

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		0%	0	0	0
Illegal Dumping/Liter Complaint	1	1	1			1.5 days		0%	1	0	0
Trash & Recycling	0	0	0	0	4	1 days		0%	0	0	0
Nuisance Complaint or Private Property Complaint	1	0	1		0.4	1 days		100%	0	0	0
Blight or Building Code Violation	1	1	1	0.4	0.4	2 days		100%	0	0	0
City Employee or City Transaction Issue	1	1	1	0.9	0.9	1.5 days		100%	0	0	0
Potholes	0	0	0			1 days		0%	0	0	0
Pavement Marking Faded/Needed	0	0	0			1 weeks		0%	0	0	0
Street Sweeping Issue or Request	0	0	0			1 weeks		0%	0	0	0
Fire Hydrant Issue(s)	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
Uneven Pavement/Resurfacing Request	0	0	0			1 weeks		0%	0	0	0
Others	0	0	0			1 days		0%	0	0	0
Tree Debris Pick-Up Request	0	0	0			1 days		0%	0	0	0
Pruning Request	0	0	0			1.5 days		0%	0	0	0
Removal Request	1	1	1	0.3	0.3	2 days		100%	0	0	0
Other	0	0	0			2 days		0%	0	0	0
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	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			3 days		0%	0	0	0
Stitchole	0	0	0			0.5 days		0%	0	0	0
Manhole Concern	0	0	0			0.5 days		0%	0	0	0
Water Quality Issue	1	0	1		0	5 days		100%	0	0	0
Sewer Line Issue(s)	2	2	2	1.3	1.8	2 days		50%	1	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	1	0	1		0.2	0.5 days		100%	0	0	0
Other	0	0	0			1.5 days		0%	0	0	0
Abandoned Vehicle	2	0	2		2.6	2.5 days		50%	1	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	0	3 weeks		100%	0	0	0
Park Graffiti	1	1	1	2.4	2.4	2 weeks		100%	0	0	0
Parks Lighting Issues	0	0	0			2 weeks		0%	0	0	0
Playground Equipment Issues	0	0	0			1 days		0%	0	0	0
Park Beautification Request	0	0	0			2 weeks		0%	0	0	0
Other	1	0	1		0	1 weeks		100%	1	0	0
Construction	1	0	1		1.1	1 days		0%	1	0	0
Request a service not listed	0	0	0			1 weeks		0%	0	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
Blight or 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 Liter 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
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
Streets	0	0	0			1 days		0%	0	0	0
Test	0	0	0			0 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