

Request Category	Created in period	Acknowledged in period	Closed in period	Average days to acknowledge in period	Average days to close	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
Animals	0	0	0			1.5 days	days	0%	0	0	0
Illegal Dumping/Litter Complaint	3	2	2		1	4.7	1.5 days	0%	1	1	1
Trash & Recycling	0	0	0				1 days	0%	0	0	0
Nuisance Complaint or Private Property Complaint	2	2	2	0.5	1.9		1 days	50%	1	0	0
Blight or Building Code Violation	2	2	2		1.5		2 days	50%	1	0	0
City Employees or City Transaction Issue	0	0	0			1.5 days	days	0%	0	0	0
Potholes	4	3	4	0.7	1.6		1 days	25%	3	0	0
Pavement Marking Faded/Needed	0	0	0			1 weeks	weeks	0%	0	0	0
Street Sweeping Issue or Request	1	1	1		8.1		1 weeks	0%	1	0	0
Fire Hydrant Issue(s)	1	1	1		0		1 days	100%	1	0	0
Flooding	0	0	2	0.6	0.9		0.2 days	0%	1	0	0
Sidewalk Removal on Street	0	0	0			1 days	days	0%	0	0	0
Unseen Pavement/Resurfacing Request	0	0	0			1 weeks	weeks	0%	0	0	0
Others	3	2	3		0.9		1 days	67%	1	0	0
Tree Debris Pick-Up Request	0	0	0			1 days	days	0%	0	0	0
Runoff Request	1	1	1		9		1.5 days	0%	1	0	0
Removal Request	0	0	0			2 days	days	0%	0	0	0
Tree Inspection	0	0	0			1 days	days	0%	0	0	0
Other	0	0	0			2 days	days	0%	0	0	0
Sidewalk Defect	0	0	0			2 days	days	0%	0	0	0
Sidewalk Obstruction	1	1	1	0.9	2.9		1 days	0%	1	0	0
Snow/Ice Removal Request	0	0	0			1.5 days	days	0%	0	0	0
Other	2	2	2		6.3		1 weeks	50%	1	0	0
Storm Drain Concern	1	1	1		0.6		1.5 days	100%	0	0	0
Sinkhole	0	0	0			0.2 days	days	0%	0	0	0
Manhole Concern	0	0	0			0.5 days	days	0%	0	0	0
Water Quality Issue	0	0	0			1.5 days	days	0%	0	0	0
Sewer Line Issue(s)	0	0	0			1 days	days	0%	0	0	0
Intersection/Corner Visibility	1	1	1	1.1	7.1		2.5 days	0%	1	0	0
Street Sign - Damaged/Missing/Needed	1	1	1		0.6		1 days	100%	0	0	0
Traffic or Pedestrian Signal Issue	0	0	0			1.5 days	days	0%	0	0	0
Other	1	1	1		4		1.5 days	0%	1	0	0
Abandoned Vehicle	1	1	1	0.8	2		3 days	100%	0	0	0
Parking Meter - Broken	0	0	0			2 days	days	0%	0	0	0
Parking Enforcement	0	0	0			2 days	days	0%	0	0	0
Park Trees	0	0	0			3 weeks	weeks	0%	0	0	0
Park Graffiti	0	0	0			1 weeks	weeks	0%	0	0	0
Parks Lighting Issues	0	0	0			1.5 weeks	weeks	0%	0	0	0
Playground Equipment Issues	0	0	0			2 days	days	0%	0	0	0
Park Beautification Request	0	0	0			2 weeks	weeks	0%	0	0	0
Other	0	0	0			1 weeks	weeks	0%	0	0	0
Construction	0	0	0			1 days	days	0%	0	0	0
Request a service not listed	5	4	5		0	3.2	1 weeks	60%	0	0	0
Ask a question	0	0	0			1 weeks	weeks	0%	0	0	0
Animal	0	0	0			1 days	days	0%	0	0	0
Abandoned Vehicle	0	0	0			2 days	days	0%	0	0	0
Blight or Building Code Violation	0	0	0			3 days	days	0%	0	0	0
City Employees or City Transaction Issue	0	0	0			2 days	days	0%	0	0	0
Construction Concerns	0	0	0			2 days	days	0%	0	0	0
Graffiti	0	0	0			2 days	days	0%	0	0	0
Illegal Dumping or Litter Complaint	0	0	0			2 days	days	0%	0	0	0
Nuisance Complaint or Private Property Complaint	0	0	0			3 days	days	0%	0	0	0
Homeless Encampment	0	0	0			1 days	days	0%	0	0	0
Parking Concerns	0	0	0			2 days	days	0%	0	0	0
Other	0	0	0			4 days	days	0%	0	0	0
Parks and Playgrounds	0	0	0			1 days	days	0%	0	0	0
Potholes	0	0	0			0.5 days	days	0%	0	0	0
Sidewalk Concern	0	0	0			2 weeks	weeks	0%	0	0	0
Street Light	0	0	0			2 days	days	0%	0	0	0
Streets	0	0	0			1 days	days	0%	0	0	0
Traffic Signal	0	0	0			1 days	days	0%	0	0	0
Transit	0	0	0			2 days	days	0%	0	0	0
Trash and Recycling	0	0	0			2 days	days	0%	0	0	0
Trees	0	0	0			3 days	days	0%	0	0	0
Park Graffiti	0	0	0			1 days	days	0%	0	0	0