



ADVISORY NEIGHBORHOOD COMMISSION 2F
Government of the District of Columbia
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June 7, 2006

(Via First Class Mail)

Office of Neighborhood Services
Attn: Mr. Carlson Klapthor, Ward 2 Coordinator
2000 14th Street, 1st floor
Washington, DC 20001

Re: Request for Support and Comment on the Online City Services Request Web Page.

Dear Mr. Klapthor,

As you know our Committee on Crime and Public Safety (CCPS) established a username (anc2fcrimecomm) on the city services request web site in order to request city services and improve public safety in the community. We started making entries into this system on December 28, 2005. As of this writing we have 29 requests closed and 13 open in the system. It is our opinion that the request system is a valuable tool for the city and we fully intend to exercise it.

Overall we are satisfied with the response by the various city agencies and we appreciate their efforts. We are requesting your assistance, however, in three areas:

1) Closure of open service requests: As the attached listing of open work orders shows, we have a number of requests still showing as open. Some of the requests have been satisfied (mostly graffiti) and we would appreciate that the appropriate city agency closes those in the system that can be closed and resolves those still open. .

2) Resolution due dates: The resolution due date for most items (graffiti, street light repair, abandoned vehicle, etc.) comes up as N/A. We can appreciate the difficulty of defaulting to a response time, as the scope of the problem varies with each entry. However, we feel that a standard response time is warranted in most cases as this then represents a performance metric for the agency involved and sets a realistic expectation for the community. In one case the default response time does not make sense and that is for traffic signs. Please see the attachment that shows the default time for the 4 traffic sign requests made to date. On average the resolution due date defaults to about 5.5 months after the request date. In our opinion this date should be no more than 30 days after the request. As you know our previous requests to remove broken and unsightly construction signage took a considerable amount of

effort to resolve and required your direct involvement plus a letter from an ANC Commissioner to the DDOT Acting Director. We specifically request your assistance with closing request number 159228, as this is a temporary sign stand that has been abandoned and is blocking the sidewalk.

3) New report category: Request a new entry option for abandoned bike frames and locks. The city is littered with stripped bike frames and a separate reporting category is appropriate. We are currently reporting them as a street or parking sign issue.

On May 20th we conducted a survey of Single Member District 2F06. We recorded approximately 70 observations during the survey, the majority of which will require city agency action. Some of these will be recorded via the city services web page. We will continue to conduct these surveys and generate additional action items. Continued city agency attention to making the web page as effective and efficient is necessary.

We sincerely appreciate the work performed by you, the Office of Neighborhood Services and the other city agencies. My point of contact on the CCPS is Mike Sheaffer and he may be reached at anc2fccps@gmail.com. An update to him in time for the July 5th, 2006 ANC meeting would also be appreciated.

Sincerely yours,



Charles D. Reed
Chairman, ANC2F

cc (via e-mail)

Jennifer Trock, President, Logan Circle Community Association
CCPS06-10

Open Requests for username: ANC2FCRIMECOMM

Request #	Service Type	Submitted On	Updated On	Current Status	Inspection Due	Resolution Due	Actual Resolution
<u>1186539</u>	Street Repair	4/27/2006	5/1/2006	Open-Submitted	5/11/2006	-	-
<u>1179061</u>	Graffiti	4/18/2006	4/25/2006	Open-Submitted	-	-	-
<u>1177765</u>	Graffiti	4/14/2006	4/25/2006	Open-Submitted	-	-	-
<u>1177732</u>	Graffiti	4/14/2006	4/25/2006	Open-Submitted	-	-	-
<u>1177608</u>	Graffiti	4/14/2006	4/25/2006	Open-Submitted	-	-	-
<u>1177477</u>							
(W1149167)*	Streetlight Repair	4/12/2006	4/21/2006	Open-Submitted	4/17/2006	-	-
<u>1159228</u>	Traffic Signs	3/20/2006	3/22/2006	Open-Submitted	-	9/4/2006	-
<u>1152487</u>	Traffic Signs	3/10/2006	3/13/2006	Open-Submitted	-	8/25/2006	-
<u>1152464</u>	Graffiti	3/10/2006	3/14/2006	Open-Submitted	-	-	-
<u>1103849</u>	Streetlight Repair	12/28/2005	4/4/2006	Open-Submitted	1/2/2006	-	-

All Traffic Sign requests for username ANC2FCRIMECOMM

Request #	Service Type	Submitted On	Updated On	Current Status	Inspection Due	Resolution Due	Actual Resolution
<u>1103884</u>	Traffic Signs	12/28/2005	1/9/2006	Closed-Complete	-	6/14/2006	1/9/2006
<u>1129344</u>	Traffic Signs	2/2/2006	2/24/2006	Closed-Complete	-	7/20/2006	2/23/2006
<u>1159228</u>	Traffic Signs	3/20/2006	3/22/2006	Open-Submitted	-	9/4/2006	-
<u>1152487</u>	Traffic Signs	3/10/2006	3/13/2006	Open-Submitted	-	8/25/2006	-