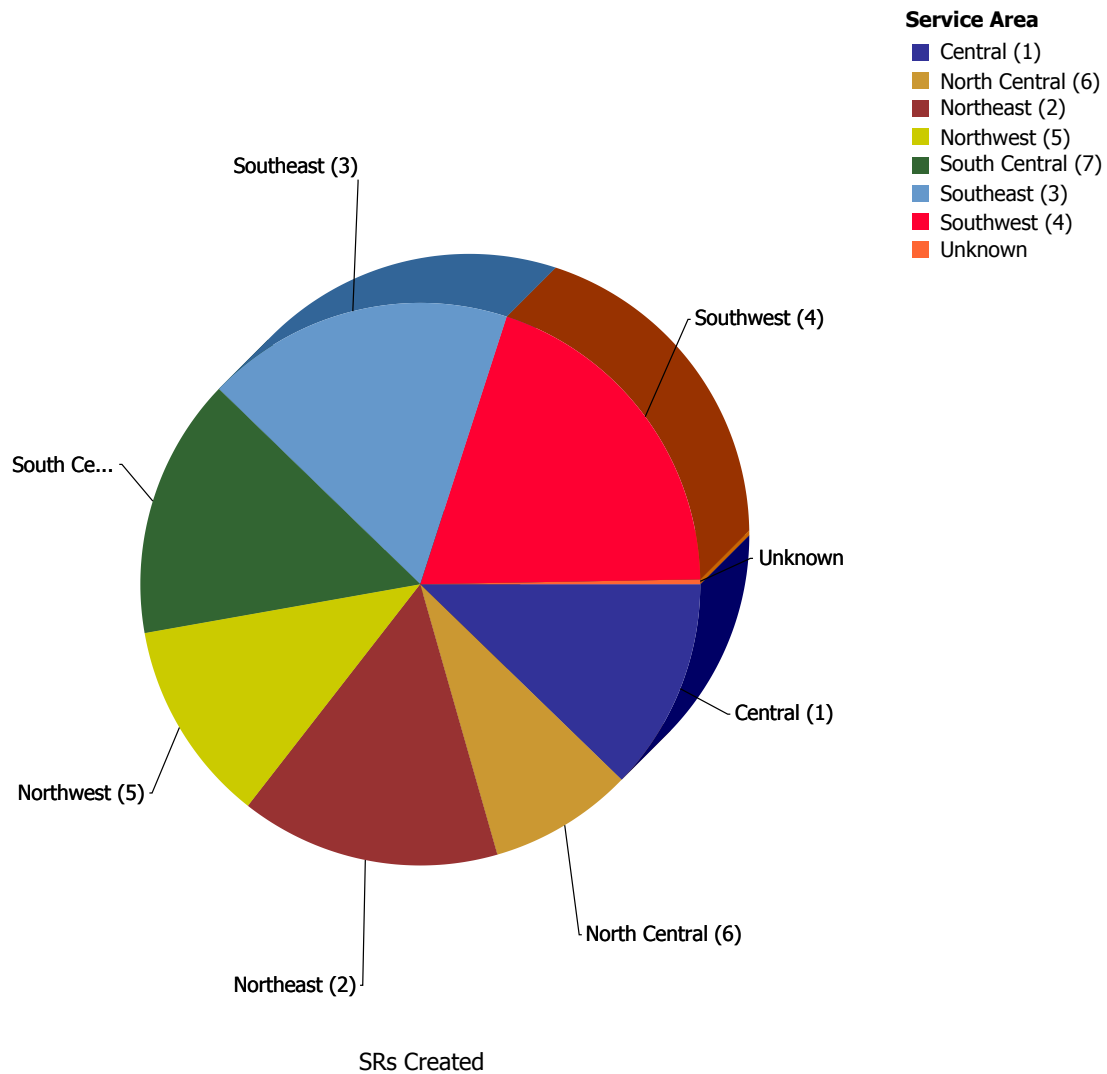


Service Request (SR) Performance by City Service Area - January 2017

City Service Area Report
For January 2017



Service Area	SRs Created	% of City Wide Total	% Closed On Time
Central (1)	4,000	12.1%	96.2%
North Central (6)	2,812	8.5%	94.5%
Northeast (2)	4,959	15.0%	91.2%
Northwest (5)	3,850	11.7%	95.3%
South Central (7)	4,918	14.9%	92.8%
Southeast (3)	5,877	17.8%	91.9%
Southwest (4)	6,486	19.6%	95.5%
Unknown	108	0.3%	96.2%
Total	33,010	100.0%	93.8%

Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

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	2,232	688	577	83.9%	20	7.8	1,544	69.2%	1,439	93.2%	2,016	90.3%
Signs - Public Right of Way - CCS	1,853	6	0	0.0%	5	0.4	1,847	99.7%	1,795	97.2%	1,795	96.9%
Garbage Roll Cart - Residential - SAN	1,591	0	0	0.0%	7	2.1	1,591	100.0%	1,591	100.0%	1,591	100.0%
Garbage - Missed - SAN	1,305	0	0	0.0%	3	0.9	1,305	100.0%	1,291	98.9%	1,291	98.9%
Bulky Trash Violations - CCS	1,275	31	1	3.2%	7	3.9	1,244	97.6%	1,024	82.3%	1,025	80.4%
Recycling - Roll Cart - SAN	1,129	0	0	0.0%	7	6.8	1,129	100.0%	581	51.5%	581	51.5%
Dead Animal Pick Up - SAN	1,089	0	0	0.0%	1	0.3	1,089	100.0%	1,068	98.1%	1,068	98.1%
24 Hour Parking Violation - DPD	934	0	0	0.0%	7	4.5	934	100.0%	807	86.4%	807	86.4%
Animal - Loose Dog (Owned) - CCS	806	3	0	0.0%	3	2.4	803	99.6%	740	92.2%	740	91.8%
Water/Wastewater Line Locate - SCS	801	0	0	0.0%	2	0.0	801	100.0%	801	100.0%	801	100.0%
Brush Busters - SAN	800	2	0	0.0%	5	1.9	798	99.8%	775	97.1%	775	96.9%
Animal - Stray Dog - CCS	775	29	28	96.6%	25	0.0	746	96.3%	746	100.0%	774	99.9%
Obstruction Alley/Sidewalk/Street - CCS	735	322	322	100.0%	45	6.0	413	56.2%	413	100.0%	735	100.0%
Miscellaneous Service Request - CTY	609	0	0	0.0%	10	0.5	609	100.0%	609	100.0%	609	100.0%
Smoke Detector Request - DFD	609	1	1	100.0%	10	1.0	608	99.8%	606	99.7%	607	99.7%
Parking - Unapproved Surface - CCS	597	14	0	0.0%	5	2.0	583	97.7%	508	87.1%	508	85.1%
Substandard Structure - CCS	565	428	428	100.0%	120	7.4	137	24.2%	137	100.0%	565	100.0%
Illegal Dumping - CCS	562	36	11	30.6%	10	3.5	526	93.6%	453	86.1%	464	82.6%
Recyclable Collection Missed (Residential) - SAN	549	0	0	0.0%	3	0.9	549	100.0%	541	98.5%	541	98.5%
Animal - Aggressive Activity - CCS	525	4	0	0.0%	1	0.1	521	99.2%	459	88.1%	459	87.4%

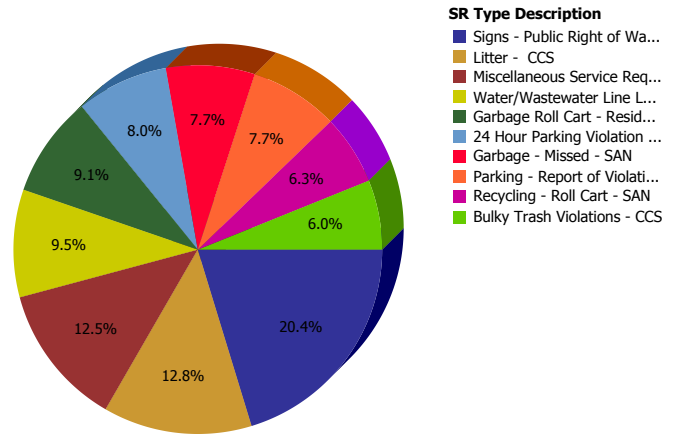
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Central (1)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	308
Litter - CCS	194
Miscellaneous Service Request - CTY	188
Water/Wastewater Line Locate - SCS	143
Garbage Roll Cart - Residential - SAN	137
24 Hour Parking Violation - DPD	121
Garbage - Missed - SAN	117
Parking - Report of Violation - DPD	116
Recycling - Roll Cart - SAN	95
Bulky Trash Violations - CCS	91

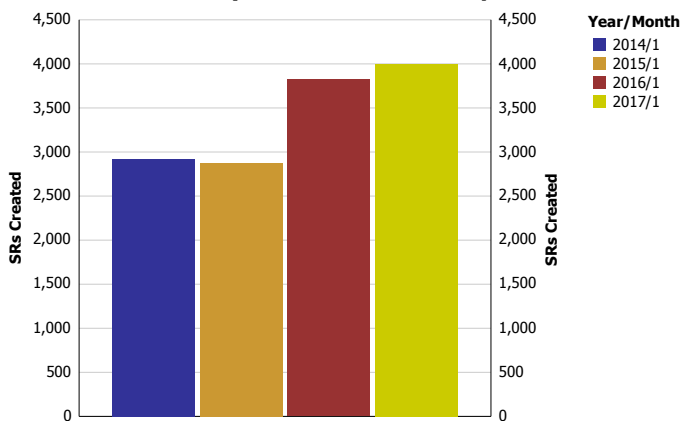


Top 10 Requests

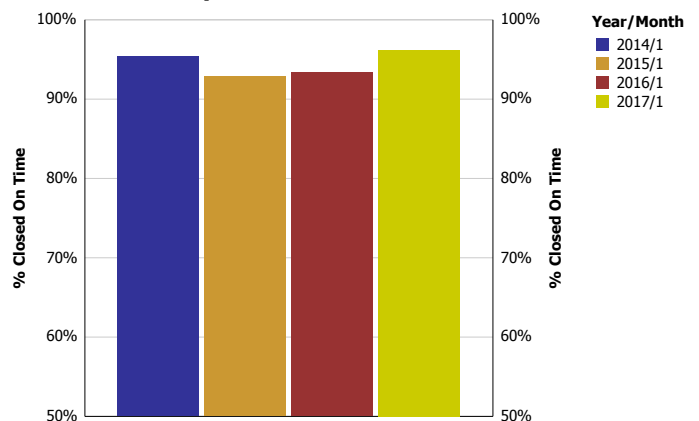
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
4,000	3,774	3,631	96.2%	226	211	93.4%	96.0%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Central (1)

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	308	0	0	0.0%	5	0.1	308	100.0%	305	99.0%	305	99.0%
Litter - CCS	194	35	32	91.4%	20	7.8	159	82.0%	149	93.7%	181	93.3%
Miscellaneous Service Request - CTY	188	0	0	0.0%	10	0.5	188	100.0%	188	100.0%	188	100.0%
Water/Wastewater Line Locate - SCS	143	0	0	0.0%	2	0.0	143	100.0%	143	100.0%	143	100.0%
Garbage Roll Cart - Residential - SAN	137	0	0	0.0%	7	2.1	137	100.0%	137	100.0%	137	100.0%
24 Hour Parking Violation - DPD	121	0	0	0.0%	7	4.5	121	100.0%	105	86.8%	105	86.8%
Garbage - Missed - SAN	117	0	0	0.0%	3	0.7	117	100.0%	116	99.1%	116	99.1%
Parking - Report of Violation - DPD	116	0	0	0.0%	2	0.1	116	100.0%	116	100.0%	116	100.0%
Recycling - Roll Cart - SAN	95	0	0	0.0%	7	6.9	95	100.0%	49	51.6%	49	51.6%
Bulky Trash Violations - CCS	91	0	0	0.0%	7	2.3	91	100.0%	85	93.4%	85	93.4%
Traffic Signal - Flashing - STS	88	0	0	0.0%	4	1.0	88	100.0%	88	100.0%	88	100.0%
Parking - Unapproved Surface - CCS	85	1	0	0.0%	5	2.6	84	98.8%	70	83.3%	70	82.4%
Taxi - Transportation Complaint - AVI	79	2	2	100.0%	14	0.1	77	97.5%	77	100.0%	79	100.0%
Obstruction Alley/Sidewalk/Street - CCS	75	6	6	100.0%	45	5.8	69	92.0%	69	100.0%	75	100.0%
Dead Animal Pick Up - SAN	74	0	0	0.0%	1	0.3	74	100.0%	70	94.6%	70	94.6%
Illegal Garbage/Placement - CCS	70	1	1	100.0%	20	3.6	69	98.6%	69	100.0%	70	100.0%
Graffiti Private Property - Residential/Commercial - CCS	68	2	2	100.0%	50	1.6	66	97.1%	66	100.0%	68	100.0%
Street Repair - Routine-STS	64	22	22	100.0%	90	4.3	42	65.6%	42	100.0%	64	100.0%
Brush/Bulk Items - Missed - SAN	57	0	0	0.0%	10	2.5	57	100.0%	57	100.0%	57	100.0%
Traffic Signal - Other Dispatch - STS	54	0	0	0.0%	4	0.7	54	100.0%	54	100.0%	54	100.0%

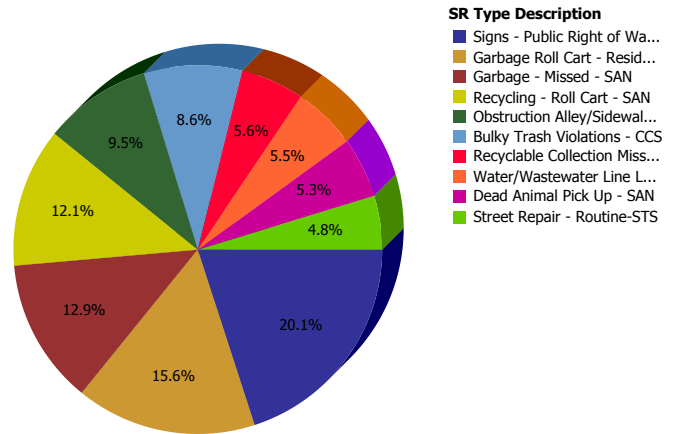
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

North Central
(6)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	276
Garbage Roll Cart - Residential - SAN	215
Garbage - Missed - SAN	177
Recycling - Roll Cart - SAN	167
Obstruction Alley/Sidewalk/Street - CCS	131
Bulky Trash Violations - CCS	118
Recyclable Collection Missed (Residential) - SAN	77
Water/Wastewater Line Locate - SCS	75
Dead Animal Pick Up - SAN	73
Street Repair - Routine-STS	66

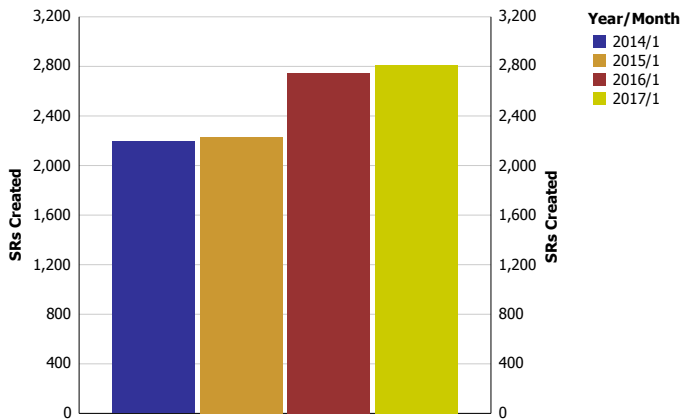


Top 10 Requests

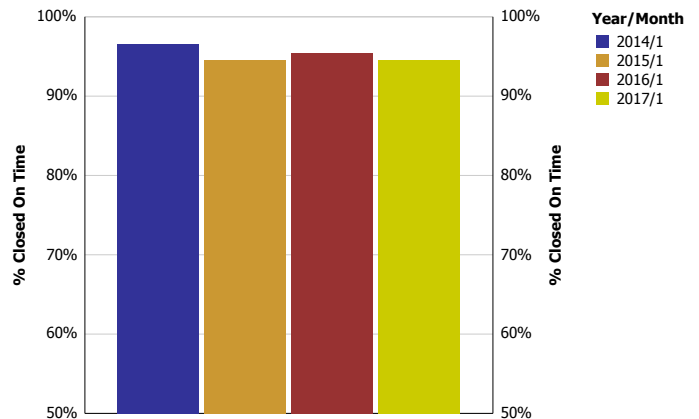
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,812	2,635	2,491	94.5%	177	166	93.8%	94.5%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

North Central
(6)

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	276	0	0	0.0%	5	0.3	276	100.0%	273	98.9%	273	98.9%
Garbage Roll Cart - Residential - SAN	215	0	0	0.0%	7	2.2	215	100.0%	215	100.0%	215	100.0%
Garbage - Missed - SAN	177	0	0	0.0%	3	0.9	177	100.0%	177	100.0%	177	100.0%
Recycling - Roll Cart - SAN	167	0	0	0.0%	7	6.9	167	100.0%	90	53.9%	90	53.9%
Obstruction Alley/Sidewalk/Street - CCS	131	7	7	100.0%	45	3.1	124	94.7%	124	100.0%	131	100.0%
Bulky Trash Violations - CCS	118	0	0	0.0%	7	3.7	118	100.0%	108	91.5%	108	91.5%
Recyclable Collection Missed (Residential) - SAN	77	0	0	0.0%	3	1.2	77	100.0%	76	98.7%	76	98.7%
Water/Wastewater Line Locate - SCS	75	0	0	0.0%	2	0.0	75	100.0%	75	100.0%	75	100.0%
Dead Animal Pick Up - SAN	73	0	0	0.0%	1	0.3	73	100.0%	71	97.3%	71	97.3%
Street Repair - Routine-STS	66	37	37	100.0%	90	2.4	29	43.9%	29	100.0%	66	100.0%
24 Hour Parking Violation - DPD	63	0	0	0.0%	7	4.4	63	100.0%	46	73.0%	46	73.0%
Miscellaneous Service Request - CTY	61	0	0	0.0%	10	0.5	61	100.0%	61	100.0%	61	100.0%
Brush Busters - SAN	60	0	0	0.0%	5	2.8	60	100.0%	55	91.7%	55	91.7%
Traffic Signal - Flashing - STS	49	0	0	0.0%	4	1.3	49	100.0%	49	100.0%	49	100.0%
Traffic Signal - Timing - STS	42	0	0	0.0%	4	0.7	42	100.0%	42	100.0%	42	100.0%
Parking - Report of Violation - DPD	41	0	0	0.0%	2	0.2	41	100.0%	40	97.6%	40	97.6%
Litter - CCS	40	7	6	85.7%	20	9.3	33	82.5%	32	97.0%	38	95.0%
Brush/Bulk Items - Missed - SAN	38	0	0	0.0%	10	2.2	38	100.0%	38	100.0%	38	100.0%
Alley Repair - Routine-STS	34	27	27	100.0%	90	1.6	7	20.6%	7	100.0%	34	100.0%
Pot hole - Hazardous-STS	30	0	0	0.0%	1	0.1	30	100.0%	30	100.0%	30	100.0%

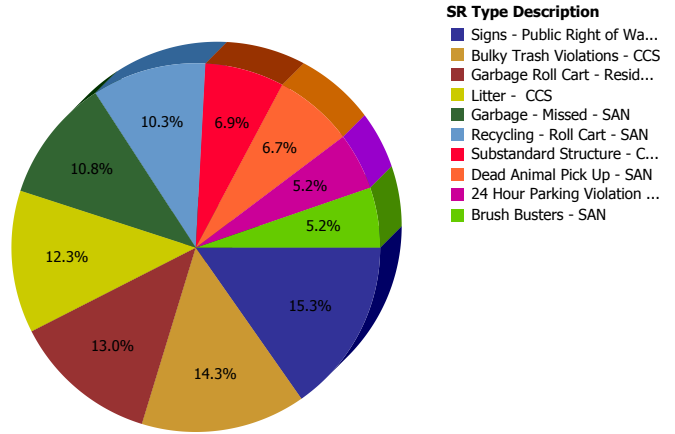
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Northeast (2)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	339
Bulky Trash Violations - CCS	317
Garbage Roll Cart - Residential - SAN	287
Litter - CCS	273
Garbage - Missed - SAN	239
Recycling - Roll Cart - SAN	227
Substandard Structure - CCS	153
Dead Animal Pick Up - SAN	149
24 Hour Parking Violation - DPD	115
Brush Busters - SAN	115

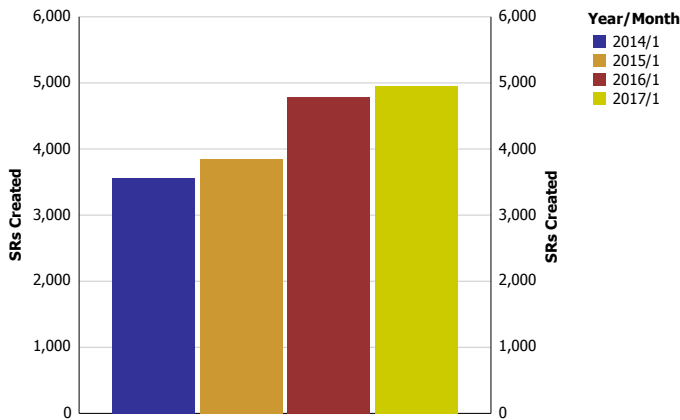


Top 10 Requests

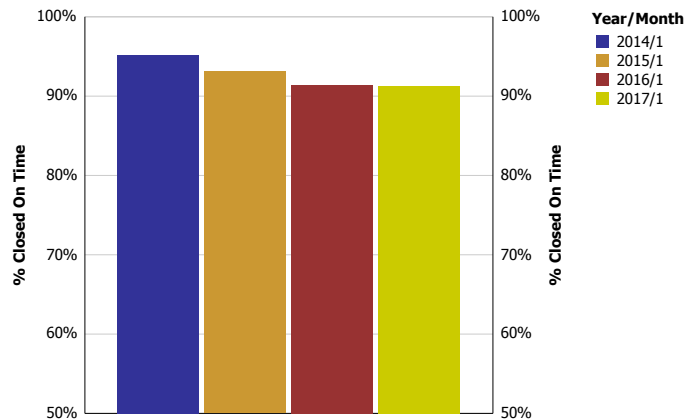
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
4,959	4,264	3,890	91.2%	695	636	91.5%	91.3%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Northeast (2)

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	339	0	0	0.0%	5	0.6	339	100.0%	325	95.9%	325	95.9%
Bulky Trash Violations - CCS	317	4	0	0.0%	7	6.2	313	98.7%	181	57.8%	181	57.1%
Garbage Roll Cart - Residential - SAN	287	0	0	0.0%	7	2.1	287	100.0%	287	100.0%	287	100.0%
Litter - CCS	273	153	133	86.9%	20	10.4	120	44.0%	101	84.2%	234	85.7%
Garbage - Missed - SAN	239	0	0	0.0%	3	0.7	239	100.0%	238	99.6%	238	99.6%
Recycling - Roll Cart - SAN	227	0	0	0.0%	7	6.4	227	100.0%	128	56.4%	128	56.4%
Substandard Structure - CCS	153	103	103	100.0%	120	5.8	50	32.7%	50	100.0%	153	100.0%
Dead Animal Pick Up - SAN	149	0	0	0.0%	1	0.4	149	100.0%	146	98.0%	146	98.0%
24 Hour Parking Violation - DPD	115	0	0	0.0%	7	4.3	115	100.0%	111	96.5%	111	96.5%
Brush Busters - SAN	115	0	0	0.0%	5	1.9	115	100.0%	111	96.5%	111	96.5%
Obstruction Alley/Sidewalk/Street - CCS	103	67	67	100.0%	45	8.1	36	35.0%	36	100.0%	103	100.0%
Miscellaneous Service Request - CTY	101	0	0	0.0%	10	0.6	101	100.0%	101	100.0%	101	100.0%
Water/Wastewater Line Locate - SCS	97	0	0	0.0%	2	0.0	97	100.0%	97	100.0%	97	100.0%
Recyclable Collection Missed (Residential) - SAN	88	0	0	0.0%	3	1.2	88	100.0%	83	94.3%	83	94.3%
Parking - Report of Violation - DPD	85	0	0	0.0%	2	0.1	85	100.0%	85	100.0%	85	100.0%
Substandard Structure Apts - CCS	77	8	8	100.0%	120	4.0	69	89.6%	69	100.0%	77	100.0%
High Weeds - CCS	76	49	42	85.7%	20	8.6	27	35.5%	23	85.2%	65	85.5%
Animal - Stray Dog - CCS	75	4	4	100.0%	25	0.0	71	94.7%	71	100.0%	75	100.0%
Brush/Bulk Items - Missed - SAN	75	0	0	0.0%	10	3.0	75	100.0%	75	100.0%	75	100.0%
Junk Motor Vehicle - CCS	73	42	42	100.0%	90	12.1	31	42.5%	31	100.0%	73	100.0%

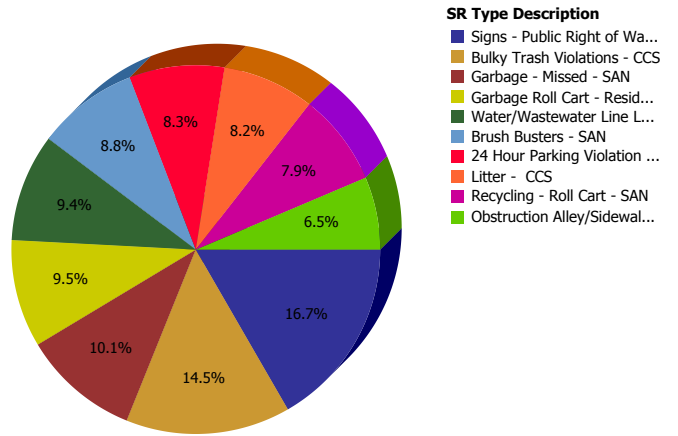
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Northwest (5)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	276
Bulky Trash Violations - CCS	239
Garbage - Missed - SAN	167
Garbage Roll Cart - Residential - SAN	157
Water/Wastewater Line Locate - SCS	155
Brush Busters - SAN	145
24 Hour Parking Violation - DPD	137
Litter - CCS	136
Recycling - Roll Cart - SAN	130
Obstruction Alley/Sidewalk/Street - CCS	107

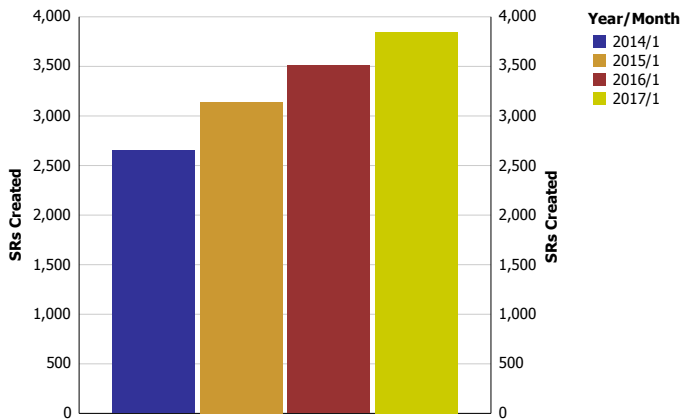


Top 10 Requests

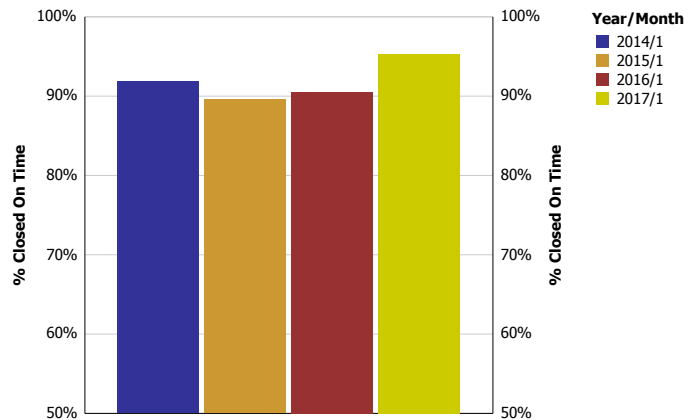
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,850	3,399	3,238	95.3%	451	395	87.6%	94.4%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Northwest (5)

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	276	2	0	0.0%	5	0.2	274	99.3%	270	98.5%	270	97.8%
Bulky Trash Violations - CCS	239	5	0	0.0%	7	2.9	234	97.9%	224	95.7%	224	93.7%
Garbage - Missed - SAN	167	0	0	0.0%	3	0.9	167	100.0%	167	100.0%	167	100.0%
Garbage Roll Cart - Residential - SAN	157	0	0	0.0%	7	2.0	157	100.0%	157	100.0%	157	100.0%
Water/Wastewater Line Locate - SCS	155	0	0	0.0%	2	0.1	155	100.0%	155	100.0%	155	100.0%
Brush Busters - SAN	145	0	0	0.0%	5	2.1	145	100.0%	134	92.4%	134	92.4%
24 Hour Parking Violation - DPD	137	0	0	0.0%	7	4.9	137	100.0%	128	93.4%	128	93.4%
Litter - CCS	136	73	46	63.0%	20	6.9	63	46.3%	62	98.4%	108	79.4%
Recycling - Roll Cart - SAN	130	0	0	0.0%	7	6.9	130	100.0%	66	50.8%	66	50.8%
Obstruction Alley/Sidewalk/Street - CCS	107	66	66	100.0%	45	5.4	41	38.3%	41	100.0%	107	100.0%
Dead Animal Pick Up - SAN	101	0	0	0.0%	1	0.3	101	100.0%	97	96.0%	97	96.0%
Miscellaneous Service Request - CTY	89	0	0	0.0%	10	0.5	89	100.0%	89	100.0%	89	100.0%
Traffic Signal - Flashing - STS	76	0	0	0.0%	4	1.2	76	100.0%	76	100.0%	76	100.0%
Street Repair - Routine-STS	68	35	35	100.0%	90	2.7	33	48.5%	33	100.0%	68	100.0%
Parking - Report of Violation - DPD	66	0	0	0.0%	2	0.2	66	100.0%	66	100.0%	66	100.0%
Illegal Dumping - CCS	49	6	1	16.7%	10	2.4	43	87.8%	38	88.4%	39	79.6%
Substandard Structure - CCS	49	36	36	100.0%	120	6.2	13	26.5%	13	100.0%	49	100.0%
Animal - Stray Dog - CCS	46	3	2	66.7%	25	0.0	43	93.5%	43	100.0%	45	97.8%
Animal - Loose Dog (Owned) - CCS	45	0	0	0.0%	3	0.5	45	100.0%	44	97.8%	44	97.8%
Recyclable Collection Missed (Residential) - SAN	44	0	0	0.0%	3	0.9	44	100.0%	44	100.0%	44	100.0%

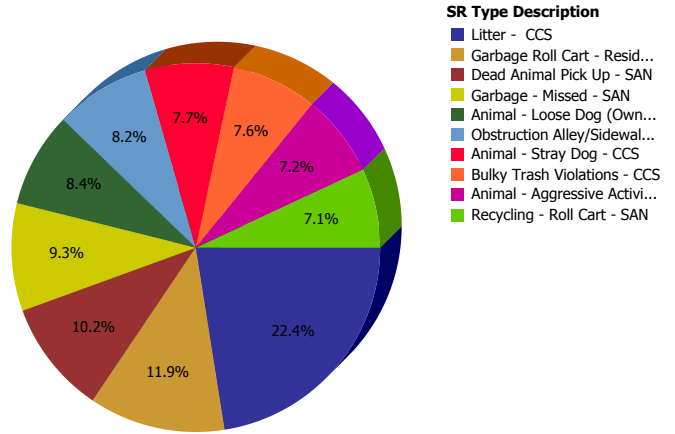
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

South Central
(7)

Top 10 Service Requests

SR Type	Service Request Count
Litter - CCS	464
Garbage Roll Cart - Residential - SAN	247
Dead Animal Pick Up - SAN	211
Garbage - Missed - SAN	192
Animal - Loose Dog (Owned) - CCS	174
Obstruction Alley/Sidewalk/Street - CCS	170
Animal - Stray Dog - CCS	160
Bulky Trash Violations - CCS	157
Animal - Aggressive Activity - CCS	148
Recycling - Roll Cart - SAN	146

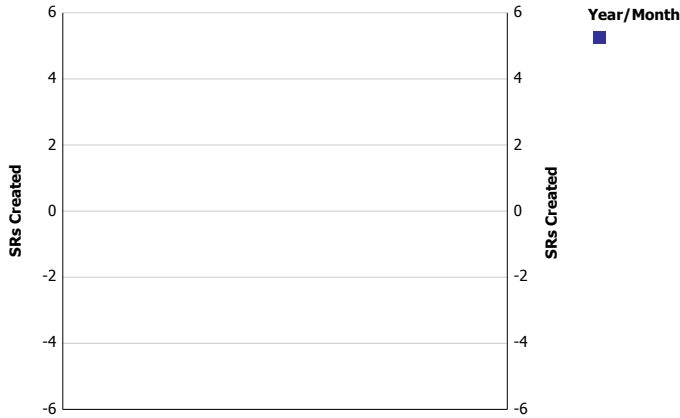


Top 10 Requests

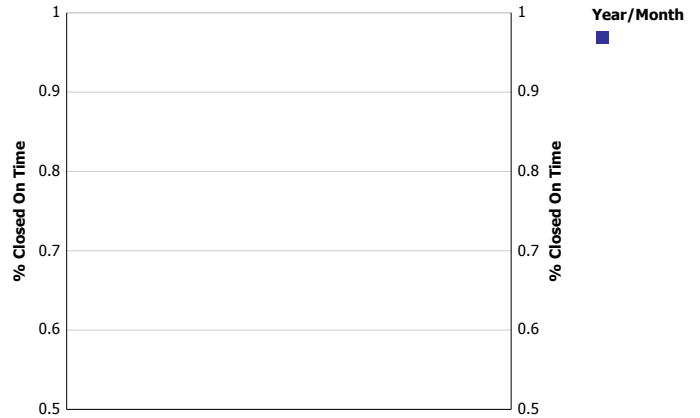
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
4,918	4,168	3,868	92.8%	750	671	89.5%	92.3%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

South Central
(7)

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	464	183	163	89.1%	20	9.3	281	60.6%	253	90.0%	416	89.7%
Garbage Roll Cart - Residential - SAN	247	0	0	0.0%	7	2.0	247	100.0%	247	100.0%	247	100.0%
Dead Animal Pick Up - SAN	211	0	0	0.0%	1	0.4	211	100.0%	206	97.6%	206	97.6%
Garbage - Missed - SAN	192	0	0	0.0%	3	1.1	192	100.0%	187	97.4%	187	97.4%
Animal - Loose Dog (Owned) - CCS	174	0	0	0.0%	3	0.7	174	100.0%	163	93.7%	163	93.7%
Obstruction Alley/Sidewalk/Street - CCS	170	114	114	100.0%	45	10.8	56	32.9%	56	100.0%	170	100.0%
Animal - Stray Dog - CCS	160	7	7	100.0%	25	0.1	153	95.6%	153	100.0%	160	100.0%
Bulky Trash Violations - CCS	157	9	1	11.1%	7	3.8	148	94.3%	115	77.7%	116	73.9%
Animal - Aggressive Activity - CCS	148	1	0	0.0%	1	0.0	147	99.3%	128	87.1%	128	86.5%
Recycling - Roll Cart - SAN	146	0	0	0.0%	7	6.2	146	100.0%	80	54.8%	80	54.8%
Junk Motor Vehicle - CCS	145	89	89	100.0%	90	8.7	56	38.6%	56	100.0%	145	100.0%
Signs - Public Right of Way - CCS	143	1	0	0.0%	5	0.7	142	99.3%	138	97.2%	138	96.5%
Parking - Unapproved Surface - CCS	130	5	0	0.0%	5	1.4	125	96.2%	111	88.8%	111	85.4%
Illegal Dumping - CCS	128	22	8	36.4%	10	6.4	106	82.8%	67	63.2%	75	58.6%
Signs - Other - CCS	117	15	4	26.7%	15	1.2	102	87.2%	102	100.0%	106	90.6%
Substandard Structure - CCS	110	93	93	100.0%	120	9.7	17	15.5%	17	100.0%	110	100.0%
Illegal Outside Storage - CCS	98	57	57	100.0%	30	10.0	41	41.8%	41	100.0%	98	100.0%
24 Hour Parking Violation - DPD	93	0	0	0.0%	7	4.3	93	100.0%	88	94.6%	88	94.6%
High Weeds - CCS	89	26	20	76.9%	20	9.3	63	70.8%	56	88.9%	76	85.4%
Brush Busters - SAN	88	0	0	0.0%	5	2.1	88	100.0%	87	98.9%	87	98.9%

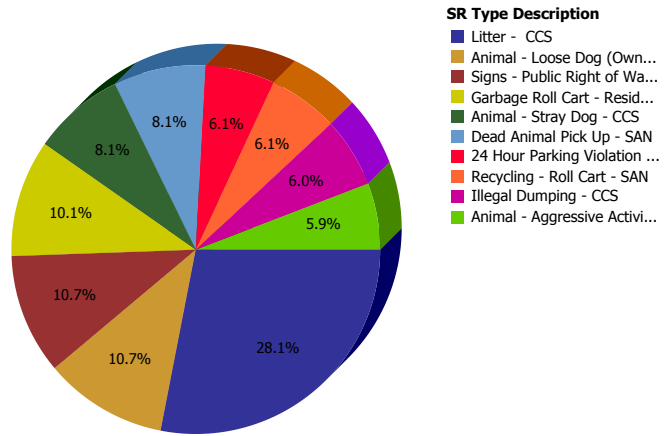
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Southeast (3)

Top 10 Service Requests

SR Type	Service Request Count
Litter - CCS	802
Animal - Loose Dog (Owned) - CCS	305
Signs - Public Right of Way - CCS	305
Garbage Roll Cart - Residential - SAN	289
Animal - Stray Dog - CCS	231
Dead Animal Pick Up - SAN	230
24 Hour Parking Violation - DPD	175
Recycling - Roll Cart - SAN	174
Illegal Dumping - CCS	171
Animal - Aggressive Activity - CCS	169

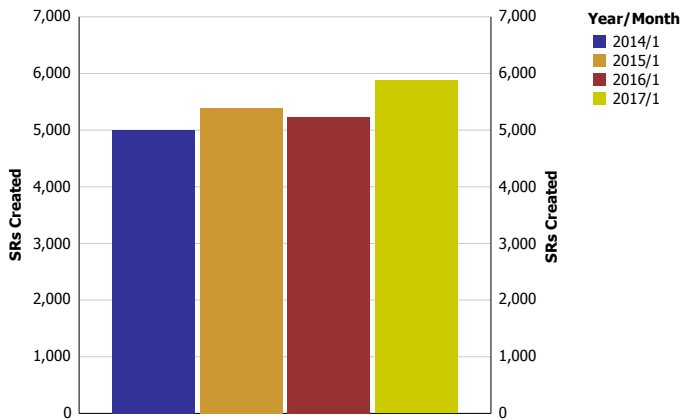


Top 10 Requests

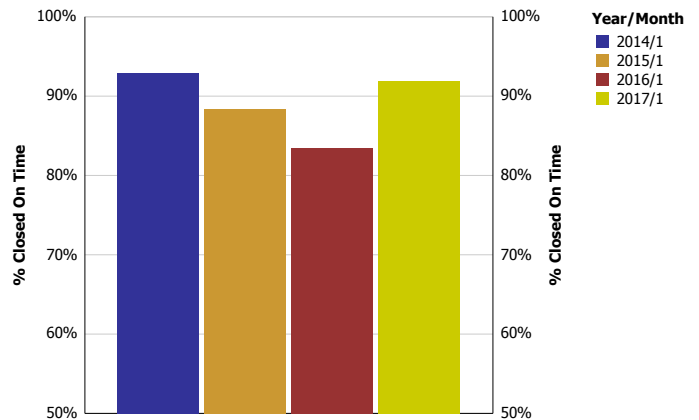
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
5,877	5,447	5,004	91.9%	430	391	90.9%	91.8%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Southeast (3)

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	802	102	84	82.4%	20	6.5	700	87.3%	656	93.7%	740	92.3%
Animal - Loose Dog (Owned) - CCS	305	0	0	0.0%	3	2.4	305	100.0%	278	91.1%	278	91.1%
Signs - Public Right of Way - CCS	305	0	0	0.0%	5	0.4	305	100.0%	284	93.1%	284	93.1%
Garbage Roll Cart - Residential - SAN	289	0	0	0.0%	7	2.1	289	100.0%	289	100.0%	289	100.0%
Animal - Stray Dog - CCS	231	5	5	100.0%	25	0.0	226	97.8%	226	100.0%	231	100.0%
Dead Animal Pick Up - SAN	230	0	0	0.0%	1	0.2	230	100.0%	229	99.6%	229	99.6%
24 Hour Parking Violation - DPD	175	0	0	0.0%	7	6.4	175	100.0%	101	57.7%	101	57.7%
Recycling - Roll Cart - SAN	174	0	0	0.0%	7	7.0	174	100.0%	85	48.9%	85	48.9%
Illegal Dumping - CCS	171	2	0	0.0%	10	2.8	169	98.8%	155	91.7%	155	90.6%
Animal - Aggressive Activity - CCS	169	0	0	0.0%	1	0.1	169	100.0%	147	87.0%	147	87.0%
Brush Busters - SAN	163	0	0	0.0%	5	1.8	163	100.0%	162	99.4%	162	99.4%
Bulky Trash Violations - CCS	153	4	0	0.0%	7	3.7	149	97.4%	131	87.9%	131	85.6%
Parking - Unapproved Surface - CCS	151	2	0	0.0%	5	1.5	149	98.7%	139	93.3%	139	92.1%
Garbage - Missed - SAN	145	0	0	0.0%	3	1.1	145	100.0%	139	95.9%	139	95.9%
Illegal Outside Storage - CCS	108	43	43	100.0%	30	9.7	65	60.2%	65	100.0%	108	100.0%
Water/Wastewater Line Locate - SCS	100	0	0	0.0%	2	0.0	100	100.0%	100	100.0%	100	100.0%
Substandard Structure - CCS	90	71	71	100.0%	120	9.2	19	21.1%	19	100.0%	90	100.0%
Junk Motor Vehicle - CCS	88	43	43	100.0%	90	8.1	45	51.1%	45	100.0%	88	100.0%
Animal - Attack in Progress - CCS	87	2	0	0.0%	3	0.0	85	97.7%	73	85.9%	73	83.9%
Animal - Confined Stray - CCS	86	0	0	0.0%	3	0.7	86	100.0%	80	93.0%	80	93.0%

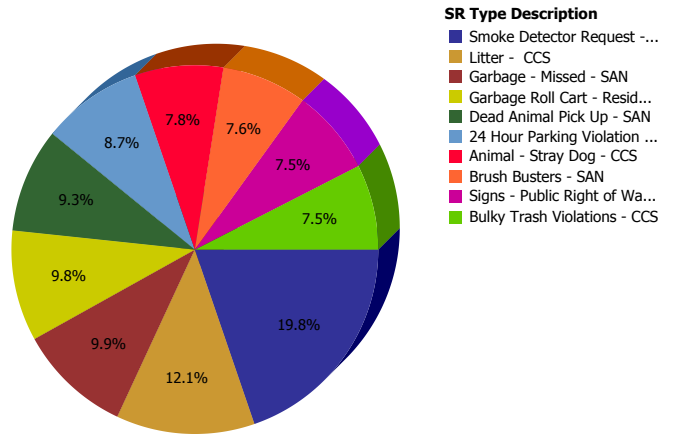
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Southwest (4)

Top 10 Service Requests

SR Type	Service Request Count
Smoke Detector Request - DFD	524
Litter - CCS	320
Garbage - Missed - SAN	262
Garbage Roll Cart - Residential - SAN	258
Dead Animal Pick Up - SAN	247
24 Hour Parking Violation - DPD	229
Animal - Stray Dog - CCS	205
Brush Busters - SAN	201
Signs - Public Right of Way - CCS	199
Bulky Trash Violations - CCS	198

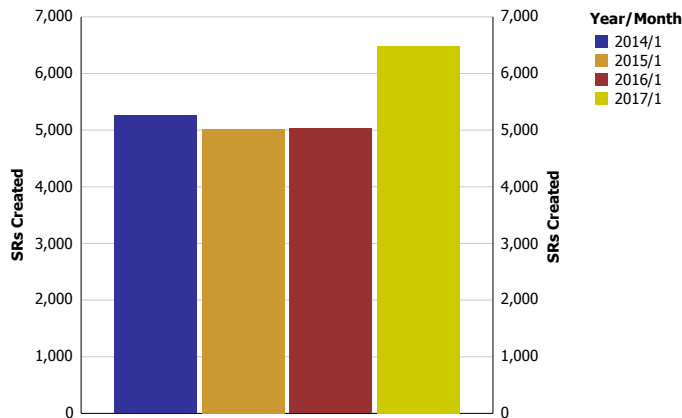


Top 10 Requests

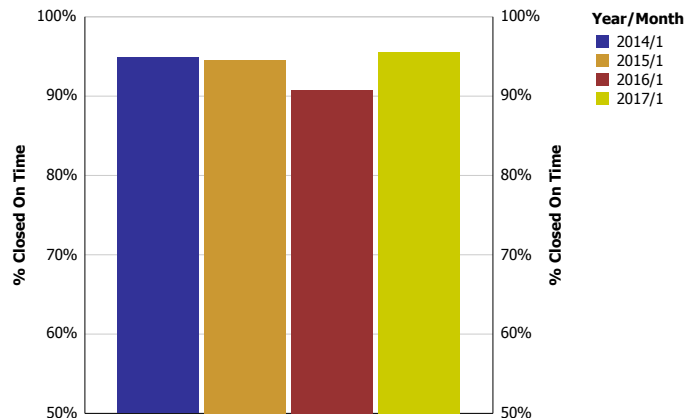
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
6,486	5,866	5,603	95.5%	620	567	91.5%	95.1%

Monthly Trend of Service Requests



Monthly Trend of % SRs Closed On Time



Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Southwest (4)

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 %
Smoke Detector Request - DFD	524	1	1	100.0%	10	0.3	523	99.8%	523	100.0%	524	100.0%
Litter - CCS	320	132	111	84.1%	20	8.5	188	58.8%	186	98.9%	297	92.8%
Garbage - Missed - SAN	262	0	0	0.0%	3	0.9	262	100.0%	262	100.0%	262	100.0%
Garbage Roll Cart - Residential - SAN	258	0	0	0.0%	7	2.2	258	100.0%	258	100.0%	258	100.0%
Dead Animal Pick Up - SAN	247	0	0	0.0%	1	0.3	247	100.0%	245	99.2%	245	99.2%
24 Hour Parking Violation - DPD	229	0	0	0.0%	7	3.0	229	100.0%	227	99.1%	227	99.1%
Animal - Stray Dog - CCS	205	6	6	100.0%	25	0.0	199	97.1%	199	100.0%	205	100.0%
Brush Busters - SAN	201	0	0	0.0%	5	1.4	201	100.0%	201	100.0%	201	100.0%
Signs - Public Right of Way - CCS	199	3	0	0.0%	5	0.5	196	98.5%	193	98.5%	193	97.0%
Bulky Trash Violations - CCS	198	7	0	0.0%	7	2.3	191	96.5%	180	94.2%	180	90.9%
Animal - Loose Dog (Owned) - CCS	195	0	0	0.0%	3	1.5	195	100.0%	175	89.7%	175	89.7%
Recyclable Collection Missed (Residential) - SAN	190	0	0	0.0%	3	0.7	190	100.0%	190	100.0%	190	100.0%
Recycling - Roll Cart - SAN	189	0	0	0.0%	7	7.2	189	100.0%	82	43.4%	82	43.4%
Parking - Unapproved Surface - CCS	142	2	0	0.0%	5	1.7	140	98.6%	122	87.1%	122	85.9%
Water/Wastewater Line Locate - SCS	137	0	0	0.0%	2	0.1	137	100.0%	137	100.0%	137	100.0%
Junk Motor Vehicle - CCS	134	75	75	100.0%	90	7.9	59	44.0%	59	100.0%	134	100.0%
Animal - Aggressive Activity - CCS	128	2	0	0.0%	1	0.0	126	98.4%	114	90.5%	114	89.1%
Illegal Dumping - CCS	124	2	2	100.0%	10	2.6	122	98.4%	113	92.6%	115	92.7%
Obstruction Alley/Sidewalk/Street - CCS	122	59	59	100.0%	45	6.8	63	51.6%	63	100.0%	122	100.0%
Illegal Outside Storage - CCS	113	55	55	100.0%	30	9.2	58	51.3%	58	100.0%	113	100.0%

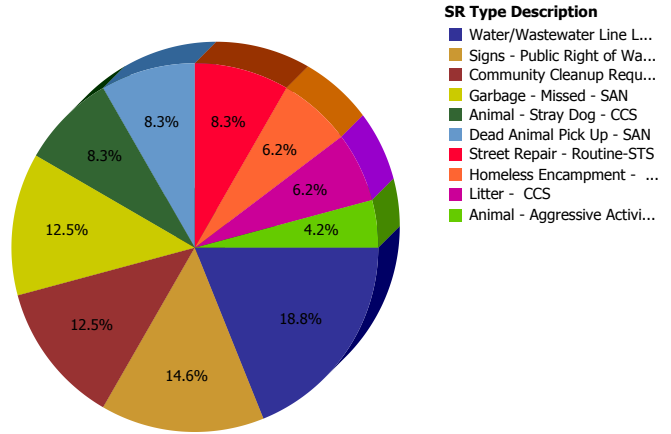
Service Request (SR) Performance by City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

Unknown

Top 10 Service Requests

SR Type	Service Request Count
Water/Wastewater Line Locate - SCS	9
Signs - Public Right of Way - CCS	7
Community Cleanup Request - PNV	6
Garbage - Missed - SAN	6
Animal - Stray Dog - CCS	4
Dead Animal Pick Up - SAN	4
Street Repair - Routine-STS	4
Homeless Encampment - DPD	3
Litter - CCS	3
Animal - Aggressive Activity - CCS	2

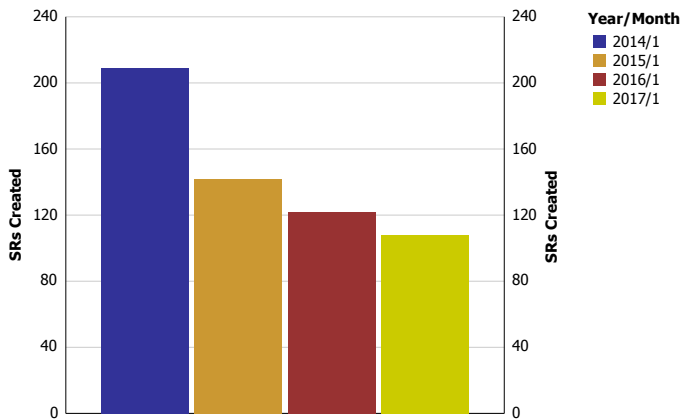


Top 10 Requests

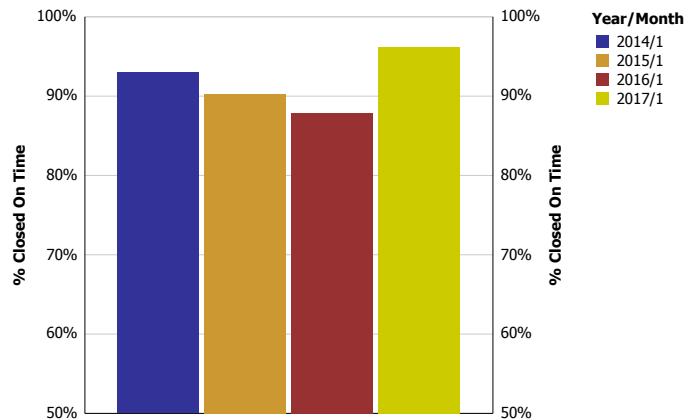
Summary - All Services Requested

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	79	76	96.2%	29	22	75.9%	90.7%

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 City Service Area - January 2017

Service Level Performance Report by City Service Area
For January 2017

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 %
Water/Wastewater Line Locate - SCS	9	0	0	0.0%	2	0.0	9	100.0%	9	100.0%	9	100.0%
Signs - Public Right of Way - CCS	7	0	0	0.0%	5	0.1	7	100.0%	7	100.0%	7	100.0%
Community Cleanup Request - PNV	6	6	6	100.0%	90	0.0	0	0.0%	0	0.0%	6	100.0%
Garbage - Missed - SAN	6	0	0	0.0%	3	2.2	6	100.0%	5	83.3%	5	83.3%
Animal - Stray Dog - CCS	4	0	0	0.0%	25	0.0	4	100.0%	4	100.0%	4	100.0%
Dead Animal Pick Up - SAN	4	0	0	0.0%	1	0.2	4	100.0%	4	100.0%	4	100.0%
Street Repair - Routine-STS	4	3	3	100.0%	90	5.0	1	25.0%	1	100.0%	4	100.0%
Homeless Encampment - DPD	3	0	0	0.0%	30	22.0	3	100.0%	2	66.7%	2	66.7%
Litter - CCS	3	3	2	66.7%	20	0.0	0	0.0%	0	0.0%	2	66.7%
Animal - Aggressive Activity - CCS	2	0	0	0.0%	1	0.0	2	100.0%	2	100.0%	2	100.0%
Animal - Critical Medical - CCS	2	0	0	0.0%	1	0.0	2	100.0%	2	100.0%	2	100.0%
Animal - Neglect - CCS	2	0	0	0.0%	1	0.0	2	100.0%	1	50.0%	1	50.0%
Animal - Safety Obstruction - CCS	2	0	0	0.0%	1	0.0	2	100.0%	2	100.0%	2	100.0%
Brush Busters - SAN	2	2	0	0.0%	5	0.0	0	0.0%	0	0.0%	0	0.0%
Bulky Trash Violations - CCS	2	2	0	0.0%	7	0.0	0	0.0%	0	0.0%	0	0.0%
Fire Inspection - DFD	2	1	1	100.0%	35	11.0	1	50.0%	1	100.0%	2	100.0%
Graffiti Private Property - Residential/Commercial - CCS	2	2	2	100.0%	50	0.0	0	0.0%	0	0.0%	2	100.0%
Illegal Dumping - CCS	2	1	0	0.0%	10	0.0	1	50.0%	1	100.0%	1	50.0%
Panhandling - DPD	2	0	0	0.0%	14	10.5	2	100.0%	2	100.0%	2	100.0%
Parking - Report of Violation - DPD	2	0	0	0.0%	2	0.0	2	100.0%	2	100.0%	2	100.0%