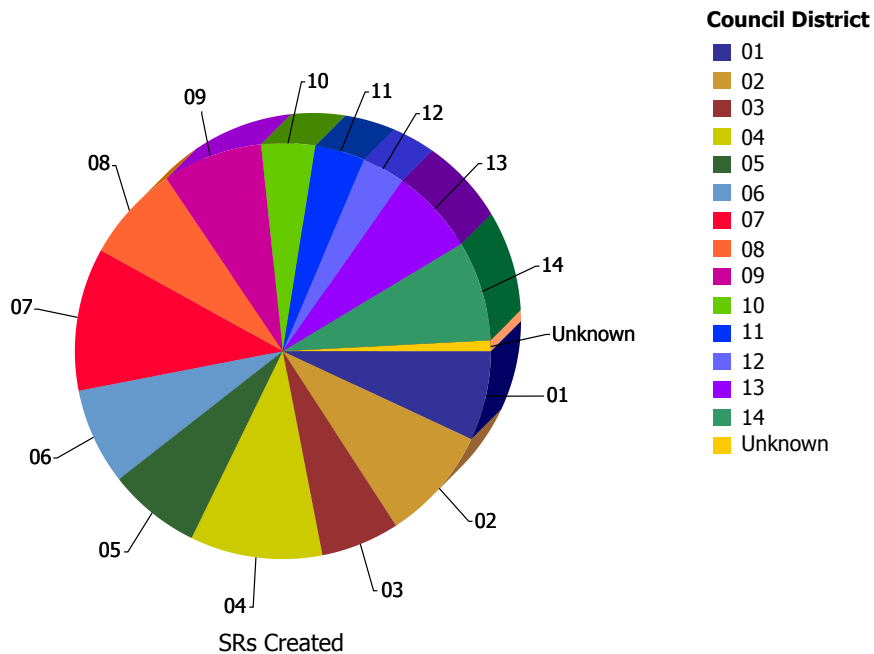


Service Request (SR) Performance YTD by City Council District - September 2016

Council District Report
For YTD Through September 2016



Council District	SRs Created	% of CityWide Total	% Closed On Time
01	28,760	7.0%	93.1%
02	37,183	9.0%	92.9%
03	24,519	5.9%	90.3%
04	42,790	10.4%	81.5%
05	29,551	7.2%	90.2%
06	31,498	7.6%	89.3%
07	46,078	11.1%	86.4%
08	30,064	7.3%	86.8%
09	32,058	7.8%	92.7%
10	18,137	4.4%	92.4%
11	15,741	3.8%	94.8%
12	13,208	3.2%	94.2%
13	28,386	6.9%	92.1%
14	32,401	7.8%	94.4%
Unknown	2,891	0.7%	87.2%
Total	413,265	100.0%	90.0%

Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	37,638	1,650	1,053	63.8%	30	17.9	35,988	95.6%	29,138	81.0%	30,191	80.2%
Litter - CCS	25,413	915	586	64.0%	30	19.2	24,498	96.4%	19,367	79.1%	19,953	78.5%
Garbage Roll Cart - Residential - SAN	21,755	0	0	0.0%	7	2.3	21,755	100.0%	21,506	98.9%	21,506	98.9%
Garbage - Missed - SAN	17,508	4	0	0.0%	3	1.0	17,504	100.0%	17,130	97.9%	17,130	97.8%
Obstruction Alley/Sidewalk/Street - CCS	16,041	1,541	1,169	75.9%	45	20.5	14,500	90.4%	13,247	91.4%	14,416	89.9%
Signs - Public Right of Way - CCS	15,483	27	0	0.0%	5	0.7	15,456	99.8%	14,925	96.6%	14,925	96.4%
Dead Animal Pick Up - SAN	15,452	2	0	0.0%	1	0.4	15,450	100.0%	14,943	96.7%	14,943	96.7%
Recycling - Roll Cart - SAN	14,579	0	0	0.0%	7	2.3	14,579	100.0%	14,349	98.4%	14,349	98.4%
Bulky Trash Violations - CCS	12,821	66	11	16.7%	10	5.8	12,755	99.5%	11,006	86.3%	11,017	85.9%
24 Hour Parking Violation - DPD	11,643	10	0	0.0%	7	4.2	11,633	99.9%	10,097	86.8%	10,097	86.7%
Animal - Loose - CCS	11,383	446	4	0.9%	25	46.3	10,937	96.1%	4,095	37.4%	4,099	36.0%
Brush Busters - SAN	9,538	7	0	0.0%	5	2.0	9,531	99.9%	9,126	95.8%	9,126	95.7%
Street Repair - Routine-STS	7,904	628	619	98.6%	90	23.5	7,276	92.1%	6,967	95.8%	7,586	96.0%
Miscellaneous Service Request - CTY	6,818	0	0	0.0%	10	0.7	6,818	100.0%	6,816	100.0%	6,816	100.0%
Illegal Dumping - CCS	6,659	136	27	19.9%	10	8.4	6,523	98.0%	5,048	77.4%	5,075	76.2%
Substandard Structure - CCS	6,253	1,073	869	81.0%	120	42.4	5,180	82.8%	4,738	91.5%	5,607	89.7%
Junk Motor Vehicle - CCS	5,402	712	636	89.3%	90	39.4	4,690	86.8%	4,153	88.6%	4,789	88.7%
Recyclable Collection Missed (Residential) - SAN	5,268	0	0	0.0%	3	0.8	5,268	100.0%	5,156	97.9%	5,156	97.9%
Graffiti Abatement Request - CCS	5,219	0	0	0.0%	30	3.6	5,219	100.0%	5,184	99.3%	5,184	99.3%
Parking - Unapproved Surface - CCS	4,966	48	3	6.2%	7	4.3	4,918	99.0%	4,049	82.3%	4,052	81.6%

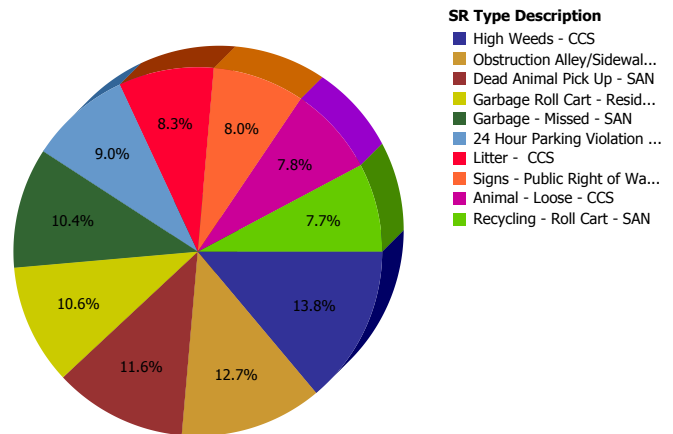
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 01

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	1,769
Obstruction Alley/Sidewalk/Street - CCS	1,626
Dead Animal Pick Up - SAN	1,489
Garbage Roll Cart - Residential - SAN	1,357
Garbage - Missed - SAN	1,339
24 Hour Parking Violation - DPD	1,159
Litter - CCS	1,068
Signs - Public Right of Way - CCS	1,029
Animal - Loose - CCS	1,003
Recycling - Roll Cart - SAN	989

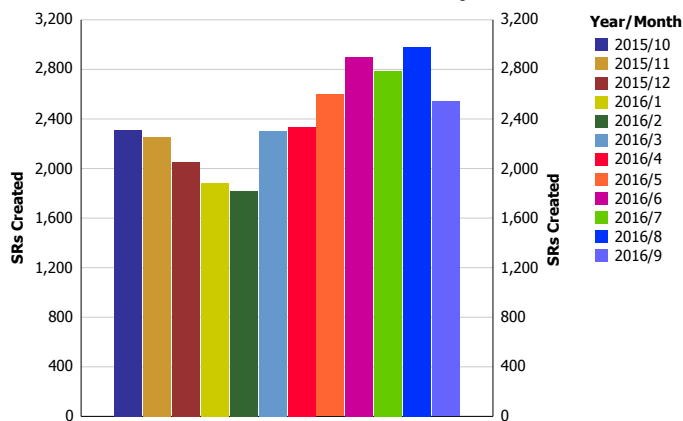


Top 10 Requests

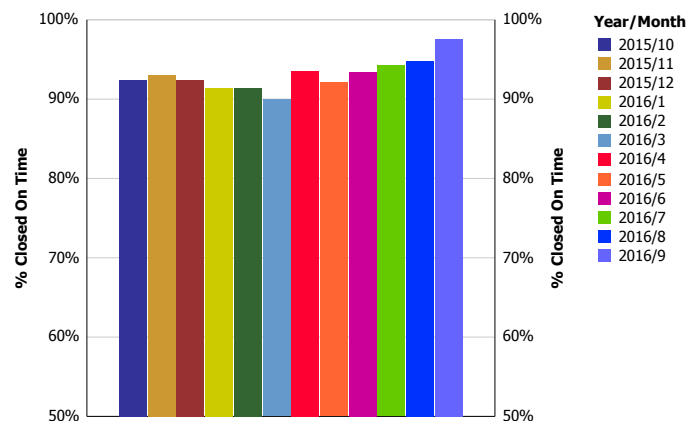
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
28,759	28,184	26,248	93.1%	575	453	78.8%	92.8%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	1,769	57	56	98.2%	30	16.1	1,712	96.8%	1,516	88.6%	1,572	88.9%
Obstruction Alley/Sidewalk/ Street - CCS	1,626	60	59	98.3%	45	17.3	1,566	96.3%	1,513	96.6%	1,572	96.7%
Dead Animal Pick Up - SAN	1,489	0	0	0.0%	1	0.4	1,489	100.0%	1,441	96.8%	1,441	96.8%
Garbage Roll Cart - Residential - SAN	1,357	0	0	0.0%	7	2.3	1,357	100.0%	1,345	99.1%	1,345	99.1%
Garbage - Missed - SAN	1,339	0	0	0.0%	3	0.9	1,339	100.0%	1,336	99.8%	1,336	99.8%
24 Hour Parking Violation - DPD	1,159	0	0	0.0%	7	2.7	1,159	100.0%	1,156	99.7%	1,156	99.7%
Litter - CCS	1,068	46	42	91.3%	30	19.3	1,022	95.7%	833	81.5%	875	81.9%
Signs - Public Right of Way - CCS	1,029	3	0	0.0%	5	0.9	1,026	99.7%	986	96.1%	986	95.8%
Animal - Loose - CCS	1,003	35	0	0.0%	25	45.0	968	96.5%	362	37.4%	362	36.1%
Recycling - Roll Cart - SAN	989	0	0	0.0%	7	2.4	989	100.0%	970	98.1%	970	98.1%
Graffiti Abatement Request - CCS	837	0	0	0.0%	30	3.2	837	100.0%	837	100.0%	837	100.0%
Brush Busters - SAN	770	0	0	0.0%	5	1.2	770	100.0%	770	100.0%	770	100.0%
Bulky Trash Violations - CCS	751	4	1	25.0%	10	4.4	747	99.5%	669	89.6%	670	89.2%
Miscellaneous Service Request - CTY	647	0	0	0.0%	10	0.7	647	100.0%	647	100.0%	647	100.0%
Illegal Dumping - CCS	560	3	2	66.7%	10	3.3	557	99.5%	526	94.4%	528	94.3%
Street Repair - Routine-STS	458	29	29	100.0%	90	10.0	429	93.7%	429	100.0%	458	100.0%
Substandard Structure - CCS	452	90	80	88.9%	120	41.4	362	80.1%	334	92.3%	414	91.6%
Illegal Outside Storage - CCS	408	8	6	75.0%	30	19.3	400	98.0%	339	84.8%	345	84.6%
Garage Sale - CCS	398	2	0	0.0%	5	1.6	396	99.5%	365	92.2%	365	91.7%
Junk Motor Vehicle - CCS	389	56	52	92.9%	90	30.9	333	85.6%	319	95.8%	371	95.4%

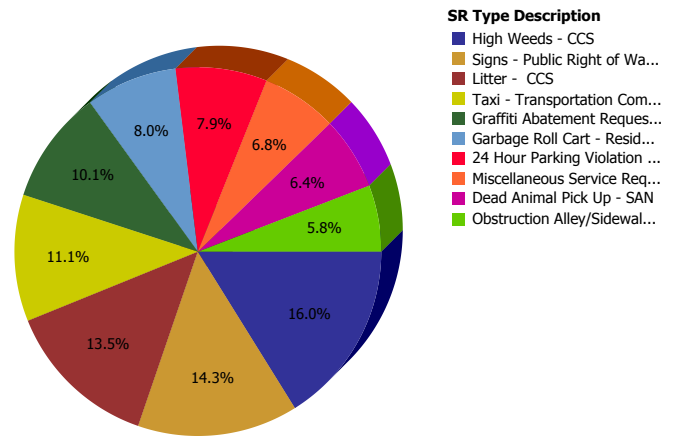
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 02

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,372
Signs - Public Right of Way - CCS	2,115
Litter - CCS	1,993
Taxi - Transportation Complaint - CCS	1,644
Graffiti Abatement Request - CCS	1,500
Garbage Roll Cart - Residential - SAN	1,190
24 Hour Parking Violation - DPD	1,168
Miscellaneous Service Request - CTY	1,009
Dead Animal Pick Up - SAN	944
Obstruction Alley/Sidewalk/Street - CCS	851

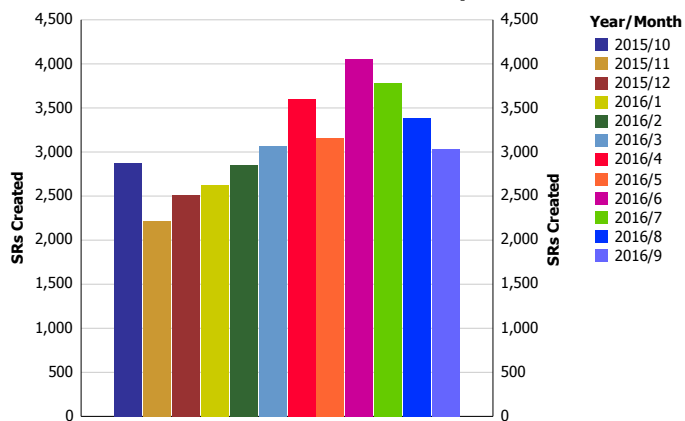


Top 10 Requests

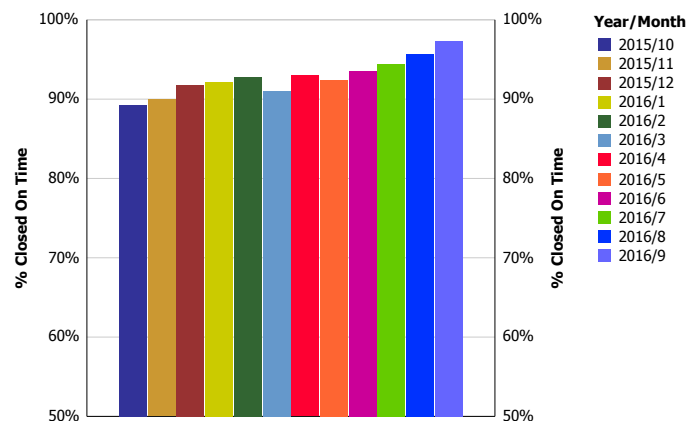
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
37,181	36,197	33,625	92.9%	984	525	53.4%	91.8%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	2,372	103	44	42.7%	30	15.9	2,269	95.7%	1,959	86.3%	2,003	84.4%
Signs - Public Right of Way - CCS	2,115	8	0	0.0%	5	0.6	2,107	99.6%	2,056	97.6%	2,056	97.2%
Litter - CCS	1,993	98	40	40.8%	30	19.2	1,895	95.1%	1,573	83.0%	1,613	80.9%
Taxi - Transportation Complaint - CCS	1,644	1	0	0.0%	14	0.0	1,643	99.9%	1,642	99.9%	1,642	99.9%
Graffiti Abatement Request - CCS	1,500	0	0	0.0%	30	2.8	1,500	100.0%	1,499	99.9%	1,499	99.9%
Garbage Roll Cart - Residential - SAN	1,190	0	0	0.0%	7	2.3	1,190	100.0%	1,178	99.0%	1,178	99.0%
24 Hour Parking Violation - DPD	1,168	0	0	0.0%	7	4.1	1,168	100.0%	1,086	93.0%	1,086	93.0%
Miscellaneous Service Request - CTY	1,009	0	0	0.0%	10	0.8	1,009	100.0%	1,009	100.0%	1,009	100.0%
Dead Animal Pick Up - SAN	944	0	0	0.0%	1	0.4	944	100.0%	927	98.2%	927	98.2%
Obstruction Alley/Sidewalk/Street - CCS	851	90	47	52.2%	45	19.1	761	89.4%	675	88.7%	722	84.8%
Garbage - Missed - SAN	815	0	0	0.0%	3	0.7	815	100.0%	807	99.0%	807	99.0%
Recycling - Roll Cart - SAN	798	0	0	0.0%	7	2.3	798	100.0%	787	98.6%	787	98.6%
Bulky Trash Violations - CCS	781	0	0	0.0%	10	5.7	781	100.0%	706	90.4%	706	90.4%
Traffic Signal - Flashing - STS	760	0	0	0.0%	4	0.9	760	100.0%	760	100.0%	760	100.0%
Street Repair - Routine-STS	741	58	58	100.0%	90	28.5	683	92.2%	656	96.0%	714	96.4%
Limousine - Transportation Complaint - CCS	739	2	0	0.0%	14	0.0	737	99.7%	736	99.9%	736	99.6%
Brush Busters - SAN	708	0	0	0.0%	5	2.0	708	100.0%	670	94.6%	670	94.6%
Animal - Loose - CCS	634	21	0	0.0%	25	41.1	613	96.7%	263	42.9%	263	41.5%
Substandard Structure - CCS	585	128	60	46.9%	120	44.5	457	78.1%	421	92.1%	481	82.2%
Parking - Report of Violation - DPD	529	0	0	0.0%	2	0.4	529	100.0%	520	98.3%	520	98.3%

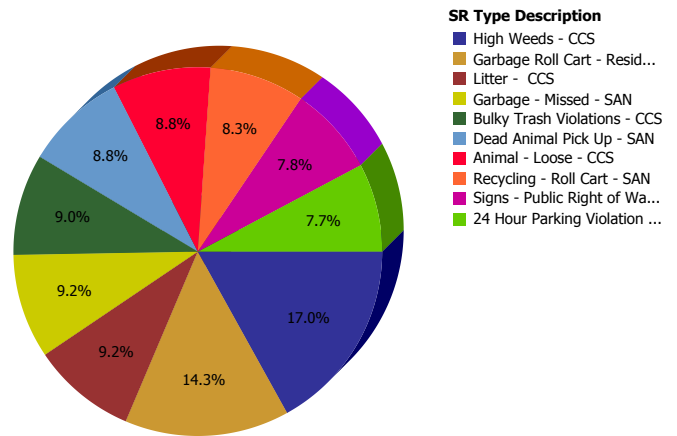
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 03

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,079
Garbage Roll Cart - Residential - SAN	1,753
Litter - CCS	1,132
Garbage - Missed - SAN	1,122
Bulky Trash Violations - CCS	1,099
Dead Animal Pick Up - SAN	1,076
Animal - Loose - CCS	1,074
Recycling - Roll Cart - SAN	1,016
Signs - Public Right of Way - CCS	952
24 Hour Parking Violation - DPD	946

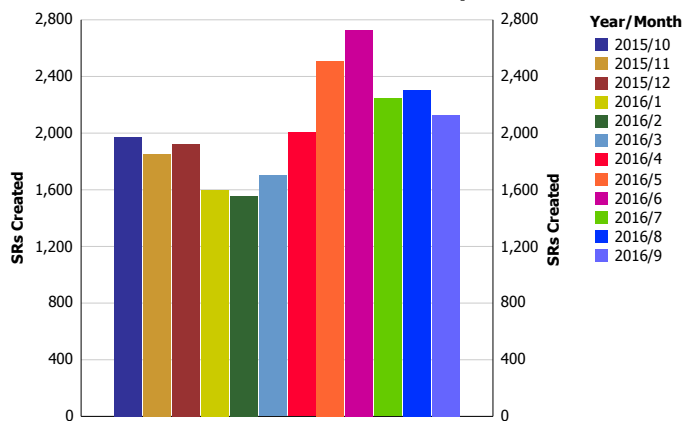


Top 10 Requests

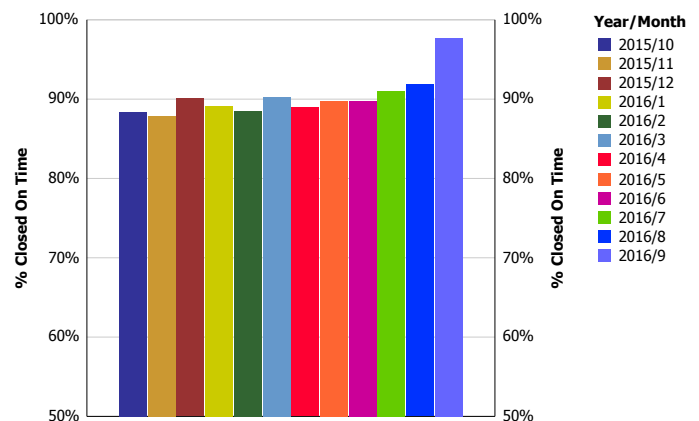
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
24,517	23,954	21,629	90.3%	563	421	74.8%	89.9%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	2,079	82	72	87.8%	30	18.1	1,997	96.1%	1,687	84.5%	1,759	84.6%
Garbage Roll Cart - Residential - SAN	1,753	0	0	0.0%	7	2.3	1,753	100.0%	1,731	98.7%	1,731	98.7%
Litter - CCS	1,132	44	33	75.0%	30	20.9	1,088	96.1%	852	78.3%	885	78.2%
Garbage - Missed - SAN	1,122	0	0	0.0%	3	1.1	1,122	100.0%	1,097	97.8%	1,097	97.8%
Bulky Trash Violations - CCS	1,099	2	0	0.0%	10	6.5	1,097	99.8%	921	84.0%	921	83.8%
Dead Animal Pick Up - SAN	1,076	0	0	0.0%	1	0.4	1,076	100.0%	1,045	97.1%	1,045	97.1%
Animal - Loose - CCS	1,074	48	0	0.0%	25	52.2	1,026	95.5%	323	31.5%	323	30.1%
Recycling - Roll Cart - SAN	1,016	0	0	0.0%	7	2.4	1,016	100.0%	994	97.8%	994	97.8%
Signs - Public Right of Way - CCS	952	0	0	0.0%	5	0.4	952	100.0%	936	98.3%	936	98.3%
24 Hour Parking Violation - DPD	946	1	0	0.0%	7	3.5	945	99.9%	868	91.9%	868	91.8%
Obstruction Alley/Sidewalk/Street - CCS	753	70	69	98.6%	45	20.2	683	90.7%	599	87.7%	668	88.7%
Brush Busters - SAN	691	0	0	0.0%	5	1.4	691	100.0%	691	100.0%	691	100.0%
Illegal Dumping - CCS	470	5	2	40.0%	10	5.9	465	98.9%	403	86.7%	405	86.2%
Junk Motor Vehicle - CCS	443	54	51	94.4%	90	38.3	389	87.8%	361	92.8%	412	93.0%
Street Repair - Routine-STS	367	19	19	100.0%	90	10.7	348	94.8%	347	99.7%	366	99.7%
Extra Police Patrol - DPD	327	0	0	0.0%	14	6.2	327	100.0%	327	100.0%	327	100.0%
Substandard Structure - CCS	318	58	54	93.1%	120	57.9	260	81.8%	231	88.8%	285	89.6%
Animal - Confined Stray - CCS	315	13	0	0.0%	3	1.7	302	95.9%	272	90.1%	272	86.3%
Parking - Unapproved Surface - CCS	305	1	1	100.0%	7	3.5	304	99.7%	268	88.2%	269	88.2%
Animal - Attack in Progress - CCS	273	1	0	0.0%	3	0.1	272	99.6%	265	97.4%	265	97.1%

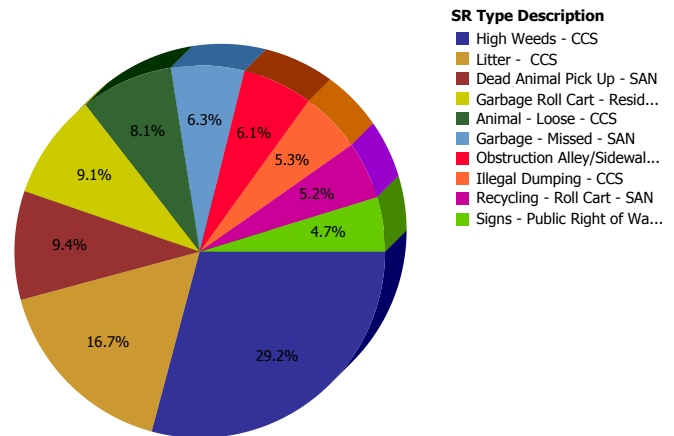
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 04

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	6,688
Litter - CCS	3,815
Dead Animal Pick Up - SAN	2,150
Garbage Roll Cart - Residential - SAN	2,080
Animal - Loose - CCS	1,849
Garbage - Missed - SAN	1,447
Obstruction Alley/Sidewalk/Street - CCS	1,391
Illegal Dumping - CCS	1,203
Recycling - Roll Cart - SAN	1,190
Signs - Public Right of Way - CCS	1,064

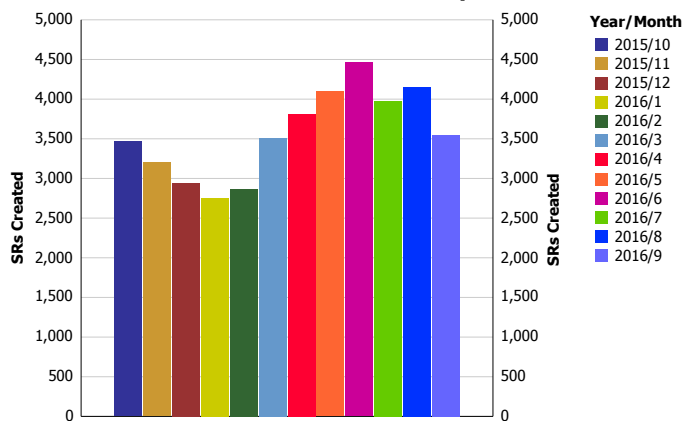


Top 10 Requests

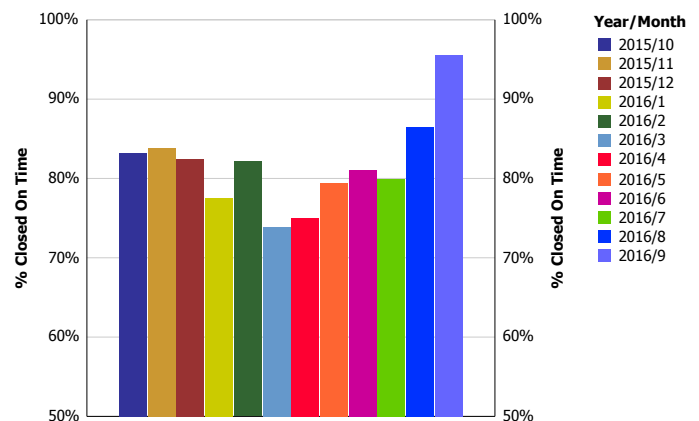
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
42,787	41,416	33,745	81.5%	1,371	1,033	75.3%	81.3%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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	6,688	258	227	88.0%	30	22.9	6,430	96.1%	4,324	67.2%	4,551	68.0%
Litter - CCS	3,815	131	100	76.3%	30	23.6	3,684	96.6%	2,505	68.0%	2,605	68.3%
Dead Animal Pick Up - SAN	2,150	1	0	0.0%	1	0.4	2,149	100.0%	2,071	96.4%	2,071	96.3%
Garbage Roll Cart - Residential - SAN	2,080	0	0	0.0%	7	2.2	2,080	100.0%	2,066	99.3%	2,066	99.3%
Animal - Loose - CCS	1,849	62	1	1.6%	25	47.1	1,787	96.6%	635	35.5%	636	34.4%
Garbage - Missed - SAN	1,447	1	0	0.0%	3	1.3	1,446	99.9%	1,400	96.8%	1,400	96.8%
Obstruction Alley/Sidewalk/Street - CCS	1,391	134	125	93.3%	45	25.0	1,257	90.4%	1,040	82.7%	1,165	83.8%
Illegal Dumping - CCS	1,203	41	13	31.7%	10	14.7	1,162	96.6%	568	48.9%	581	48.3%
Recycling - Roll Cart - SAN	1,190	0	0	0.0%	7	2.2	1,190	100.0%	1,178	99.0%	1,178	99.0%
Signs - Public Right of Way - CCS	1,064	0	0	0.0%	5	0.8	1,064	100.0%	1,023	96.1%	1,023	96.1%
Illegal Outside Storage - CCS	996	50	40	80.0%	30	22.8	946	95.0%	700	74.0%	740	74.3%
Bulky Trash Violations - CCS	927	8	4	50.0%	10	8.8	919	99.1%	646	70.3%	650	70.1%
Brush Busters - SAN	819	0	0	0.0%	5	1.8	819	100.0%	804	98.2%	804	98.2%
Junk Motor Vehicle - CCS	797	168	155	92.3%	90	44.5	629	78.9%	530	84.3%	685	85.9%
Parking - Unapproved Surface - CCS	797	12	0	0.0%	7	6.7	785	98.5%	528	67.3%	528	66.2%
24 Hour Parking Violation - DPD	774	1	0	0.0%	7	5.2	773	99.9%	578	74.8%	578	74.7%
Substandard Structure - CCS	712	184	160	87.0%	120	54.2	528	74.2%	465	88.1%	625	87.8%
Animal - Attack in Progress - CCS	553	1	0	0.0%	3	0.1	552	99.8%	536	97.1%	536	96.9%
Street Repair - Routine-STS	498	27	27	100.0%	90	11.6	471	94.6%	471	100.0%	498	100.0%
Animal - Confined Stray - CCS	472	13	0	0.0%	3	1.8	459	97.2%	415	90.4%	415	87.9%

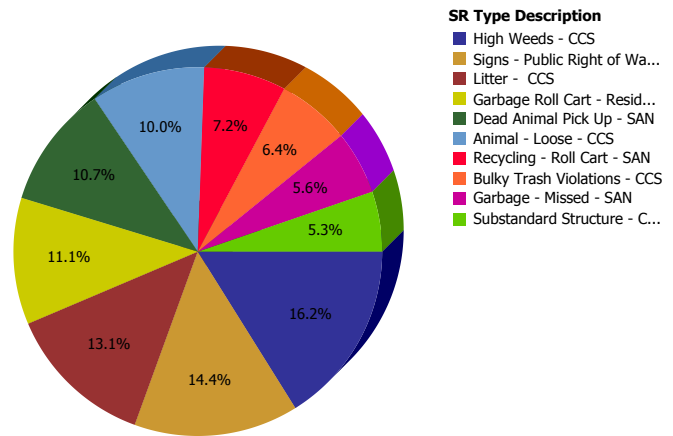
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 05

Top 10 Service Requests

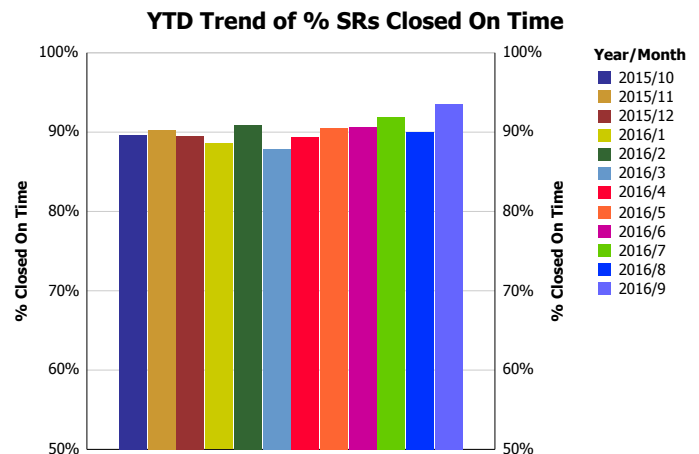
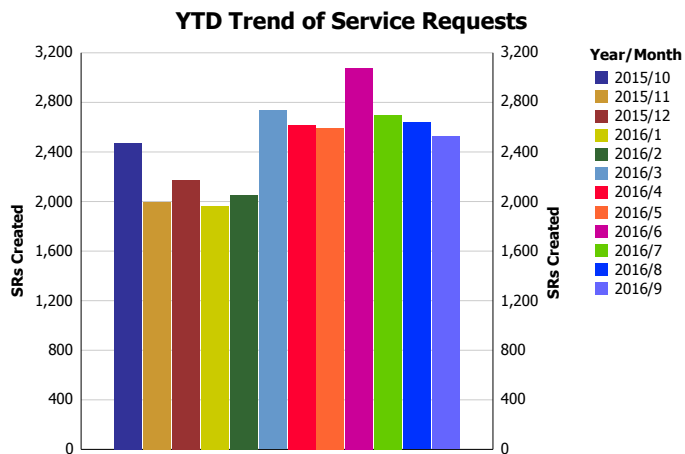
SR Type	Service Request Count
High Weeds - CCS	2,459
Signs - Public Right of Way - CCS	2,190
Litter - CCS	1,995
Garbage Roll Cart - Residential - SAN	1,687
Dead Animal Pick Up - SAN	1,620
Animal - Loose - CCS	1,523
Recycling - Roll Cart - SAN	1,089
Bulky Trash Violations - CCS	974
Garbage - Missed - SAN	850
Substandard Structure - CCS	812



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 %
29,546	28,991	26,157	90.2%	555	358	64.5%	89.7%



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	2,459	75	67	89.3%	30	16.3	2,384	96.9%	2,084	87.4%	2,151	87.5%
Signs - Public Right of Way - CCS	2,190	2	0	0.0%	5	0.7	2,188	99.9%	2,098	95.9%	2,098	95.8%
Litter - CCS	1,995	44	33	75.0%	30	17.1	1,951	97.8%	1,685	86.4%	1,718	86.1%
Garbage Roll Cart - Residential - SAN	1,687	0	0	0.0%	7	2.2	1,687	100.0%	1,672	99.1%	1,672	99.1%
Dead Animal Pick Up - SAN	1,620	0	0	0.0%	1	0.4	1,620	100.0%	1,569	96.9%	1,569	96.9%
Animal - Loose - CCS	1,523	45	1	2.2%	25	37.6	1,478	97.0%	662	44.8%	663	43.5%
Recycling - Roll Cart - SAN	1,089	0	0	0.0%	7	2.3	1,089	100.0%	1,069	98.2%	1,069	98.2%
Bulky Trash Violations - CCS	974	19	1	5.3%	10	5.5	955	98.0%	799	83.7%	800	82.1%
Garbage - Missed - SAN	850	0	0	0.0%	3	1.2	850	100.0%	813	95.6%	813	95.6%
Substandard Structure - CCS	812	66	50	75.8%	120	30.4	746	91.9%	704	94.4%	754	92.9%
Brush Busters - SAN	791	2	0	0.0%	5	2.1	789	99.7%	766	97.1%	766	96.8%
Obstruction Alley/Sidewalk/Street - CCS	743	56	56	100.0%	45	18.8	687	92.5%	630	91.7%	686	92.3%
Parking - Unapproved Surface - CCS	707	0	0	0.0%	7	2.7	707	100.0%	646	91.4%	646	91.4%
24 Hour Parking Violation - DPD	596	2	0	0.0%	7	6.3	594	99.7%	357	60.1%	357	59.9%
Junk Motor Vehicle - CCS	564	46	36	78.3%	90	36.6	518	91.8%	471	90.9%	507	89.9%
Graffiti Abatement Request - CCS	474	0	0	0.0%	30	6.3	474	100.0%	454	95.8%	454	95.8%
Illegal Dumping - CCS	438	5	1	20.0%	10	5.8	433	98.9%	385	88.9%	386	88.1%
Animal - Attack in Progress - CCS	425	3	0	0.0%	3	0.2	422	99.3%	410	97.2%	410	96.5%
Street Repair - Routine-STS	405	1	1	100.0%	90	14.3	404	99.8%	402	99.5%	403	99.5%
Animal - Confined Stray - CCS	347	5	0	0.0%	3	0.6	342	98.6%	324	94.7%	324	93.4%

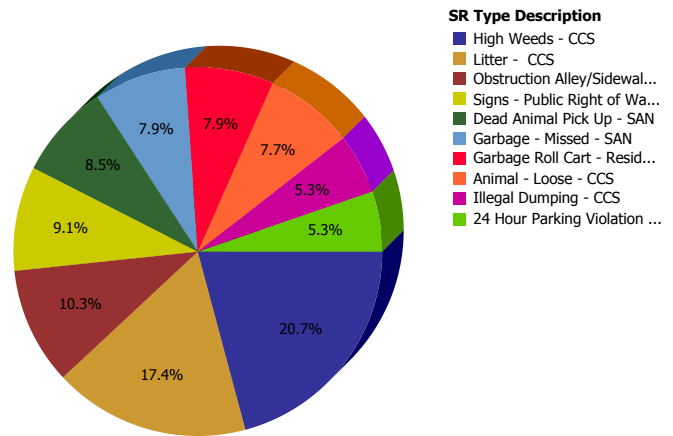
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 06

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,763
Litter - CCS	2,323
Obstruction Alley/Sidewalk/Street - CCS	1,372
Signs - Public Right of Way - CCS	1,209
Dead Animal Pick Up - SAN	1,131
Garbage - Missed - SAN	1,061
Garbage Roll Cart - Residential - SAN	1,049
Animal - Loose - CCS	1,032
Illegal Dumping - CCS	708
24 Hour Parking Violation - DPD	703

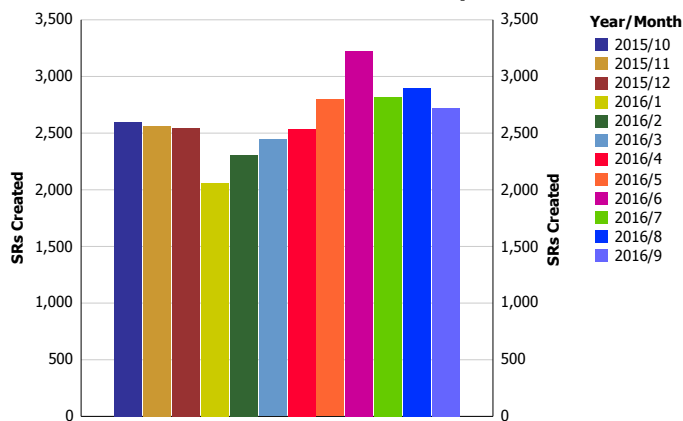


Top 10 Requests

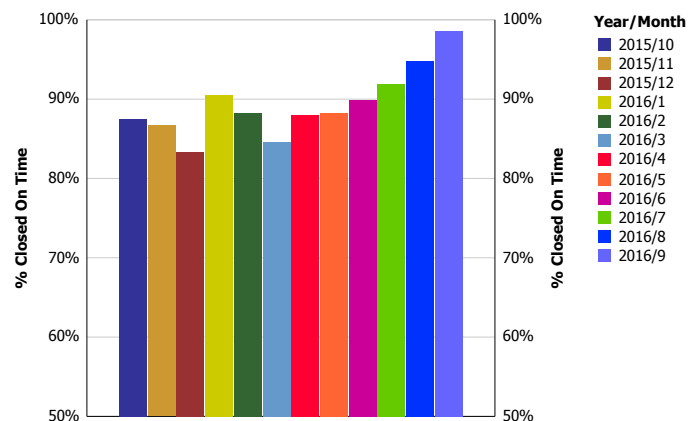
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
31,496	30,241	27,009	89.3%	1,255	717	57.1%	88.0%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	2,763	241	101	41.9%	30	20.6	2,522	91.3%	1,956	77.6%	2,057	74.4%
Litter - CCS	2,323	137	70	51.1%	30	22.5	2,186	94.1%	1,782	81.5%	1,852	79.7%
Obstruction Alley/Sidewalk/Street - CCS	1,372	249	150	60.2%	45	23.8	1,123	81.9%	1,016	90.5%	1,166	85.0%
Signs - Public Right of Way - CCS	1,209	1	0	0.0%	5	1.2	1,208	99.9%	1,133	93.8%	1,133	93.7%
Dead Animal Pick Up - SAN	1,131	0	0	0.0%	1	0.3	1,131	100.0%	1,101	97.3%	1,101	97.3%
Garbage - Missed - SAN	1,061	0	0	0.0%	3	0.8	1,061	100.0%	1,053	99.2%	1,053	99.2%
Garbage Roll Cart - Residential - SAN	1,049	0	0	0.0%	7	2.4	1,049	100.0%	1,030	98.2%	1,030	98.2%
Animal - Loose - CCS	1,032	36	1	2.8%	25	47.1	996	96.5%	372	37.3%	373	36.1%
Illegal Dumping - CCS	708	10	0	0.0%	10	6.7	698	98.6%	582	83.4%	582	82.2%
24 Hour Parking Violation - DPD	703	0	0	0.0%	7	3.4	703	100.0%	685	97.4%	685	97.4%
Street Repair - Routine-STS	680	46	46	100.0%	90	22.7	634	93.2%	624	98.4%	670	98.5%
Brush Busters - SAN	651	0	0	0.0%	5	2.0	651	100.0%	614	94.3%	614	94.3%
Junk Motor Vehicle - CCS	645	49	39	79.6%	90	57.7	596	92.4%	450	75.5%	489	75.8%
Bulky Trash Violations - CCS	638	1	0	0.0%	10	6.0	637	99.8%	552	86.7%	552	86.5%
Recycling - Roll Cart - SAN	619	0	0	0.0%	7	2.3	619	100.0%	614	99.2%	614	99.2%
Illegal Garbage/Placement - CCS	536	5	5	100.0%	25	13.7	531	99.1%	495	93.2%	500	93.3%
Fire Inspection - DFD	522	40	36	90.0%	45	23.5	482	92.3%	411	85.3%	447	85.6%
Miscellaneous Service Request - CTY	491	0	0	0.0%	10	0.8	491	100.0%	490	99.8%	490	99.8%
Substandard Structure - CCS	477	100	76	76.0%	120	53.1	377	79.0%	334	88.6%	410	86.0%
Taxi - Transportation Complaint - CCS	407	0	0	0.0%	14	0.1	407	100.0%	407	100.0%	407	100.0%

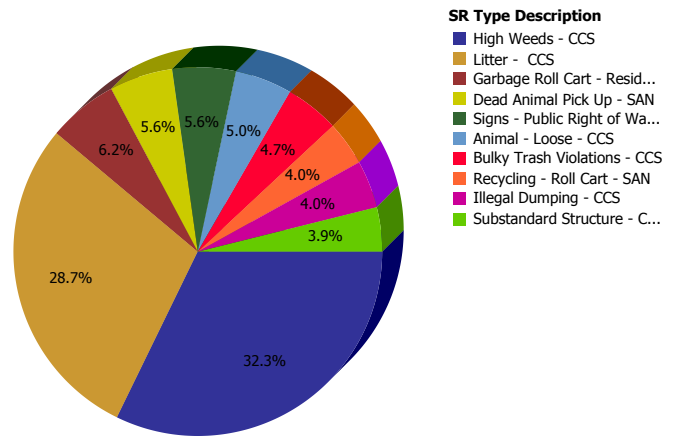
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 07

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	8,769
Litter - CCS	7,783
Garbage Roll Cart - Residential - SAN	1,688
Dead Animal Pick Up - SAN	1,509
Signs - Public Right of Way - CCS	1,508
Animal - Loose - CCS	1,352
Bulky Trash Violations - CCS	1,273
Recycling - Roll Cart - SAN	1,097
Illegal Dumping - CCS	1,092
Substandard Structure - CCS	1,071

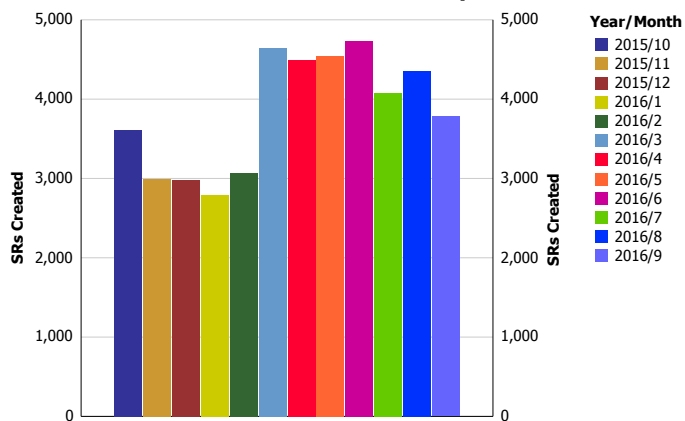


Top 10 Requests

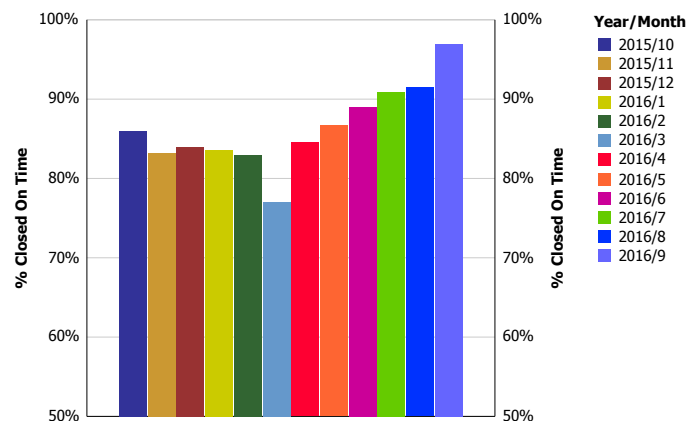
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
46,077	45,320	39,160	86.4%	757	587	77.5%	86.3%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	8,769	86	76	88.4%	30	15.9	8,683	99.0%	7,072	81.4%	7,148	81.5%
Litter - CCS	7,783	112	97	86.6%	30	16.8	7,671	98.6%	6,045	78.8%	6,142	78.9%
Garbage Roll Cart - Residential - SAN	1,688	0	0	0.0%	7	2.3	1,688	100.0%	1,670	98.9%	1,670	98.9%
Dead Animal Pick Up - SAN	1,509	0	0	0.0%	1	0.4	1,509	100.0%	1,457	96.6%	1,457	96.6%
Signs - Public Right of Way - CCS	1,508	1	0	0.0%	5	0.5	1,507	99.9%	1,452	96.4%	1,452	96.3%
Animal - Loose - CCS	1,352	26	0	0.0%	25	41.7	1,326	98.1%	512	38.6%	512	37.9%
Bulky Trash Violations - CCS	1,273	3	1	33.3%	10	6.0	1,270	99.8%	1,081	85.1%	1,082	85.0%
Recycling - Roll Cart - SAN	1,097	0	0	0.0%	7	2.3	1,097	100.0%	1,075	98.0%	1,075	98.0%
Illegal Dumping - CCS	1,092	0	0	0.0%	10	7.2	1,092	100.0%	916	83.9%	916	83.9%
Substandard Structure - CCS	1,071	138	120	87.0%	120	40.1	933	87.1%	854	91.5%	974	90.9%
24 Hour Parking Violation - DPD	983	0	0	0.0%	7	5.3	983	100.0%	722	73.4%	722	73.4%
Brush Busters - SAN	951	0	0	0.0%	5	1.9	951	100.0%	930	97.8%	930	97.8%
Garbage - Missed - SAN	919	1	0	0.0%	3	0.8	918	99.9%	902	98.3%	902	98.2%
Obstruction Alley/Sidewalk/Street - CCS	885	66	60	90.9%	45	20.5	819	92.5%	745	91.0%	805	91.0%
Graffiti Abatement Request - CCS	608	0	0	0.0%	30	2.7	608	100.0%	608	100.0%	608	100.0%
Parking - Unapproved Surface - CCS	525	1	0	0.0%	7	3.5	524	99.8%	436	83.2%	436	83.0%
Junk Motor Vehicle - CCS	477	45	43	95.6%	90	33.7	432	90.6%	396	91.7%	439	92.0%
Miscellaneous Service Request - CTY	452	0	0	0.0%	10	0.6	452	100.0%	452	100.0%	452	100.0%
Substandard Structure Apts - CCS	439	38	38	100.0%	120	14.2	401	91.3%	400	99.8%	438	99.8%
Animal - Attack in Progress - CCS	409	5	0	0.0%	3	0.0	404	98.8%	390	96.5%	390	95.4%

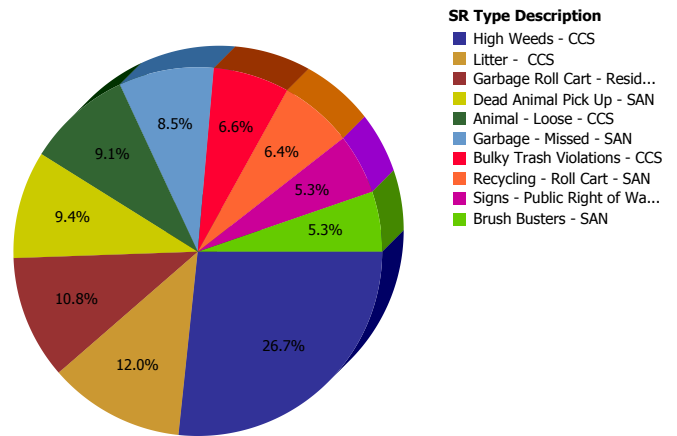
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 08

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	4,019
Litter - CCS	1,803
Garbage Roll Cart - Residential - SAN	1,632
Dead Animal Pick Up - SAN	1,419
Animal - Loose - CCS	1,367
Garbage - Missed - SAN	1,280
Bulky Trash Violations - CCS	988
Recycling - Roll Cart - SAN	971
Signs - Public Right of Way - CCS	798
Brush Busters - SAN	795

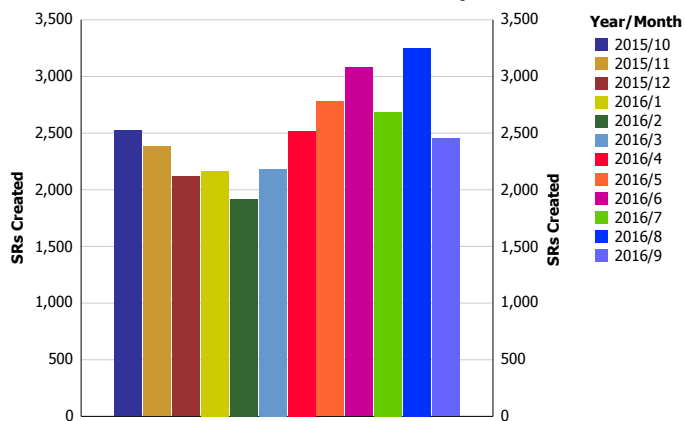


Top 10 Requests

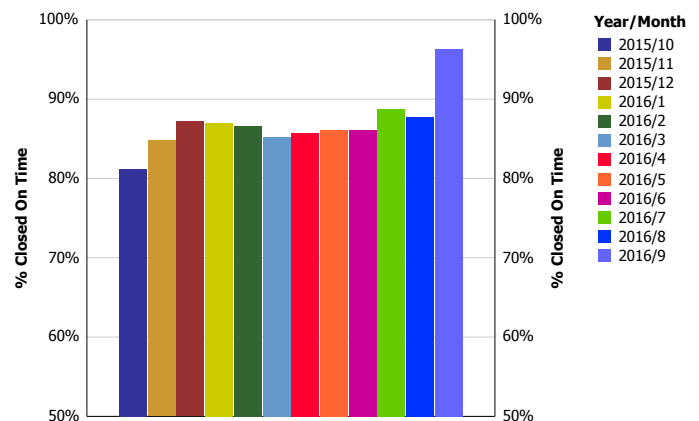
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
30,064	29,038	25,191	86.8%	1,026	692	67.4%	86.1%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
High Weeds - CCS	4,019	203	148	72.9%	30	19.0	3,816	94.9%	3,069	80.4%	3,217	80.0%
Litter - CCS	1,803	84	60	71.4%	30	21.2	1,719	95.3%	1,307	76.0%	1,367	75.8%
Garbage Roll Cart - Residential - SAN	1,632	0	0	0.0%	7	2.2	1,632	100.0%	1,614	98.9%	1,614	98.9%
Dead Animal Pick Up - SAN	1,419	0	0	0.0%	1	0.4	1,419	100.0%	1,370	96.5%	1,370	96.5%
Animal - Loose - CCS	1,367	84	0	0.0%	25	53.4	1,283	93.9%	428	33.4%	428	31.3%
Garbage - Missed - SAN	1,280	1	0	0.0%	3	1.6	1,279	99.9%	1,192	93.2%	1,192	93.1%
Bulky Trash Violations - CCS	988	5	2	40.0%	10	6.7	983	99.5%	806	82.0%	808	81.8%
Recycling - Roll Cart - SAN	971	0	0	0.0%	7	2.3	971	100.0%	952	98.0%	952	98.0%
Signs - Public Right of Way - CCS	798	2	0	0.0%	5	0.8	796	99.7%	774	97.2%	774	97.0%
Brush Busters - SAN	795	0	0	0.0%	5	2.0	795	100.0%	778	97.9%	778	97.9%
Obstruction Alley/Sidewalk/Street - CCS	771	84	68	81.0%	45	25.1	687	89.1%	596	86.8%	664	86.1%
Parking - Unapproved Surface - CCS	706	9	0	0.0%	7	3.7	697	98.7%	584	83.8%	584	82.7%
Illegal Dumping - CCS	695	23	4	17.4%	10	10.3	672	96.7%	458	68.2%	462	66.5%
Junk Motor Vehicle - CCS	695	149	134	89.9%	90	44.1	546	78.6%	486	89.0%	620	89.2%
24 Hour Parking Violation - DPD	678	0	0	0.0%	7	6.4	678	100.0%	422	62.2%	422	62.2%
Illegal Outside Storage - CCS	582	35	20	57.1%	30	18.8	547	94.0%	467	85.4%	487	83.7%
Animal - Confined Stray - CCS	490	4	0	0.0%	3	0.9	486	99.2%	442	90.9%	442	90.2%
Substandard Structure - CCS	433	92	87	94.6%	120	49.7	341	78.8%	297	87.1%	384	88.7%
Animal - Attack in Progress - CCS	431	1	0	0.0%	3	0.2	430	99.8%	418	97.2%	418	97.0%
Animal - Sick/Injured - CCS	369	1	0	0.0%	3	0.0	368	99.7%	362	98.4%	362	98.1%

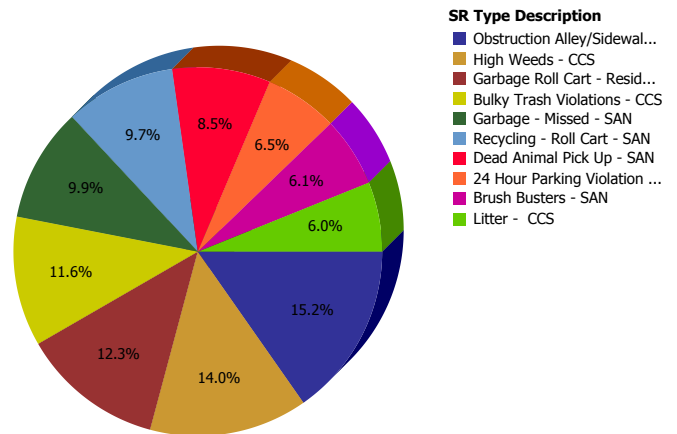
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 09

Top 10 Service Requests

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	2,304
High Weeds - CCS	2,117
Garbage Roll Cart - Residential - SAN	1,867
Bulky Trash Violations - CCS	1,758
Garbage - Missed - SAN	1,503
Recycling - Roll Cart - SAN	1,476
Dead Animal Pick Up - SAN	1,290
24 Hour Parking Violation - DPD	991
Brush Busters - SAN	923
Litter - CCS	910

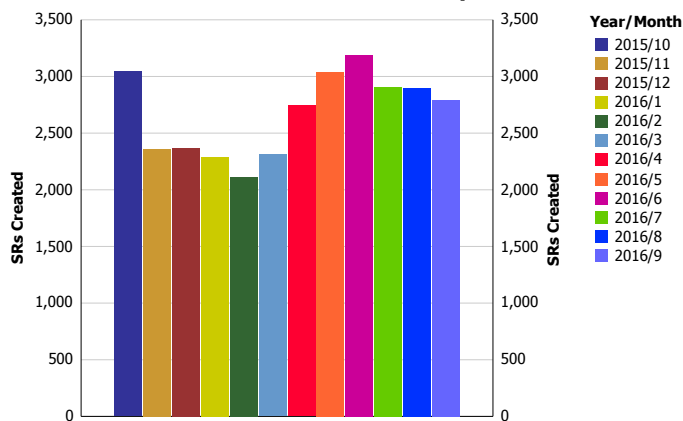


Top 10 Requests

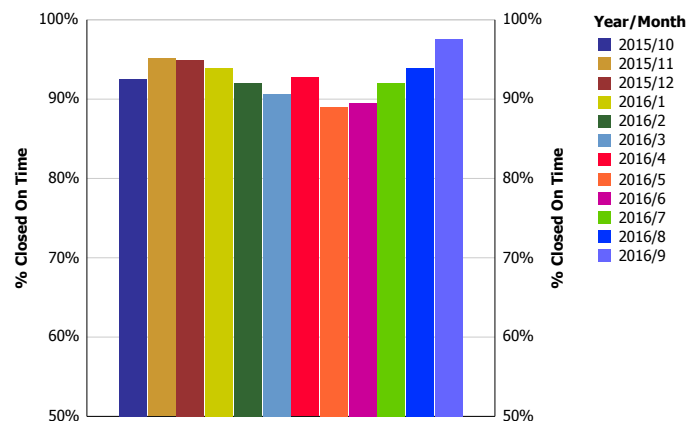
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
32,056	31,317	29,021	92.7%	739	621	84.0%	92.5%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
Obstruction Alley/Sidewalk/Street - CCS	2,304	169	160	94.7%	45	18.4	2,135	92.7%	1,984	92.9%	2,144	93.1%
High Weeds - CCS	2,117	95	88	92.6%	30	15.0	2,022	95.5%	1,788	88.4%	1,876	88.6%
Garbage Roll Cart - Residential - SAN	1,867	0	0	0.0%	7	2.3	1,867	100.0%	1,846	98.9%	1,846	98.9%
Bulky Trash Violations - CCS	1,758	1	0	0.0%	10	5.2	1,757	99.9%	1,567	89.2%	1,567	89.1%
Garbage - Missed - SAN	1,503	0	0	0.0%	3	0.9	1,503	100.0%	1,469	97.7%	1,469	97.7%
Recycling - Roll Cart - SAN	1,476	0	0	0.0%	7	2.4	1,476	100.0%	1,452	98.4%	1,452	98.4%
Dead Animal Pick Up - SAN	1,290	1	0	0.0%	1	0.4	1,289	99.9%	1,248	96.8%	1,248	96.7%
24 Hour Parking Violation - DPD	991	4	0	0.0%	7	3.8	987	99.6%	930	94.2%	930	93.8%
Brush Busters - SAN	923	0	0	0.0%	5	1.5	923	100.0%	908	98.4%	908	98.4%
Litter - CCS	910	36	32	88.9%	30	18.8	874	96.0%	712	81.5%	744	81.8%
Street Repair - Routine-STS	846	100	92	92.0%	90	33.1	746	88.2%	651	87.3%	743	87.8%
Signs - Public Right of Way - CCS	773	0	0	0.0%	5	0.7	773	100.0%	741	95.9%	741	95.9%
Miscellaneous Service Request - CTY	674	0	0	0.0%	10	0.8	674	100.0%	673	99.9%	673	99.9%
Animal - Sick/Injured - CCS	480	5	0	0.0%	3	0.0	475	99.0%	472	99.4%	472	98.3%
Animal - Loose - CCS	478	18	0	0.0%	25	48.3	460	96.2%	169	36.7%	169	35.4%
Recyclable Collection Missed (Residential) - SAN	461	0	0	0.0%	3	0.7	461	100.0%	454	98.5%	454	98.5%
Parking - Unapproved Surface - CCS	442	1	1	100.0%	7	4.8	441	99.8%	374	84.8%	375	84.8%
Water Conservation Violation - CCS	439	4	4	100.0%	10	5.3	435	99.1%	339	77.9%	343	78.1%
Junk Motor Vehicle - CCS	427	33	33	100.0%	90	28.2	394	92.3%	368	93.4%	401	93.9%
Substandard Structure - CCS	407	61	53	86.9%	120	40.0	346	85.0%	316	91.3%	369	90.7%

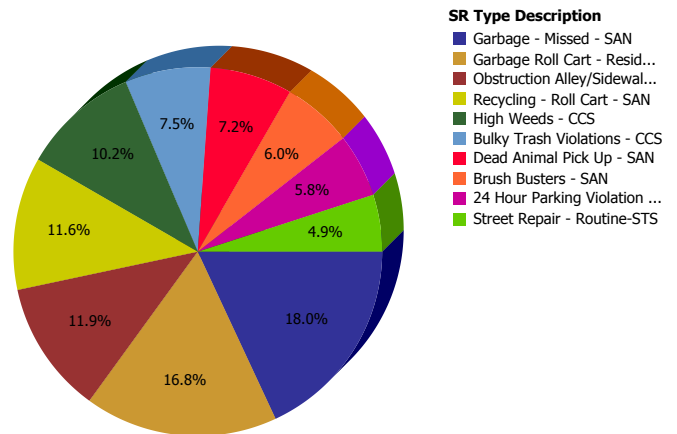
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 10

Top 10 Service Requests

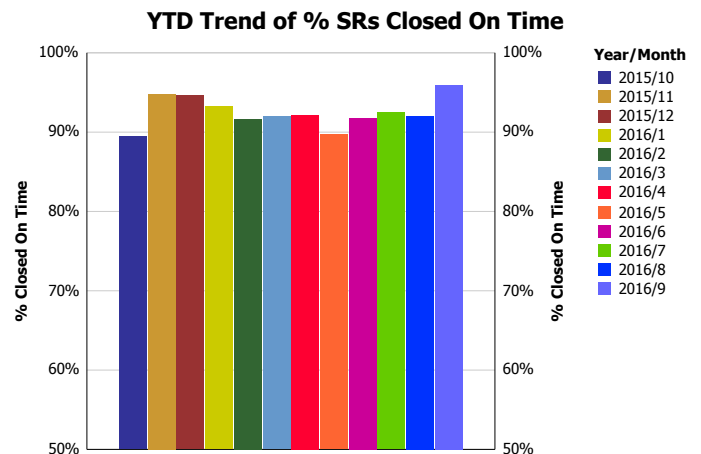
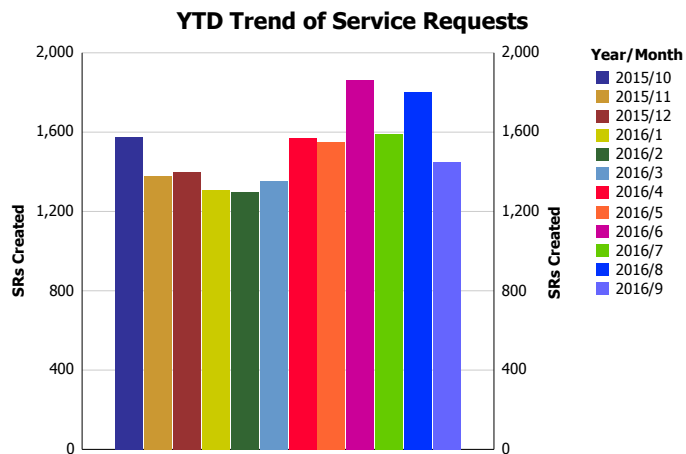
SR Type	Service Request Count
Garbage - Missed - SAN	1,549
Garbage Roll Cart - Residential - SAN	1,447
Obstruction Alley/Sidewalk/Street - CCS	1,022
Recycling - Roll Cart - SAN	996
High Weeds - CCS	880
Bulky Trash Violations - CCS	644
Dead Animal Pick Up - SAN	618
Brush Busters - SAN	517
24 Hour Parking Violation - DPD	498
Street Repair - Routine-STS	420



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 %
18,136	17,669	16,322	92.4%	467	360	77.1%	92.0%



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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	1,549	0	0	0.0%	3	1.0	1,549	100.0%	1,512	97.6%	1,512	97.6%
Garbage Roll Cart - Residential - SAN	1,447	0	0	0.0%	7	2.3	1,447	100.0%	1,427	98.6%	1,427	98.6%
Obstruction Alley/Sidewalk/Street - CCS	1,022	95	84	88.4%	45	22.0	927	90.7%	827	89.2%	911	89.1%
Recycling - Roll Cart - SAN	996	0	0	0.0%	7	2.3	996	100.0%	979	98.3%	979	98.3%
High Weeds - CCS	880	47	42	89.4%	30	15.9	833	94.7%	702	84.3%	744	84.5%
Bulky Trash Violations - CCS	644	3	0	0.0%	10	6.8	641	99.5%	551	86.0%	551	85.6%
Dead Animal Pick Up - SAN	618	0	0	0.0%	1	0.4	618	100.0%	585	94.7%	585	94.7%
Brush Busters - SAN	517	0	0	0.0%	5	2.5	517	100.0%	495	95.7%	495	95.7%
24 Hour Parking Violation - DPD	498	1	0	0.0%	7	3.6	497	99.8%	476	95.8%	476	95.6%
Street Repair - Routine-STS	420	54	54	100.0%	90	31.5	366	87.1%	320	87.4%	374	89.0%
Litter - CCS	411	16	12	75.0%	30	17.4	395	96.1%	332	84.1%	344	83.7%
Miscellaneous Service Request - CTY	356	0	0	0.0%	10	0.7	356	100.0%	356	100.0%	356	100.0%
Recyclable Collection Missed (Residential) - SAN	352	0	0	0.0%	3	0.9	352	100.0%	337	95.7%	337	95.7%
Substandard Structure Apts - CCS	314	12	10	83.3%	120	14.3	302	96.2%	299	99.0%	309	98.4%
Animal - Confined Stray - CCS	276	6	0	0.0%	3	1.0	270	97.8%	256	94.8%	256	92.8%
Fire Inspection - DFD	274	12	12	100.0%	45	16.5	262	95.6%	253	96.6%	265	96.7%
Traffic Signal - Flashing - STS	242	0	0	0.0%	4	0.9	242	100.0%	240	99.2%	240	99.2%
Animal - Loose - CCS	234	11	0	0.0%	25	46.7	223	95.3%	92	41.3%	92	39.3%
Animal - Sick/Injured - CCS	224	1	0	0.0%	3	0.0	223	99.6%	222	99.6%	222	99.1%
Signs - Public Right of Way - CCS	214	1	0	0.0%	5	1.3	213	99.5%	193	90.6%	193	90.2%

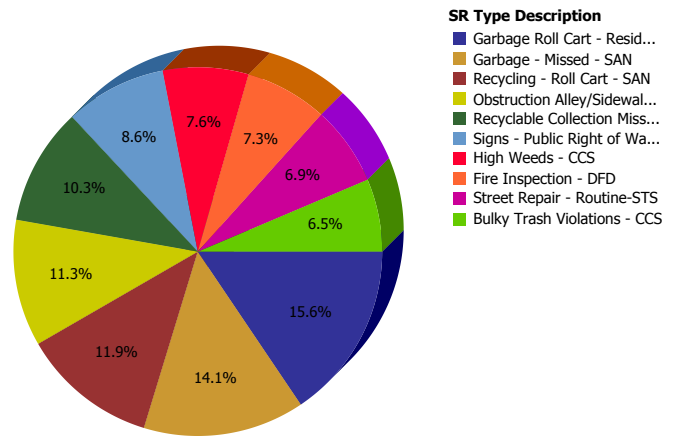
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 11

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	1,075
Garbage - Missed - SAN	966
Recycling - Roll Cart - SAN	818
Obstruction Alley/Sidewalk/Street - CCS	775
Recyclable Collection Missed (Residential) - SAN	706
Signs - Public Right of Way - CCS	594
High Weeds - CCS	521
Fire Inspection - DFD	500
Street Repair - Routine-STS	472
Bulky Trash Violations - CCS	444

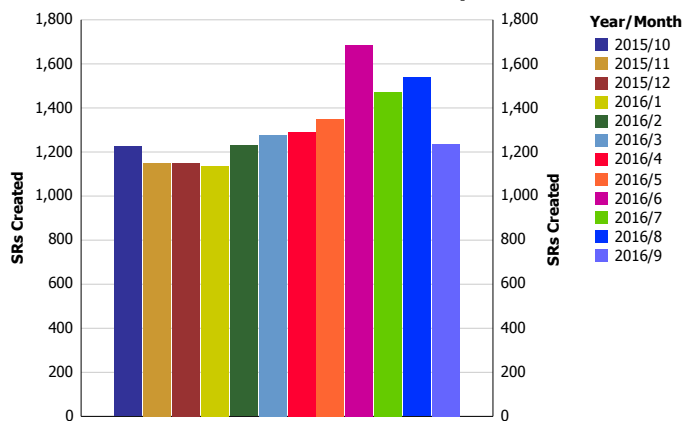


Top 10 Requests

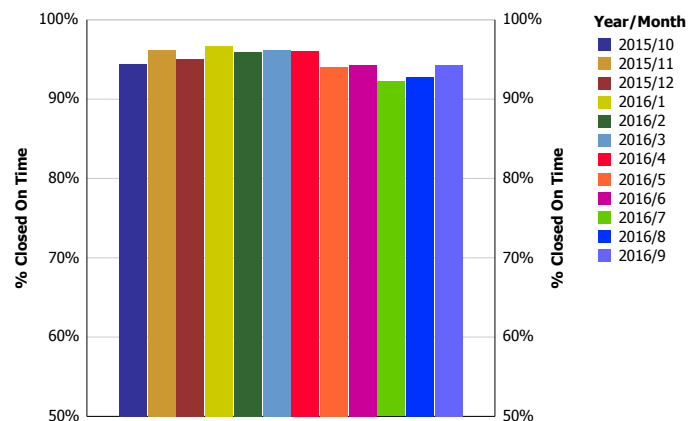
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
15,741	15,375	14,571	94.8%	366	314	85.8%	94.6%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
Garbage Roll Cart - Residential - SAN	1,075	0	0	0.0%	7	2.3	1,075	100.0%	1,068	99.3%	1,068	99.3%
Garbage - Missed - SAN	966	0	0	0.0%	3	0.7	966	100.0%	957	99.1%	957	99.1%
Recycling - Roll Cart - SAN	818	0	0	0.0%	7	2.4	818	100.0%	803	98.2%	803	98.2%
Obstruction Alley/Sidewalk/Street - CCS	775	83	83	100.0%	45	19.0	692	89.3%	671	97.0%	754	97.3%
Recyclable Collection Missed (Residential) - SAN	706	0	0	0.0%	3	0.8	706	100.0%	698	98.9%	698	98.9%
Signs - Public Right of Way - CCS	594	0	0	0.0%	5	0.4	594	100.0%	582	98.0%	582	98.0%
High Weeds - CCS	521	33	31	93.9%	30	15.3	488	93.7%	449	92.0%	480	92.1%
Fire Inspection - DFD	500	35	33	94.3%	45	13.3	465	93.0%	458	98.5%	491	98.2%
Street Repair - Routine-STS	472	44	44	100.0%	90	27.5	428	90.7%	412	96.3%	456	96.6%
Bulky Trash Violations - CCS	444	0	0	0.0%	10	3.1	444	100.0%	427	96.2%	427	96.2%
Dead Animal Pick Up - SAN	370	0	0	0.0%	1	0.4	370	100.0%	352	95.1%	352	95.1%
Brush Busters - SAN	363	0	0	0.0%	5	2.4	363	100.0%	330	90.9%	330	90.9%
24 Hour Parking Violation - DPD	342	0	0	0.0%	7	4.6	342	100.0%	243	71.1%	243	71.1%
Litter - CCS	326	18	17	94.4%	30	15.1	308	94.5%	281	91.2%	298	91.4%
Taxi - Transportation Complaint - CCS	324	2	0	0.0%	14	0.1	322	99.4%	322	100.0%	322	99.4%
Miscellaneous Service Request - CTY	282	0	0	0.0%	10	0.8	282	100.0%	282	100.0%	282	100.0%
Alley Repair - Routine-STS	267	43	43	100.0%	90	38.9	224	83.9%	205	91.5%	248	92.9%
Pot hole - Hazardous-STS	241	0	0	0.0%	1	0.2	241	100.0%	224	92.9%	224	92.9%
Water Conservation Violation - CCS	230	10	1	10.0%	10	10.5	220	95.7%	130	59.1%	131	57.0%
Traffic Signal - Flashing - STS	208	1	0	0.0%	4	1.1	207	99.5%	205	99.0%	205	98.6%

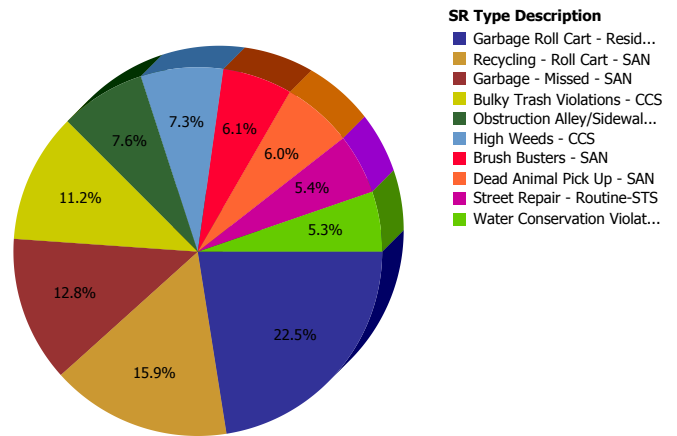
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 12

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	1,507
Recycling - Roll Cart - SAN	1,065
Garbage - Missed - SAN	854
Bulky Trash Violations - CCS	749
Obstruction Alley/Sidewalk/Street - CCS	508
High Weeds - CCS	485
Brush Busters - SAN	410
Dead Animal Pick Up - SAN	398
Street Repair - Routine-STS	361
Water Conservation Violation - CCS	352

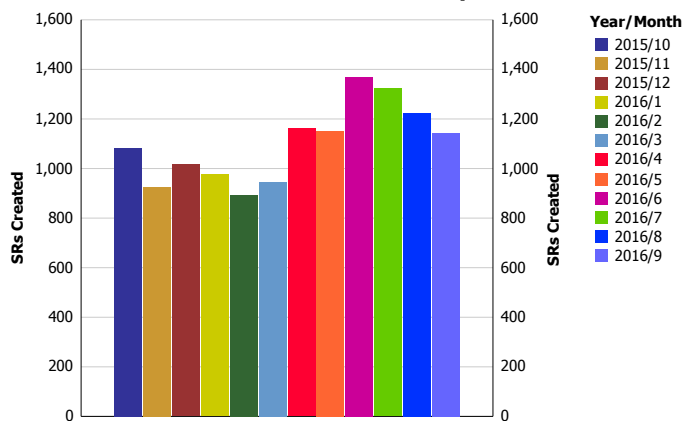


Top 10 Requests

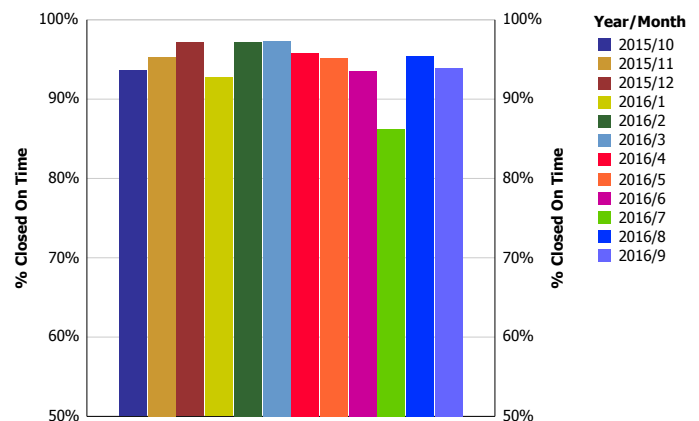
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
13,208	13,016	12,267	94.2%	192	146	76.0%	94.0%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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	1,507	0	0	0.0%	7	2.4	1,507	100.0%	1,482	98.3%	1,482	98.3%
Recycling - Roll Cart - SAN	1,065	0	0	0.0%	7	2.4	1,065	100.0%	1,042	97.8%	1,042	97.8%
Garbage - Missed - SAN	854	0	0	0.0%	3	0.6	854	100.0%	850	99.5%	850	99.5%
Bulky Trash Violations - CCS	749	1	0	0.0%	10	3.6	748	99.9%	718	96.0%	718	95.9%
Obstruction Alley/Sidewalk/Street - CCS	508	22	22	100.0%	45	15.1	486	95.7%	483	99.4%	505	99.4%
High Weeds - CCS	485	15	15	100.0%	30	10.9	470	96.9%	459	97.7%	474	97.7%
Brush Busters - SAN	410	0	0	0.0%	5	2.4	410	100.0%	376	91.7%	376	91.7%
Dead Animal Pick Up - SAN	398	0	0	0.0%	1	0.4	398	100.0%	378	95.0%	378	95.0%
Street Repair - Routine-STS	361	31	31	100.0%	90	23.6	330	91.4%	320	97.0%	351	97.2%
Water Conservation Violation - CCS	352	15	0	0.0%	10	10.9	337	95.7%	164	48.7%	164	46.6%
Recyclable Collection Missed (Residential) - SAN	322	0	0	0.0%	3	1.0	322	100.0%	302	93.8%	302	93.8%
24 Hour Parking Violation - DPD	294	0	0	0.0%	7	4.8	294	100.0%	215	73.1%	215	73.1%
Signs - Public Right of Way - CCS	285	0	0	0.0%	5	0.5	285	100.0%	278	97.5%	278	97.5%
Miscellaneous Service Request - CTY	218	0	0	0.0%	10	0.7	218	100.0%	218	100.0%	218	100.0%
Litter - CCS	200	2	2	100.0%	30	11.1	198	99.0%	193	97.5%	195	97.5%
Animal - Sick/Injured - CCS	192	2	0	0.0%	3	0.0	190	99.0%	188	98.9%	188	97.9%
Fire Inspection - DFD	170	7	7	100.0%	45	16.1	163	95.9%	153	93.9%	160	94.1%
Alley Repair - Routine-STS	150	20	20	100.0%	90	35.0	130	86.7%	124	95.4%	144	96.0%
Brush/Bulk Items - Missed - SAN	150	0	0	0.0%	10	2.8	150	100.0%	149	99.3%	149	99.3%
Cost Plus - SAN	136	0	0	0.0%	7	3.1	136	100.0%	126	92.6%	126	92.6%

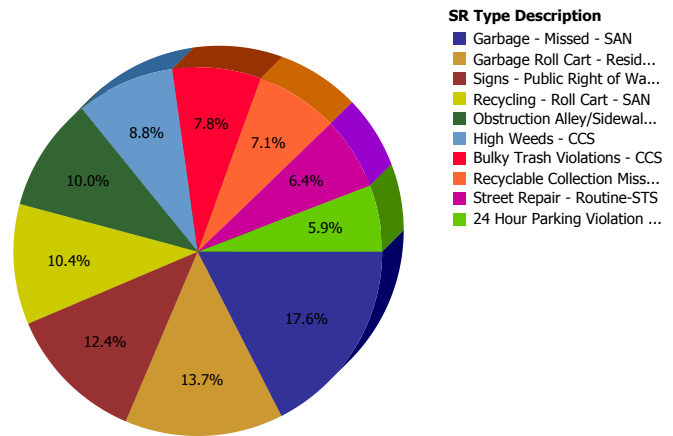
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 13

Top 10 Service Requests

SR Type	Service Request Count
Garbage - Missed - SAN	2,325
Garbage Roll Cart - Residential - SAN	1,806
Signs - Public Right of Way - CCS	1,639
Recycling - Roll Cart - SAN	1,370
Obstruction Alley/Sidewalk/Street - CCS	1,317
High Weeds - CCS	1,161
Bulky Trash Violations - CCS	1,028
Recyclable Collection Missed (Residential) - SAN	931
Street Repair - Routine-STS	849
24 Hour Parking Violation - DPD	775

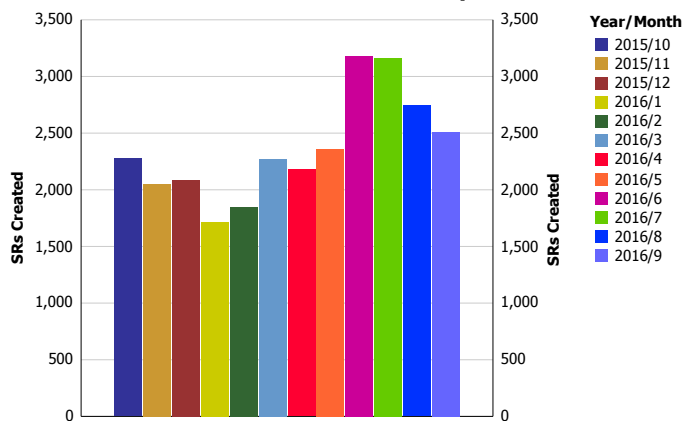


Top 10 Requests

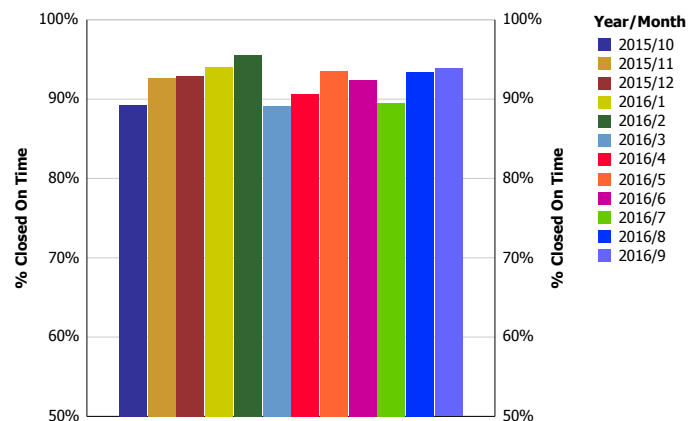
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
28,386	27,102	24,958	92.1%	1,284	617	48.1%	90.1%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
Garbage - Missed - SAN	2,325	0	0	0.0%	3	0.8	2,325	100.0%	2,296	98.8%	2,296	98.8%
Garbage Roll Cart - Residential - SAN	1,806	0	0	0.0%	7	2.3	1,806	100.0%	1,781	98.6%	1,781	98.6%
Signs - Public Right of Way - CCS	1,639	5	0	0.0%	5	1.0	1,634	99.7%	1,586	97.1%	1,586	96.8%
Recycling - Roll Cart - SAN	1,370	0	0	0.0%	7	2.3	1,370	100.0%	1,357	99.1%	1,357	99.1%
Obstruction Alley/Sidewalk/Street - CCS	1,317	284	122	43.0%	45	23.3	1,033	78.4%	905	87.6%	1,027	78.0%
High Weeds - CCS	1,161	301	56	18.6%	30	19.1	860	74.1%	716	83.3%	772	66.5%
Bulky Trash Violations - CCS	1,028	7	2	28.6%	10	6.7	1,021	99.3%	866	84.8%	868	84.4%
Recyclable Collection Missed (Residential) - SAN	931	0	0	0.0%	3	0.8	931	100.0%	913	98.1%	913	98.1%
Street Repair - Routine-STS	849	102	102	100.0%	90	27.4	747	88.0%	719	96.3%	821	96.7%
24 Hour Parking Violation - DPD	775	0	0	0.0%	7	3.9	775	100.0%	734	94.7%	734	94.7%
Dead Animal Pick Up - SAN	724	0	0	0.0%	1	0.4	724	100.0%	705	97.4%	705	97.4%
Brush Busters - SAN	719	0	0	0.0%	5	2.8	719	100.0%	614	85.4%	614	85.4%
Water Conservation Violation - CCS	691	32	7	21.9%	10	13.2	659	95.4%	284	43.1%	291	42.1%
Litter - CCS	665	104	22	21.2%	30	21.7	561	84.4%	457	81.5%	479	72.0%
Alley Repair - Routine-STS	547	75	75	100.0%	90	38.6	472	86.3%	440	93.2%	515	94.1%
Miscellaneous Service Request - CTY	530	0	0	0.0%	10	0.7	530	100.0%	530	100.0%	530	100.0%
Pot hole - Hazardous-STS	408	0	0	0.0%	1	0.2	408	100.0%	383	93.9%	383	93.9%
Sanitation Property Damage - SAN	384	0	0	0.0%	28	9.2	384	100.0%	377	98.2%	377	98.2%
Fire Inspection - DFD	366	37	33	89.2%	45	18.0	329	89.9%	302	91.8%	335	91.5%
Brush/Bulk Items - Missed - SAN	331	0	0	0.0%	10	2.1	331	100.0%	329	99.4%	329	99.4%

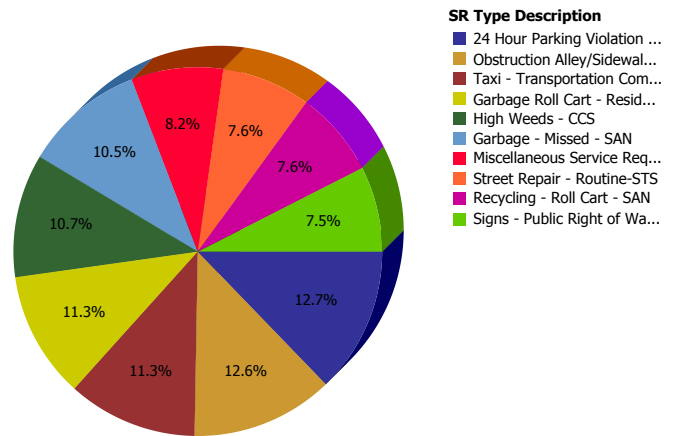
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Council District 14

Top 10 Service Requests

SR Type	Service Request Count
24 Hour Parking Violation - DPD	1,668
Obstruction Alley/Sidewalk/Street - CCS	1,657
Taxi - Transportation Complaint - CCS	1,494
Garbage Roll Cart - Residential - SAN	1,492
High Weeds - CCS	1,407
Garbage - Missed - SAN	1,387
Miscellaneous Service Request - CTY	1,078
Street Repair - Routine-STS	1,006
Recycling - Roll Cart - SAN	996
Signs - Public Right of Way - CCS	992

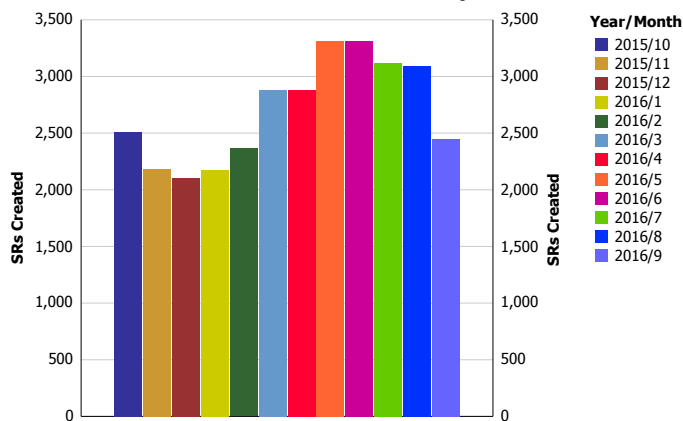


Top 10 Requests

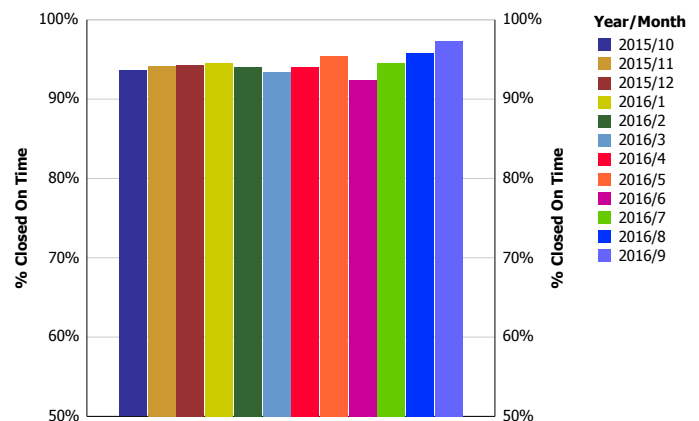
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
32,400	31,809	30,036	94.4%	591	439	74.3%	94.1%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
24 Hour Parking Violation - DPD	1,668	1	0	0.0%	7	3.4	1,667	99.9%	1,574	94.4%	1,574	94.4%
Obstruction Alley/Sidewalk/Street - CCS	1,657	67	62	92.5%	45	19.8	1,590	96.0%	1,513	95.2%	1,575	95.1%
Taxi - Transportation Complaint - CCS	1,494	2	0	0.0%	14	0.1	1,492	99.9%	1,491	99.9%	1,491	99.8%
Garbage Roll Cart - Residential - SAN	1,492	0	0	0.0%	7	2.3	1,492	100.0%	1,475	98.9%	1,475	98.9%
High Weeds - CCS	1,407	27	27	100.0%	30	14.2	1,380	98.1%	1,265	91.7%	1,292	91.8%
Garbage - Missed - SAN	1,387	0	0	0.0%	3	0.9	1,387	100.0%	1,367	98.6%	1,367	98.6%
Miscellaneous Service Request - CTY	1,078	0	0	0.0%	10	0.7	1,078	100.0%	1,078	100.0%	1,078	100.0%
Street Repair - Routine-STS	1,006	92	92	100.0%	90	31.7	914	90.9%	854	93.4%	946	94.0%
Recycling - Roll Cart - SAN	996	0	0	0.0%	7	2.3	996	100.0%	988	99.2%	988	99.2%
Signs - Public Right of Way - CCS	992	2	0	0.0%	5	0.6	990	99.8%	969	97.9%	969	97.7%
Traffic Signal - Flashing - STS	909	0	0	0.0%	4	0.9	909	100.0%	909	100.0%	909	100.0%
Parking - Report of Violation - DPD	871	0	0	0.0%	2	0.4	871	100.0%	842	96.7%	842	96.7%
Litter - CCS	802	23	21	91.3%	30	15.6	779	97.1%	684	87.8%	705	87.9%
Bulky Trash Violations - CCS	677	1	0	0.0%	10	4.1	676	99.9%	624	92.3%	624	92.2%
Dead Animal Pick Up - SAN	617	0	0	0.0%	1	0.4	617	100.0%	598	96.9%	598	96.9%
Fire Inspection - DFD	453	47	45	95.7%	45	18.5	406	89.6%	378	93.1%	423	93.4%
Recyclable Collection Missed (Residential) - SAN	450	0	0	0.0%	3	0.9	450	100.0%	432	96.0%	432	96.0%
Pot hole - Hazardous-STS	424	0	0	0.0%	1	0.2	424	100.0%	399	94.1%	399	94.1%
Graffiti Abatement Request - CCS	396	0	0	0.0%	30	2.4	396	100.0%	396	100.0%	396	100.0%
Noise Pollution - CCS	396	3	3	100.0%	45	7.4	393	99.2%	383	97.5%	386	97.5%

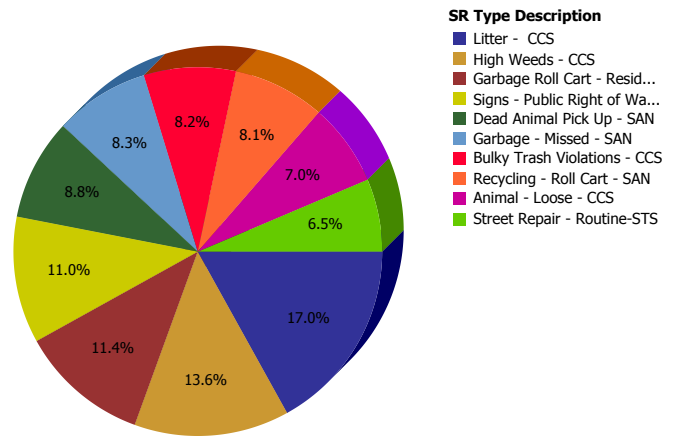
Service Request (SR) Performance YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 2016

Unknown

Top 10 Service Requests

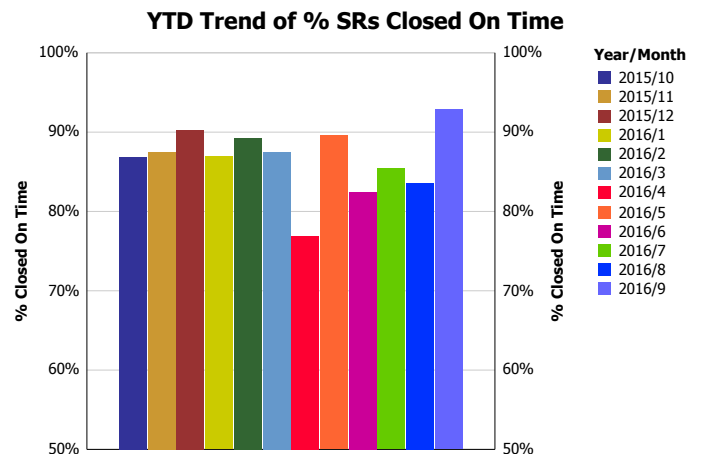
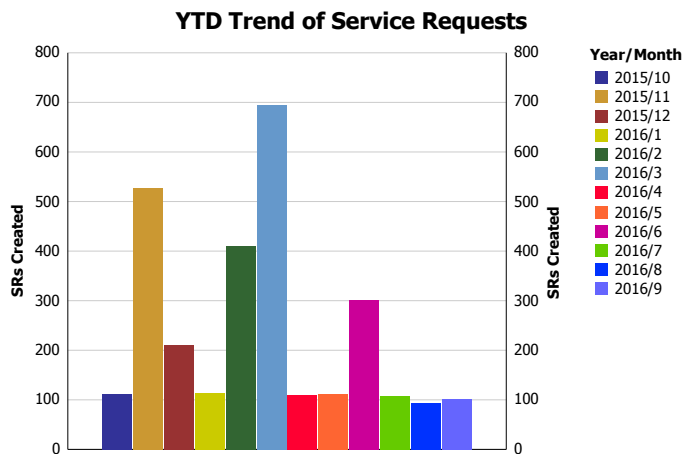
SR Type Description	Service Request Count
Litter - CCS	187
High Weeds - CCS	149
Garbage Roll Cart - Residential - SAN	125
Signs - Public Right of Way - CCS	121
Dead Animal Pick Up - SAN	97
Garbage - Missed - SAN	91
Bulky Trash Violations - CCS	90
Recycling - Roll Cart - SAN	89
Animal - Loose - CCS	77
Street Repair - Routine-STS	71



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 %
2,891	2,690	2,345	87.2%	201	42	20.9%	82.6%



*** 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 YTD by City Council District - September 2016

Service Level Performance Report by Council District
For YTD Through September 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 %
Litter - CCS	187	20	5	25.0%	30	20.0	167	89.3%	126	75.4%	131	70.1%
High Weeds - CCS	149	27	3	11.1%	30	22.5	122	81.9%	92	75.4%	95	63.8%
Garbage Roll Cart - Residential - SAN	125	0	0	0.0%	7	2.3	125	100.0%	121	96.8%	121	96.8%
Signs - Public Right of Way - CCS	121	2	0	0.0%	5	0.3	119	98.3%	118	99.2%	118	97.5%
Dead Animal Pick Up - SAN	97	0	0	0.0%	1	0.2	97	100.0%	96	99.0%	96	99.0%
Garbage - Missed - SAN	91	1	0	0.0%	3	6.3	90	98.9%	79	87.8%	79	86.8%
Bulky Trash Violations - CCS	90	11	0	0.0%	10	4.9	79	87.8%	73	92.4%	73	81.1%
Recycling - Roll Cart - SAN	89	0	0	0.0%	7	2.0	89	100.0%	89	100.0%	89	100.0%
Animal - Loose - CCS	77	11	0	0.0%	25	60.9	66	85.7%	15	22.7%	15	19.5%
Street Repair - Routine-STS	71	4	3	75.0%	90	33.2	67	94.4%	62	92.5%	65	91.5%
24 Hour Parking Violation - DPD	68	0	0	0.0%	7	5.6	68	100.0%	51	75.0%	51	75.0%
Obstruction Alley/Sidewalk/Street - CCS	66	12	2	16.7%	45	20.5	54	81.8%	50	92.6%	52	78.8%
Miscellaneous Service Request - CTY	52	0	0	0.0%	10	0.6	52	100.0%	52	100.0%	52	100.0%
Brush Busters - SAN	48	5	0	0.0%	5	7.8	43	89.6%	26	60.5%	26	54.2%
Junk Motor Vehicle - CCS	48	3	2	66.7%	90	42.7	45	93.8%	38	84.4%	40	83.3%
Animal - Sick/Injured - CCS	46	1	0	0.0%	3	0.0	45	97.8%	45	100.0%	45	97.8%
Illegal Dumping - CCS	46	13	0	0.0%	10	17.4	33	71.7%	21	63.6%	21	45.7%
Substandard Structure - CCS	46	12	8	66.7%	120	32.1	34	73.9%	32	94.1%	40	87.0%
Taxi - Transportation Complaint - CCS	44	0	0	0.0%	14	0.7	44	100.0%	43	97.7%	43	97.7%
Fire Inspection - DFD	42	4	1	25.0%	45	16.6	38	90.5%	34	89.5%	35	83.3%