

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	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		0%	0	0	0
Heat/Domestical Litter Complaint	2	2	2	0.5		6	1.5 days		0%	0	0	0
Trash & Recycling	0	0	0				1 days		0%	0	0	0
Nuisance Complaint or Private Property Complaint	2	2	2	0.3	0.6	2.7	1 days		50%	1	0	0
Right of Building Code Violation	5	4	5	0.3		1.3	2 days		80%	5	0	0
City Employee or City Transaction Issue	2	2	2	0.3		2.9	1.5 days		0%	2	0	0
Potholes	0	0	0		0.3		1 days		0%	0	0	0
Pavement Marking Faded/Needed	2	2	1				1 weeks		0%	0	2	1
Street Sweeping Issue or Request	2	2	2	2.2	0	4.7	1 weeks		50%	1	0	0
Fire Hydrant Issues	0	0	0				2 days		0%	0	0	0
Flooding	0	0	0				0.2 days		0%	0	0	0
Snow/Ice Removal on Street	0	0	0				1 days		0%	0	0	0
Unseen Pavement/Resurfacing Request	2	2	0	2.2	3.6		1 weeks		0%	2	0	2
Others	2	2	1	0.2		1	1 days		0%	0	1	1
Tree Debris Pick-Up Request	0	0	0				1 days		0%	0	0	0
Pruning Request	1	1	1	0.5	5.8	2.4	1.5 days		0%	1	0	0
Removal Request	1	0	1			0.1	2 days		100%	0	0	0
Other	0	0	0		3.6		2 days		0%	0	0	0
Sidewalk Defect	2	2	0	4.4			2 days		0%	0	2	2
Sidewalk Obstruction	0	0	0				1 days		0%	0	0	0
Snow/Ice Removal Request	0	0	0				1.5 days		0%	0	0	0
Other	0	0	0				1 weeks		0%	0	0	0
Storm Drain Concern	0	0	0		1		3 days		0%	0	0	0
Manhole	0	0	0				0.5 days		0%	0	0	0
Manhole Concern	0	0	0		0.5		0.5 days		0%	0	0	0
Water Quality Issue	0	0	0				5 days		0%	0	0	0
Sewer Line Issue(s)	0	0	0				0.5 days		0%	0	0	0
Intersection/Corner Visibility	0	0	0				2.5 days		0%	0	0	0
Street Sign - Damaged/Missing/Needed	0	0	0				1 days		0%	0	0	0
Traffic or Pedestrian Signal Issue	0	0	0				0.5 days		0%	0	0	0
Other	1	1	1	0		1	1.5 days		100%	0	0	0
Abandoned Vehicle	1	1	1	0		0.1	2.5 days		100%	0	0	0
Parking Meter - Broken	0	0	0				2 days		0%	0	0	0
Parking Enforcement	0	0	0				2 days		0%	0	0	0
Park Trees	1	1	1	0		3	3 weeks		100%	0	0	0
Park Graffiti	0	0	0		0.2		2 weeks		0%	0	0	0
Parks Lighting Issues	0	0	0				2 weeks		0%	0	0	0
Playground Equipment Issues	1	1	0		0		1 days		0%	0	1	0
Park Beautification Request	0	0	0				2 weeks		0%	0	0	0
Other	3	3	2	0.2		2.8	1 weeks		100%	0	1	1
Construction	0	0	0				1 days		0%	0	0	0
Request a service not listed	4	2	4	0	0	3.7	1 weeks		50%	2	0	0
Ask a question	0	0	0				1 weeks		0%	0	0	0
Animal	0	0	0				1 days		0%	0	0	0
Abandoned Vehicle	0	0	0				2 days		0%	0	0	0
Right of Building Code Violation	0	0	0				3 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				3 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
Proble	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
Streets	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				2 days		0%	0	0	0
Trails	0	0	0				3 days		0%	0	0	0
Park Graffiti	0	0	0				1 days		0%	0	0	0