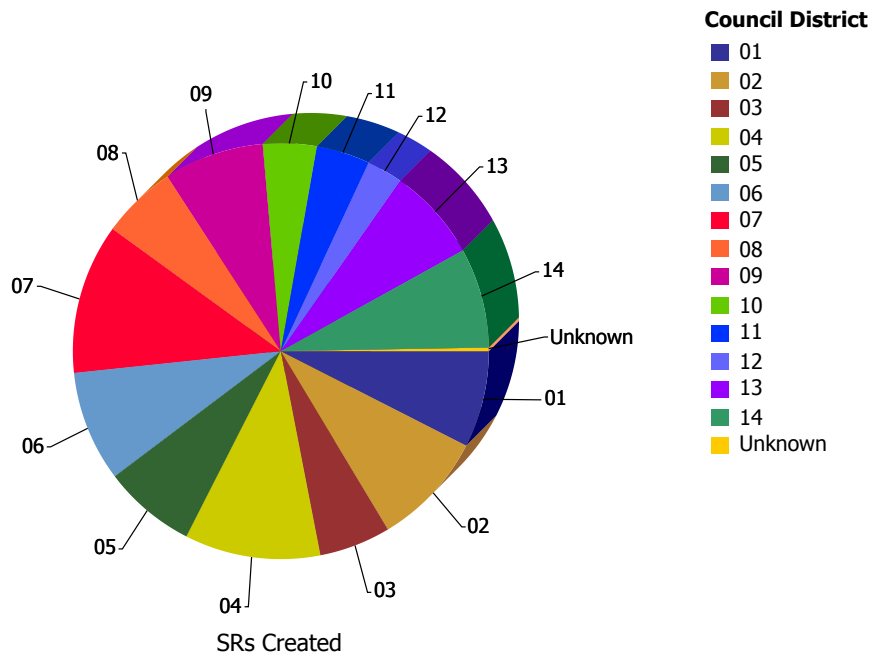


Service Request (SR) Performance by Council District - November 2016

Council District Report
For November 2016



Council District	SRs Created	% of City Wide Total	% Closed On Time
01	2,095	7.4%	96.8%
02	2,535	9.0%	96.5%
03	1,569	5.6%	96.5%
04	2,970	10.5%	95.6%
05	2,027	7.2%	95.8%
06	2,397	8.5%	96.4%
07	3,291	11.7%	96.4%
08	1,706	6.0%	94.9%
09	2,153	7.6%	97.4%
10	1,182	4.2%	97.0%
11	1,173	4.2%	95.8%
12	802	2.8%	96.0%
13	2,009	7.1%	96.2%
14	2,185	7.7%	97.6%
Unknown	108	0.4%	87.4%
Total	28,202	100.0%	96.3%

Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Citywide

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Litter - CCS	1,706	471	471	100.0%	30	6.6	1,235	72.4%	1,235	100.0%	1,706	100.0%
Signs - Public Right of Way - CCS	1,571	15	0	0.0%	5	0.2	1,556	99.0%	1,534	98.6%	1,534	97.6%
Garbage Roll Cart - Residential - SAN	1,535	0	0	0.0%	7	2.0	1,535	100.0%	1,535	100.0%	1,535	100.0%
High Weeds - CCS	1,455	379	379	100.0%	30	7.2	1,076	74.0%	1,076	100.0%	1,455	100.0%
Garbage - Missed - SAN	1,318	3	0	0.0%	3	0.8	1,315	99.8%	1,297	98.6%	1,297	98.4%
Dead Animal Pick Up - SAN	1,255	18	0	0.0%	1	0.3	1,237	98.6%	1,204	97.3%	1,204	95.9%
Obstruction Alley/Sidewalk/Street - CCS	1,005	537	537	100.0%	45	8.9	468	46.6%	468	100.0%	1,005	100.0%
Animal - Loose - CCS	972	9	9	100.0%	25	0.0	963	99.1%	963	100.0%	972	100.0%
Recycling - Roll Cart - SAN	972	0	0	0.0%	7	2.0	972	100.0%	972	100.0%	972	100.0%
Bulky Trash Violations - CCS	849	63	45	71.4%	10	3.6	786	92.6%	742	94.4%	787	92.7%
24 Hour Parking Violation - DPD	787	14	0	0.0%	7	4.2	773	98.2%	661	85.5%	661	84.0%
Recyclable Collection Missed (Residential) - SAN	763	1	0	0.0%	3	1.1	762	99.9%	742	97.4%	742	97.2%
Brush Busters - SAN	670	7	0	0.0%	5	2.0	663	99.0%	635	95.8%	635	94.8%
Illegal Dumping - CCS	576	68	17	25.0%	10	3.2	508	88.2%	469	92.3%	486	84.4%
Miscellaneous Service Request - CTY	562	0	0	0.0%	10	1.2	562	100.0%	562	100.0%	562	100.0%
Parking - Report of Violation - DPD	487	2	0	0.0%	2	0.3	485	99.6%	479	98.8%	479	98.4%
Street Repair - Routine-STS	455	176	176	100.0%	90	4.0	279	61.3%	279	100.0%	455	100.0%
Parking - Unapproved Surface - CCS	437	13	0	0.0%	7	1.8	424	97.0%	404	95.3%	404	92.4%
Graffiti Abatement Request - CCS	377	76	76	100.0%	30	2.0	301	79.8%	301	100.0%	377	100.0%
Junk Motor Vehicle - CCS	370	226	226	100.0%	90	8.3	144	38.9%	144	100.0%	370	100.0%

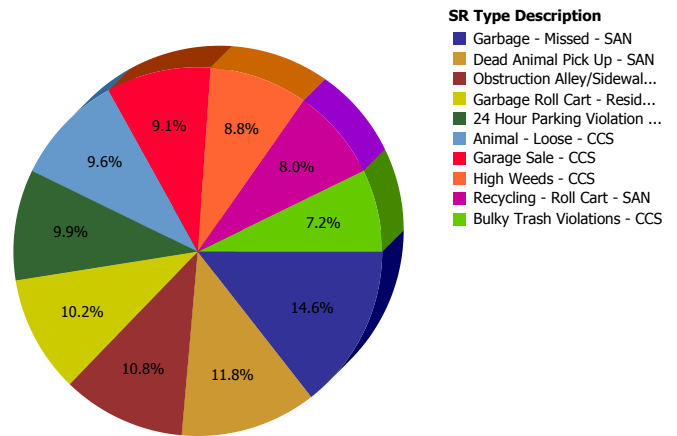
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 01

Top 10 Service Requests

SR Type	Service Request Count
Garbage - Missed - SAN	134
Dead Animal Pick Up - SAN	109
Obstruction Alley/Sidewalk/Street - CCS	99
Garbage Roll Cart - Residential - SAN	94
24 Hour Parking Violation - DPD	91
Animal - Loose - CCS	88
Garage Sale - CCS	84
High Weeds - CCS	81
Recycling - Roll Cart - SAN	74
Bulky Trash Violations - CCS	66

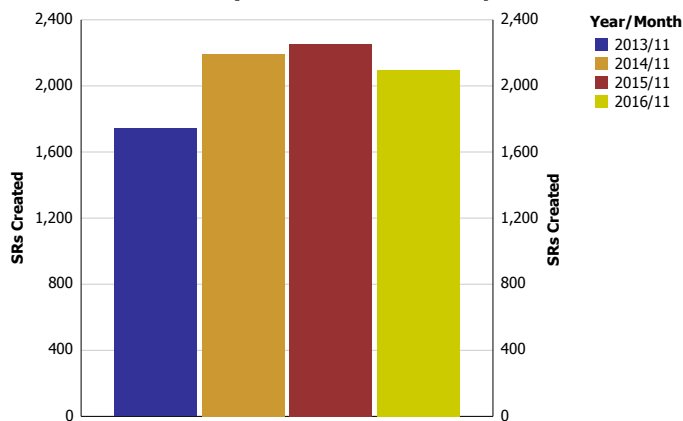


Top 10 Requests

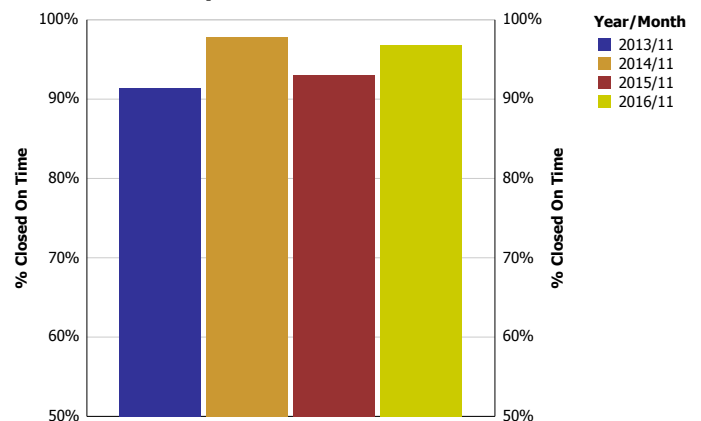
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,095	1,835	1,777	96.8%	260	251	96.5%	96.8%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 01

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage - Missed - SAN	134	0	0	0.0%	3	0.7	134	100.0%	134	100.0%	134	100.0%
Dead Animal Pick Up - SAN	109	2	0	0.0%	1	0.3	107	98.2%	105	98.1%	105	96.3%
Obstruction Alley/Sidewalk/Street - CCS	99	54	54	100.0%	45	8.4	45	45.5%	45	100.0%	99	100.0%
Garbage Roll Cart - Residential - SAN	94	0	0	0.0%	7	2.1	94	100.0%	94	100.0%	94	100.0%
24 Hour Parking Violation - DPD	91	0	0	0.0%	7	2.4	91	100.0%	91	100.0%	91	100.0%
Animal - Loose - CCS	88	1	1	100.0%	25	0.0	87	98.9%	87	100.0%	88	100.0%
Garage Sale - CCS	84	0	0	0.0%	5	0.2	84	100.0%	83	98.8%	83	98.8%
High Weeds - CCS	81	35	35	100.0%	30	11.0	46	56.8%	46	100.0%	81	100.0%
Recycling - Roll Cart - SAN	74	0	0	0.0%	7	2.0	74	100.0%	74	100.0%	74	100.0%
Bulky Trash Violations - CCS	66	0	0	0.0%	10	3.2	66	100.0%	65	98.5%	65	98.5%
Litter - CCS	66	34	34	100.0%	30	8.3	32	48.5%	32	100.0%	66	100.0%
Brush Busters - SAN	62	6	0	0.0%	5	1.6	56	90.3%	56	100.0%	56	90.3%
Miscellaneous Service Request - CTY	50	0	0	0.0%	10	1.2	50	100.0%	50	100.0%	50	100.0%
Illegal Dumping - CCS	48	0	0	0.0%	10	2.1	48	100.0%	48	100.0%	48	100.0%
Recyclable Collection Missed (Residential) - SAN	48	0	0	0.0%	3	0.8	48	100.0%	48	100.0%	48	100.0%
Signs - Public Right of Way - CCS	47	0	0	0.0%	5	0.8	47	100.0%	45	95.7%	45	95.7%
Signs - Other - CCS	42	1	1	100.0%	15	0.3	41	97.6%	41	100.0%	42	100.0%
Graffiti Abatement Request - CCS	39	10	10	100.0%	30	4.1	29	74.4%	29	100.0%	39	100.0%
Parking - Report of Violation - DPD	34	0	0	0.0%	2	0.4	34	100.0%	33	97.1%	33	97.1%
Junk Motor Vehicle - CCS	31	24	24	100.0%	90	7.3	7	22.6%	7	100.0%	31	100.0%

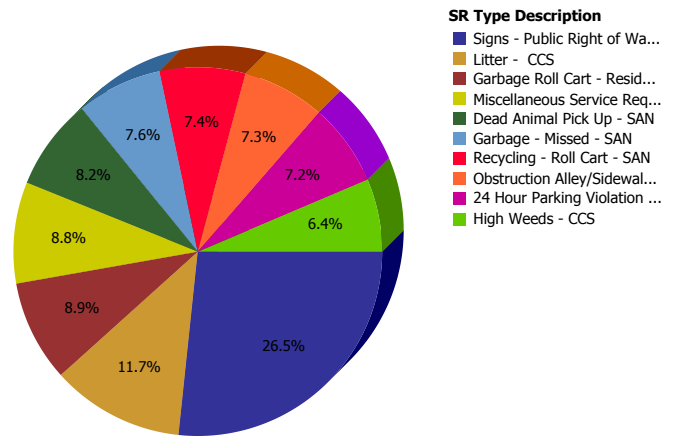
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 02

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	270
Litter - CCS	119
Garbage Roll Cart - Residential - SAN	91
Miscellaneous Service Request - CTY	90
Dead Animal Pick Up - SAN	83
Garbage - Missed - SAN	77
Recycling - Roll Cart - SAN	75
Obstruction Alley/Sidewalk/Street - CCS	74
24 Hour Parking Violation - DPD	73
High Weeds - CCS	65

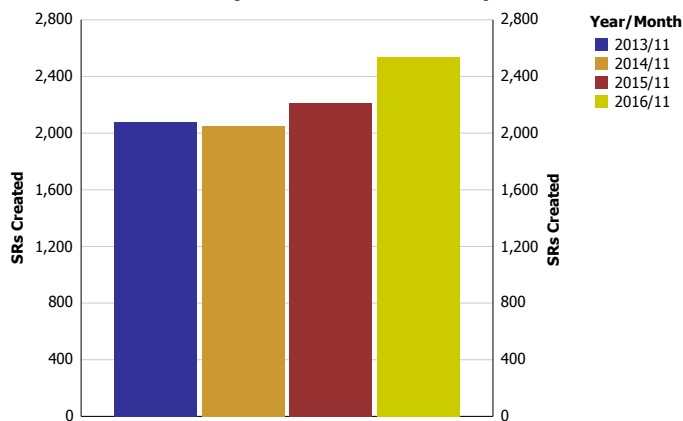


Top 10 Requests

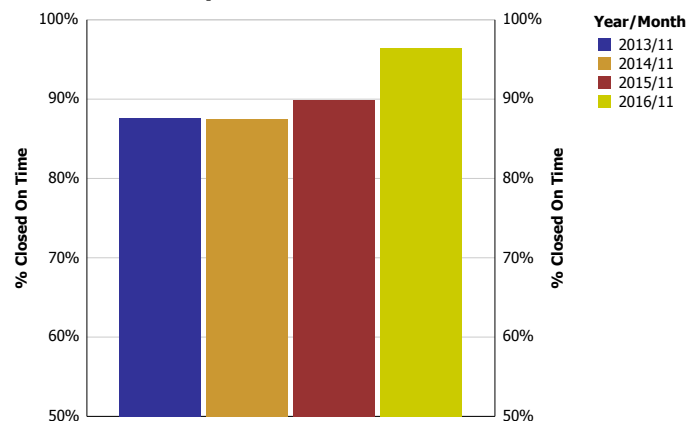
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,535	2,241	2,162	96.5%	294	276	93.9%	96.2%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 02

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Signs - Public Right of Way - CCS	270	1	0	0.0%	5	0.2	269	99.6%	265	98.5%	265	98.1%
Litter - CCS	119	44	44	100.0%	30	6.9	75	63.0%	75	100.0%	119	100.0%
Garbage Roll Cart - Residential - SAN	91	0	0	0.0%	7	2.2	91	100.0%	91	100.0%	91	100.0%
Miscellaneous Service Request - CTY	90	0	0	0.0%	10	1.0	90	100.0%	90	100.0%	90	100.0%
Dead Animal Pick Up - SAN	83	0	0	0.0%	1	0.3	83	100.0%	78	94.0%	78	94.0%
Garbage - Missed - SAN	77	0	0	0.0%	3	0.6	77	100.0%	77	100.0%	77	100.0%
Recycling - Roll Cart - SAN	75	0	0	0.0%	7	2.0	75	100.0%	75	100.0%	75	100.0%
Obstruction Alley/Sidewalk/Street - CCS	74	35	35	100.0%	45	7.7	39	52.7%	39	100.0%	74	100.0%
24 Hour Parking Violation - DPD	73	2	0	0.0%	7	5.1	71	97.3%	60	84.5%	60	82.2%
High Weeds - CCS	65	19	19	100.0%	30	8.6	46	70.8%	46	100.0%	65	100.0%
Animal - Loose - CCS	57	1	1	100.0%	25	0.0	56	98.2%	56	100.0%	57	100.0%
Bulky Trash Violations - CCS	57	2	1	50.0%	10	4.9	55	96.5%	46	83.6%	47	82.5%
Graffiti Abatement Request - CCS	57	4	4	100.0%	30	2.4	53	93.0%	53	100.0%	57	100.0%
Traffic Signal - Flashing - STS	56	0	0	0.0%	4	0.9	56	100.0%	56	100.0%	56	100.0%
Parking - Report of Violation - DPD	49	0	0	0.0%	2	0.3	49	100.0%	49	100.0%	49	100.0%
Street Repair - Routine-STS	47	21	21	100.0%	90	4.3	26	55.3%	26	100.0%	47	100.0%
Brush Busters - SAN	46	0	0	0.0%	5	3.3	46	100.0%	36	78.3%	36	78.3%
Parking - Unapproved Surface - CCS	36	0	0	0.0%	7	1.5	36	100.0%	34	94.4%	34	94.4%
Illegal Dumping - CCS	35	2	0	0.0%	10	2.8	33	94.3%	32	97.0%	32	91.4%
Substandard Structure - CCS	35	23	23	100.0%	120	8.6	12	34.3%	12	100.0%	35	100.0%

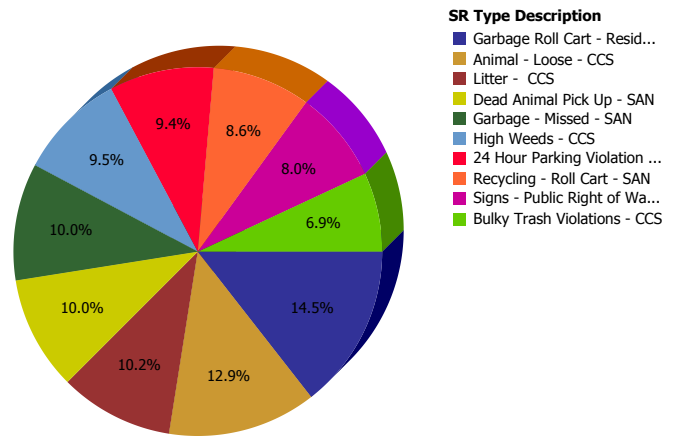
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 03

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	110
Animal - Loose - CCS	98
Litter - CCS	77
Dead Animal Pick Up - SAN	76
Garbage - Missed - SAN	76
High Weeds - CCS	72
24 Hour Parking Violation - DPD	71
Recycling - Roll Cart - SAN	65
Signs - Public Right of Way - CCS	61
Bulky Trash Violations - CCS	52

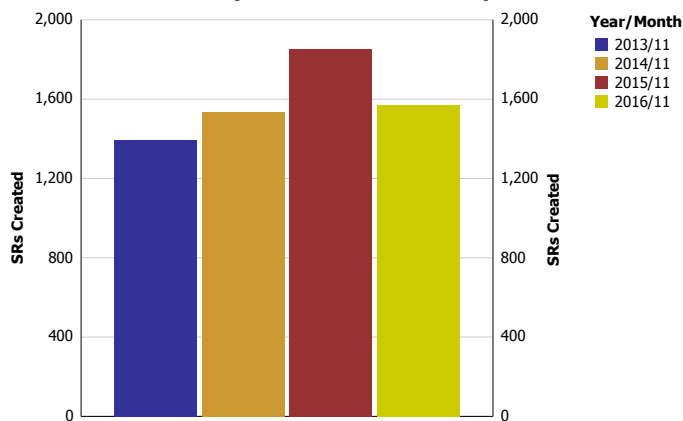


Top 10 Requests

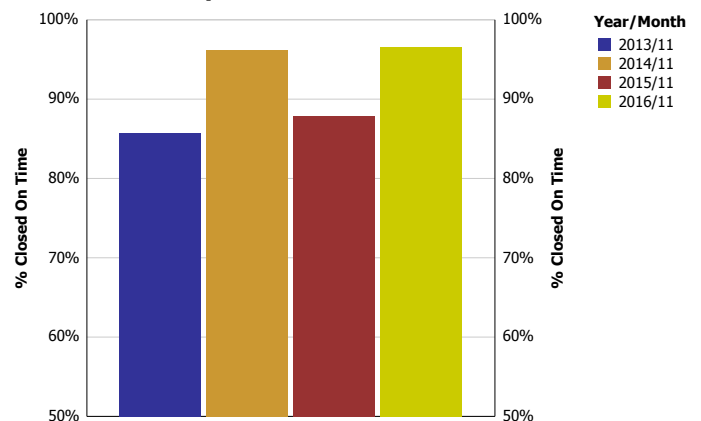
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,569	1,415	1,366	96.5%	154	139	90.3%	95.9%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 03

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage Roll Cart - Residential - SAN	110	0	0	0.0%	7	1.8	110	100.0%	110	100.0%	110	100.0%
Animal - Loose - CCS	98	0	0	0.0%	25	0.0	98	100.0%	98	100.0%	98	100.0%
Litter - CCS	77	15	15	100.0%	30	9.3	62	80.5%	62	100.0%	77	100.0%
Dead Animal Pick Up - SAN	76	2	0	0.0%	1	0.3	74	97.4%	71	95.9%	71	93.4%
Garbage - Missed - SAN	76	0	0	0.0%	3	0.8	76	100.0%	76	100.0%	76	100.0%
High Weeds - CCS	72	20	20	100.0%	30	9.2	52	72.2%	52	100.0%	72	100.0%
24 Hour Parking Violation - DPD	71	0	0	0.0%	7	2.8	71	100.0%	71	100.0%	71	100.0%
Recycling - Roll Cart - SAN	65	0	0	0.0%	7	1.8	65	100.0%	65	100.0%	65	100.0%
Signs - Public Right of Way - CCS	61	0	0	0.0%	5	0.3	61	100.0%	60	98.4%	60	98.4%
Bulky Trash Violations - CCS	52	5	1	20.0%	10	2.6	47	90.4%	45	95.7%	46	88.5%
Brush Busters - SAN	45	0	0	0.0%	5	1.8	45	100.0%	45	100.0%	45	100.0%
Parking - Unapproved Surface - CCS	41	1	0	0.0%	7	1.8	40	97.6%	36	90.0%	36	87.8%
Parking - Report of Violation - DPD	36	1	0	0.0%	2	0.3	35	97.2%	35	100.0%	35	97.2%
Recyclable Collection Missed (Residential) - SAN	33	0	0	0.0%	3	0.5	33	100.0%	33	100.0%	33	100.0%
Illegal Dumping - CCS	31	3	0	0.0%	10	2.5	28	90.3%	27	96.4%	27	87.1%
Junk Motor Vehicle - CCS	31	18	18	100.0%	90	10.8	13	41.9%	13	100.0%	31	100.0%
Animal - Attack in Progress - CCS	25	0	0	0.0%	3	0.0	25	100.0%	12	48.0%	12	48.0%
Animal - Confined Stray - CCS	25	0	0	0.0%	3	0.1	25	100.0%	16	64.0%	16	64.0%
Miscellaneous Service Request - CTY	25	0	0	0.0%	10	1.1	25	100.0%	25	100.0%	25	100.0%
Substandard Structure Apts - CCS	21	4	4	100.0%	120	5.2	17	81.0%	17	100.0%	21	100.0%

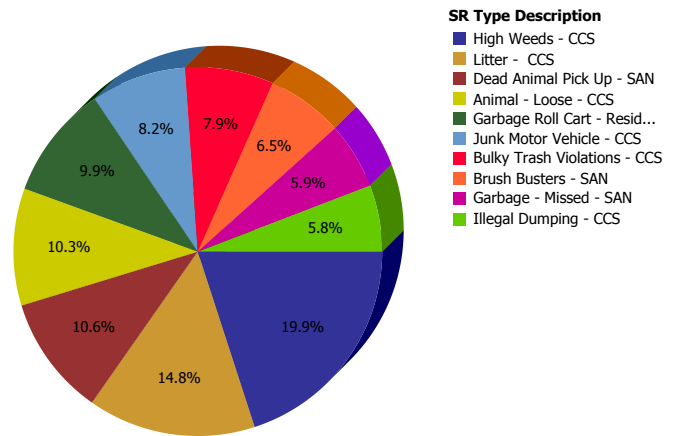
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 04

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	306
Litter - CCS	228
Dead Animal Pick Up - SAN	164
Animal - Loose - CCS	159
Garbage Roll Cart - Residential - SAN	153
Junk Motor Vehicle - CCS	127
Bulky Trash Violations - CCS	122
Brush Busters - SAN	100
Garbage - Missed - SAN	91
Illegal Dumping - CCS	90

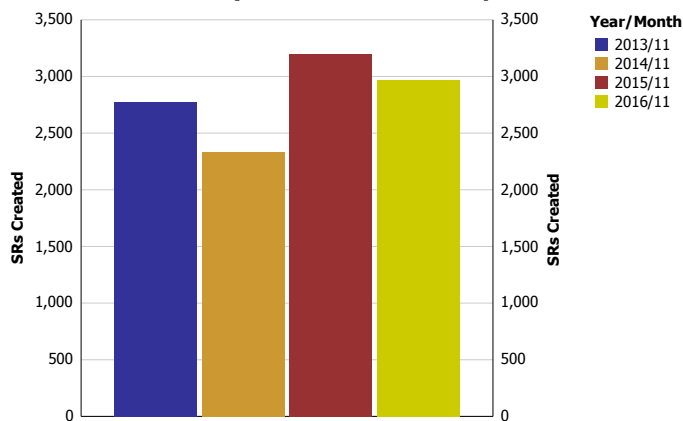


Top 10 Requests

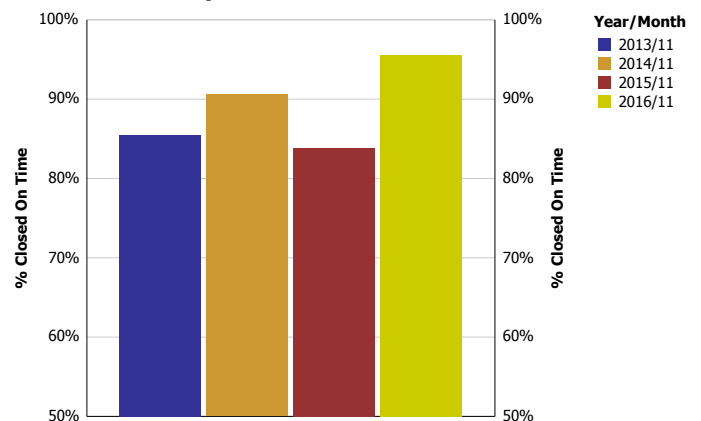
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,970	2,362	2,257	95.6%	608	560	92.1%	94.8%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 04

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	306	99	99	100.0%	30	6.5	207	67.6%	207	100.0%	306	100.0%
Litter - CCS	228	79	79	100.0%	30	6.9	149	65.4%	149	100.0%	228	100.0%
Dead Animal Pick Up - SAN	164	3	0	0.0%	1	0.3	161	98.2%	159	98.8%	159	97.0%
Animal - Loose - CCS	159	3	3	100.0%	25	0.0	156	98.1%	156	100.0%	159	100.0%
Garbage Roll Cart - Residential - SAN	153	0	0	0.0%	7	1.7	153	100.0%	153	100.0%	153	100.0%
Junk Motor Vehicle - CCS	127	90	90	100.0%	90	8.8	37	29.1%	37	100.0%	127	100.0%
Bulky Trash Violations - CCS	122	13	9	69.2%	10	3.2	109	89.3%	104	95.4%	113	92.6%
Brush Busters - SAN	100	0	0	0.0%	5	2.0	100	100.0%	97	97.0%	97	97.0%
Garbage - Missed - SAN	91	1	0	0.0%	3	1.2	90	98.9%	84	93.3%	84	92.3%
Illegal Dumping - CCS	90	31	7	22.6%	10	4.9	59	65.6%	48	81.4%	55	61.1%
Illegal Outside Storage - CCS	88	46	46	100.0%	30	8.6	42	47.7%	42	100.0%	88	100.0%
Substandard Structure - CCS	84	66	66	100.0%	120	9.4	18	21.4%	18	100.0%	84	100.0%
Recycling - Roll Cart - SAN	80	0	0	0.0%	7	1.9	80	100.0%	80	100.0%	80	100.0%
Obstruction Alley/Sidewalk/Street - CCS	66	37	37	100.0%	45	9.7	29	43.9%	29	100.0%	66	100.0%
Parking - Unapproved Surface - CCS	61	7	0	0.0%	7	1.9	54	88.5%	50	92.6%	50	82.0%
24 Hour Parking Violation - DPD	52	0	0	0.0%	7	4.0	52	100.0%	46	88.5%	46	88.5%
Signs - Public Right of Way - CCS	46	0	0	0.0%	5	1.1	46	100.0%	41	89.1%	41	89.1%
Pot hole - Hazardous-STS	45	0	0	0.0%	1	0.2	45	100.0%	43	95.6%	43	95.6%
Animal - Confined Stray - CCS	42	0	0	0.0%	3	0.2	42	100.0%	23	54.8%	23	54.8%
Recyclable Collection Missed (Residential) - SAN	37	0	0	0.0%	3	0.8	37	100.0%	37	100.0%	37	100.0%

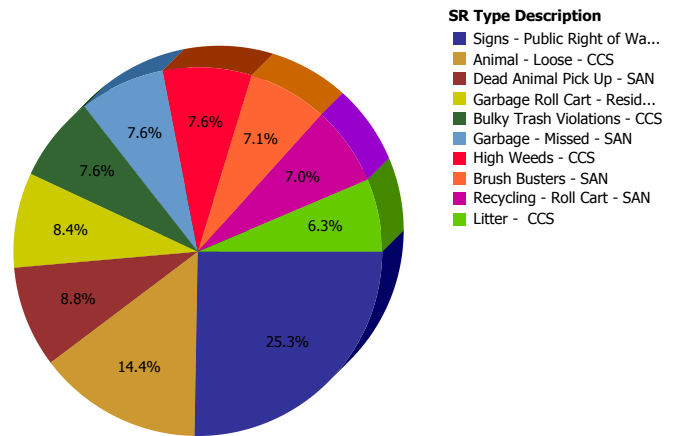
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 05

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	278
Animal - Loose - CCS	158
Dead Animal Pick Up - SAN	97
Garbage Roll Cart - Residential - SAN	92
Bulky Trash Violations - CCS	84
Garbage - Missed - SAN	83
High Weeds - CCS	83
Brush Busters - SAN	78
Recycling - Roll Cart - SAN	77
Litter - CCS	69

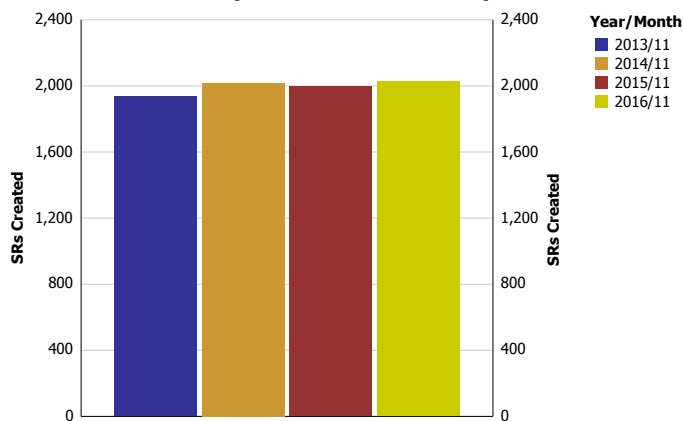


Top 10 Requests

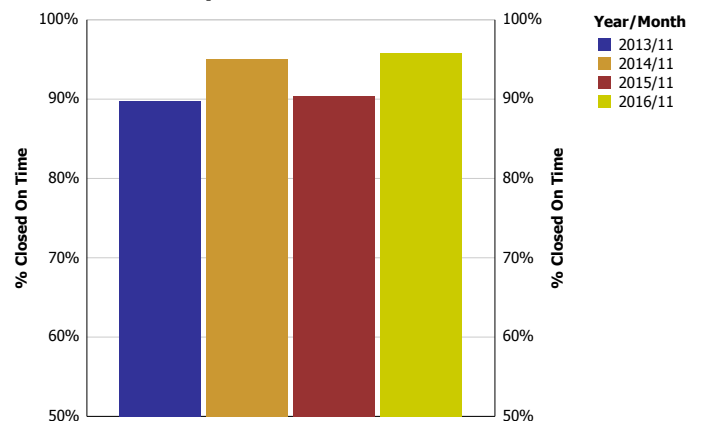
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,027	1,827	1,750	95.8%	200	191	95.5%	95.8%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 05

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Signs - Public Right of Way - CCS	278	0	0	0.0%	5	0.0	278	100.0%	278	100.0%	278	100.0%
Animal - Loose - CCS	158	0	0	0.0%	25	0.0	158	100.0%	158	100.0%	158	100.0%
Dead Animal Pick Up - SAN	97	0	0	0.0%	1	0.3	97	100.0%	96	99.0%	96	99.0%
Garbage Roll Cart - Residential - SAN	92	0	0	0.0%	7	1.9	92	100.0%	92	100.0%	92	100.0%
Bulky Trash Violations - CCS	84	1	1	100.0%	10	3.0	83	98.8%	81	97.6%	82	97.6%
Garbage - Missed - SAN	83	1	0	0.0%	3	0.9	82	98.8%	80	97.6%	80	96.4%
High Weeds - CCS	83	21	21	100.0%	30	8.4	62	74.7%	62	100.0%	83	100.0%
Brush Busters - SAN	78	0	0	0.0%	5	1.9	78	100.0%	78	100.0%	78	100.0%
Recycling - Roll Cart - SAN	77	0	0	0.0%	7	2.0	77	100.0%	77	100.0%	77	100.0%
Litter - CCS	69	23	23	100.0%	30	8.3	46	66.7%	46	100.0%	69	100.0%
24 Hour Parking Violation - DPD	63	1	0	0.0%	7	6.0	62	98.4%	41	66.1%	41	65.1%
Parking - Unapproved Surface - CCS	57	0	0	0.0%	7	2.0	57	100.0%	54	94.7%	54	94.7%
Obstruction Alley/Sidewalk/Street - CCS	53	36	36	100.0%	45	7.4	17	32.1%	17	100.0%	53	100.0%
Illegal Dumping - CCS	38	6	4	66.7%	10	4.2	32	84.2%	29	90.6%	33	86.8%
Street Repair - Routine-STS	38	6	6	100.0%	90	4.4	32	84.2%	32	100.0%	38	100.0%
Junk Motor Vehicle - CCS	32	12	12	100.0%	90	8.4	20	62.5%	20	100.0%	32	100.0%
Animal - Confined Stray - CCS	29	0	0	0.0%	3	0.2	29	100.0%	14	48.3%	14	48.3%
Miscellaneous Service Request - CTY	29	0	0	0.0%	10	1.1	29	100.0%	29	100.0%	29	100.0%
Illegal Land Use (Residential/Business) - CCS	26	5	5	100.0%	60	4.4	21	80.8%	21	100.0%	26	100.0%
Animal - Attack in Progress - CCS	25	0	0	0.0%	3	0.0	25	100.0%	19	76.0%	19	76.0%

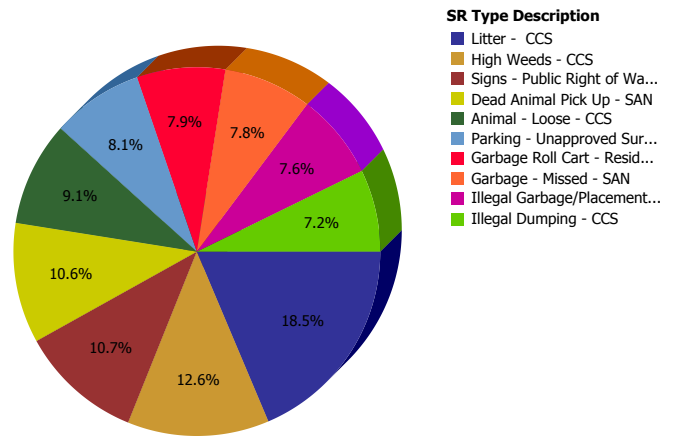
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 06

Top 10 Service Requests

SR Type	Service Request Count
Litter - CCS	181
High Weeds - CCS	123
Signs - Public Right of Way - CCS	105
Dead Animal Pick Up - SAN	104
Animal - Loose - CCS	89
Parking - Unapproved Surface - CCS	79
Garbage Roll Cart - Residential - SAN	77
Garbage - Missed - SAN	76
Illegal Garbage/Placement - CCS	74
Illegal Dumping - CCS	70

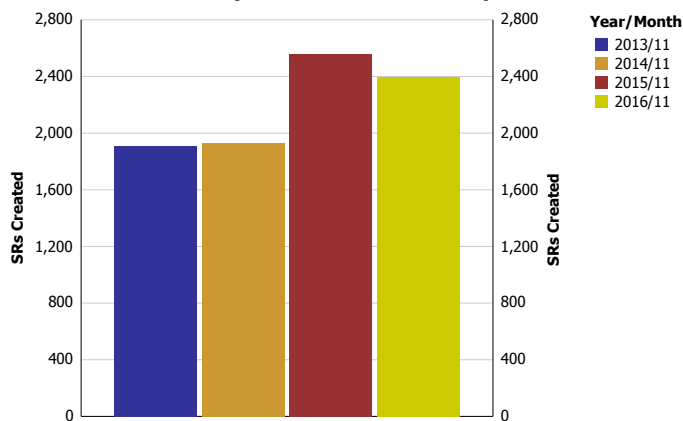


Top 10 Requests

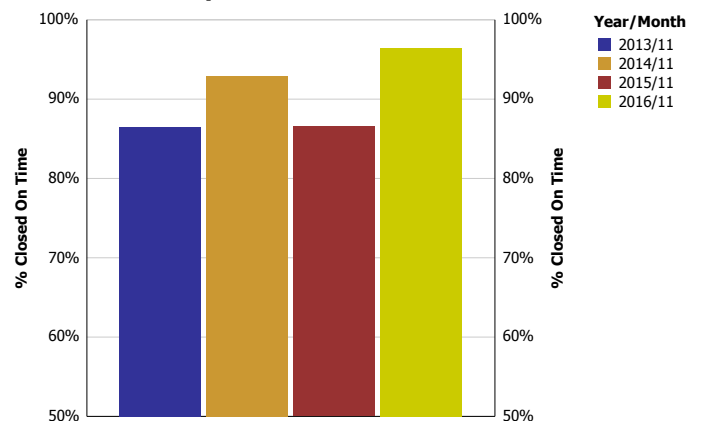
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,397	2,045	1,972	96.4%	352	333	94.6%	96.2%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 06

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Litter - CCS	181	65	65	100.0%	30	8.6	116	64.1%	116	100.0%	181	100.0%
High Weeds - CCS	123	39	39	100.0%	30	5.4	84	68.3%	84	100.0%	123	100.0%
Signs - Public Right of Way - CCS	105	6	0	0.0%	5	0.3	99	94.3%	99	100.0%	99	94.3%
Dead Animal Pick Up - SAN	104	1	0	0.0%	1	0.3	103	99.0%	98	95.1%	98	94.2%
Animal - Loose - CCS	89	0	0	0.0%	25	0.0	89	100.0%	89	100.0%	89	100.0%
Parking - Unapproved Surface - CCS	79	2	0	0.0%	7	1.7	77	97.5%	75	97.4%	75	94.9%
Garbage Roll Cart - Residential - SAN	77	0	0	0.0%	7	2.1	77	100.0%	77	100.0%	77	100.0%
Garbage - Missed - SAN	76	0	0	0.0%	3	0.9	76	100.0%	73	96.1%	73	96.1%
Illegal Garbage/Placement - CCS	74	14	14	100.0%	25	5.8	60	81.1%	60	100.0%	74	100.0%
Illegal Dumping - CCS	70	5	1	20.0%	10	2.3	65	92.9%	64	98.5%	65	92.9%
Street Repair - Routine-STS	70	27	27	100.0%	90	3.7	43	61.4%	43	100.0%	70	100.0%
24 Hour Parking Violation - DPD	58	2	0	0.0%	7	4.5	56	96.6%	45	80.4%	45	77.6%
Brush Busters - SAN	58	0	0	0.0%	5	2.0	58	100.0%	57	98.3%	57	98.3%
Dead Animal - Clinic Pick Up - SAN	53	0	0	0.0%	2	0.0	53	100.0%	53	100.0%	53	100.0%
Bulky Trash Violations - CCS	49	1	1	100.0%	10	3.6	48	98.0%	42	87.5%	43	87.8%
Obstruction Alley/Sidewalk/Street - CCS	46	27	27	100.0%	45	8.5	19	41.3%	19	100.0%	46	100.0%
Miscellaneous Service Request - CTY	43	0	0	0.0%	10	1.3	43	100.0%	43	100.0%	43	100.0%
Recycling - Roll Cart - SAN	43	0	0	0.0%	7	2.0	43	100.0%	43	100.0%	43	100.0%
Junk Motor Vehicle - CCS	36	24	24	100.0%	90	5.9	12	33.3%	12	100.0%	36	100.0%
Recyclable Collection Missed (Residential) - SAN	33	0	0	0.0%	3	0.9	33	100.0%	33	100.0%	33	100.0%

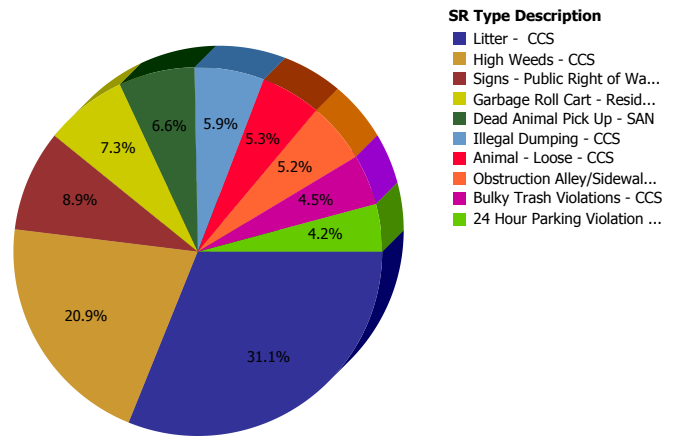
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 07

Top 10 Service Requests

SR Type	Service Request Count
Litter - CCS	628
High Weeds - CCS	421
Signs - Public Right of Way - CCS	180
Garbage Roll Cart - Residential - SAN	147
Dead Animal Pick Up - SAN	134
Illegal Dumping - CCS	120
Animal - Loose - CCS	108
Obstruction Alley/Sidewalk/Street - CCS	105
Bulky Trash Violations - CCS	91
24 Hour Parking Violation - DPD	85

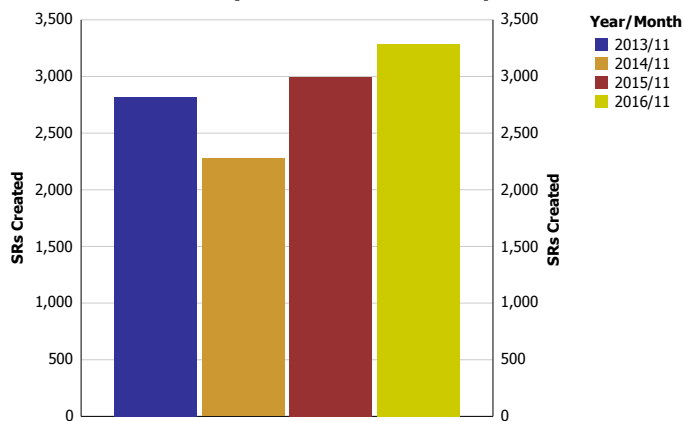


Top 10 Requests

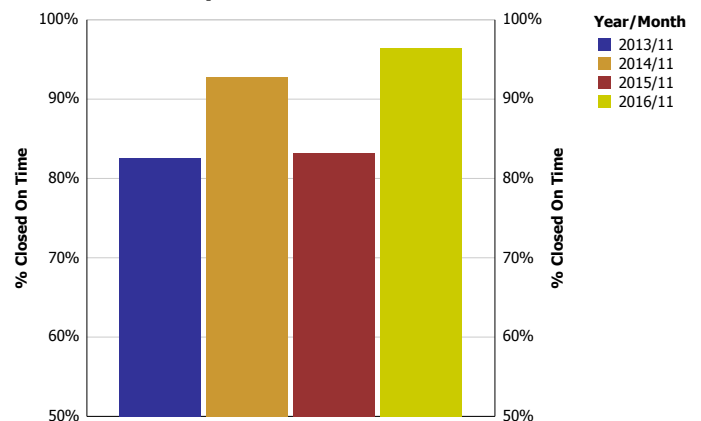
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,290	2,910	2,806	96.4%	380	359	94.5%	96.2%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 07

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Litter - CCS	628	94	94	100.0%	30	5.4	534	85.0%	534	100.0%	628	100.0%
High Weeds - CCS	421	42	42	100.0%	30	5.9	379	90.0%	379	100.0%	421	100.0%
Signs - Public Right of Way - CCS	180	1	0	0.0%	5	0.1	179	99.4%	178	99.4%	178	98.9%
Garbage Roll Cart - Residential - SAN	147	0	0	0.0%	7	2.0	147	100.0%	147	100.0%	147	100.0%
Dead Animal Pick Up - SAN	134	2	0	0.0%	1	0.4	132	98.5%	129	97.7%	129	96.3%
Illegal Dumping - CCS	120	3	2	66.7%	10	1.9	117	97.5%	109	93.2%	111	92.5%
Animal - Loose - CCS	108	1	1	100.0%	25	0.0	107	99.1%	107	100.0%	108	100.0%
Obstruction Alley/Sidewalk/Street - CCS	105	48	48	100.0%	45	10.8	57	54.3%	57	100.0%	105	100.0%
Bulky Trash Violations - CCS	91	29	27	93.1%	10	4.3	62	68.1%	60	96.8%	87	95.6%
24 Hour Parking Violation - DPD	85	5	0	0.0%	7	5.3	80	94.1%	59	73.8%	59	69.4%
Recycling - Roll Cart - SAN	79	0	0	0.0%	7	2.0	79	100.0%	79	100.0%	79	100.0%
Brush Busters - SAN	74	0	0	0.0%	5	1.7	74	100.0%	71	95.9%	71	95.9%
Garbage - Missed - SAN	70	0	0	0.0%	3	0.8	70	100.0%	68	97.1%	68	97.1%
Parking - Report of Violation - DPD	60	0	0	0.0%	2	0.2	60	100.0%	58	96.7%	58	96.7%
Parking - Unapproved Surface - CCS	45	1	0	0.0%	7	1.5	44	97.8%	43	97.7%	43	95.6%
Graffiti Abatement Request - CCS	42	4	4	100.0%	30	2.0	38	90.5%	38	100.0%	42	100.0%
Illegal Outside Storage - CCS	40	16	16	100.0%	30	12.9	24	60.0%	24	100.0%	40	100.0%
Animal - Confined Stray - CCS	32	0	0	0.0%	3	0.1	32	100.0%	19	59.4%	19	59.4%
Substandard Structure - CCS	31	26	26	100.0%	120	9.4	5	16.1%	5	100.0%	31	100.0%
Cost Plus - SAN	29	0	0	0.0%	7	2.6	29	100.0%	29	100.0%	29	100.0%

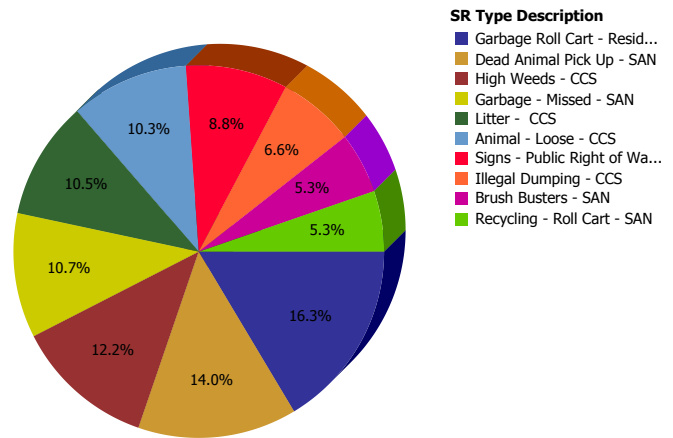
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 08

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	154
Dead Animal Pick Up - SAN	132
High Weeds - CCS	115
Garbage - Missed - SAN	101
Litter - CCS	99
Animal - Loose - CCS	97
Signs - Public Right of Way - CCS	83
Illegal Dumping - CCS	62
Brush Busters - SAN	50
Recycling - Roll Cart - SAN	50

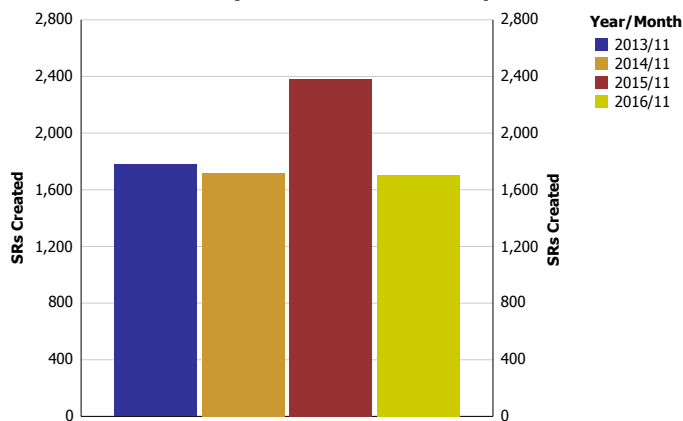


Top 10 Requests

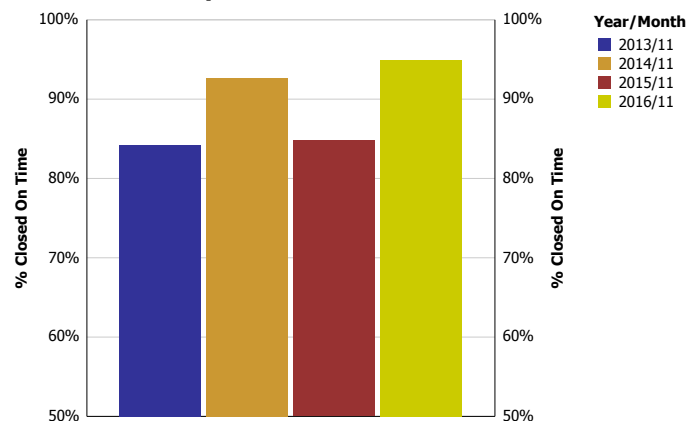
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,706	1,541	1,463	94.9%	165	146	88.5%	94.3%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 08

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage Roll Cart - Residential - SAN	154	0	0	0.0%	7	1.9	154	100.0%	154	100.0%	154	100.0%
Dead Animal Pick Up - SAN	132	2	0	0.0%	1	0.3	130	98.5%	129	99.2%	129	97.7%
High Weeds - CCS	115	30	30	100.0%	30	7.1	85	73.9%	85	100.0%	115	100.0%
Garbage - Missed - SAN	101	1	0	0.0%	3	1.0	100	99.0%	100	100.0%	100	99.0%
Litter - CCS	99	27	27	100.0%	30	5.6	72	72.7%	72	100.0%	99	100.0%
Animal - Loose - CCS	97	2	2	100.0%	25	0.0	95	97.9%	95	100.0%	97	100.0%
Signs - Public Right of Way - CCS	83	3	0	0.0%	5	0.1	80	96.4%	79	98.8%	79	95.2%
Illegal Dumping - CCS	62	8	3	37.5%	10	5.1	54	87.1%	44	81.5%	47	75.8%
Brush Busters - SAN	50	1	0	0.0%	5	2.5	49	98.0%	43	87.8%	43	86.0%
Recycling - Roll Cart - SAN	50	0	0	0.0%	7	1.9	50	100.0%	50	100.0%	50	100.0%
Bulky Trash Violations - CCS	46	1	0	0.0%	10	2.6	45	97.8%	43	95.6%	43	93.5%
24 Hour Parking Violation - DPD	44	0	0	0.0%	7	4.9	44	100.0%	37	84.1%	37	84.1%
Animal - Confined Stray - CCS	43	0	0	0.0%	3	0.0	43	100.0%	24	55.8%	24	55.8%
Animal - Attack in Progress - CCS	30	0	0	0.0%	3	0.0	30	100.0%	15	50.0%	15	50.0%
Parking - Unapproved Surface - CCS	26	0	0	0.0%	7	1.5	26	100.0%	25	96.2%	25	96.2%
Street Repair - Routine-STS	25	1	1	100.0%	90	3.7	24	96.0%	24	100.0%	25	100.0%
Animal - Sick/Injured - CCS	24	5	0	0.0%	3	3.8	19	79.2%	11	57.9%	11	45.8%
Substandard Structure - CCS	24	10	10	100.0%	120	12.1	14	58.3%	14	100.0%	24	100.0%
Illegal Garbage/Placement - CCS	23	13	13	100.0%	25	4.1	10	43.5%	10	100.0%	23	100.0%
Junk Motor Vehicle - CCS	20	9	9	100.0%	90	8.1	11	55.0%	11	100.0%	20	100.0%

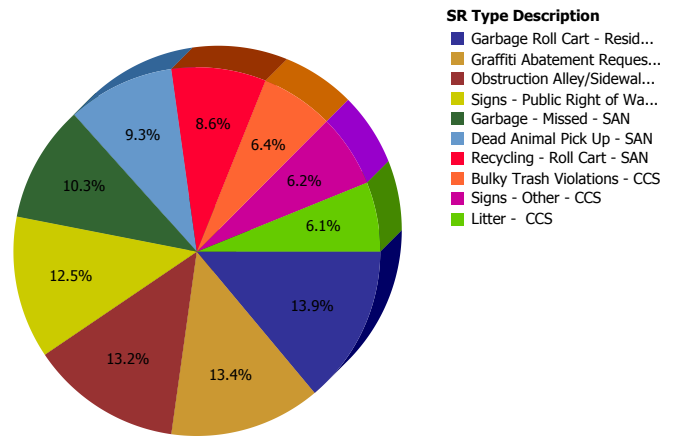
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 09

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	143
Graffiti Abatement Request - CCS	138
Obstruction Alley/Sidewalk/Street - CCS	136
Signs - Public Right of Way - CCS	128
Garbage - Missed - SAN	106
Dead Animal Pick Up - SAN	95
Recycling - Roll Cart - SAN	88
Bulky Trash Violations - CCS	66
Signs - Other - CCS	64
Litter - CCS	63

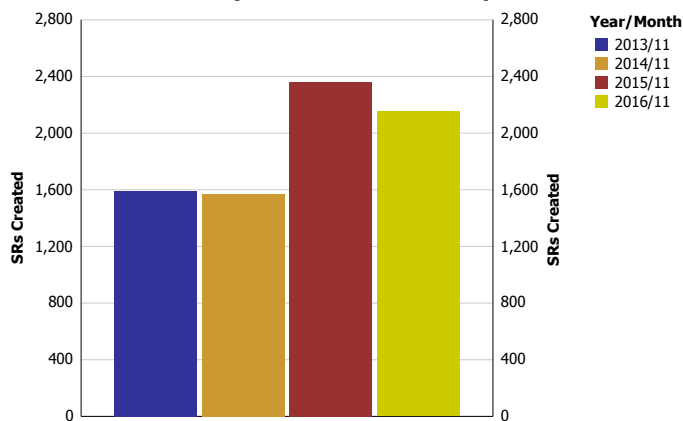


Top 10 Requests

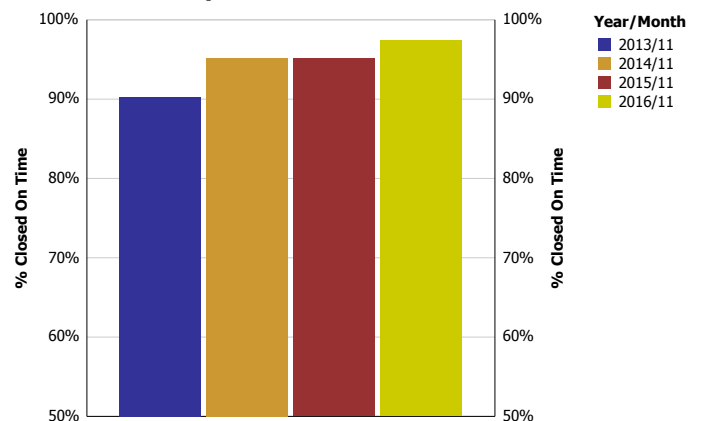
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,153	1,878	1,829	97.4%	275	264	96.0%	97.2%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 09

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage Roll Cart - Residential - SAN	143	0	0	0.0%	7	2.1	143	100.0%	143	100.0%	143	100.0%
Graffiti Abatement Request - CCS	138	6	6	100.0%	30	1.4	132	95.7%	132	100.0%	138	100.0%
Obstruction Alley/Sidewalk/Street - CCS	136	64	64	100.0%	45	4.0	72	52.9%	72	100.0%	136	100.0%
Signs - Public Right of Way - CCS	128	0	0	0.0%	5	0.3	128	100.0%	125	97.7%	125	97.7%
Garbage - Missed - SAN	106	0	0	0.0%	3	0.5	106	100.0%	106	100.0%	106	100.0%
Dead Animal Pick Up - SAN	95	3	0	0.0%	1	0.5	92	96.8%	91	98.9%	91	95.8%
Recycling - Roll Cart - SAN	88	0	0	0.0%	7	2.1	88	100.0%	88	100.0%	88	100.0%
Bulky Trash Violations - CCS	66	0	0	0.0%	10	4.3	66	100.0%	64	97.0%	64	97.0%
Signs - Other - CCS	64	0	0	0.0%	15	0.4	64	100.0%	64	100.0%	64	100.0%
Litter - CCS	63	34	34	100.0%	30	7.8	29	46.0%	29	100.0%	63	100.0%
24 Hour Parking Violation - DPD	60	0	0	0.0%	7	3.9	60	100.0%	58	96.7%	58	96.7%
Miscellaneous Service Request - CTY	52	0	0	0.0%	10	1.4	52	100.0%	52	100.0%	52	100.0%
Animal - Loose - CCS	48	0	0	0.0%	25	0.0	48	100.0%	48	100.0%	48	100.0%
Brush Busters - SAN	38	0	0	0.0%	5	1.2	38	100.0%	37	97.4%	37	97.4%
High Weeds - CCS	38	18	18	100.0%	30	8.6	20	52.6%	20	100.0%	38	100.0%
Substandard Structure - CCS	32	18	18	100.0%	120	10.6	14	43.8%	14	100.0%	32	100.0%
Recyclable Collection Missed (Residential) - SAN	31	0	0	0.0%	3	0.7	31	100.0%	31	100.0%	31	100.0%
Illegal Outside Storage - CCS	30	14	14	100.0%	30	7.9	16	53.3%	16	100.0%	30	100.0%
Parking - Unapproved Surface - CCS	26	1	0	0.0%	7	2.5	25	96.2%	24	96.0%	24	92.3%
Illegal Dumping - CCS	22	2	0	0.0%	10	4.3	20	90.9%	18	90.0%	18	81.8%

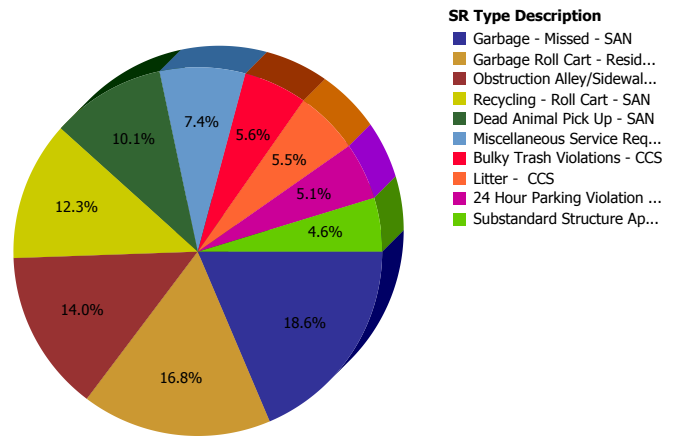
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 10

Top 10 Service Requests

SR Type	Service Request Count
Garbage - Missed - SAN	109
Garbage Roll Cart - Residential - SAN	98
Obstruction Alley/Sidewalk/Street - CCS	82
Recycling - Roll Cart - SAN	72
Dead Animal Pick Up - SAN	59
Miscellaneous Service Request - CTY	43
Bulky Trash Violations - CCS	33
Litter - CCS	32
24 Hour Parking Violation - DPD	30
Substandard Structure Apts - CCS	27

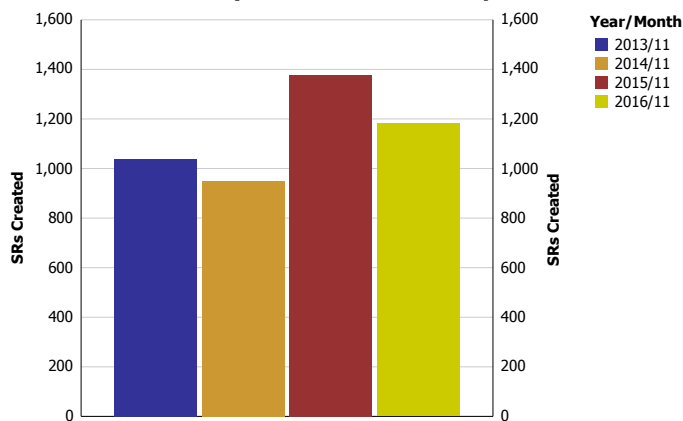


Top 10 Requests

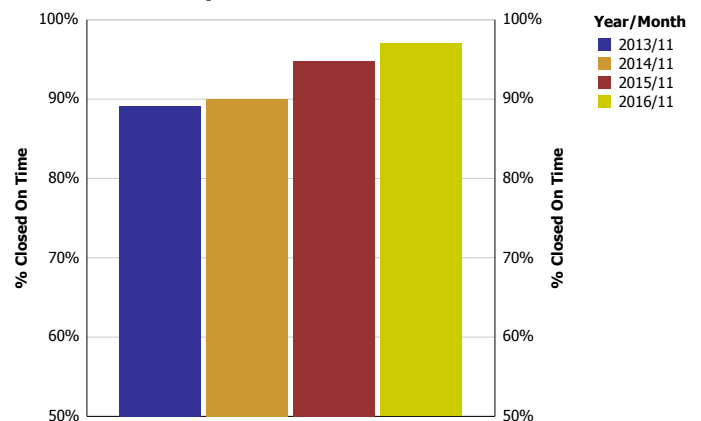
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,182	1,007	977	97.0%	175	168	96.0%	96.9%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 10

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage - Missed - SAN	109	0	0	0.0%	3	0.8	109	100.0%	109	100.0%	109	100.0%
Garbage Roll Cart - Residential - SAN	98	0	0	0.0%	7	2.1	98	100.0%	98	100.0%	98	100.0%
Obstruction Alley/Sidewalk/Street - CCS	82	44	44	100.0%	45	10.7	38	46.3%	38	100.0%	82	100.0%
Recycling - Roll Cart - SAN	72	0	0	0.0%	7	2.0	72	100.0%	72	100.0%	72	100.0%
Dead Animal Pick Up - SAN	59	2	0	0.0%	1	0.3	57	96.6%	56	98.2%	56	94.9%
Miscellaneous Service Request - CTY	43	0	0	0.0%	10	1.1	43	100.0%	43	100.0%	43	100.0%
Bulky Trash Violations - CCS	33	2	1	50.0%	10	6.0	31	93.9%	25	80.6%	26	78.8%
Litter - CCS	32	11	11	100.0%	30	8.3	21	65.6%	21	100.0%	32	100.0%
24 Hour Parking Violation - DPD	30	0	0	0.0%	7	3.5	30	100.0%	30	100.0%	30	100.0%
Substandard Structure Apts - CCS	27	6	6	100.0%	120	2.0	21	77.8%	21	100.0%	27	100.0%
High Weeds - CCS	26	8	8	100.0%	30	9.5	18	69.2%	18	100.0%	26	100.0%
Substandard Structure - CCS	24	21	21	100.0%	120	3.7	3	12.5%	3	100.0%	24	100.0%
Signs - Public Right of Way - CCS	22	1	0	0.0%	5	0.2	21	95.5%	21	100.0%	21	95.5%
Animal - Confined Stray - CCS	21	0	0	0.0%	3	0.1	21	100.0%	16	76.2%	16	76.2%
Animal - Loose - CCS	19	1	1	100.0%	25	0.0	18	94.7%	18	100.0%	19	100.0%
Brush/Bulk Items - Missed - SAN	18	0	0	0.0%	10	1.4	18	100.0%	18	100.0%	18	100.0%
Recyclable Collection Missed (Residential) - SAN	18	0	0	0.0%	3	0.7	18	100.0%	18	100.0%	18	100.0%
Brush Busters - SAN	17	0	0	0.0%	5	0.9	17	100.0%	17	100.0%	17	100.0%
Parking - Report of Violation - DPD	17	0	0	0.0%	2	0.4	17	100.0%	17	100.0%	17	100.0%
Street Repair - Routine-STS	14	9	9	100.0%	90	1.2	5	35.7%	5	100.0%	14	100.0%

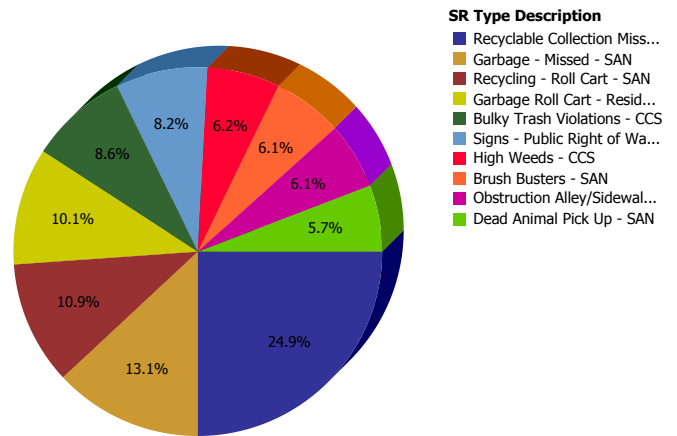
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 11

Top 10 Service Requests

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	148
Garbage - Missed - SAN	78
Recycling - Roll Cart - SAN	65
Garbage Roll Cart - Residential - SAN	60
Bulky Trash Violations - CCS	51
Signs - Public Right of Way - CCS	49
High Weeds - CCS	37
Brush Busters - SAN	36
Obstruction Alley/Sidewalk/Street - CCS	36
Dead Animal Pick Up - SAN	34

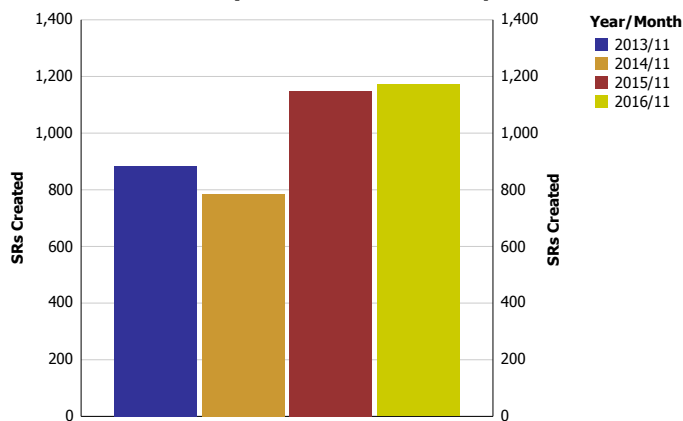


Top 10 Requests

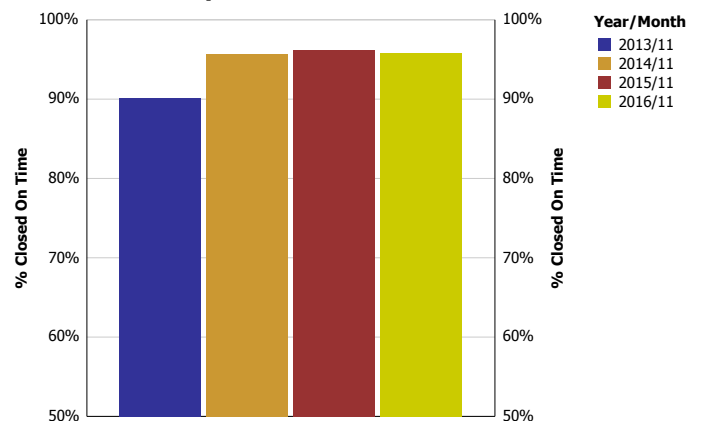
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,172	1,031	988	95.8%	141	128	90.8%	95.2%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 11

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Recyclable Collection Missed (Residential) - SAN	148	0	0	0.0%	3	1.4	148	100.0%	139	93.9%	139	93.9%
Garbage - Missed - SAN	78	0	0	0.0%	3	0.8	78	100.0%	77	98.7%	77	98.7%
Recycling - Roll Cart - SAN	65	0	0	0.0%	7	2.2	65	100.0%	65	100.0%	65	100.0%
Garbage Roll Cart - Residential - SAN	60	0	0	0.0%	7	2.0	60	100.0%	60	100.0%	60	100.0%
Bulky Trash Violations - CCS	51	4	3	75.0%	10	3.1	47	92.2%	46	97.9%	49	96.1%
Signs - Public Right of Way - CCS	49	0	0	0.0%	5	0.5	49	100.0%	48	98.0%	48	98.0%
High Weeds - CCS	37	17	17	100.0%	30	10.2	20	54.1%	20	100.0%	37	100.0%
Brush Busters - SAN	36	0	0	0.0%	5	1.8	36	100.0%	33	91.7%	33	91.7%
Obstruction Alley/Sidewalk/Street - CCS	36	17	17	100.0%	45	12.9	19	52.8%	19	100.0%	36	100.0%
Dead Animal Pick Up - SAN	34	1	0	0.0%	1	0.4	33	97.1%	32	97.0%	32	94.1%
Street Repair - Routine-STS	32	24	24	100.0%	90	7.5	8	25.0%	8	100.0%	32	100.0%
Parking - Report of Violation - DPD	29	0	0	0.0%	2	0.3	29	100.0%	29	100.0%	29	100.0%
Litter - CCS	28	11	11	100.0%	30	10.2	17	60.7%	17	100.0%	28	100.0%
Miscellaneous Service Request - CTY	18	0	0	0.0%	10	1.1	18	100.0%	18	100.0%	18	100.0%
24 Hour Parking Violation - DPD	17	1	0	0.0%	7	4.2	16	94.1%	13	81.3%	13	76.5%
Alley Repair - Routine-STS	17	12	12	100.0%	90	9.2	5	29.4%	5	100.0%	17	100.0%
Substandard Structure Apts - CCS	15	2	2	100.0%	120	4.5	13	86.7%	13	100.0%	15	100.0%
Pot hole - Hazardous-STS	14	0	0	0.0%	1	0.0	14	100.0%	14	100.0%	14	100.0%
Pot hole Repair Routine - STS	14	1	0	0.0%	5	2.5	13	92.9%	13	100.0%	13	92.9%
Brush/Bulk Items - Missed - SAN	13	0	0	0.0%	10	1.2	13	100.0%	13	100.0%	13	100.0%

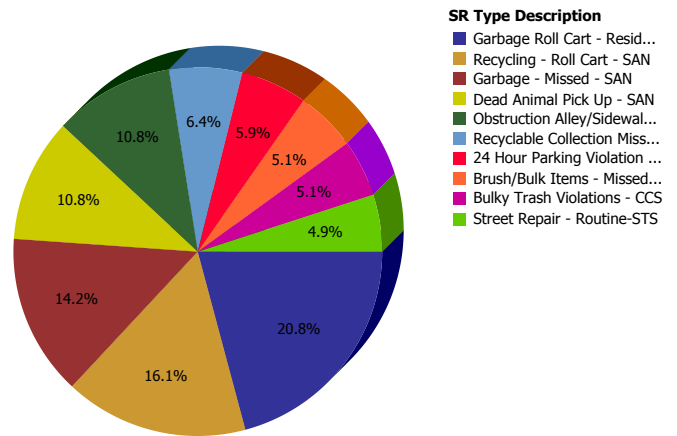
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 12

Top 10 Service Requests

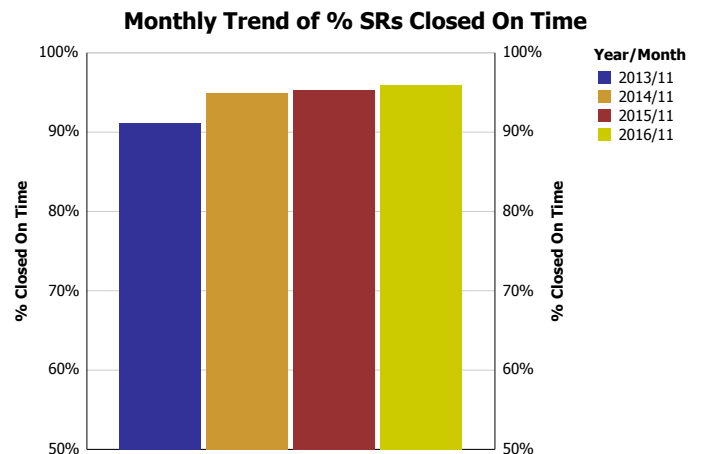
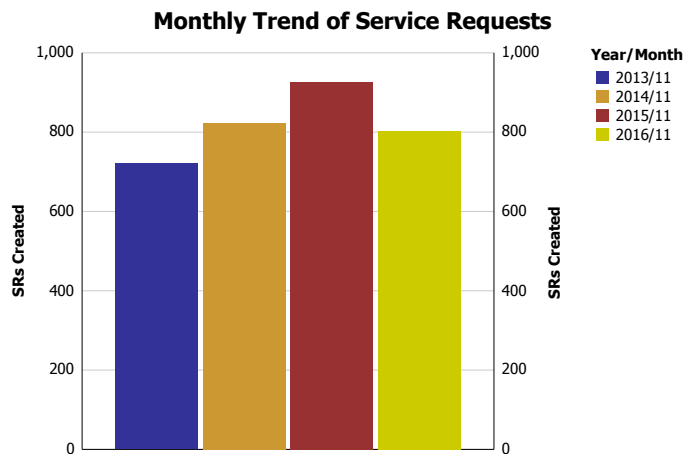
SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	85
Recycling - Roll Cart - SAN	66
Garbage - Missed - SAN	58
Dead Animal Pick Up - SAN	44
Obstruction Alley/Sidewalk/Street - CCS	44
Recyclable Collection Missed (Residential) - SAN	26
24 Hour Parking Violation - DPD	24
Brush/Bulk Items - Missed - SAN	21
Bulky Trash Violations - CCS	21
Street Repair - Routine-STS	20



Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
802	719	690	96.0%	83	79	95.2%	95.9%



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 12

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage Roll Cart - Residential - SAN	85	0	0	0.0%	7	2.1	85	100.0%	85	100.0%	85	100.0%
Recycling - Roll Cart - SAN	66	0	0	0.0%	7	1.9	66	100.0%	66	100.0%	66	100.0%
Garbage - Missed - SAN	58	0	0	0.0%	3	0.4	58	100.0%	58	100.0%	58	100.0%
Dead Animal Pick Up - SAN	44	0	0	0.0%	1	0.3	44	100.0%	41	93.2%	41	93.2%
Obstruction Alley/Sidewalk/Street - CCS	44	18	18	100.0%	45	13.0	26	59.1%	26	100.0%	44	100.0%
Recyclable Collection Missed (Residential) - SAN	26	0	0	0.0%	3	0.5	26	100.0%	26	100.0%	26	100.0%
24 Hour Parking Violation - DPD	24	1	0	0.0%	7	6.4	23	95.8%	11	47.8%	11	45.8%
Brush/Bulk Items - Missed - SAN	21	0	0	0.0%	10	0.7	21	100.0%	21	100.0%	21	100.0%
Bulky Trash Violations - CCS	21	0	0	0.0%	10	2.4	21	100.0%	21	100.0%	21	100.0%
Street Repair - Routine-STS	20	12	12	100.0%	90	6.0	8	40.0%	8	100.0%	20	100.0%
Graffiti Abatement Request - CCS	15	15	15	100.0%	30		0	0.0%	0	0.0%	15	100.0%
Miscellaneous Service Request - CTY	15	0	0	0.0%	10	1.1	15	100.0%	15	100.0%	15	100.0%
Traffic Signal - Timing - STS	14	0	0	0.0%	4	0.9	14	100.0%	14	100.0%	14	100.0%
Animal - Confined Stray - CCS	13	0	0	0.0%	3	0.0	13	100.0%	10	76.9%	10	76.9%
Animal - Noisy - CCS	13	0	0	0.0%	7	2.1	13	100.0%	12	92.3%	12	92.3%
Alley Repair - Routine-STS	11	6	6	100.0%	90	10.2	5	45.5%	5	100.0%	11	100.0%
Brush Busters - SAN	10	0	0	0.0%	5	1.0	10	100.0%	10	100.0%	10	100.0%
High Weeds - CCS	10	1	1	100.0%	30	8.4	9	90.0%	9	100.0%	10	100.0%
Animal - Loose - CCS	9	0	0	0.0%	25	0.0	9	100.0%	9	100.0%	9	100.0%
Signs - Public Right of Way - CCS	9	0	0	0.0%	5	0.2	9	100.0%	9	100.0%	9	100.0%

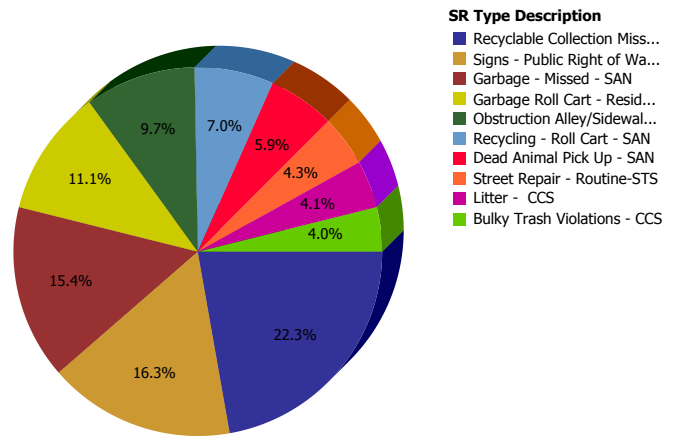
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 13

Top 10 Service Requests

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	244
Signs - Public Right of Way - CCS	178
Garbage - Missed - SAN	168
Garbage Roll Cart - Residential - SAN	121
Obstruction Alley/Sidewalk/Street - CCS	106
Recycling - Roll Cart - SAN	76
Dead Animal Pick Up - SAN	64
Street Repair - Routine-STS	47
Litter - CCS	45
Bulky Trash Violations - CCS	44

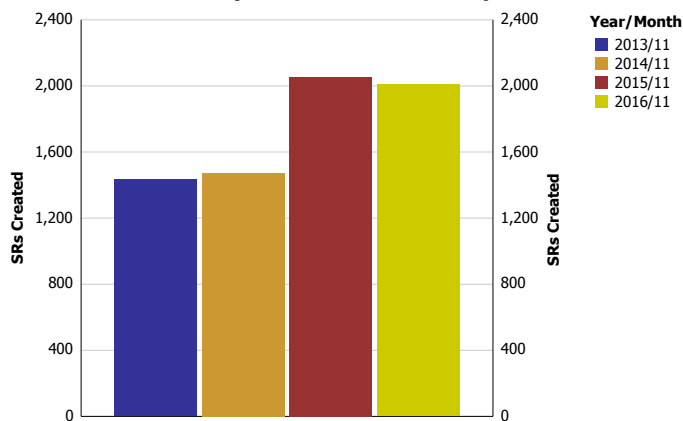


Top 10 Requests

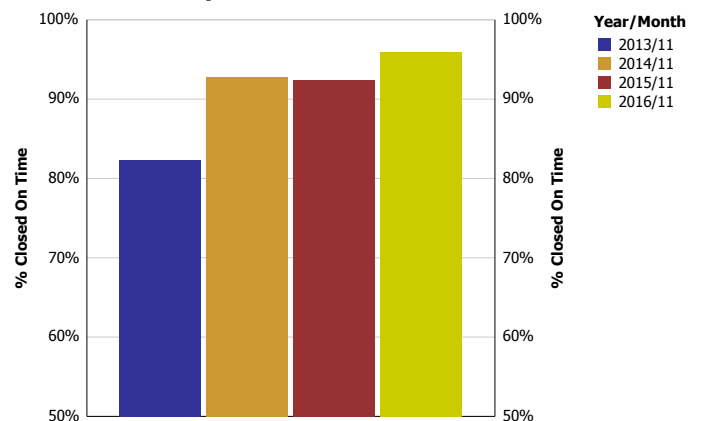
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,009	1,758	1,692	96.2%	251	235	93.6%	95.9%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 13

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Recyclable Collection Missed (Residential) - SAN	244	0	0	0.0%	3	1.4	244	100.0%	239	98.0%	239	98.0%
Signs - Public Right of Way - CCS	178	2	0	0.0%	5	0.3	176	98.9%	173	98.3%	173	97.2%
Garbage - Missed - SAN	168	0	0	0.0%	3	1.0	168	100.0%	164	97.6%	164	97.6%
Garbage Roll Cart - Residential - SAN	121	0	0	0.0%	7	2.0	121	100.0%	121	100.0%	121	100.0%
Obstruction Alley/Sidewalk/Street - CCS	106	64	64	100.0%	45	9.8	42	39.6%	42	100.0%	106	100.0%
Recycling - Roll Cart - SAN	76	0	0	0.0%	7	2.0	76	100.0%	76	100.0%	76	100.0%
Dead Animal Pick Up - SAN	64	0	0	0.0%	1	0.2	64	100.0%	62	96.9%	62	96.9%
Street Repair - Routine-STS	47	17	17	100.0%	90	6.0	30	63.8%	30	100.0%	47	100.0%
Litter - CCS	45	24	24	100.0%	30	8.3	21	46.7%	21	100.0%	45	100.0%
Bulky Trash Violations - CCS	44	2	1	50.0%	10	4.2	42	95.5%	37	88.1%	38	86.4%
Pot hole - Hazardous-STS	38	1	0	0.0%	1	0.0	37	97.4%	37	100.0%	37	97.4%
Miscellaneous Service Request - CTY	37	0	0	0.0%	10	1.3	37	100.0%	37	100.0%	37	100.0%
Parking - Report of Violation - DPD	35	0	0	0.0%	2	0.3	35	100.0%	35	100.0%	35	100.0%
Brush Busters - SAN	33	0	0	0.0%	5	2.5	33	100.0%	33	100.0%	33	100.0%
High Weeds - CCS	31	14	14	100.0%	30	8.5	17	54.8%	17	100.0%	31	100.0%
24 Hour Parking Violation - DPD	27	1	0	0.0%	7	5.2	26	96.3%	17	65.4%	17	63.0%
Fire Inspection - DFD	23	13	13	100.0%	45	13.1	10	43.5%	10	100.0%	23	100.0%
Pot hole Repair Routine - STS	23	2	0	0.0%	5	3.4	21	91.3%	20	95.2%	20	87.0%
Brush/Bulk Items - Missed - SAN	22	0	0	0.0%	10	1.6	22	100.0%	22	100.0%	22	100.0%
Animal - Loose - CCS	21	0	0	0.0%	25	0.0	21	100.0%	21	100.0%	21	100.0%

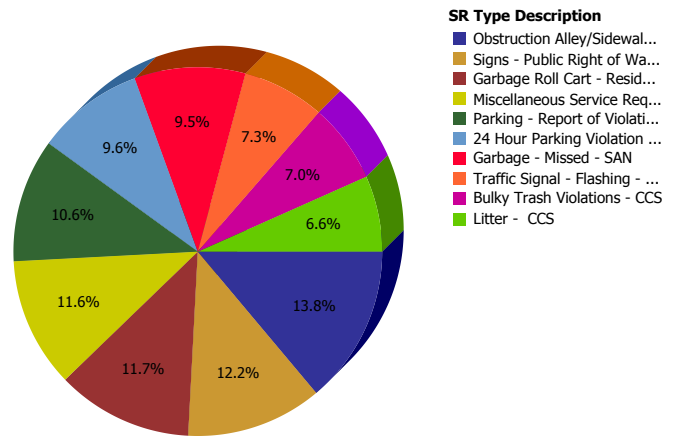
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 14

Top 10 Service Requests

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	126
Signs - Public Right of Way - CCS	111
Garbage Roll Cart - Residential - SAN	107
Miscellaneous Service Request - CTY	106
Parking - Report of Violation - DPD	97
24 Hour Parking Violation - DPD	88
Garbage - Missed - SAN	87
Traffic Signal - Flashing - STS	67
Bulky Trash Violations - CCS	64
Litter - CCS	60

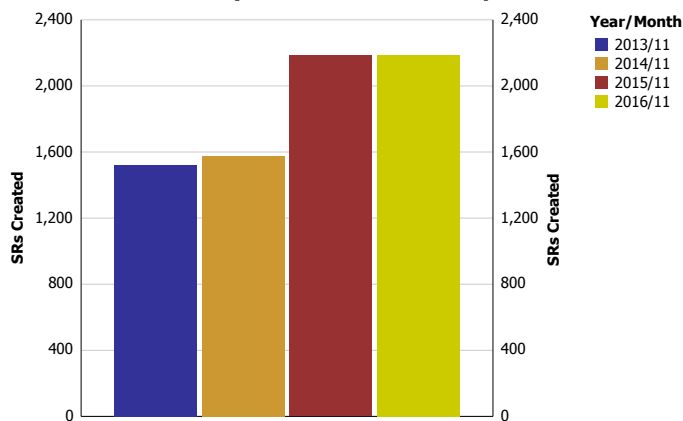


Top 10 Requests

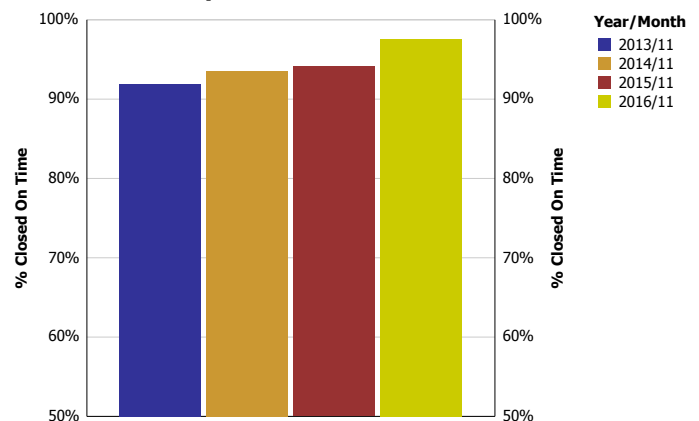
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,185	1,949	1,902	97.6%	236	226	95.8%	97.4%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Council District 14

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Obstruction Alley/Sidewalk/Street - CCS	126	87	87	100.0%	45	8.7	39	31.0%	39	100.0%	126	100.0%
Signs - Public Right of Way - CCS	111	0	0	0.0%	5	0.2	111	100.0%	110	99.1%	110	99.1%
Garbage Roll Cart - Residential - SAN	107	0	0	0.0%	7	2.0	107	100.0%	107	100.0%	107	100.0%
Miscellaneous Service Request - CTY	106	0	0	0.0%	10	1.3	106	100.0%	106	100.0%	106	100.0%
Parking - Report of Violation - DPD	97	0	0	0.0%	2	0.1	97	100.0%	97	100.0%	97	100.0%
24 Hour Parking Violation - DPD	88	1	0	0.0%	7	3.7	87	98.9%	80	92.0%	80	90.9%
Garbage - Missed - SAN	87	0	0	0.0%	3	0.5	87	100.0%	87	100.0%	87	100.0%
Traffic Signal - Flashing - STS	67	0	0	0.0%	4	0.6	67	100.0%	67	100.0%	67	100.0%
Bulky Trash Violations - CCS	64	1	0	0.0%	10	3.3	63	98.4%	62	98.4%	62	96.9%
Litter - CCS	60	9	9	100.0%	30	6.5	51	85.0%	51	100.0%	60	100.0%
Recycling - Roll Cart - SAN	60	0	0	0.0%	7	2.1	60	100.0%	60	100.0%	60	100.0%
Noise Pollution - CCS	55	4	4	100.0%	45	5.1	51	92.7%	51	100.0%	55	100.0%
Dead Animal Pick Up - SAN	51	0	0	0.0%	1	0.3	51	100.0%	48	94.1%	48	94.1%
Recyclable Collection Missed (Residential) - SAN	48	0	0	0.0%	3	1.2	48	100.0%	45	93.8%	45	93.8%
High Weeds - CCS	45	15	15	100.0%	30	13.0	30	66.7%	30	100.0%	45	100.0%
Traffic Sign - New - STS	43	27	27	100.0%	75	7.2	16	37.2%	16	100.0%	43	100.0%
Street Repair - Routine-STS	42	19	19	100.0%	90	3.0	23	54.8%	23	100.0%	42	100.0%
Construction Site Complaint - SDC	39	1	0	0.0%	10	2.4	38	97.4%	38	100.0%	38	97.4%
Traffic Signal - Timing - STS	36	0	0	0.0%	4	0.8	36	100.0%	36	100.0%	36	100.0%
Brush/Bulk Items - Missed - SAN	31	0	0	0.0%	10	1.5	31	100.0%	31	100.0%	31	100.0%

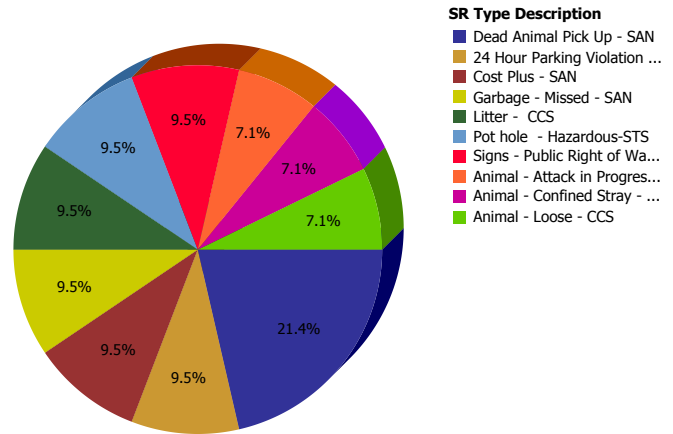
Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Unknown

Top 10 Service Requests

SR Type	Service Request Count
Dead Animal Pick Up - SAN	9
24 Hour Parking Violation - DPD	4
Cost Plus - SAN	4
Garbage - Missed - SAN	4
Litter - CCS	4
Pot hole - Hazardous-STs	4
Signs - Public Right of Way - CCS	4
Animal - Attack in Progress - CCS	3
Animal - Confined Stray - CCS	3
Animal - Loose - CCS	3

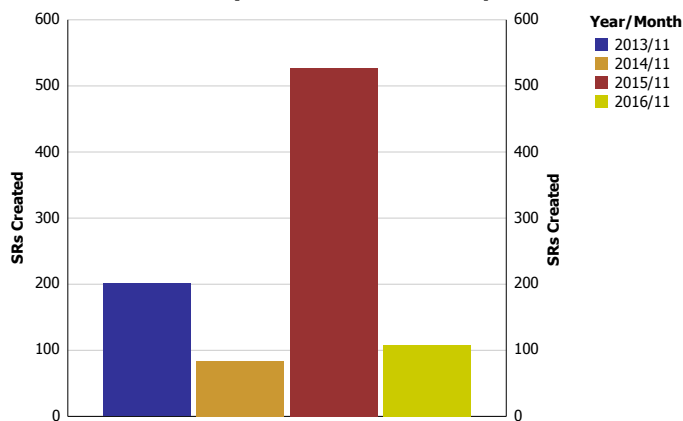


Top 10 Requests

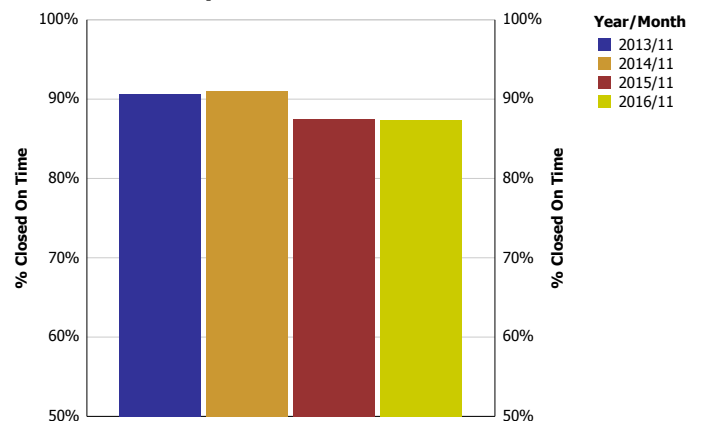
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
108	87	76	87.4%	21	11	52.4%	80.6%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



*** Improved GIS accuracy and tools implemented in the last year have led to better geocoding abilities, resulting in fewer service requests with an "UNKNOWN" location.

Service Request (SR) Performance by Council District - November 2016

Service Level Performance Report by Council District
For November 2016

Unknown

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Dead Animal Pick Up - SAN	9	0	0	0.0%	1	0.1	9	100.0%	9	100.0%	9	100.0%
24 Hour Parking Violation - DPD	4	0	0	0.0%	7	6.0	4	100.0%	2	50.0%	2	50.0%
Cost Plus - SAN	4	1	0	0.0%	7	6.7	3	75.0%	2	66.7%	2	50.0%
Garbage - Missed - SAN	4	0	0	0.0%	3	1.0	4	100.0%	4	100.0%	4	100.0%
Litter - CCS	4	1	1	100.0%	30	3.7	3	75.0%	3	100.0%	4	100.0%
Pot hole - Hazardous-STS	4	0	0	0.0%	1	0.0	4	100.0%	4	100.0%	4	100.0%
Signs - Public Right of Way - CCS	4	1	0	0.0%	5	0.0	3	75.0%	3	100.0%	3	75.0%
Animal - Attack in Progress - CCS	3	0	0	0.0%	3	0.0	3	100.0%	1	33.3%	1	33.3%
Animal - Confined Stray - CCS	3	0	0	0.0%	3		3	100.0%	0	0.0%	0	0.0%
Animal - Loose - CCS	3	0	0	0.0%	25	0.0	3	100.0%	3	100.0%	3	100.0%
Bulky Trash Violations - CCS	3	2	0	0.0%	10	7.0	1	33.3%	1	100.0%	1	33.3%
Fire Inspection - DFD	3	0	0	0.0%	45	13.3	3	100.0%	3	100.0%	3	100.0%
Garbage Roll Cart - Residential - SAN	3	0	0	0.0%	7	1.5	3	100.0%	3	100.0%	3	100.0%
Illegal Dumping - CCS	3	3	0	0.0%	10		0	0.0%	0	0.0%	0	0.0%
Parking - Report of Violation - DPD	3	0	0	0.0%	2	0.3	3	100.0%	3	100.0%	3	100.0%
Recyclable Collection Missed (Residential) - SAN	3	1	0	0.0%	3	1.5	2	66.7%	2	100.0%	2	66.7%
Alley Repair - Routine-STS	2	1	1	100.0%	90	6.0	1	50.0%	1	100.0%	2	100.0%
Animal - Bite -CCS	2	0	0	0.0%	7	0.0	2	100.0%	1	50.0%	1	50.0%
Brush/Bulk Items - Missed - SAN	2	0	0	0.0%	10	1.0	2	100.0%	2	100.0%	2	100.0%
Construction Site Complaint - SDC	2	0	0	0.0%	10	3.5	2	100.0%	2	100.0%	2	100.0%