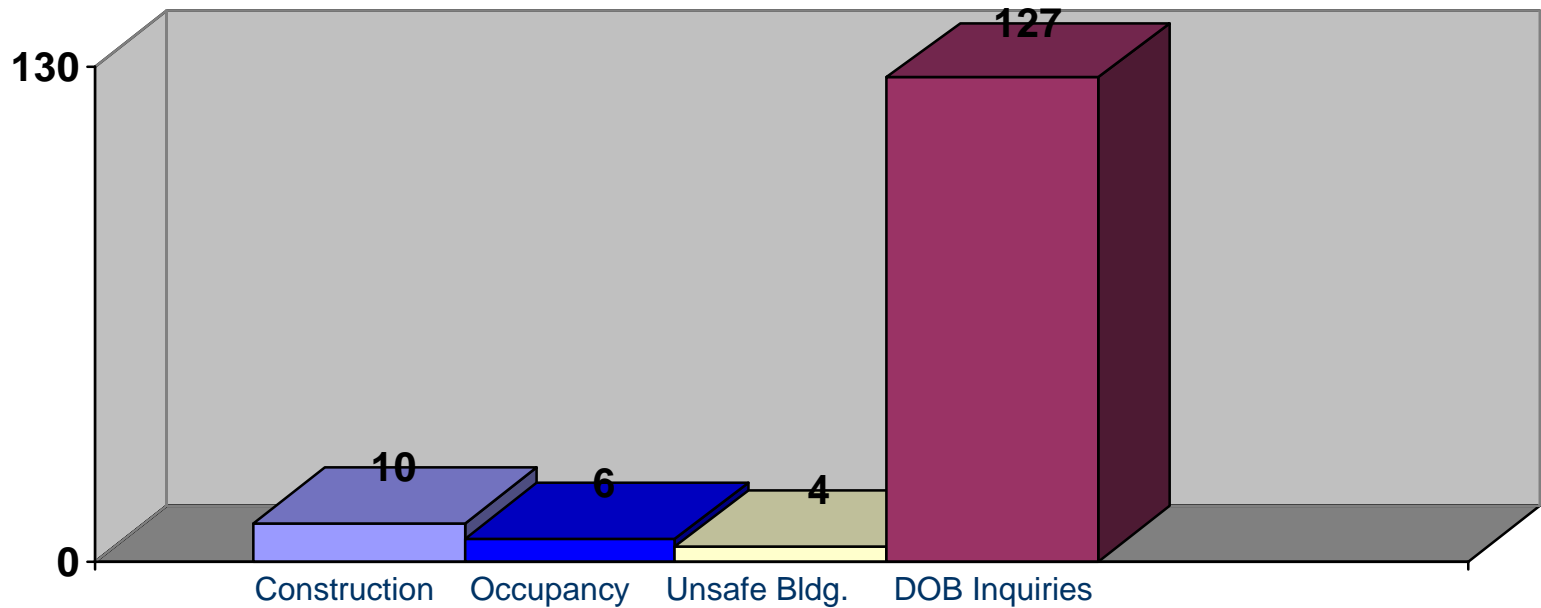
**TOTAL NUMBER OF INQUIRIES
MADE THROUGH
“OTHER ORGANIZATIONS/PERSONS”: 727**

CB6 TOP COMPLAINTS



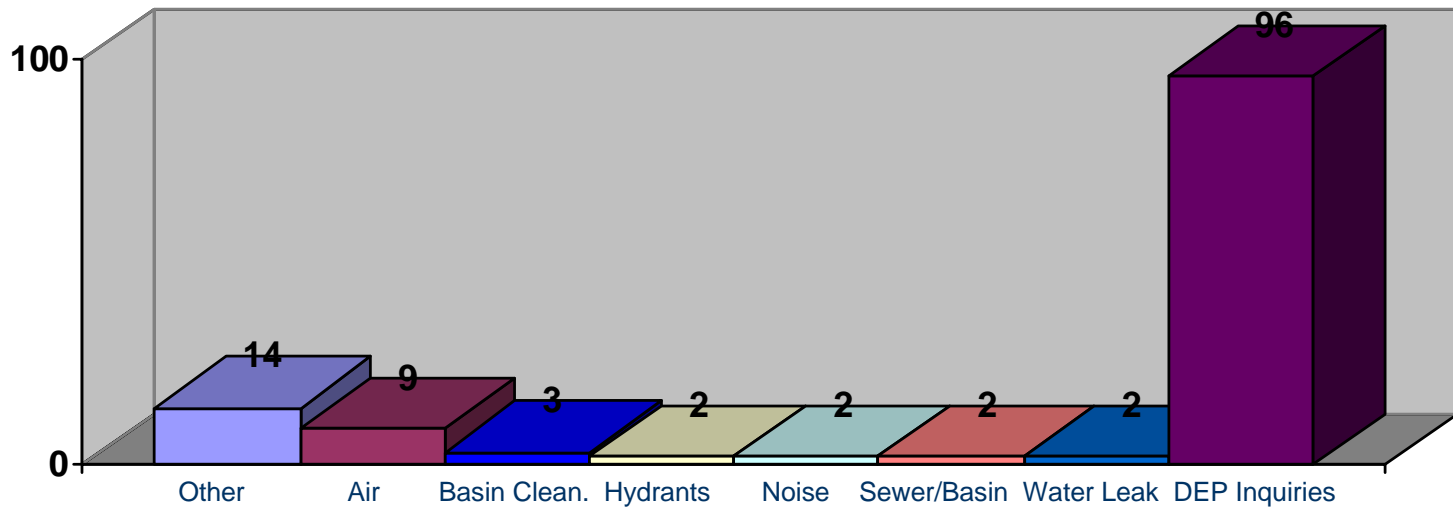
- | | | | |
|------------------------------|----|-------------------------|----|
| 1. 78 th Precinct | 21 | 6. DOB (Construction) | 10 |
| 2. Sanitation Enforcement | 20 | 7. DEP (Air) | 9 |
| 3. DPR (Forestry) | 15 | 8. NYPD (Truck Enf.) | 9 |
| 4. DOH (Pest Control) | 15 | 9. DOT (HIQA) | 8 |
| 5. DEP (Other) | 14 | 10. DOS (Collection) | 8 |
| | | 11. DOT (Street Lights) | 8 |

DEPARTMENT OF BUILDINGS



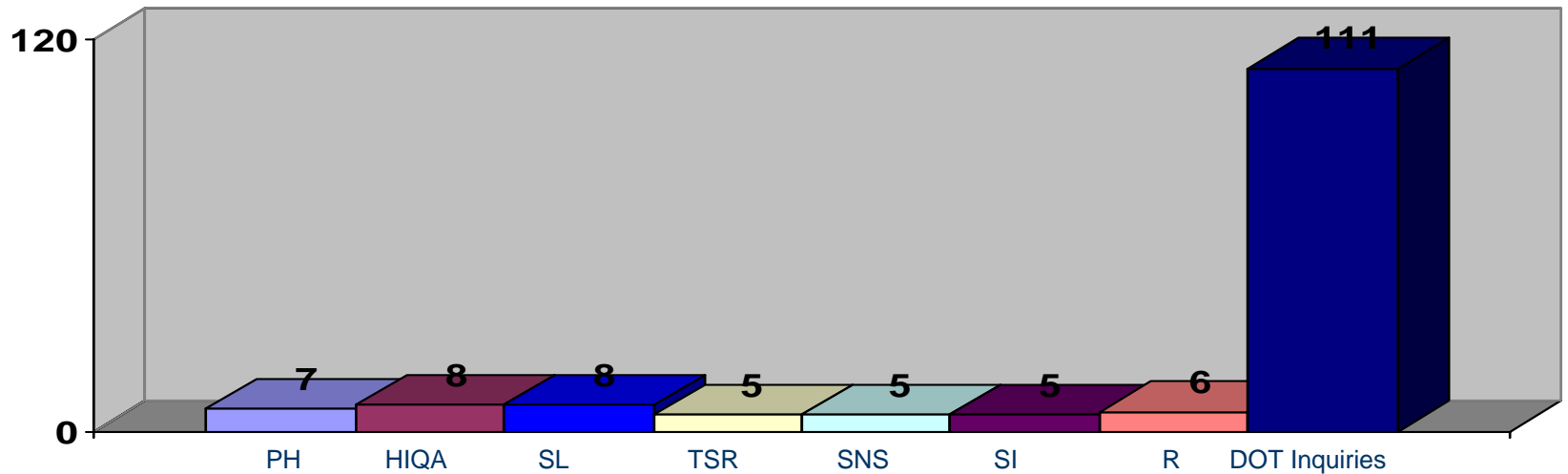
Complaint Type	Total Received	# Resolved	# No Response
Construction	10	7	3
Occupancy	6	4	2
Unsafe Building	4	4	0
DOB Inquiries	127		

DEPARTMENT OF ENVIRONMENTAL PROTECTION



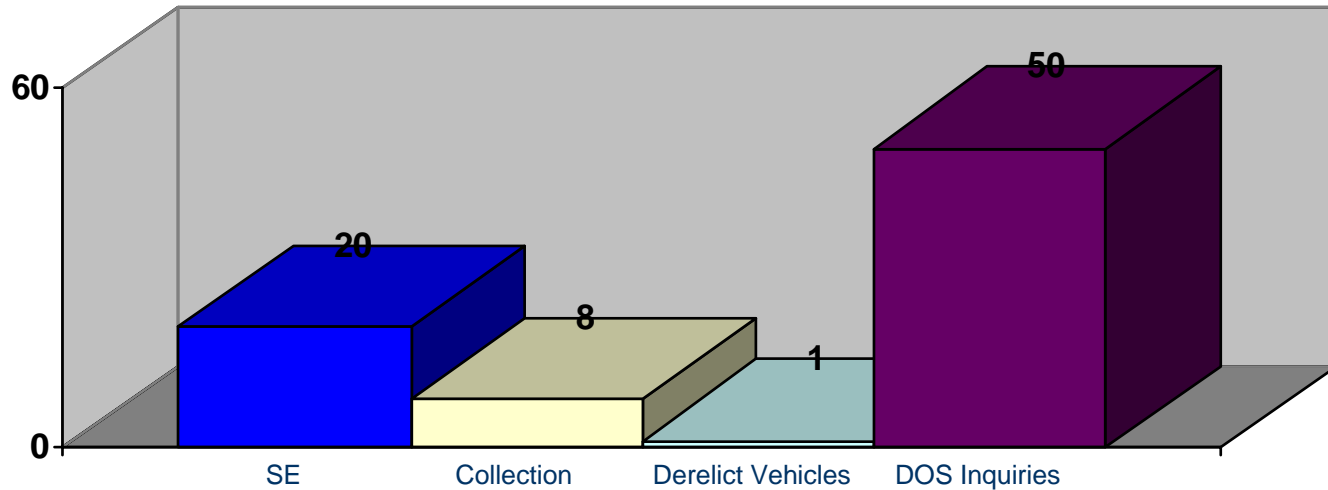
Complaint Type	Total Received	#Resolved	#No Response
Other	14	12	2
Air	9	8	1
Basin Cleaning	3	2	1
Hydrants	2	2	0
Noise	2	2	0
Sewer/Basin Repair	2	2	0
Water Leak	2	2	0
DEP Inquiries	96		

DEPARTMENT OF TRANSPORTATION



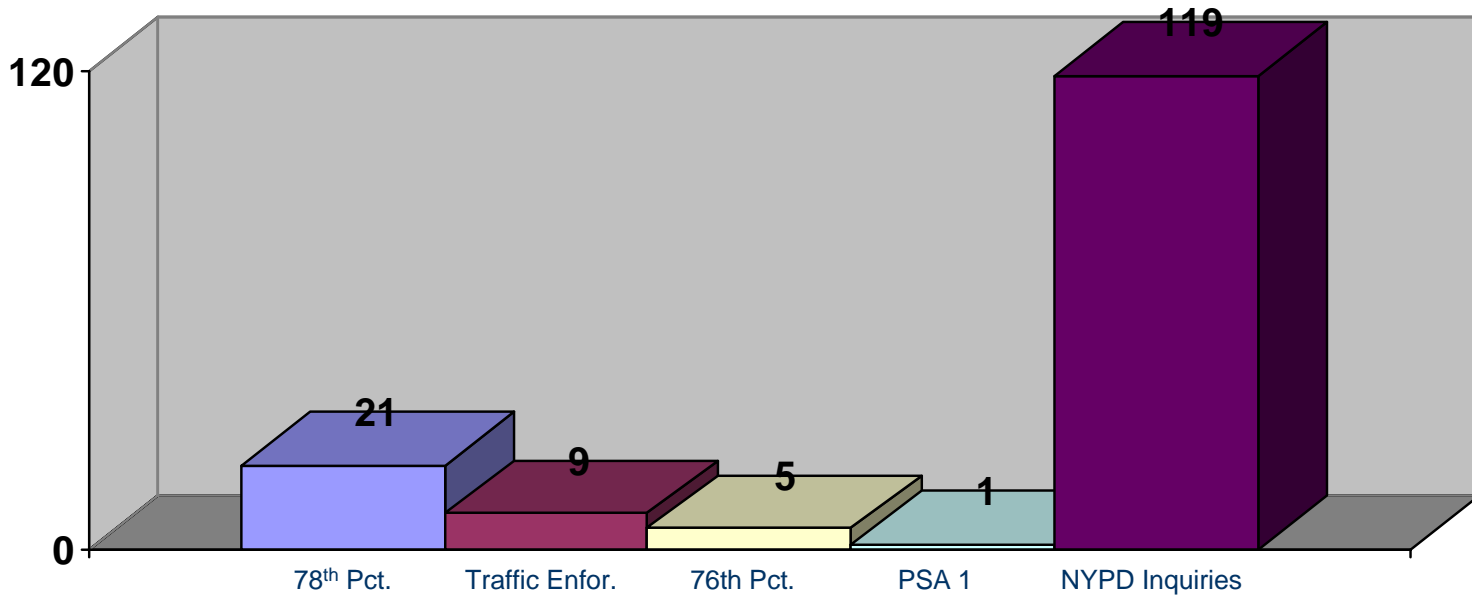
Complaint Type	Total Received	# Resolved	# No Response
Potholes (PH)	7	7	0
HIQA	8	7	1
Street Lights (SL)	8	7	1
Traffic Sign Repair (TSR)	5	4	1
Street Name Signs (SNS)	5	2	3
Sidewalk Inspections (SI)	5	5	0
Resurfacing (R)	6	5	1
DOT Inquiries	111		

DEPARTMENT OF SANITATION



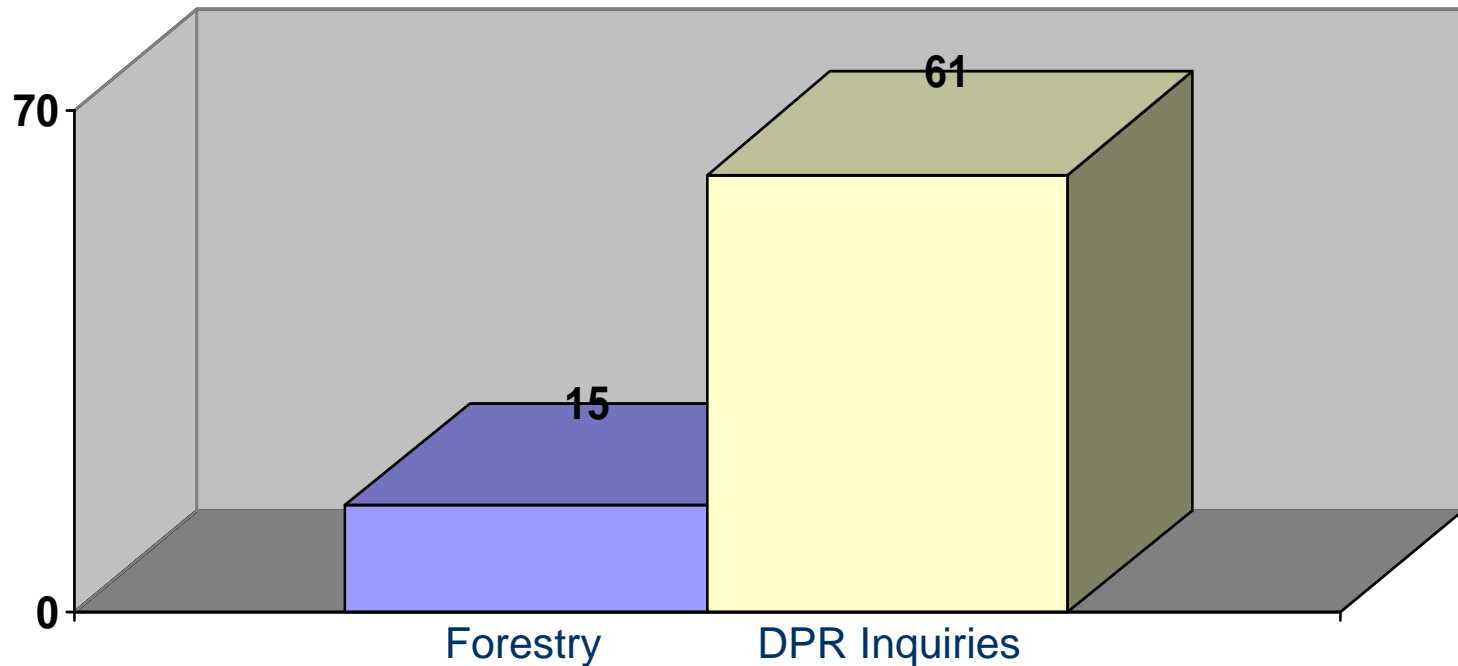
Complaint Type	Total Received	# Resolved	# No Response
Sanitation Enforcement (SE)	20	19	1
Collection	8	7	0
Derelict/Abandoned Vehicles	1	1	0
DOS Inquiries	50		

POLICE DEPARTMENTS



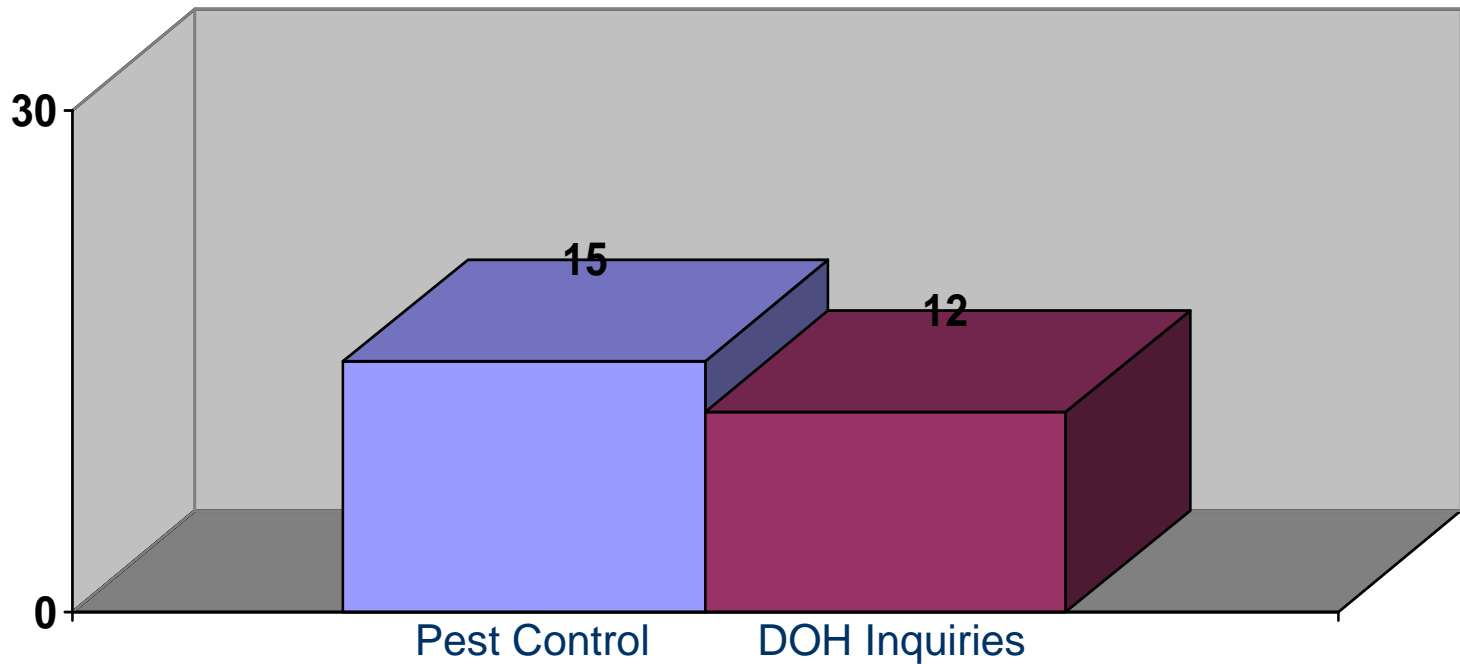
Complaint Type	Total Received	# Resolved	# No Response	NYPD Inquiries
78th Precinct	21	18	0	53
Traffic Enfor.	9	9	0	11
76th Precinct	5	5	0	36
PSA 1	1	0	0	19

DEPARTMENT OF PARKS & RECREATION



Complaint Type	Total Received	# Resolved	# No Response
Forestry	15	8	7
DPR Inquiries	61		

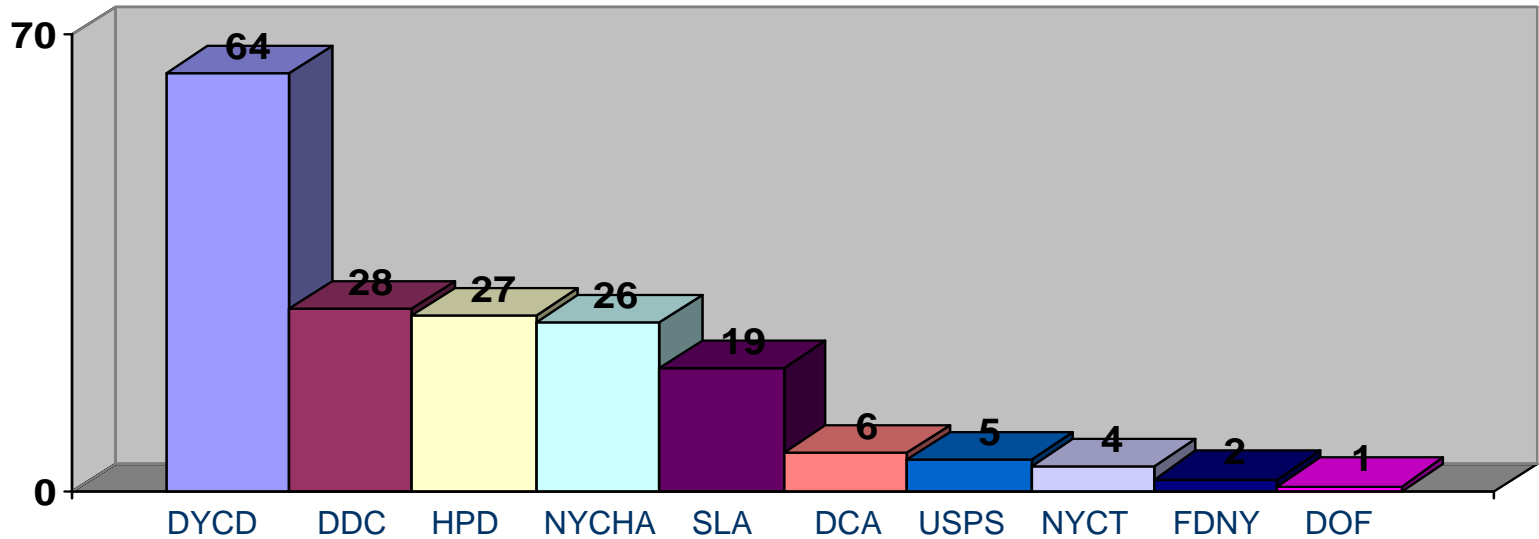
DEPARTMENT OF HEALTH & MENTAL HYGIENE



Complaint Type	Total Received	# Resolved	# No Response
Pest Control	15	15	0
DOH Inquiries	12		

INQUIRIES

DEPARTMENT OF YOUTH & COMMUNITY DEVELOPMENT
DEPARTMENT OF DESIGN & CONSTRUCTION
HOUSING PRESERVATION & DEVELOPMENT
NEW YORK CITY HOUSING AUTHORITY
STATE LIQUOR AUTHORITY
DEPARTMENT OF CONSUMER AFFAIRS
UNITED STATES POSTAL SERVICE
NEW YORK CITY TRANSIT
FIRE DEPARTMENT
DEPARTMENT OF FINANCE



Total Inquiries

Total Inquiries

DYCD
HPD
SLA
USPS
FDNY

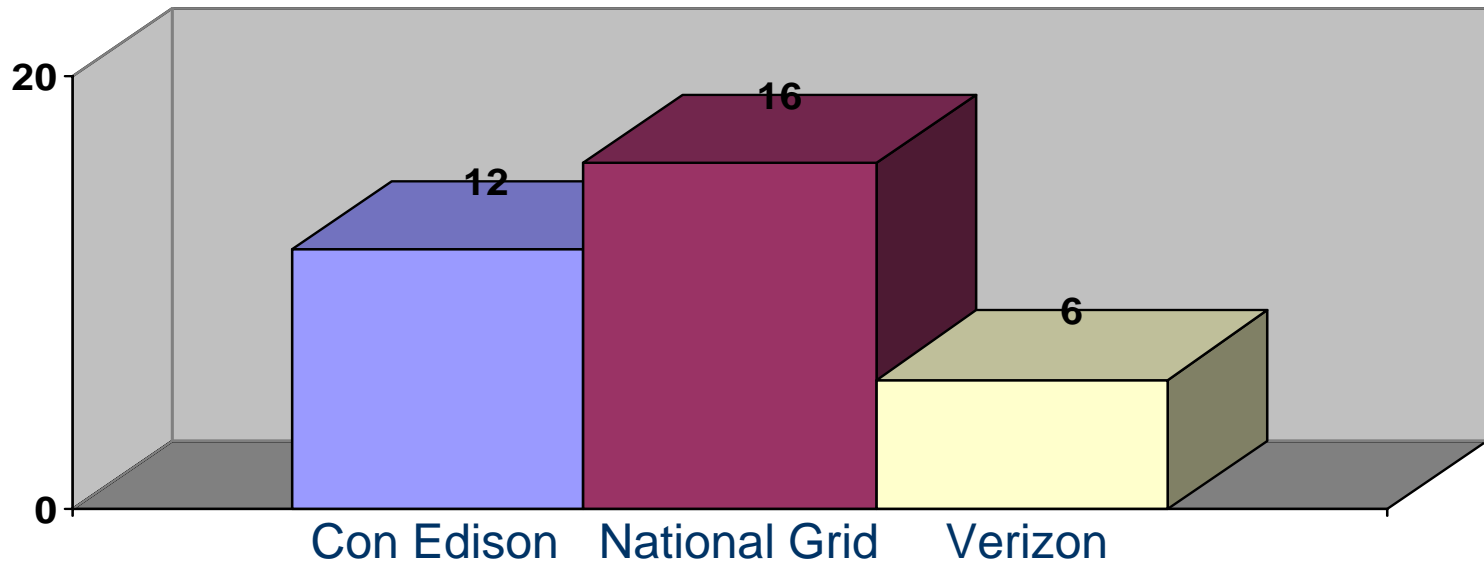
64
27
19
5
2

DDC
NYCHA
DCA
NYCT
DOF

28
26
6
4
1

INQUIRIES

CON EDISON / NATIONAL GRID / VERIZON



Total Inquiries

Con Edison	12
National Grid	16
Verizon	6