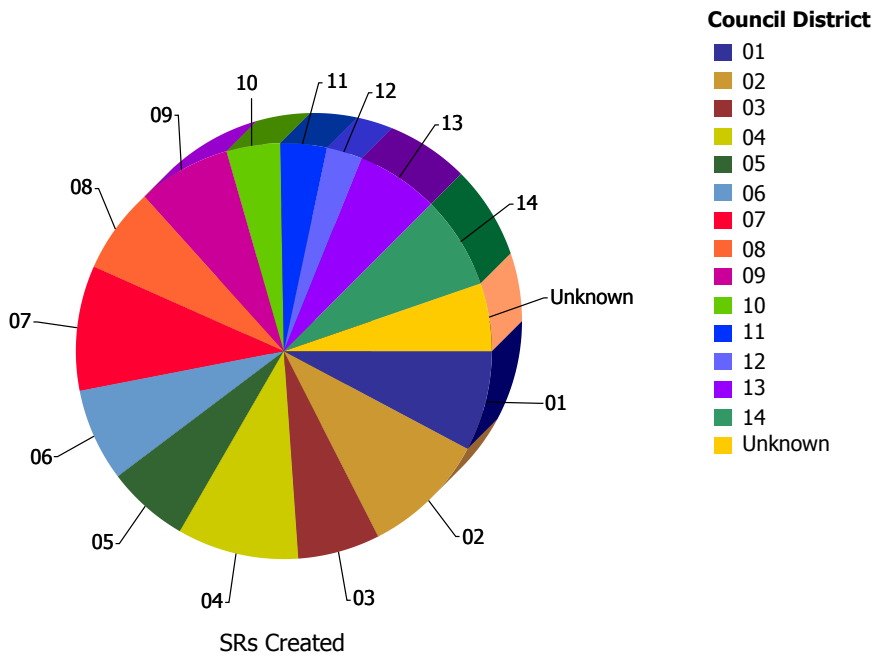


# Service Request (SR) Performance YTD by City Council District - October 2016

Council District Report  
For YTD Through October 2016



Council District	SRs Created	% of CityWide Total	% Closed On Time
01	2,497	7.9%	98.6%
02	3,093	9.8%	98.4%
03	1,997	6.3%	98.4%
04	3,027	9.5%	96.8%
05	1,996	6.3%	95.5%
06	2,245	7.1%	98.0%
07	3,147	9.9%	96.8%
08	2,043	6.4%	97.0%
09	2,291	7.2%	97.1%
10	1,333	4.2%	97.6%
11	1,144	3.6%	97.4%
12	903	2.8%	97.5%
13	2,064	6.5%	98.6%
14	2,281	7.2%	98.1%
Unknown	1,657	5.2%	96.0%
<b>Total</b>	<b>31,718</b>	<b>100.0%</b>	<b>97.5%</b>

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

Service Level Performance Report by Council District  
For YTD Through October 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	2,398	930	930	100.0%	30	6.8	1,468	61.2%	1,468	100.0%	2,398	100.0%
Litter - CCS	1,771	702	702	100.0%	30	7.3	1,069	60.4%	1,069	100.0%	1,771	100.0%
Garbage Roll Cart - Residential - SAN	1,708	2	0	0.0%	7	1.9	1,706	99.9%	1,706	100.0%	1,706	99.9%
Obstruction Alley/Sidewalk/Street - CCS	1,703	906	906	100.0%	45	11.5	797	46.8%	797	100.0%	1,703	100.0%
Signs - Public Right of Way - CCS	1,572	17	0	0.0%	5	0.4	1,555	98.9%	1,510	97.1%	1,510	96.1%
Garbage - Missed - SAN	1,356	15	0	0.0%	3	0.9	1,341	98.9%	1,333	99.4%	1,333	98.3%
Dead Animal Pick Up - SAN	1,355	46	0	0.0%	1	0.3	1,309	96.6%	1,271	97.1%	1,271	93.8%
Recycling - Roll Cart - SAN	1,006	5	0	0.0%	7	1.9	1,001	99.5%	1,001	100.0%	1,001	99.5%
24 Hour Parking Violation - DPD	916	51	0	0.0%	7	4.7	865	94.4%	712	82.3%	712	77.7%
Animal - Loose - CCS	846	20	19	95.0%	25	0.0	826	97.6%	826	100.0%	845	99.9%
Bulky Trash Violations - CCS	836	73	28	38.4%	10	4.2	763	91.3%	699	91.6%	727	87.0%
Miscellaneous Service Request - CTY	737	0	0	0.0%	10	0.7	737	100.0%	737	100.0%	737	100.0%
Brush Busters - SAN	577	25	0	0.0%	5	1.7	552	95.7%	549	99.5%	549	95.1%
Illegal Dumping - CCS	573	70	17	24.3%	10	3.7	503	87.8%	452	89.9%	469	81.8%
Parking - Report of Violation - DPD	528	7	0	0.0%	2	0.3	521	98.7%	515	98.8%	515	97.5%
Parking - Unapproved Surface - CCS	486	32	0	0.0%	7	2.6	454	93.4%	415	91.4%	415	85.4%
Street Repair - Routine-STS	482	224	224	100.0%	90	4.2	258	53.5%	258	100.0%	482	100.0%
Graffiti Abatement Request - CCS	471	34	34	100.0%	30	4.4	437	92.8%	437	100.0%	471	100.0%
Recyclable Collection Missed (Residential) - SAN	438	9	0	0.0%	3	0.6	429	97.9%	427	99.5%	427	97.5%
Junk Motor Vehicle - CCS	429	287	287	100.0%	90	10.6	142	33.1%	142	100.0%	429	100.0%

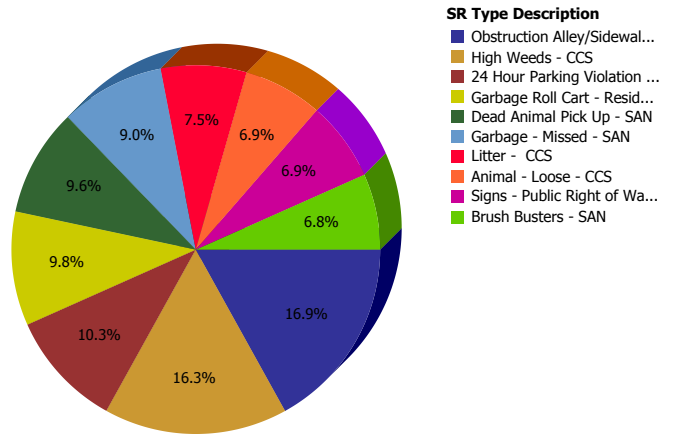
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 01

**Top 10 Service Requests**

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	192
High Weeds - CCS	186
24 Hour Parking Violation - DPD	117
Garbage Roll Cart - Residential - SAN	112
Dead Animal Pick Up - SAN	109
Garbage - Missed - SAN	103
Litter - CCS	85
Animal - Loose - CCS	79
Signs - Public Right of Way - CCS	79
Brush Busters - SAN	77

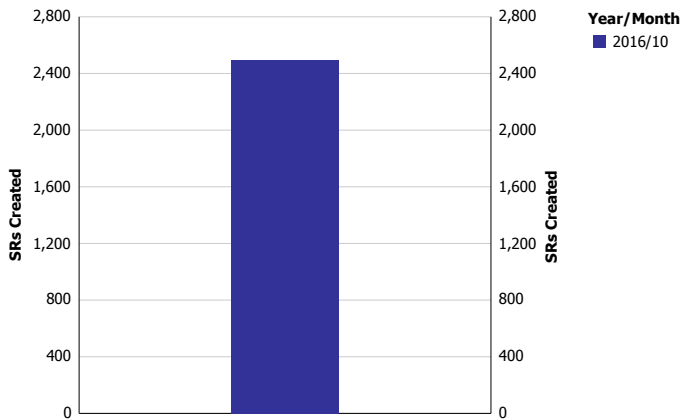


Top 10 Requests

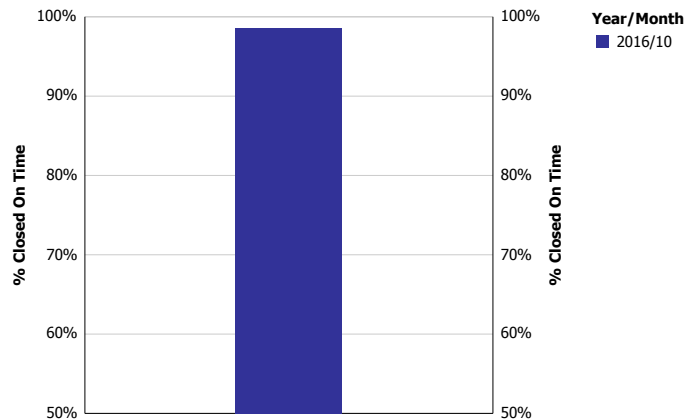
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,495	2,076	2,047	98.6%	419	383	91.4%	97.4%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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 %
Obstruction Alley/Sidewalk/Street - CCS	192	101	101	100.0%	45	12.6	91	47.4%	91	100.0%	192	100.0%
High Weeds - CCS	186	65	65	100.0%	30	9.8	121	65.1%	121	100.0%	186	100.0%
24 Hour Parking Violation - DPD	117	3	0	0.0%	7	2.6	114	97.4%	114	100.0%	114	97.4%
Garbage Roll Cart - Residential - SAN	112	0	0	0.0%	7	1.9	112	100.0%	112	100.0%	112	100.0%
Dead Animal Pick Up - SAN	109	3	0	0.0%	1	0.3	106	97.2%	105	99.1%	105	96.3%
Garbage - Missed - SAN	103	1	0	0.0%	3	0.7	102	99.0%	102	100.0%	102	99.0%
Litter - CCS	85	43	43	100.0%	30	11.8	42	49.4%	42	100.0%	85	100.0%
Animal - Loose - CCS	79	1	1	100.0%	25	0.0	78	98.7%	78	100.0%	79	100.0%
Signs - Public Right of Way - CCS	79	2	0	0.0%	5	0.8	77	97.5%	74	96.1%	74	93.7%
Brush Busters - SAN	77	2	0	0.0%	5	1.2	75	97.4%	75	100.0%	75	97.4%
Recycling - Roll Cart - SAN	71	0	0	0.0%	7	2.2	71	100.0%	71	100.0%	71	100.0%
Garage Sale - CCS	66	0	0	0.0%	5	1.2	66	100.0%	59	89.4%	59	89.4%
Bulky Trash Violations - CCS	64	2	1	50.0%	10	3.0	62	96.9%	59	95.2%	60	93.8%
Recyclable Collection Missed (Residential) - SAN	64	1	0	0.0%	3	0.7	63	98.4%	63	100.0%	63	98.4%
Graffiti Abatement Request - CCS	62	0	0	0.0%	30	6.1	62	100.0%	62	100.0%	62	100.0%
Miscellaneous Service Request - CTY	58	0	0	0.0%	10	0.6	58	100.0%	58	100.0%	58	100.0%
Illegal Dumping - CCS	46	1	1	100.0%	10	2.1	45	97.8%	45	100.0%	46	100.0%
Parking - Unapproved Surface - CCS	45	4	0	0.0%	7	2.6	41	91.1%	41	100.0%	41	91.1%
Illegal Outside Storage - CCS	36	28	28	100.0%	30	8.2	8	22.2%	8	100.0%	36	100.0%
Junk Motor Vehicle - CCS	32	21	21	100.0%	90	9.5	11	34.4%	11	100.0%	32	100.0%

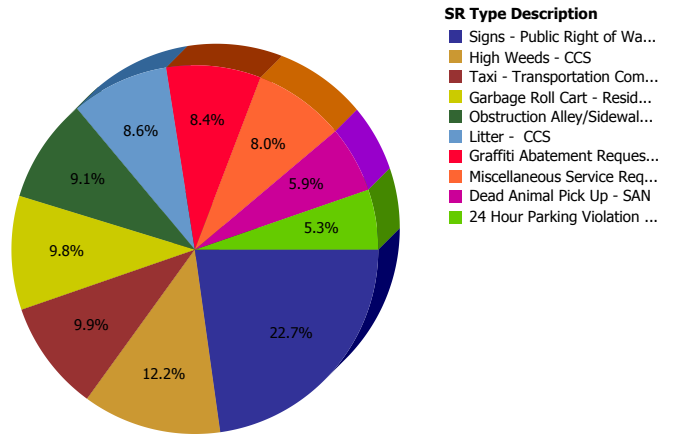
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 02

**Top 10 Service Requests**

SR Type	Service Request Count
Signs - Public Right of Way - CCS	329
High Weeds - CCS	177
Taxi - Transportation Complaint - CCS	143
Garbage Roll Cart - Residential - SAN	142
Obstruction Alley/Sidewalk/Street - CCS	132
Litter - CCS	125
Graffiti Abatement Request - CCS	121
Miscellaneous Service Request - CTY	116
Dead Animal Pick Up - SAN	85
24 Hour Parking Violation - DPD	77

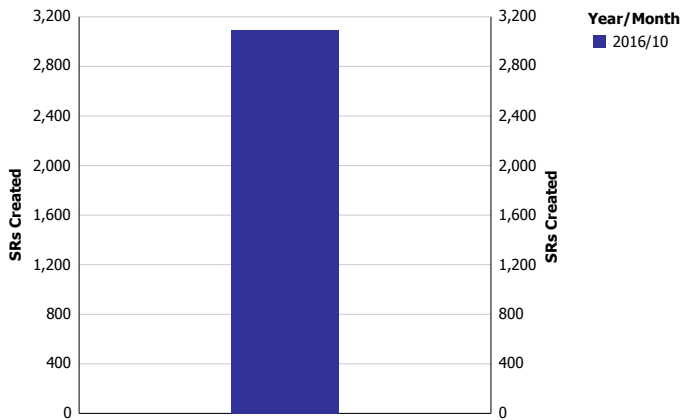


Top 10 Requests

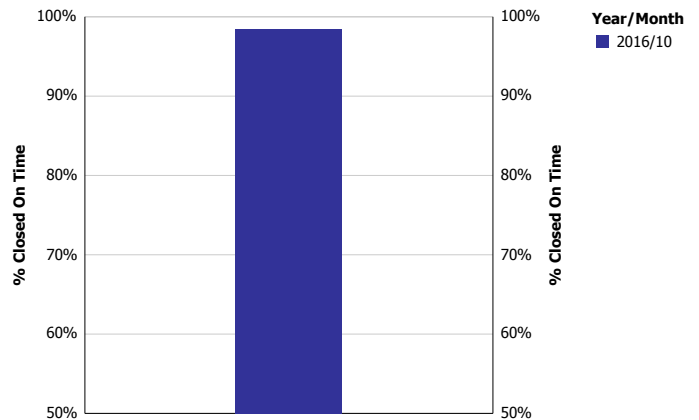
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,092	2,603	2,563	98.5%	489	448	91.6%	97.4%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	329	0	0	0.0%	5	0.1	329	100.0%	328	99.7%	328	99.7%
High Weeds - CCS	177	81	81	100.0%	30	6.8	96	54.2%	96	100.0%	177	100.0%
Taxi - Transportation Complaint - CCS	143	0	0	0.0%	14	0.0	143	100.0%	143	100.0%	143	100.0%
Garbage Roll Cart - Residential - SAN	142	1	0	0.0%	7	2.0	141	99.3%	141	100.0%	141	99.3%
Obstruction Alley/Sidewalk/Street - CCS	132	71	71	100.0%	45	8.7	61	46.2%	61	100.0%	132	100.0%
Litter - CCS	125	43	43	100.0%	30	5.9	82	65.6%	82	100.0%	125	100.0%
Graffiti Abatement Request - CCS	121	24	24	100.0%	30	4.1	97	80.2%	97	100.0%	121	100.0%
Miscellaneous Service Request - CTY	116	0	0	0.0%	10	0.7	116	100.0%	116	100.0%	116	100.0%
Dead Animal Pick Up - SAN	85	2	0	0.0%	1	0.3	83	97.6%	82	98.8%	82	96.5%
24 Hour Parking Violation - DPD	77	4	0	0.0%	7	4.5	73	94.8%	65	89.0%	65	84.4%
Street Repair - Routine-STS	75	44	44	100.0%	90	3.8	31	41.3%	31	100.0%	75	100.0%
Garbage - Missed - SAN	66	1	0	0.0%	3	0.7	65	98.5%	65	100.0%	65	98.5%
Recycling - Roll Cart - SAN	66	0	0	0.0%	7	2.0	66	100.0%	66	100.0%	66	100.0%
Animal - Loose - CCS	54	2	2	100.0%	25	0.0	52	96.3%	52	100.0%	54	100.0%
Parking - Unapproved Surface - CCS	50	1	0	0.0%	7	2.1	49	98.0%	45	91.8%	45	90.0%
Parking - Report of Violation - DPD	40	0	0	0.0%	2	0.3	40	100.0%	39	97.5%	39	97.5%
Limousine - Transportation Complaint - CCS	38	0	0	0.0%	14	0.0	38	100.0%	38	100.0%	38	100.0%
Illegal Dumping - CCS	36	5	2	40.0%	10	3.5	31	86.1%	27	87.1%	29	80.6%
Bulky Trash Violations - CCS	35	0	0	0.0%	10	2.8	35	100.0%	33	94.3%	33	94.3%
Substandard Structure - CCS	35	24	24	100.0%	120	4.8	11	31.4%	11	100.0%	35	100.0%

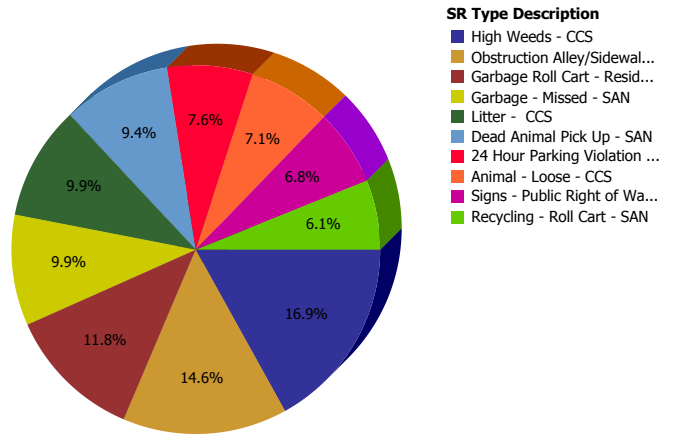
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 03

**Top 10 Service Requests**

SR Type	Service Request Count
High Weeds - CCS	175
Obstruction Alley/Sidewalk/Street - CCS	151
Garbage Roll Cart - Residential - SAN	122
Garbage - Missed - SAN	102
Litter - CCS	102
Dead Animal Pick Up - SAN	97
24 Hour Parking Violation - DPD	79
Animal - Loose - CCS	73
Signs - Public Right of Way - CCS	70
Recycling - Roll Cart - SAN	63

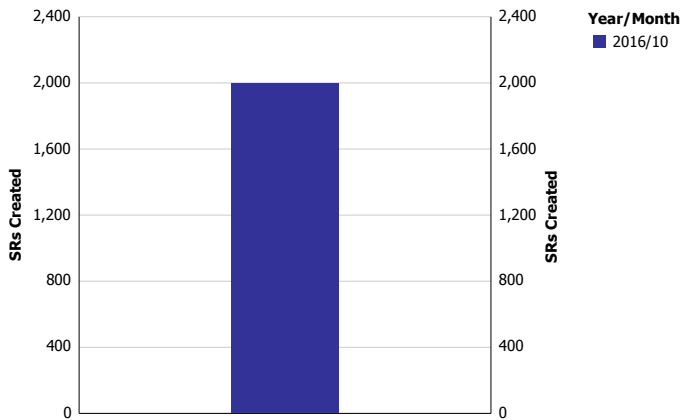


Top 10 Requests

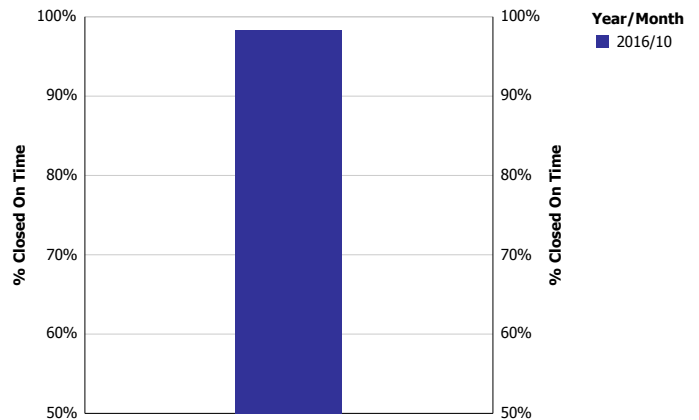
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,997	1,660	1,633	98.4%	337	307	91.1%	97.1%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	175	77	77	100.0%	30	8.0	98	56.0%	98	100.0%	175	100.0%
Obstruction Alley/Sidewalk/Street - CCS	151	59	59	100.0%	45	16.6	92	60.9%	92	100.0%	151	100.0%
Garbage Roll Cart - Residential - SAN	122	0	0	0.0%	7	2.0	122	100.0%	122	100.0%	122	100.0%
Garbage - Missed - SAN	102	1	0	0.0%	3	1.0	101	99.0%	101	100.0%	101	99.0%
Litter - CCS	102	38	38	100.0%	30	8.9	64	62.7%	64	100.0%	102	100.0%
Dead Animal Pick Up - SAN	97	2	0	0.0%	1	0.4	95	97.9%	92	96.8%	92	94.8%
24 Hour Parking Violation - DPD	79	2	0	0.0%	7	2.9	77	97.5%	76	98.7%	76	96.2%
Animal - Loose - CCS	73	1	1	100.0%	25	0.0	72	98.6%	72	100.0%	73	100.0%
Signs - Public Right of Way - CCS	70	0	0	0.0%	5	0.9	70	100.0%	66	94.3%	66	94.3%
Recycling - Roll Cart - SAN	63	0	0	0.0%	7	2.1	63	100.0%	63	100.0%	63	100.0%
Bulky Trash Violations - CCS	61	6	3	50.0%	10	3.7	55	90.2%	54	98.2%	57	93.4%
Graffiti Abatement Request - CCS	48	0	0	0.0%	30	3.2	48	100.0%	48	100.0%	48	100.0%
<b>Illegal Dumping - CCS</b>	<b>43</b>	<b>4</b>	<b>1</b>	<b>25.0%</b>	<b>10</b>	<b>3.8</b>	<b>39</b>	<b>90.7%</b>	<b>35</b>	<b>89.7%</b>	<b>36</b>	<b>83.7%</b>
Junk Motor Vehicle - CCS	42	28	28	100.0%	90	18.5	14	33.3%	14	100.0%	42	100.0%
Parking - Unapproved Surface - CCS	42	3	0	0.0%	7	1.9	39	92.9%	38	97.4%	38	90.5%
Brush Busters - SAN	39	2	0	0.0%	5	1.6	37	94.9%	37	100.0%	37	94.9%
Recyclable Collection Missed (Residential) - SAN	34	0	0	0.0%	3	0.7	34	100.0%	34	100.0%	34	100.0%
Parking - Report of Violation - DPD	28	1	0	0.0%	2	0.3	27	96.4%	27	100.0%	27	96.4%
Extra Police Patrol - DPD	27	0	0	0.0%	14	6.6	27	100.0%	27	100.0%	27	100.0%
Animal - Confined Stray - CCS	24	0	0	0.0%	3	0.2	24	100.0%	23	95.8%	23	95.8%



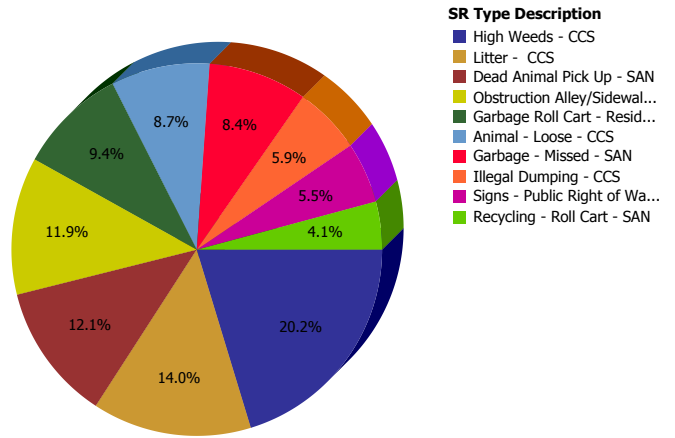
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 04

**Top 10 Service Requests**

SR Type	Service Request Count
High Weeds - CCS	338
Litter - CCS	234
Dead Animal Pick Up - SAN	202
Obstruction Alley/Sidewalk/Street - CCS	200
Garbage Roll Cart - Residential - SAN	158
Animal - Loose - CCS	145
Garbage - Missed - SAN	140
Illegal Dumping - CCS	98
Signs - Public Right of Way - CCS	92
Recycling - Roll Cart - SAN	68

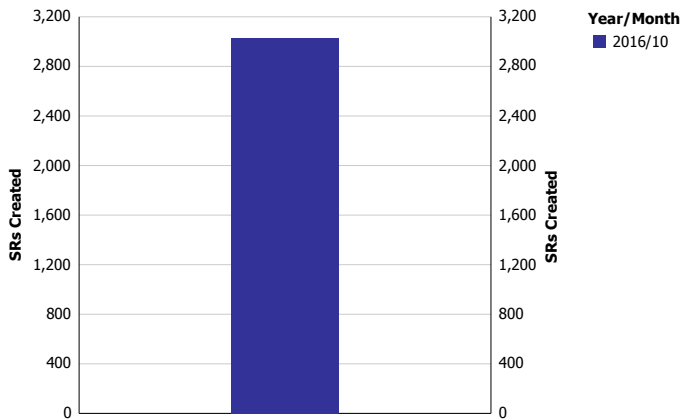


Top 10 Requests

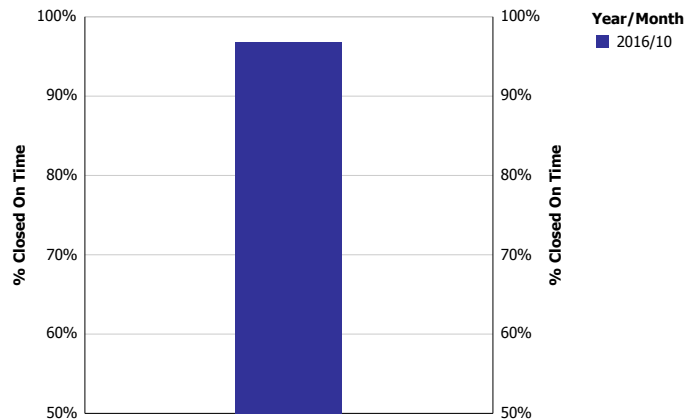
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,027	2,417	2,340	96.8%	610	522	85.6%	94.5%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	338	113	113	100.0%	30	6.2	225	66.6%	225	100.0%	338	100.0%
Litter - CCS	234	77	77	100.0%	30	7.8	157	67.1%	157	100.0%	234	100.0%
Dead Animal Pick Up - SAN	202	7	0	0.0%	1	0.3	195	96.5%	188	96.4%	188	93.1%
Obstruction Alley/Sidewalk/Street - CCS	200	117	117	100.0%	45	11.6	83	41.5%	83	100.0%	200	100.0%
Garbage Roll Cart - Residential - SAN	158	0	0	0.0%	7	1.6	158	100.0%	158	100.0%	158	100.0%
Animal - Loose - CCS	145	1	1	100.0%	25	0.0	144	99.3%	144	100.0%	145	100.0%
Garbage - Missed - SAN	140	5	0	0.0%	3	1.3	135	96.4%	134	99.3%	134	95.7%
Illegal Dumping - CCS	98	31	7	22.6%	10	6.7	67	68.4%	50	74.6%	57	58.2%
Signs - Public Right of Way - CCS	92	3	0	0.0%	5	1.2	89	96.7%	82	92.1%	82	89.1%
Recycling - Roll Cart - SAN	68	0	0	0.0%	7	1.6	68	100.0%	68	100.0%	68	100.0%
Bulky Trash Violations - CCS	67	16	1	6.2%	10	5.4	51	76.1%	40	78.4%	41	61.2%
Brush Busters - SAN	64	3	0	0.0%	5	1.7	61	95.3%	61	100.0%	61	95.3%
Parking - Unapproved Surface - CCS	61	11	0	0.0%	7	3.7	50	82.0%	41	82.0%	41	67.2%
24 Hour Parking Violation - DPD	55	1	0	0.0%	7	4.5	54	98.2%	45	83.3%	45	81.8%
Extra Police Patrol - DPD	52	4	1	25.0%	14	4.7	48	92.3%	48	100.0%	49	94.2%
Junk Motor Vehicle - CCS	49	33	33	100.0%	90	9.4	16	32.7%	16	100.0%	49	100.0%
Substandard Structure - CCS	46	37	37	100.0%	120	11.0	9	19.6%	9	100.0%	46	100.0%
Animal - Confined Stray - CCS	40	0	0	0.0%	3	0.2	40	100.0%	39	97.5%	39	97.5%
Recyclable Collection Missed (Residential) - SAN	38	0	0	0.0%	3	0.7	38	100.0%	36	94.7%	36	94.7%
Cost Plus - SAN	37	0	0	0.0%	7	2.3	37	100.0%	37	100.0%	37	100.0%

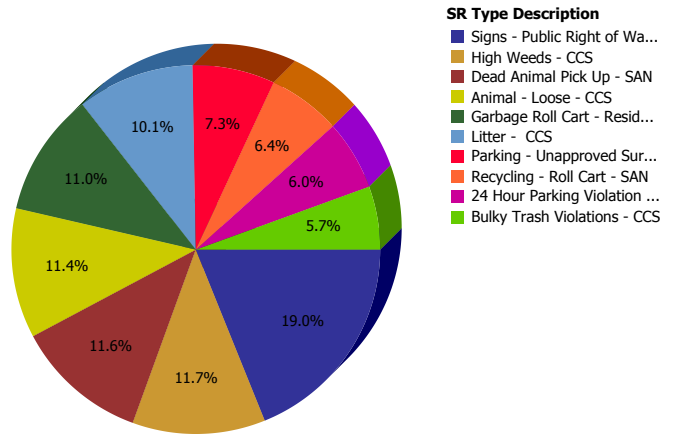
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 05

**Top 10 Service Requests**

SR Type	Service Request Count
Signs - Public Right of Way - CCS	200
High Weeds - CCS	123
Dead Animal Pick Up - SAN	122
Animal - Loose - CCS	120
Garbage Roll Cart - Residential - SAN	116
Litter - CCS	107
Parking - Unapproved Surface - CCS	77
Recycling - Roll Cart - SAN	67
24 Hour Parking Violation - DPD	63
Bulky Trash Violations - CCS	60

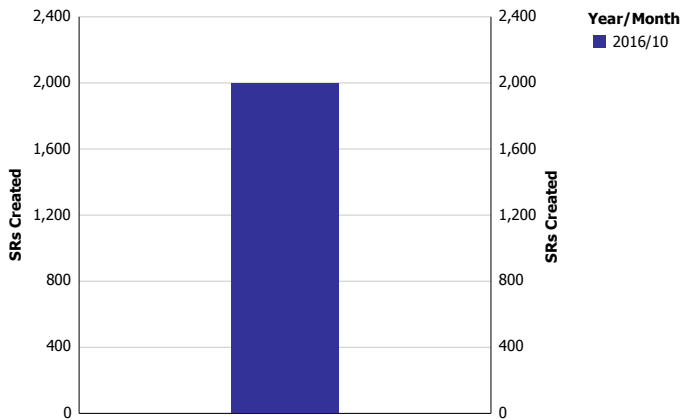


Top 10 Requests

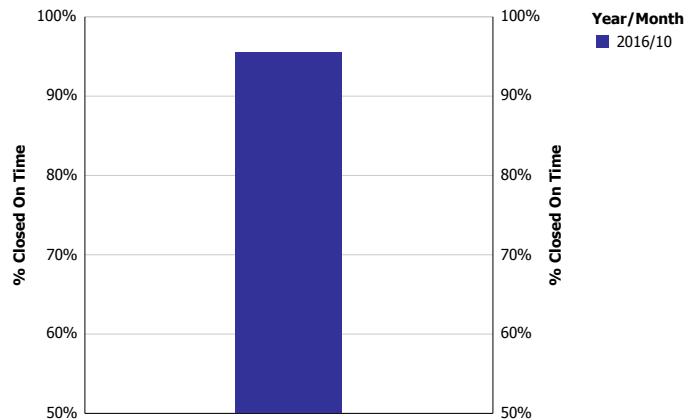
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,996	1,694	1,618	95.5%	302	263	87.1%	94.2%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	200	0	0	0.0%	5	0.2	200	100.0%	193	96.5%	193	96.5%
High Weeds - CCS	123	48	48	100.0%	30	7.1	75	61.0%	75	100.0%	123	100.0%
Dead Animal Pick Up - SAN	122	4	0	0.0%	1	0.3	118	96.7%	113	95.8%	113	92.6%
Animal - Loose - CCS	120	7	6	85.7%	25	0.0	113	94.2%	113	100.0%	119	99.2%
Garbage Roll Cart - Residential - SAN	116	0	0	0.0%	7	1.9	116	100.0%	116	100.0%	116	100.0%
Litter - CCS	107	37	37	100.0%	30	7.5	70	65.4%	70	100.0%	107	100.0%
Parking - Unapproved Surface - CCS	77	2	0	0.0%	7	2.2	75	97.4%	70	93.3%	70	90.9%
Recycling - Roll Cart - SAN	67	0	0	0.0%	7	1.8	67	100.0%	67	100.0%	67	100.0%
24 Hour Parking Violation - DPD	63	12	0	0.0%	7	8.9	51	81.0%	13	25.5%	13	20.6%
Bulky Trash Violations - CCS	60	3	1	33.3%	10	2.6	57	95.0%	56	98.2%	57	95.0%
Garbage - Missed - SAN	57	1	0	0.0%	3	1.0	56	98.2%	55	98.2%	55	96.5%
Junk Motor Vehicle - CCS	48	29	29	100.0%	90	11.3	19	39.6%	19	100.0%	48	100.0%
Obstruction Alley/Sidewalk/Street - CCS	48	19	19	100.0%	45	13.2	29	60.4%	29	100.0%	48	100.0%
Brush Busters - SAN	42	6	0	0.0%	5	1.9	36	85.7%	36	100.0%	36	85.7%
Miscellaneous Service Request - CTY	41	0	0	0.0%	10	0.6	41	100.0%	41	100.0%	41	100.0%
Illegal Dumping - CCS	38	1	1	100.0%	10	5.3	37	97.4%	32	86.5%	33	86.8%
Street Spillage/Debris in Right of Way-Hazardous-STS	30	0	0	0.0%	1	0.0	30	100.0%	30	100.0%	30	100.0%
Animal - Attack in Progress - CCS	29	0	0	0.0%	3	0.0	29	100.0%	28	96.6%	28	96.6%
Motor Vehicle Repair Violation - CCS	29	18	18	100.0%	40	6.0	11	37.9%	11	100.0%	29	100.0%
Substandard Structure - CCS	28	21	21	100.0%	120	8.9	7	25.0%	7	100.0%	28	100.0%

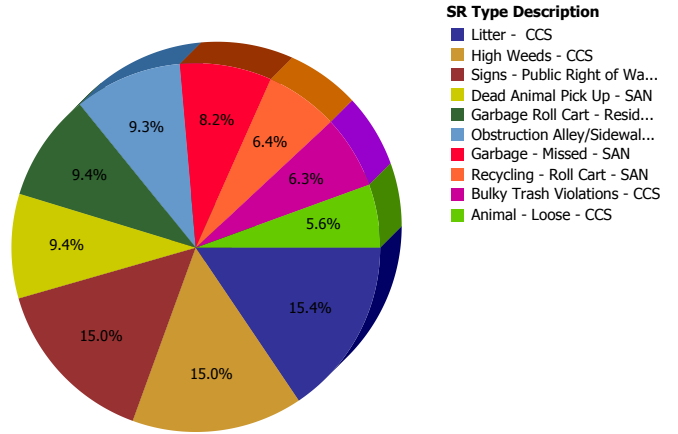
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 06

**Top 10 Service Requests**

SR Type	Service Request Count
Litter - CCS	145
High Weeds - CCS	141
Signs - Public Right of Way - CCS	141
Dead Animal Pick Up - SAN	88
Garbage Roll Cart - Residential - SAN	88
Obstruction Alley/Sidewalk/Street - CCS	87
Garbage - Missed - SAN	77
Recycling - Roll Cart - SAN	60
Bulky Trash Violations - CCS	59
Animal - Loose - CCS	53

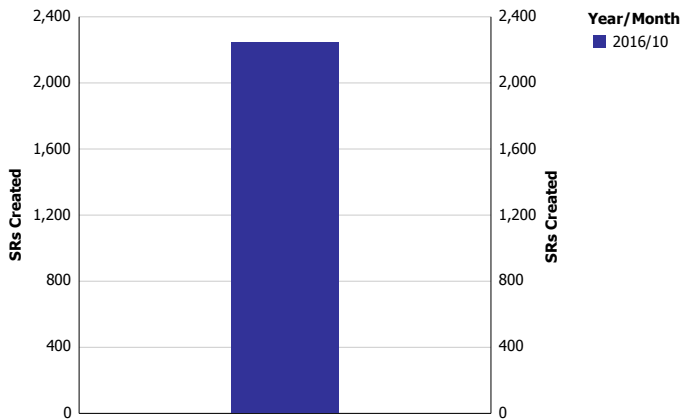


Top 10 Requests

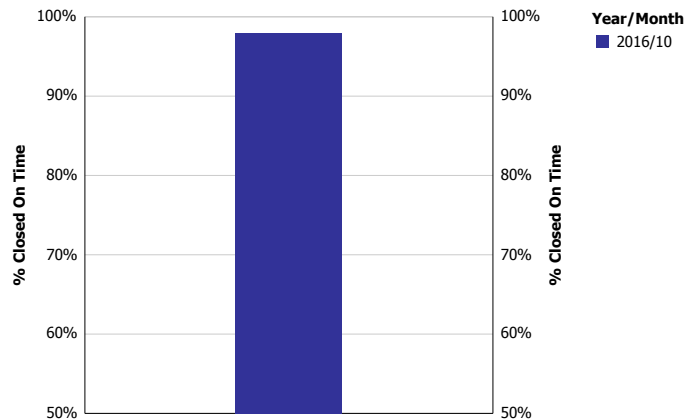
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,245	1,791	1,755	98.0%	454	414	91.2%	96.6%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	145	85	85	100.0%	30	8.4	60	41.4%	60	100.0%	145	100.0%
High Weeds - CCS	141	64	64	100.0%	30	7.1	77	54.6%	77	100.0%	141	100.0%
Signs - Public Right of Way - CCS	141	9	0	0.0%	5	0.5	132	93.6%	126	95.5%	126	89.4%
Dead Animal Pick Up - SAN	88	3	0	0.0%	1	0.4	85	96.6%	81	95.3%	81	92.0%
Garbage Roll Cart - Residential - SAN	88	0	0	0.0%	7	1.8	88	100.0%	88	100.0%	88	100.0%
Obstruction Alley/Sidewalk/Street - CCS	87	62	62	100.0%	45	4.4	25	28.7%	25	100.0%	87	100.0%
Garbage - Missed - SAN	77	0	0	0.0%	3	0.8	77	100.0%	77	100.0%	77	100.0%
Recycling - Roll Cart - SAN	60	0	0	0.0%	7	1.8	60	100.0%	60	100.0%	60	100.0%
Bulky Trash Violations - CCS	59	0	0	0.0%	10	3.7	59	100.0%	55	93.2%	55	93.2%
Animal - Loose - CCS	53	1	1	100.0%	25	0.0	52	98.1%	52	100.0%	53	100.0%
Fire Inspection - DFD	53	24	24	100.0%	45	8.4	29	54.7%	29	100.0%	53	100.0%
24 Hour Parking Violation - DPD	51	1	0	0.0%	7	3.7	50	98.0%	48	96.0%	48	94.1%
Brush Busters - SAN	50	1	0	0.0%	5	2.0	49	98.0%	49	100.0%	49	98.0%
Miscellaneous Service Request - CTY	50	0	0	0.0%	10	0.6	50	100.0%	50	100.0%	50	100.0%
Dead Animal - Clinic Pick Up - SAN	41	0	0	0.0%	2	0.0	41	100.0%	41	100.0%	41	100.0%
Parking - Report of Violation - DPD	40	1	0	0.0%	2	0.4	39	97.5%	38	97.4%	38	95.0%
Illegal Dumping - CCS	39	4	0	0.0%	10	2.3	35	89.7%	35	100.0%	35	89.7%
Recyclable Collection Missed (Residential) - SAN	37	1	0	0.0%	3	0.8	36	97.3%	36	100.0%	36	97.3%
Illegal Land Use (Residential/Business) - CCS	36	22	22	100.0%	60	7.9	14	38.9%	14	100.0%	36	100.0%
Taxi - Transportation Complaint - CCS	35	0	0	0.0%	14	0.0	35	100.0%	35	100.0%	35	100.0%

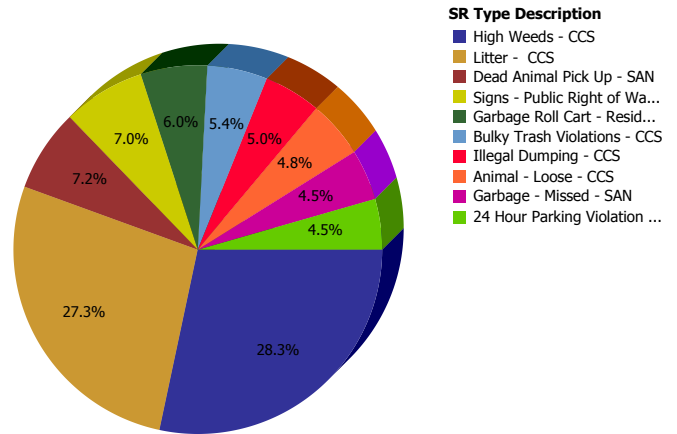
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 07

**Top 10 Service Requests**

SR Type	Service Request Count
High Weeds - CCS	518
Litter - CCS	500
Dead Animal Pick Up - SAN	132
Signs - Public Right of Way - CCS	128
Garbage Roll Cart - Residential - SAN	110
Bulky Trash Violations - CCS	98
Illegal Dumping - CCS	91
Animal - Loose - CCS	87
Garbage - Missed - SAN	83
24 Hour Parking Violation - DPD	82

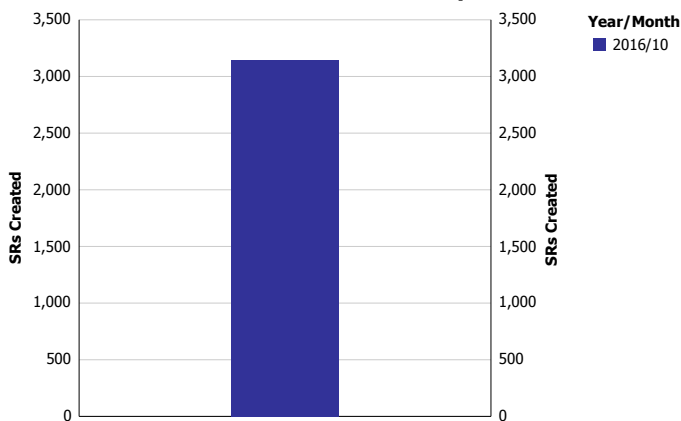


Top 10 Requests

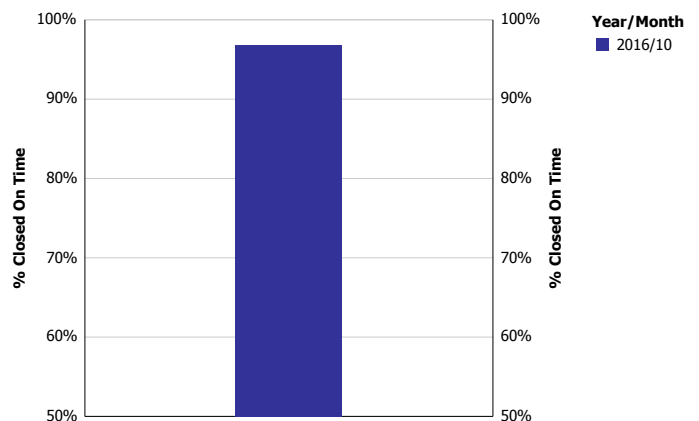
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,147	2,555	2,473	96.8%	592	533	90.0%	95.5%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	518	163	163	100.0%	30	4.5	355	68.5%	355	100.0%	518	100.0%
Litter - CCS	500	154	154	100.0%	30	5.1	346	69.2%	346	100.0%	500	100.0%
Dead Animal Pick Up - SAN	132	7	0	0.0%	1	0.4	125	94.7%	120	96.0%	120	90.9%
Signs - Public Right of Way - CCS	128	1	0	0.0%	5	0.6	127	99.2%	123	96.9%	123	96.1%
Garbage Roll Cart - Residential - SAN	110	0	0	0.0%	7	2.1	110	100.0%	110	100.0%	110	100.0%
Bulky Trash Violations - CCS	98	21	14	66.7%	10	5.2	77	78.6%	70	90.9%	84	85.7%
Illegal Dumping - CCS	91	2	0	0.0%	10	2.1	89	97.8%	80	89.9%	80	87.9%
Animal - Loose - CCS	87	2	2	100.0%	25	0.0	85	97.7%	85	100.0%	87	100.0%
Garbage - Missed - SAN	83	1	0	0.0%	3	0.9	82	98.8%	82	100.0%	82	98.8%
24 Hour Parking Violation - DPD	82	11	0	0.0%	7	7.2	71	86.6%	34	47.9%	34	41.5%
Parking - Report of Violation - DPD	79	1	0	0.0%	2	0.2	78	98.7%	76	97.4%	76	96.2%
Obstruction Alley/Sidewalk/Street - CCS	65	29	29	100.0%	45	13.0	36	55.4%	36	100.0%	65	100.0%
Recycling - Roll Cart - SAN	65	0	0	0.0%	7	2.1	65	100.0%	65	100.0%	65	100.0%
Parking - Unapproved Surface - CCS	55	3	0	0.0%	7	2.4	52	94.5%	51	98.1%	51	92.7%
Brush Busters - SAN	54	2	0	0.0%	5	1.5	52	96.3%	52	100.0%	52	96.3%
Junk Motor Vehicle - CCS	45	25	25	100.0%	90	8.7	20	44.4%	20	100.0%	45	100.0%
Traffic Sign - Stop Knockdown - STS	39	0	0	0.0%	4	1.4	39	100.0%	38	97.4%	38	97.4%
Substandard Structure - CCS	37	28	28	100.0%	120	6.1	9	24.3%	9	100.0%	37	100.0%
Substandard Structure Apts - CCS	36	13	13	100.0%	120	8.5	23	63.9%	23	100.0%	36	100.0%
Miscellaneous Service Request - CTY	34	0	0	0.0%	10	0.8	34	100.0%	34	100.0%	34	100.0%



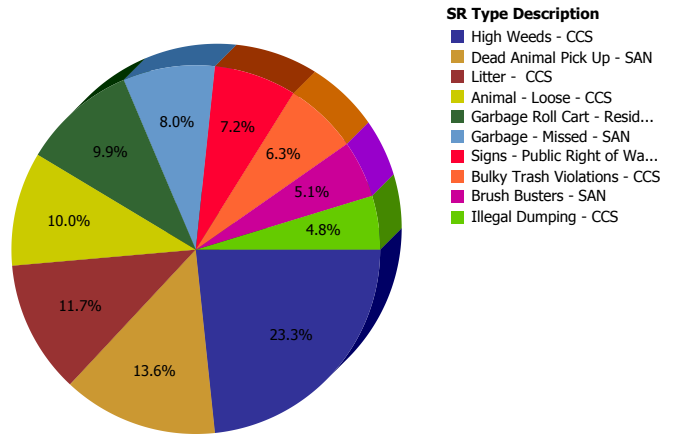
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 08

**Top 10 Service Requests**

SR Type	Service Request Count
High Weeds - CCS	258
Dead Animal Pick Up - SAN	150
Litter - CCS	129
Animal - Loose - CCS	111
Garbage Roll Cart - Residential - SAN	110
Garbage - Missed - SAN	89
Signs - Public Right of Way - CCS	80
Bulky Trash Violations - CCS	70
Brush Busters - SAN	56
Illegal Dumping - CCS	53

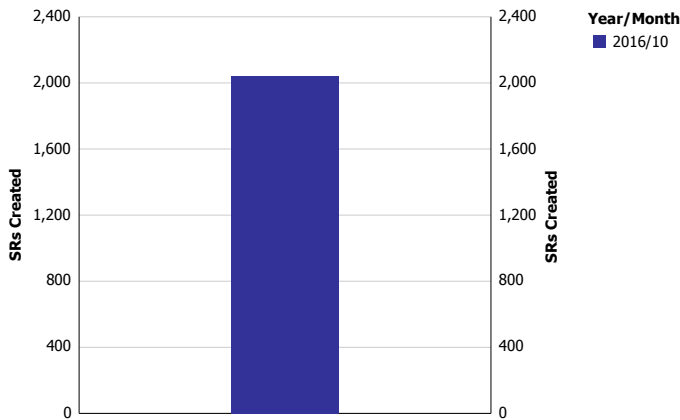


Top 10 Requests

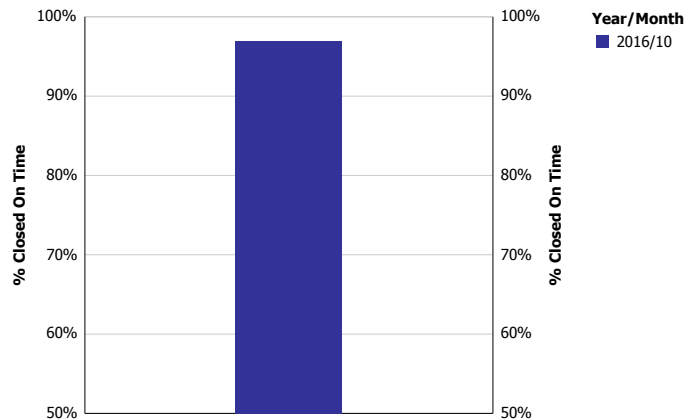
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,043	1,722	1,670	97.0%	321	284	88.5%	95.6%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	258	92	92	100.0%	30	5.7	166	64.3%	166	100.0%	258	100.0%
Dead Animal Pick Up - SAN	150	6	0	0.0%	1	0.3	144	96.0%	140	97.2%	140	93.3%
Litter - CCS	129	43	43	100.0%	30	8.0	86	66.7%	86	100.0%	129	100.0%
Animal - Loose - CCS	111	2	2	100.0%	25	0.0	109	98.2%	109	100.0%	111	100.0%
Garbage Roll Cart - Residential - SAN	110	0	0	0.0%	7	1.7	110	100.0%	110	100.0%	110	100.0%
Garbage - Missed - SAN	89	0	0	0.0%	3	1.4	89	100.0%	87	97.8%	87	97.8%
Signs - Public Right of Way - CCS	80	0	0	0.0%	5	0.1	80	100.0%	79	98.8%	79	98.8%
Bulky Trash Violations - CCS	70	3	0	0.0%	10	5.0	67	95.7%	57	85.1%	57	81.4%
Brush Busters - SAN	56	6	0	0.0%	5	1.9	50	89.3%	50	100.0%	50	89.3%
Illegal Dumping - CCS	53	8	3	37.5%	10	4.4	45	84.9%	43	95.6%	46	86.8%
Junk Motor Vehicle - CCS	52	34	34	100.0%	90	13.9	18	34.6%	18	100.0%	52	100.0%
Recycling - Roll Cart - SAN	52	0	0	0.0%	7	1.7	52	100.0%	52	100.0%	52	100.0%
24 Hour Parking Violation - DPD	48	3	0	0.0%	7	7.1	45	93.8%	27	60.0%	27	56.2%
Obstruction Alley/Sidewalk/Street - CCS	46	25	25	100.0%	45	9.5	21	45.7%	21	100.0%	46	100.0%
Parking - Unapproved Surface - CCS	43	4	0	0.0%	7	1.9	39	90.7%	35	89.7%	35	81.4%
Animal - Confined Stray - CCS	42	0	0	0.0%	3	0.1	42	100.0%	42	100.0%	42	100.0%
Substandard Structure - CCS	32	17	17	100.0%	120	13.4	15	46.9%	15	100.0%	32	100.0%
Illegal Outside Storage - CCS	29	10	10	100.0%	30	13.9	19	65.5%	19	100.0%	29	100.0%
Recyclable Collection Missed (Residential) - SAN	28	1	0	0.0%	3	0.6	27	96.4%	27	100.0%	27	96.4%
Animal - Attack in Progress - CCS	26	0	0	0.0%	3	0.0	26	100.0%	25	96.2%	25	96.2%

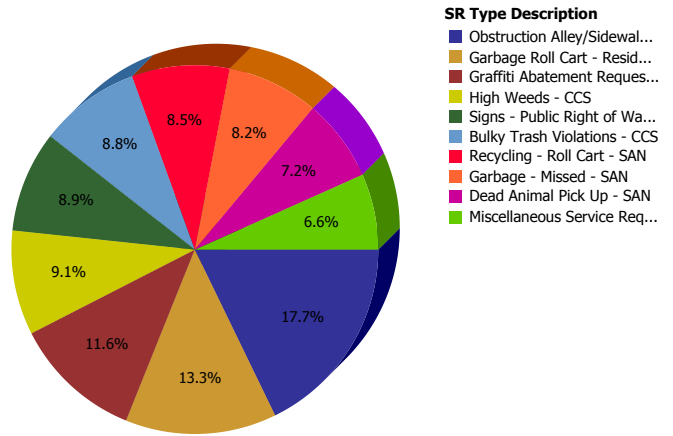
**Service Request (SR) Performance YTD by City Council District - October 2016**

*Service Level Performance Report by Council District  
For YTD Through October 2016*

Council District 09

**Top 10 Service Requests**

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	203
Garbage Roll Cart - Residential - SAN	153
Graffiti Abatement Request - CCS	133
High Weeds - CCS	105
Signs - Public Right of Way - CCS	102
Bulky Trash Violations - CCS	101
Recycling - Roll Cart - SAN	98
Garbage - Missed - SAN	94
Dead Animal Pick Up - SAN	83
Miscellaneous Service Request - CTY	76

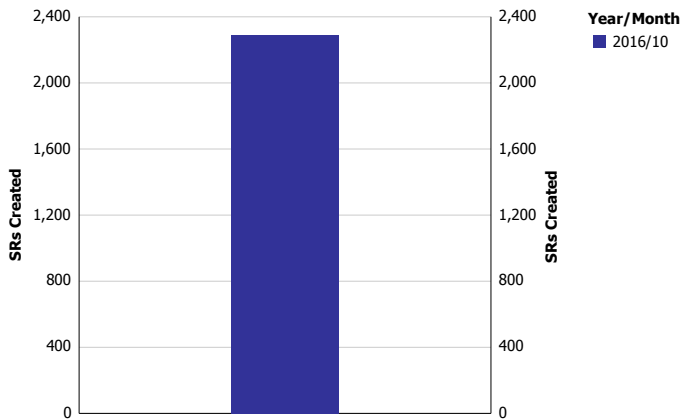


Top 10 Requests

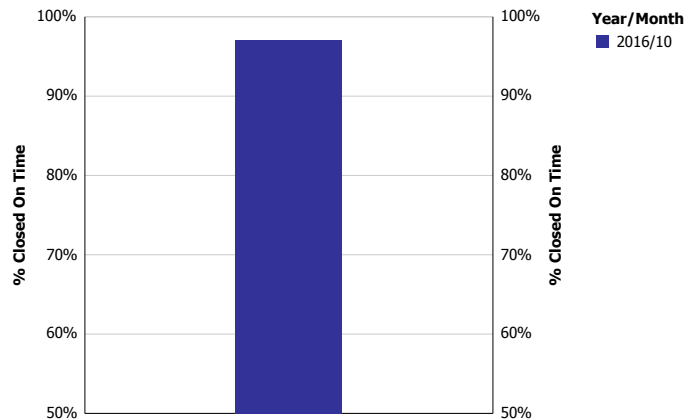
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,291	1,870	1,815	97.1%	421	353	83.8%	94.6%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	203	108	108	100.0%	45	8.5	95	46.8%	95	100.0%	203	100.0%
Garbage Roll Cart - Residential - SAN	153	0	0	0.0%	7	2.0	153	100.0%	153	100.0%	153	100.0%
Graffiti Abatement Request - CCS	133	9	9	100.0%	30	2.3	124	93.2%	124	100.0%	133	100.0%
High Weeds - CCS	105	40	40	100.0%	30	9.6	65	61.9%	65	100.0%	105	100.0%
Signs - Public Right of Way - CCS	102	0	0	0.0%	5	0.8	102	100.0%	96	94.1%	96	94.1%
Bulky Trash Violations - CCS	101	12	6	50.0%	10	5.3	89	88.1%	82	92.1%	88	87.1%
Recycling - Roll Cart - SAN	98	2	0	0.0%	7	1.9	96	98.0%	96	100.0%	96	98.0%
Garbage - Missed - SAN	94	1	0	0.0%	3	0.8	93	98.9%	93	100.0%	93	98.9%
Dead Animal Pick Up - SAN	83	4	0	0.0%	1	0.4	79	95.2%	75	94.9%	75	90.4%
Miscellaneous Service Request - CTY	76	0	0	0.0%	10	0.7	76	100.0%	76	100.0%	76	100.0%
Litter - CCS	63	35	35	100.0%	30	11.3	28	44.4%	28	100.0%	63	100.0%
24 Hour Parking Violation - DPD	58	6	0	0.0%	7	4.9	52	89.7%	43	82.7%	43	74.1%
Substandard Structure - CCS	44	34	34	100.0%	120	2.9	10	22.7%	10	100.0%	44	100.0%
Water Conservation Violation - CCS	44	38	0	0.0%	10	2.3	6	13.6%	6	100.0%	6	13.6%
Animal - Loose - CCS	42	1	1	100.0%	25	0.0	41	97.6%	41	100.0%	42	100.0%
Street Repair - Routine-STS	40	19	19	100.0%	90	4.8	21	52.5%	21	100.0%	40	100.0%
Brush Busters - SAN	37	0	0	0.0%	5	1.4	37	100.0%	37	100.0%	37	100.0%
Animal - Confined Stray - CCS	31	1	0	0.0%	3	0.1	30	96.8%	29	96.7%	29	93.5%
Parking - Report of Violation - DPD	31	1	0	0.0%	2	0.4	30	96.8%	30	100.0%	30	96.8%
Recyclable Collection Missed (Residential) - SAN	28	1	0	0.0%	3	0.5	27	96.4%	27	100.0%	27	96.4%

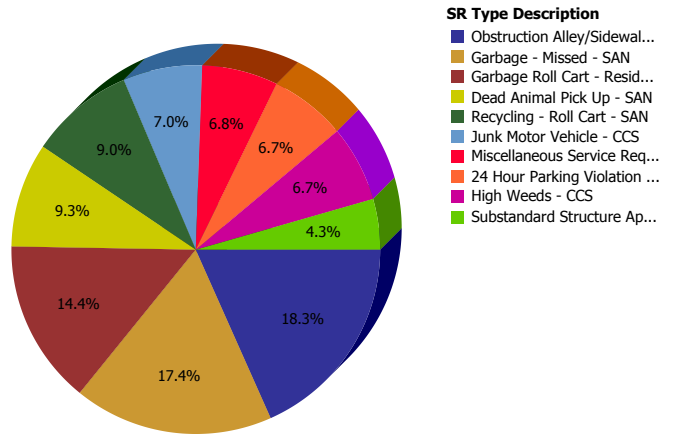
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 10

**Top 10 Service Requests**

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	118
Garbage - Missed - SAN	112
Garbage Roll Cart - Residential - SAN	93
Dead Animal Pick Up - SAN	60
Recycling - Roll Cart - SAN	58
Junk Motor Vehicle - CCS	45
Miscellaneous Service Request - CTY	44
24 Hour Parking Violation - DPD	43
High Weeds - CCS	43
Substandard Structure Apts - CCS	28

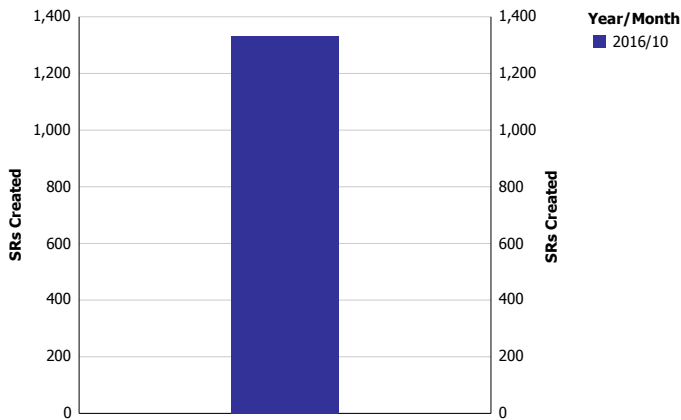


Top 10 Requests

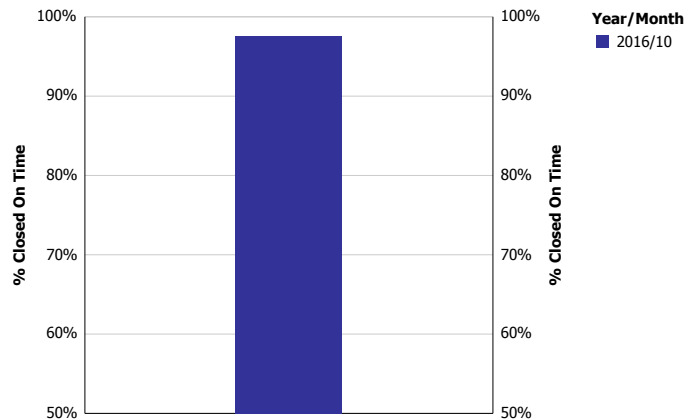
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,333	1,107	1,080	97.6%	226	196	86.7%	95.7%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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 %
Obstruction Alley/Sidewalk/Street - CCS	118	61	61	100.0%	45	12.8	57	48.3%	57	100.0%	118	100.0%
Garbage - Missed - SAN	112	1	0	0.0%	3	0.8	111	99.1%	107	96.4%	107	95.5%
Garbage Roll Cart - Residential - SAN	93	0	0	0.0%	7	1.9	93	100.0%	93	100.0%	93	100.0%
Dead Animal Pick Up - SAN	60	4	0	0.0%	1	0.2	56	93.3%	55	98.2%	55	91.7%
Recycling - Roll Cart - SAN	58	1	0	0.0%	7	1.8	57	98.3%	57	100.0%	57	98.3%
Junk Motor Vehicle - CCS	45	38	38	100.0%	90	5.3	7	15.6%	7	100.0%	45	100.0%
Miscellaneous Service Request - CTY	44	0	0	0.0%	10	0.7	44	100.0%	44	100.0%	44	100.0%
24 Hour Parking Violation - DPD	43	3	0	0.0%	7	5.0	40	93.0%	38	95.0%	38	88.4%
High Weeds - CCS	43	17	17	100.0%	30	9.8	26	60.5%	26	100.0%	43	100.0%
Substandard Structure Apts - CCS	28	2	2	100.0%	120	2.4	26	92.9%	26	100.0%	28	100.0%
Bulky Trash Violations - CCS	27	3	0	0.0%	10	6.4	24	88.9%	17	70.8%	17	63.0%
Signs - Public Right of Way - CCS	27	0	0	0.0%	5	0.3	27	100.0%	27	100.0%	27	100.0%
Brush/Bulk Items - Missed - SAN	24	0	0	0.0%	10	1.1	24	100.0%	24	100.0%	24	100.0%
Parking - Report of Violation - DPD	24	1	0	0.0%	2	0.5	23	95.8%	22	95.7%	22	91.7%
Street Repair - Routine-STS	24	11	11	100.0%	90	5.6	13	54.2%	13	100.0%	24	100.0%
Animal - Loose - CCS	19	0	0	0.0%	25	0.0	19	100.0%	19	100.0%	19	100.0%
Litter - CCS	19	8	8	100.0%	30	7.0	11	57.9%	11	100.0%	19	100.0%
Illegal Dumping - CCS	14	3	1	33.3%	10	2.3	11	78.6%	11	100.0%	12	85.7%
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	0	0	0.0%	5	1.4	14	100.0%	14	100.0%	14	100.0%

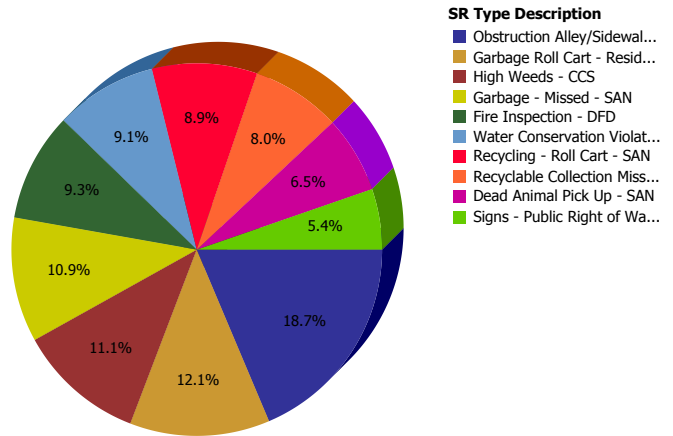
**Service Request (SR) Performance YTD by City Council District - October 2016**

*Service Level Performance Report by Council District*  
For YTD Through October 2016

Council District 11

**Top 10 Service Requests**

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	101
Garbage Roll Cart - Residential - SAN	65
High Weeds - CCS	60
Garbage - Missed - SAN	59
Fire Inspection - DFD	50
Water Conservation Violation - CCS	49
Recycling - Roll Cart - SAN	48
Recyclable Collection Missed (Residential) - SAN	43
Dead Animal Pick Up - SAN	35
Signs - Public Right of Way - CCS	29

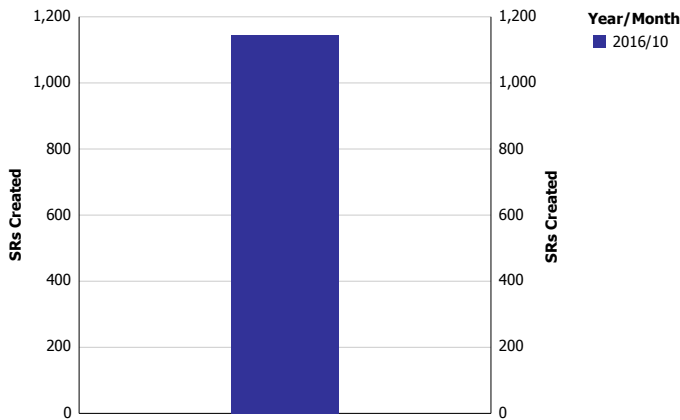


Top 10 Requests

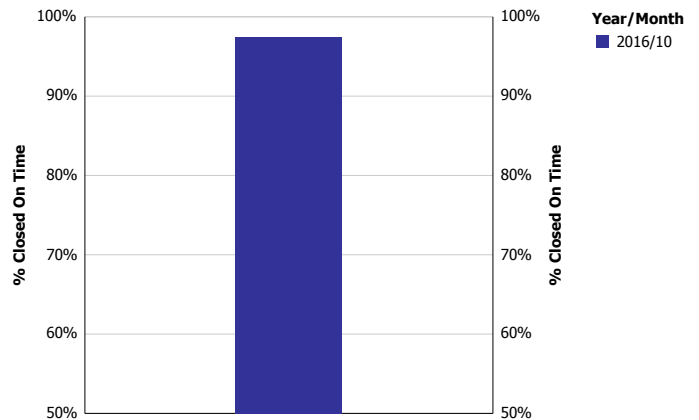
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
1,144	899	876	97.4%	245	203	82.9%	94.3%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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 %
Obstruction Alley/Sidewalk/Street - CCS	101	57	57	100.0%	45	10.8	44	43.6%	44	100.0%	101	100.0%
Garbage Roll Cart - Residential - SAN	65	0	0	0.0%	7	1.7	65	100.0%	65	100.0%	65	100.0%
High Weeds - CCS	60	33	33	100.0%	30	9.7	27	45.0%	27	100.0%	60	100.0%
Garbage - Missed - SAN	59	0	0	0.0%	3	0.6	59	100.0%	59	100.0%	59	100.0%
Fire Inspection - DFD	50	15	15	100.0%	45	7.4	35	70.0%	35	100.0%	50	100.0%
Water Conservation Violation - CCS	49	32	0	0.0%	10	4.6	17	34.7%	16	94.1%	16	32.7%
Recycling - Roll Cart - SAN	48	0	0	0.0%	7	1.8	48	100.0%	48	100.0%	48	100.0%
Recyclable Collection Missed (Residential) - SAN	43	0	0	0.0%	3	0.5	43	100.0%	43	100.0%	43	100.0%
Dead Animal Pick Up - SAN	35	0	0	0.0%	1	0.3	35	100.0%	35	100.0%	35	100.0%
Signs - Public Right of Way - CCS	29	0	0	0.0%	5	0.8	29	100.0%	27	93.1%	27	93.1%
Litter - CCS	28	16	16	100.0%	30	13.6	12	42.9%	12	100.0%	28	100.0%
Taxi - Transportation Complaint - CCS	27	0	0	0.0%	14	0.3	27	100.0%	27	100.0%	27	100.0%
Miscellaneous Service Request - CTY	26	0	0	0.0%	10	0.6	26	100.0%	26	100.0%	26	100.0%
Bulky Trash Violations - CCS	20	1	1	100.0%	10	2.8	19	95.0%	18	94.7%	19	95.0%
Brush Busters - SAN	18	1	0	0.0%	5	1.4	17	94.4%	17	100.0%	17	94.4%
Street Spillage/Debris in Right of Way-Hazardous-STS	16	0	0	0.0%	1	0.0	16	100.0%	16	100.0%	16	100.0%
Substandard Structure Apts - CCS	16	5	5	100.0%	120	12.3	11	68.8%	11	100.0%	16	100.0%
Street Repair - Routine-STS	15	7	7	100.0%	90	3.9	8	53.3%	8	100.0%	15	100.0%
24 Hour Parking Violation - DPD	14	2	0	0.0%	7	5.4	12	85.7%	7	58.3%	7	50.0%
Parking - Report of Violation - DPD	14	0	0	0.0%	2	0.2	14	100.0%	13	92.9%	13	92.9%



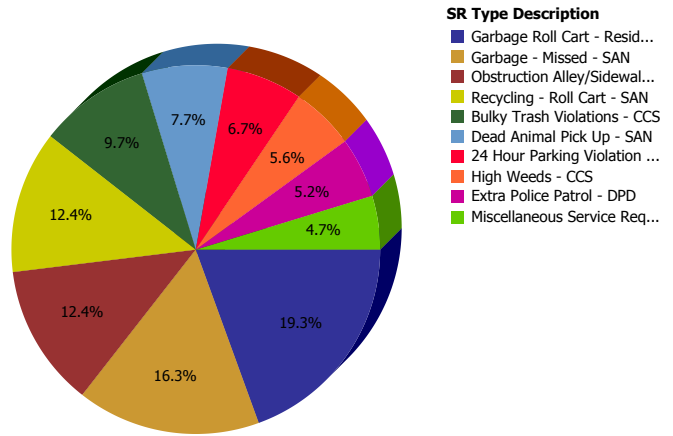
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 12

**Top 10 Service Requests**

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	90
Garbage - Missed - SAN	76
Obstruction Alley/Sidewalk/Street - CCS	58
Recycling - Roll Cart - SAN	58
Bulky Trash Violations - CCS	45
Dead Animal Pick Up - SAN	36
24 Hour Parking Violation - DPD	31
High Weeds - CCS	26
Extra Police Patrol - DPD	24
Miscellaneous Service Request - CTY	22

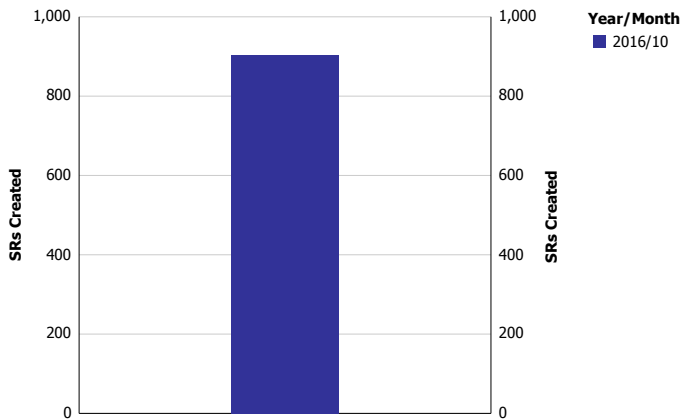


Top 10 Requests

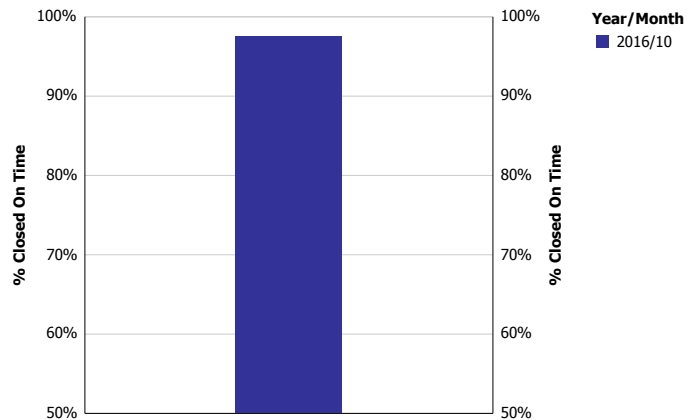
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
903	806	786	97.5%	97	79	81.4%	95.8%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	90	1	0	0.0%	7	1.7	89	98.9%	89	100.0%	89	98.9%
Garbage - Missed - SAN	76	0	0	0.0%	3	0.7	76	100.0%	76	100.0%	76	100.0%
Obstruction Alley/Sidewalk/Street - CCS	58	19	19	100.0%	45	16.1	39	67.2%	39	100.0%	58	100.0%
Recycling - Roll Cart - SAN	58	2	0	0.0%	7	1.6	56	96.6%	56	100.0%	56	96.6%
Bulky Trash Violations - CCS	45	0	0	0.0%	10	3.3	45	100.0%	45	100.0%	45	100.0%
Dead Animal Pick Up - SAN	36	3	0	0.0%	1	0.5	33	91.7%	33	100.0%	33	91.7%
24 Hour Parking Violation - DPD	31	0	0	0.0%	7	6.5	31	100.0%	19	61.3%	19	61.3%
High Weeds - CCS	26	5	5	100.0%	30	8.8	21	80.8%	21	100.0%	26	100.0%
Extra Police Patrol - DPD	24	1	0	0.0%	14	7.6	23	95.8%	21	91.3%	21	87.5%
Miscellaneous Service Request - CTY	22	0	0	0.0%	10	0.4	22	100.0%	22	100.0%	22	100.0%
Recyclable Collection Missed (Residential) - SAN	20	0	0	0.0%	3	0.6	20	100.0%	20	100.0%	20	100.0%
Street Repair - Routine-STS	20	9	9	100.0%	90	5.6	11	55.0%	11	100.0%	20	100.0%
Water Conservation Violation - CCS	19	6	0	0.0%	10	3.9	13	68.4%	12	92.3%	12	63.2%
Brush Busters - SAN	17	0	0	0.0%	5	1.2	17	100.0%	17	100.0%	17	100.0%
No Building Permit - CCS	15	6	6	100.0%	45	1.7	9	60.0%	9	100.0%	15	100.0%
Brush/Bulk Items - Missed - SAN	14	0	0	0.0%	10	1.4	14	100.0%	14	100.0%	14	100.0%
Cost Plus - SAN	10	3	0	0.0%	7	3.1	7	70.0%	7	100.0%	7	70.0%
Traffic Signal - School Flasher Maintenance - STS	10	0	0	0.0%	4	0.5	10	100.0%	10	100.0%	10	100.0%
Animal - Bite -CCS	9	0	0	0.0%	7	3.0	9	100.0%	6	66.7%	6	66.7%
Animal - Loose - CCS	9	0	0	0.0%	25	0.0	9	100.0%	9	100.0%	9	100.0%

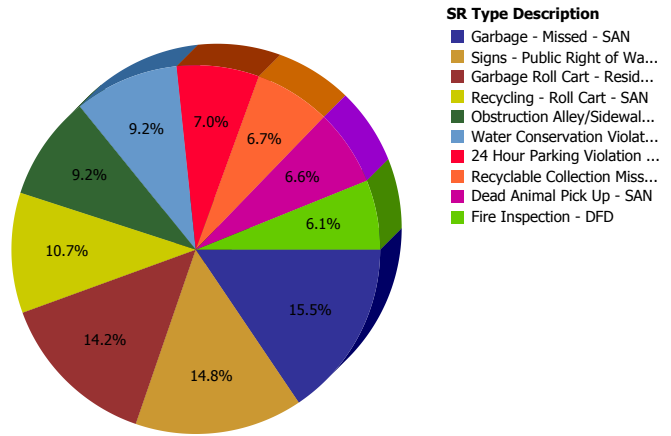
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 13

**Top 10 Service Requests**

SR Type	Service Request Count
Garbage - Missed - SAN	154
Signs - Public Right of Way - CCS	147
Garbage Roll Cart - Residential - SAN	141
Recycling - Roll Cart - SAN	106
Obstruction Alley/Sidewalk/Street - CCS	91
Water Conservation Violation - CCS	91
24 Hour Parking Violation - DPD	70
Recyclable Collection Missed (Residential) - SAN	67
Dead Animal Pick Up - SAN	66
Fire Inspection - DFD	61

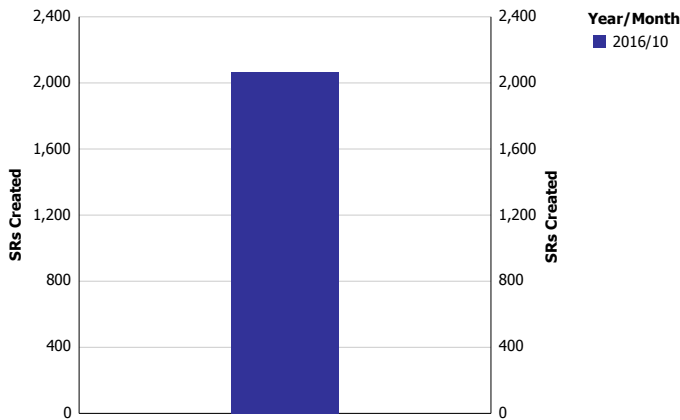


Top 10 Requests

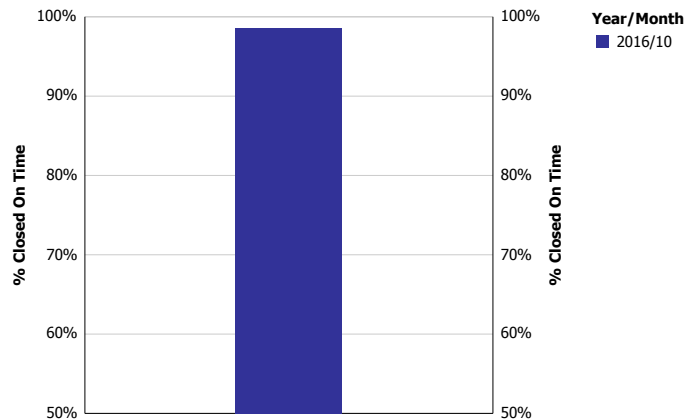
**Summary - All Services Requested**

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,064	1,660	1,636	98.6%	404	313	77.5%	94.4%

**YTD Trend of Service Requests**



**YTD Trend of % SRs Closed On Time**



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

Service Level Performance Report by Council District  
For YTD Through October 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	154	0	0	0.0%	3	0.8	154	100.0%	154	100.0%	154	100.0%
Signs - Public Right of Way - CCS	147	2	0	0.0%	5	0.1	145	98.6%	145	100.0%	145	98.6%
Garbage Roll Cart - Residential - SAN	141	0	0	0.0%	7	1.9	141	100.0%	141	100.0%	141	100.0%
Recycling - Roll Cart - SAN	106	0	0	0.0%	7	2.1	106	100.0%	106	100.0%	106	100.0%
Obstruction Alley/Sidewalk/Street - CCS	91	47	47	100.0%	45	9.7	44	48.4%	44	100.0%	91	100.0%
Water Conservation Violation - CCS	91	73	0	0.0%	10	3.3	18	19.8%	16	88.9%	16	17.6%
24 Hour Parking Violation - DPD	70	0	0	0.0%	7	3.7	70	100.0%	68	97.1%	68	97.1%
Recyclable Collection Missed (Residential) - SAN	67	2	0	0.0%	3	0.5	65	97.0%	65	100.0%	65	97.0%
Dead Animal Pick Up - SAN	66	1	0	0.0%	1	0.3	65	98.5%	63	96.9%	63	95.5%
Fire Inspection - DFD	61	24	24	100.0%	45	10.0	37	60.7%	37	100.0%	61	100.0%
Litter - CCS	60	35	35	100.0%	30	8.7	25	41.7%	25	100.0%	60	100.0%
Street Repair - Routine-STS	58	39	39	100.0%	90	3.7	19	32.8%	19	100.0%	58	100.0%
Miscellaneous Service Request - CTY	57	0	0	0.0%	10	0.7	57	100.0%	57	100.0%	57	100.0%
High Weeds - CCS	51	31	31	100.0%	30	7.8	20	39.2%	20	100.0%	51	100.0%
Bulky Trash Violations - CCS	49	4	1	25.0%	10	3.2	45	91.8%	42	93.3%	43	87.8%
Substandard Structure - CCS	31	27	27	100.0%	120	10.8	4	12.9%	4	100.0%	31	100.0%
Alley Repair - Routine-STS	30	25	25	100.0%	90	7.2	5	16.7%	5	100.0%	30	100.0%
Brush/Bulk Items - Missed - SAN	27	0	0	0.0%	10	2.4	27	100.0%	27	100.0%	27	100.0%
Brush Busters - SAN	25	0	0	0.0%	5	2.7	25	100.0%	23	92.0%	23	92.0%
No Building Permit - CCS	22	9	9	100.0%	45	6.2	13	59.1%	13	100.0%	22	100.0%

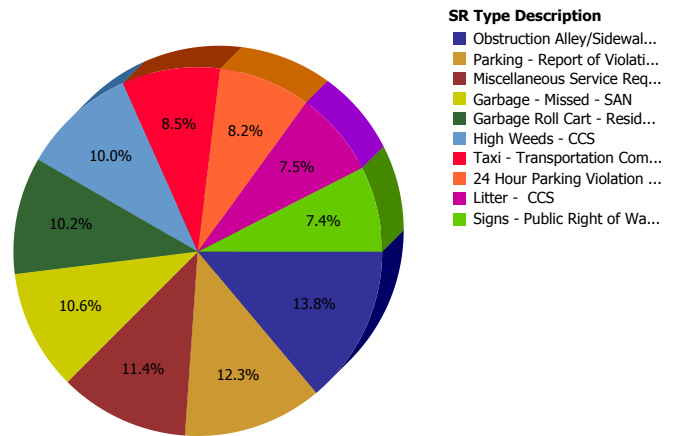
**Service Request (SR) Performance YTD by City Council District - October 2016**

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

Council District 14

**Top 10 Service Requests**

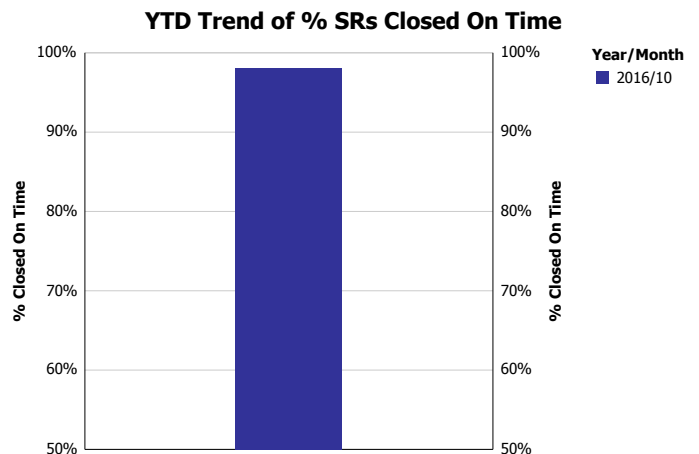
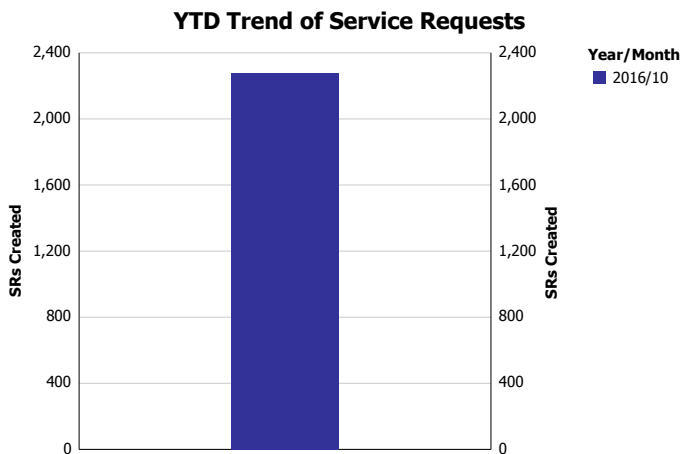
SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	134
Parking - Report of Violation - DPD	120
Miscellaneous Service Request - CTY	111
Garbage - Missed - SAN	103
Garbage Roll Cart - Residential - SAN	99
High Weeds - CCS	97
Taxi - Transportation Complaint - CCS	83
24 Hour Parking Violation - DPD	80
Litter - CCS	73
Signs - Public Right of Way - CCS	72



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 %
2,280	1,922	1,886	98.1%	358	304	84.9%	96.1%



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

Service Level Performance Report by Council District  
For YTD Through October 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	134	81	81	100.0%	45	10.3	53	39.6%	53	100.0%	134	100.0%
Parking - Report of Violation - DPD	120	1	0	0.0%	2	0.2	119	99.2%	119	100.0%	119	99.2%
Miscellaneous Service Request - CTY	111	0	0	0.0%	10	0.6	111	100.0%	111	100.0%	111	100.0%
Garbage - Missed - SAN	103	1	0	0.0%	3	0.5	102	99.0%	102	100.0%	102	99.0%
Garbage Roll Cart - Residential - SAN	99	0	0	0.0%	7	2.0	99	100.0%	99	100.0%	99	100.0%
High Weeds - CCS	97	44	44	100.0%	30	9.2	53	54.6%	53	100.0%	97	100.0%
Taxi - Transportation Complaint - CCS	83	0	0	0.0%	14	0.1	83	100.0%	83	100.0%	83	100.0%
24 Hour Parking Violation - DPD	80	3	0	0.0%	7	4.2	77	96.2%	75	97.4%	75	93.8%
Litter - CCS	73	34	34	100.0%	30	7.6	39	53.4%	39	100.0%	73	100.0%
Signs - Public Right of Way - CCS	72	0	0	0.0%	5	0.1	72	100.0%	72	100.0%	72	100.0%
Recycling - Roll Cart - SAN	66	0	0	0.0%	7	1.9	66	100.0%	66	100.0%	66	100.0%
Street Repair - Routine-STS	63	33	33	100.0%	90	5.9	30	47.6%	30	100.0%	63	100.0%
Dead Animal Pick Up - SAN	55	0	0	0.0%	1	0.4	55	100.0%	54	98.2%	54	98.2%
Noise Pollution - CCS	47	12	12	100.0%	45	5.6	35	74.5%	35	100.0%	47	100.0%
Water Conservation Violation - CCS	44	25	0	0.0%	10	1.9	19	43.2%	19	100.0%	19	43.2%
Bulky Trash Violations - CCS	35	0	0	0.0%	10	2.7	35	100.0%	34	97.1%	34	97.1%
Brush/Bulk Items - Missed - SAN	33	0	0	0.0%	10	1.5	33	100.0%	33	100.0%	33	100.0%
Traffic Sign - New - STS	30	25	25	100.0%	75	13.2	5	16.7%	5	100.0%	30	100.0%
Pot hole - Hazardous-STS	28	0	0	0.0%	1	0.0	28	100.0%	28	100.0%	28	100.0%
Traffic Signal - Flashing - STS	27	0	0	0.0%	4	0.6	27	100.0%	27	100.0%	27	100.0%

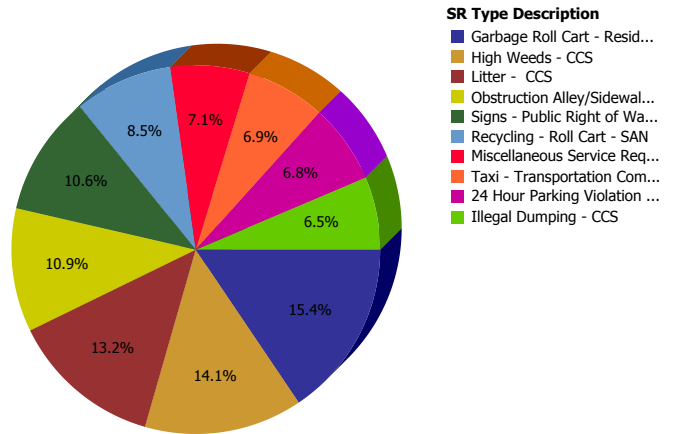
**Service Request (SR) Performance YTD by City Council District - October 2016**

*Service Level Performance Report by Council District  
For YTD Through October 2016*

Unknown

**Top 10 Service Requests**

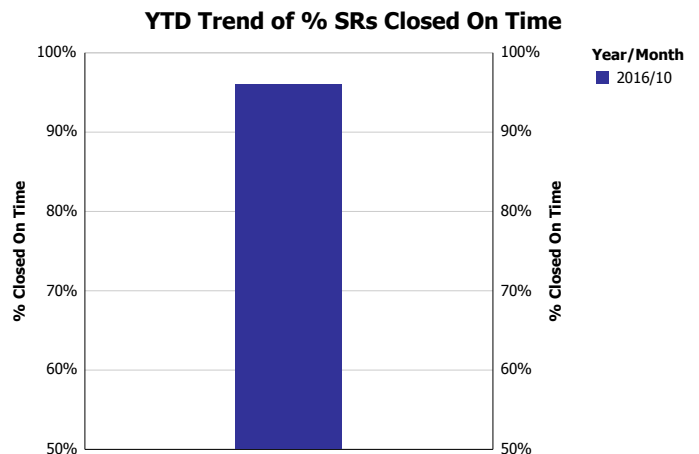
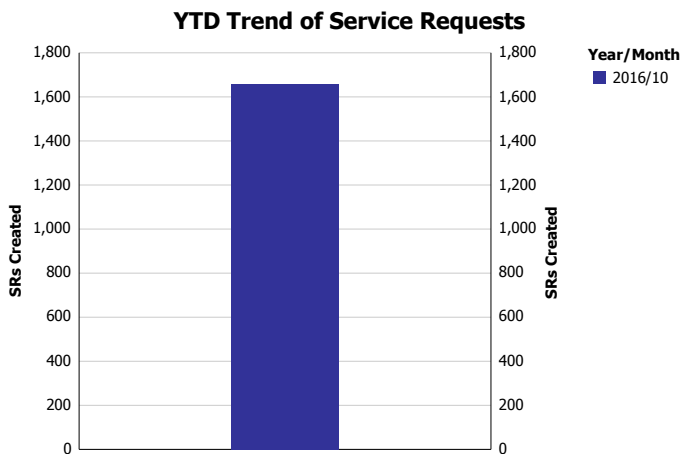
SR Type Description	Service Request Count
Garbage Roll Cart - Residential - SAN	109
High Weeds - CCS	100
Litter - CCS	93
Obstruction Alley/Sidewalk/Street - CCS	77
Signs - Public Right of Way - CCS	75
Recycling - Roll Cart - SAN	60
Miscellaneous Service Request - CTY	50
Taxi - Transportation Complaint - CCS	49
24 Hour Parking Violation - DPD	48
Illegal Dumping - CCS	46



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 %
1,657	1,379	1,324	96.0%	278	257	92.4%	95.4%



\*\*\* 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 - October 2016

Service Level Performance Report by Council District  
For YTD Through October 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 %
Garbage Roll Cart - Residential - SAN	109	0	0	0.0%	7	1.7	109	100.0%	109	100.0%	109	100.0%
High Weeds - CCS	100	57	57	100.0%	30	9.3	43	43.0%	43	100.0%	100	100.0%
Litter - CCS	93	52	52	100.0%	30	9.5	41	44.1%	41	100.0%	93	100.0%
Obstruction Alley/Sidewalk/ Street - CCS	77	50	50	100.0%	45	9.0	27	35.1%	27	100.0%	77	100.0%
Signs - Public Right of Way - CCS	75	0	0	0.0%	5	0.6	75	100.0%	71	94.7%	71	94.7%
Recycling - Roll Cart - SAN	60	0	0	0.0%	7	1.6	60	100.0%	60	100.0%	60	100.0%
Miscellaneous Service Request - CTY	50	0	0	0.0%	10	0.8	50	100.0%	50	100.0%	50	100.0%
Taxi - Transportation Complaint - CCS	49	0	0	0.0%	14	0.0	49	100.0%	49	100.0%	49	100.0%
24 Hour Parking Violation - DPD	48	0	0	0.0%	7	4.8	48	100.0%	40	83.3%	40	83.3%
Illegal Dumping - CCS	46	7	0	0.0%	10	3.9	39	84.8%	32	82.1%	32	69.6%
Bulky Trash Violations - CCS	45	2	0	0.0%	10	5.8	43	95.6%	37	86.0%	37	82.2%
Garbage - Missed - SAN	41	2	0	0.0%	3	0.6	39	95.1%	39	100.0%	39	95.1%
Brush Busters - SAN	39	0	0	0.0%	5	1.9	39	100.0%	39	100.0%	39	100.0%
Dead Animal Pick Up - SAN	35	0	0	0.0%	1	0.4	35	100.0%	35	100.0%	35	100.0%
Graffiti Abatement Request - CCS	31	0	0	0.0%	30	5.5	31	100.0%	31	100.0%	31	100.0%
Parking - Report of Violation - DPD	25	0	0	0.0%	2	0.5	25	100.0%	25	100.0%	25	100.0%
Parking - Unapproved Surface - CCS	25	1	0	0.0%	7	2.4	24	96.0%	23	95.8%	23	92.0%
Street Repair - Routine-STS	25	11	11	100.0%	90	5.0	14	56.0%	14	100.0%	25	100.0%
Animal - Sick/Injured - CCS	20	3	0	0.0%	3	0.0	17	85.0%	17	100.0%	17	85.0%
Animal - Confined Stray - CCS	18	0	0	0.0%	3	0.3	18	100.0%	18	100.0%	18	100.0%