

Request Category	Created in period	Acknowledged in period	Closed in period	Average days to acknowledge in period	Days to acknowledge previous	Average days to close	Average days to close in comparison period	Category SLA length	Unit of category SLA length	Percentage of requests closed within SLA	Number of requests within period that are overdue	Open count	Number of requests within period that are overdue and not closed	
Abuse	0	0	1			0		1.5	days	100%	0	0	0	
Illegal Dumping/Litter Complaint	0	0	0			0		1.5	days	100%	0	0	0	
Trash & Recycling	0	0	0					1	days	0%	0	0	0	
Nuisance Complaint or Private Property Complaint	2	2	2		0.6	3.5		0.4	1	days	0%	0	0	
Blight or Building Code Violation	0	0	0		0.4	0.4		2	days	0%	0	0	0	
City Employee or City Transaction Issue	0	0	1			3.2		1.5	days	0%	1	0	0	
Pothole	1	1	3		0.3	1.4		3	days	100%	2	0	0	
Pavement Marking Faded/Needed	2	0	2			7		1	weeks	0%	2	0	0	
Street Sweeping Issue or Request	1	1	1		0	4.4		1	weeks	100%	0	0	0	
Fire Hydrant Issues	1	0	1			0.4		2	days	100%	0	0	0	
Flood/In	0	0	1			1.8		0.2	days	0%	1	0	0	
Snow/Ice Removal on Street	0	0	0			0		0	days	0%	0	0	0	
Unseen Pavement/Resurfacing Request	2	2	1		3.5	25		1	weeks	0%	1	1	1	
Other	5	1	5		0.2	3.2		1	days	0%	5	0	0	
Tree Debris Pick-Up Request	0	0	0					1	days	0%	0	0	0	
Plumbing Request	5	2	5		5.8	7.6		1.5	days	20%	4	0	0	
Removal Request	0	0	0					2	days	0%	0	0	0	
Other	2	2	1		3.6	3.8	0.3	3	days	0%	0	1	1	
Sidewalk Defect	0	0	0					2	days	0%	0	0	0	
Sidewalk Obstruction	0	0	0					1	days	0%	0	0	0	
Snow/Ice Removal Request	1	0	1			2.8		1.4	days	0%	1	0	0	
Other	1	0	0					2	days	0%	0	0	0	
Storm Drain Concern	2	1	2		1	3.4		1	weeks	0%	1	0	0	
Streetlights	2	1	2		2.9			1	days	50%	1	0	0	
Stinkhole	0	0	0					0.5	days	0%	0	0	0	
Manhole Concern	1	1	1		0.5	0.3		0.5	days	0%	1	0	0	
Water Quality Issue	1	0	1			0.2		0	days	100%	0	0	0	
Sewer Line Issues/Leak	2	0	2		1.3	0.1		1.8	2	days	100%	0	0	
Intersection/Corner Visibility	1	0	1			0.2		2.5	days	100%	0	0	0	
Street Sign - Damaged/Missing/Needed	0	0	0					1	days	0%	0	0	0	
Traffic or Pedestrian Signal Issue	5	0	5			1.6		0.5	days	20%	4	0	0	
Other	2	0	2			0		1.5	days	100%	0	0	0	
Abandoned Vehicle	0	0	0					2.6	2.5	days	0%	0	0	
Parking Meter - Broken	1	0	1			0		1	days	100%	0	0	0	
Parking Enforcement	0	0	0					2	days	0%	0	0	0	
Park Trees	0	0	0					3	weeks	0%	0	0	0	
Park Graffiti	1	1	1		0.2	8.2	2.4	2	weeks	100%	1	0	0	
Parks Lighting Issues	0	0	0					2	weeks	0%	0	0	0	
Playground Equipment Issues	3	3	3		0	0.5		1	days	87%	1	0	0	
Park Beautification Request	0	0	0					2	weeks	0%	0	0	0	
Other	0	0	0					0	1	weeks	0%	0	0	
Construction	0	0	0					1.1	1	days	0%	0	0	0
Request a service not listed	1	1	1		0	5		1	weeks	0%	1	0	0	
Ask a question	1	0	1			0		1	weeks	100%	0	0	0	
Animal	0	0	0					1	days	0%	0	0	0	
Abandoned Vehicle	0	0	0					2	days	0%	0	0	0	
Blight or Building Code Violation	0	0	0					2	days	0%	0	0	0	
City Employee or City Transaction Issue	0	0	0					2	days	0%	0	0	0	
Construction Concerns	0	0	0					2	days	0%	0	0	0	
Graffiti	0	0	0					2	days	0%	0	0	0	
Illegal Dumping or Litter Complaint	0	0	0					2	days	0%	0	0	0	
Nuisance Complaint or Private Property Complaint	0	0	0					2	days	0%	0	0	0	
Homeless Encampment	0	0	0					1	days	0%	0	0	0	
Parking Concerns	0	0	0					2	days	0%	0	0	0	
Other	0	0	0					4	days	0%	0	0	0	
Parks and Playgrounds	0	0	0					1	days	0%	0	0	0	
Pothole	0	0	0					0.5	days	0%	0	0	0	
Sidewalk Concern	0	0	0					2	weeks	0%	0	0	0	
Street Light	0	0	0					2	days	0%	0	0	0	
Stumps	0	0	0					1	days	0%	0	0	0	
Traffic Signal	0	0	0					1	days	0%	0	0	0	
Transit	0	0	0					2	days	0%	0	0	0	
Trash and Recycling	0	0	0					1	days	0%	0	0	0	
Tree	0	0	0					1	days	0%	0	0	0	
Park Graffiti	0	0	0					1	days	0%	0	0	0	