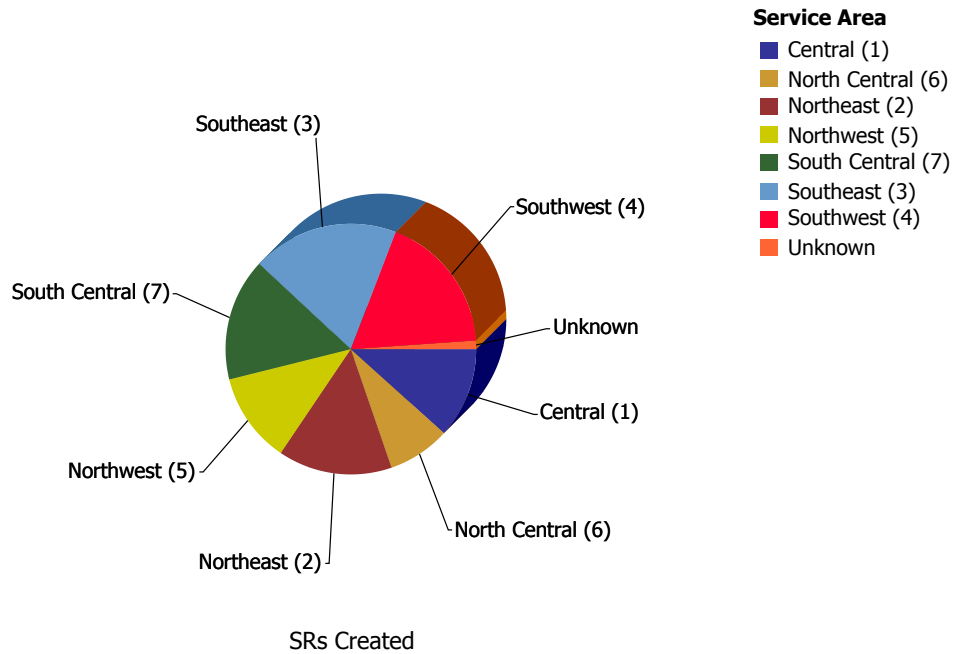


Service Request (SR) Performance YTD by City Service Area - July 2017

City Service Area Report
For YTD Through July 2017



Service Area	SRs Created	% of City Wide Total	% Closed On Time
Central (1)	43,244	11.8%	95.1%
North Central (6)	29,143	8.0%	94.5%
Northeast (2)	54,271	14.8%	91.1%
Northwest (5)	42,521	11.6%	91.3%
South Central (7)	57,864	15.8%	83.2%
Southeast (3)	68,945	18.8%	85.8%
Southwest (4)	66,677	18.2%	91.6%
Unknown	3,833	1.0%	89.0%
Total	366,498	100.0%	89.7%

Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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 %
High Weeds - CCS	21,844	1,266	634	50.1%	20	15.2	20,578	94.2%	13,177	64.0%	13,811	63.2%
Litter - CCS	20,410	843	473	56.1%	20	15.3	19,567	95.9%	12,475	63.8%	12,948	63.4%
Garbage Roll Cart - Residential - SAN	17,525	2	0	0.0%	7	2.2	17,523	100.0%	17,517	100.0%	17,517	100.0%
Signs - Public Right of Way - CCS	17,338	33	0	0.0%	5	0.5	17,305	99.8%	16,624	96.1%	16,624	95.9%
Garbage - Missed - SAN	15,236	19	0	0.0%	3	0.9	15,217	99.9%	15,122	99.4%	15,122	99.3%
Obstruction Alley/Sidewalk/Street - CCS	13,725	1,310	1,084	82.7%	45	17.6	12,415	90.5%	11,104	89.4%	12,188	88.8%
Dead Animal Pick Up - SAN	12,569	65	0	0.0%	1	0.3	12,504	99.5%	12,201	97.6%	12,201	97.1%
Recycling - Roll Cart - SAN	11,025	5	0	0.0%	7	2.7	11,020	100.0%	10,464	95.0%	10,464	94.9%
Bulky Trash Violations - CCS	9,839	46	0	0.0%	7	4.8	9,793	99.5%	7,822	79.9%	7,822	79.5%
24 Hour Parking Violation - DPD	8,851	65	0	0.0%	7	4.0	8,786	99.3%	7,806	88.8%	7,806	88.2%
Water/Wastewater Line Locate - SCS	8,449	4	0	0.0%	2	0.0	8,445	100.0%	8,445	100.0%	8,445	100.0%
Brush Busters - SAN	7,412	32	0	0.0%	5	2.2	7,380	99.6%	7,047	95.5%	7,047	95.1%
Miscellaneous Service Request - CTY	6,565	0	0	0.0%	10	0.7	6,565	100.0%	6,558	99.9%	6,558	99.9%
Animal - Loose Dog (Owned) - CCS	6,534	4	0	0.0%	3	0.9	6,530	99.9%	5,666	86.8%	5,666	86.7%
Parking - Report of Violation - DPD	5,937	10	0	0.0%	2	0.3	5,927	99.8%	5,783	97.6%	5,783	97.4%
Illegal Dumping - CCS	5,824	121	17	14.0%	10	6.5	5,703	97.9%	4,360	76.5%	4,377	75.2%
Substandard Structure - CCS	5,787	1,717	1,454	84.7%	120	35.6	4,070	70.3%	3,906	96.0%	5,360	92.6%
Animal - Stray Dog - CCS	5,172	4	3	75.0%	25	0.5	5,168	99.9%	5,074	98.2%	5,077	98.2%
Parking - Unapproved Surface - CCS	5,079	50	0	0.0%	7	3.0	5,029	99.0%	4,179	83.1%	4,179	82.3%
Street Repair - Routine-STS	4,708	496	496	100.0%	90	19.2	4,212	89.5%	4,103	97.4%	4,599	97.7%

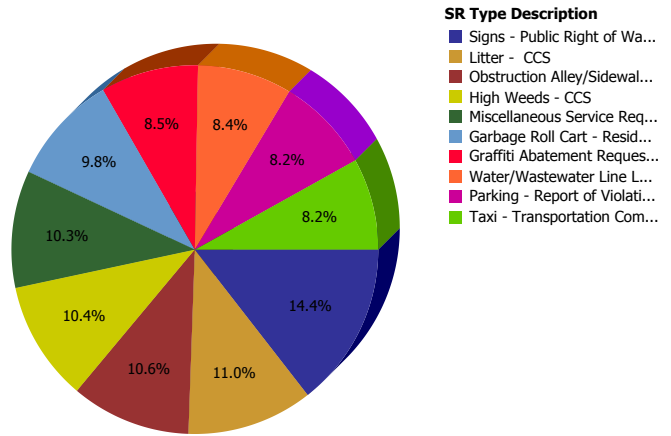
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Central (1)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	2,364
Litter - CCS	1,803
Obstruction Alley/Sidewalk/Street - CCS	1,742
High Weeds - CCS	1,708
Miscellaneous Service Request - CTY	1,679
Garbage Roll Cart - Residential - SAN	1,611
Graffiti Abatement Request - CCS	1,390
Water/Wastewater Line Locate - SCS	1,378
Parking - Report of Violation - DPD	1,350
Taxi - Transportation Complaint - AVI	1,339

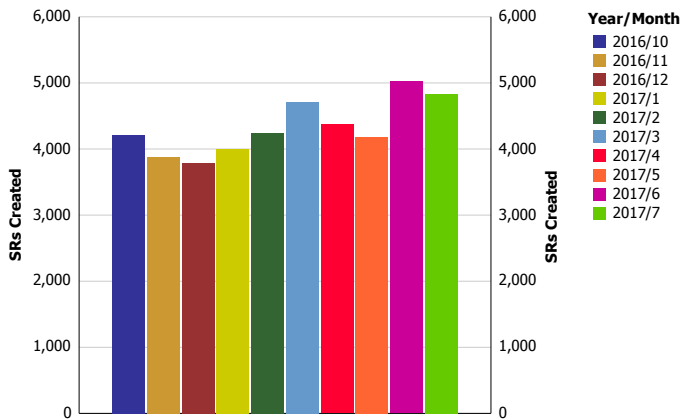


Top 10 Requests

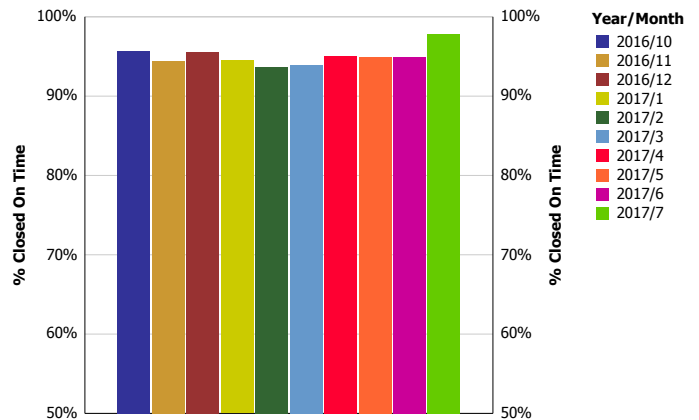
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
43,242	42,423	40,333	95.1%	819	664	81.1%	94.8%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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	2,364	0	0	0.0%	5	0.2	2,364	100.0%	2,346	99.2%	2,346	99.2%
Litter - CCS	1,803	46	40	87.0%	20	9.8	1,757	97.4%	1,519	86.5%	1,559	86.5%
Obstruction Alley/Sidewalk/Street - CCS	1,742	161	156	96.9%	45	16.8	1,581	90.8%	1,500	94.9%	1,656	95.1%
High Weeds - CCS	1,708	58	49	84.5%	20	11.4	1,650	96.6%	1,360	82.4%	1,409	82.5%
Miscellaneous Service Request - CTY	1,679	0	0	0.0%	10	0.6	1,679	100.0%	1,679	100.0%	1,679	100.0%
Garbage Roll Cart - Residential - SAN	1,611	0	0	0.0%	7	2.2	1,611	100.0%	1,610	99.9%	1,610	99.9%
Graffiti Abatement Request - CCS	1,390	34	34	100.0%	30	3.6	1,356	97.6%	1,348	99.4%	1,382	99.4%
Water/Wastewater Line Locate - SCS	1,378	2	0	0.0%	2	0.0	1,376	99.9%	1,376	100.0%	1,376	99.9%
Parking - Report of Violation - DPD	1,350	1	0	0.0%	2	0.3	1,349	99.9%	1,328	98.4%	1,328	98.4%
Taxi - Transportation Complaint - AVI	1,339	0	0	0.0%	14	0.1	1,339	100.0%	1,338	99.9%	1,338	99.9%
Garbage - Missed - SAN	1,159	3	0	0.0%	3	0.6	1,156	99.7%	1,155	99.9%	1,155	99.7%
24 Hour Parking Violation - DPD	1,078	9	0	0.0%	7	4.2	1,069	99.2%	940	87.9%	940	87.2%
Recycling - Roll Cart - SAN	1,025	0	0	0.0%	7	2.7	1,025	100.0%	976	95.2%	976	95.2%
Traffic Signal - Flashing - STS	864	0	0	0.0%	4	1.0	864	100.0%	863	99.9%	863	99.9%
Dead Animal Pick Up - SAN	798	1	0	0.0%	1	0.3	797	99.9%	772	96.9%	772	96.7%
Bulky Trash Violations - CCS	784	2	0	0.0%	7	2.7	782	99.7%	741	94.8%	741	94.5%
Street Repair - Routine-STS	782	92	92	100.0%	90	21.3	690	88.2%	666	96.5%	758	96.9%
Parking - Unapproved Surface - CCS	540	0	0	0.0%	7	2.6	540	100.0%	467	86.5%	467	86.5%
Substandard Structure - CCS	525	124	118	95.2%	120	34.6	401	76.4%	394	98.3%	512	97.5%
Traffic Sign - Maintenance (Other) - STS	472	1	0	0.0%	10	4.4	471	99.8%	441	93.6%	441	93.4%

Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

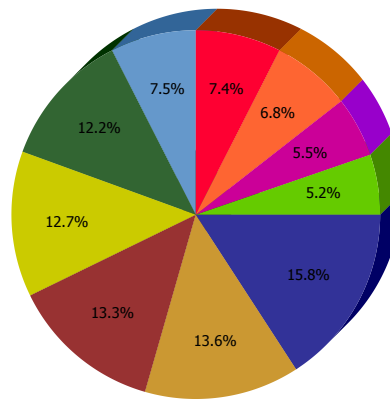
North Central
(6)

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	2,058
Obstruction Alley/Sidewalk/Street - CCS	1,770
Garbage - Missed - SAN	1,730
Signs - Public Right of Way - CCS	1,659
Recycling - Roll Cart - SAN	1,588
Dead Animal Pick Up - SAN	975
Bulky Trash Violations - CCS	964
High Weeds - CCS	885
Water/Wastewater Line Locate - SCS	718
Recyclable Collection Missed (Residential) - SAN	672

SR Type Description

- Garbage Roll Cart - Resid...
- Obstruction Alley/Sidewal...
- Garbage - Missed - SAN
- Signs - Public Right of Wa...
- Recycling - Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- High Weeds - CCS
- Water/Wastewater Line L...
- Recyclable Collection Miss...

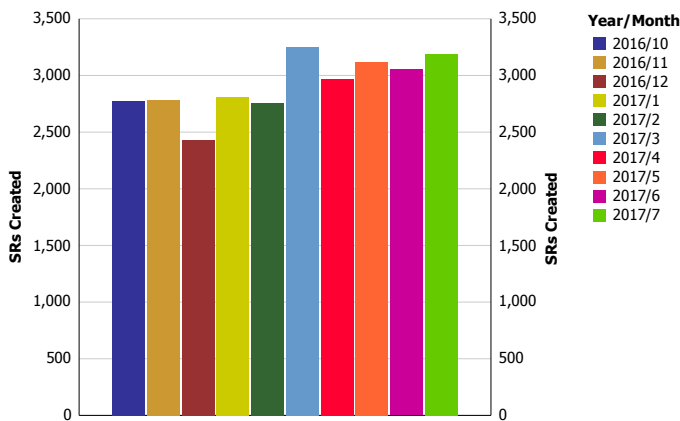


Top 10 Requests

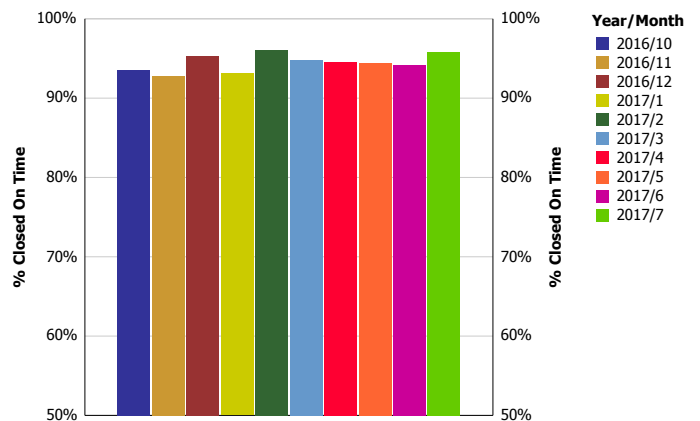
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
29,143	28,553	26,969	94.5%	590	495	83.9%	94.2%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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 %
Garbage Roll Cart - Residential - SAN	2,058	1	0	0.0%	7	2.2	2,057	100.0%	2,056	100.0%	2,056	99.9%
Obstruction Alley/Sidewalk/Street - CCS	1,770	122	122	100.0%	45	12.2	1,648	93.1%	1,601	97.1%	1,723	97.3%
Garbage - Missed - SAN	1,730	0	0	0.0%	3	0.7	1,730	100.0%	1,725	99.7%	1,725	99.7%
Signs - Public Right of Way - CCS	1,659	0	0	0.0%	5	0.4	1,659	100.0%	1,612	97.2%	1,612	97.2%
Recycling - Roll Cart - SAN	1,588	2	0	0.0%	7	2.7	1,586	99.9%	1,508	95.1%	1,508	95.0%
Dead Animal Pick Up - SAN	975	5	0	0.0%	1	0.3	970	99.5%	942	97.1%	942	96.6%
Bulky Trash Violations - CCS	964	1	0	0.0%	7	4.0	963	99.9%	825	85.7%	825	85.6%
High Weeds - CCS	885	36	36	100.0%	20	12.8	849	95.9%	726	85.5%	762	86.1%
Water/Wastewater Line Locate - SCS	718	0	0	0.0%	2	0.0	718	100.0%	718	100.0%	718	100.0%
Recyclable Collection Missed (Residential) - SAN	672	1	0	0.0%	3	1.0	671	99.9%	659	98.2%	659	98.1%
Street Repair - Routine-STS	606	91	91	100.0%	90	25.8	515	85.0%	499	96.9%	590	97.4%
Litter - CCS	570	22	20	90.9%	20	11.6	548	96.1%	477	87.0%	497	87.2%
24 Hour Parking Violation - DPD	566	4	0	0.0%	7	4.5	562	99.3%	410	73.0%	410	72.4%
Miscellaneous Service Request - CTY	510	0	0	0.0%	10	0.7	510	100.0%	509	99.8%	509	99.8%
Brush Busters - SAN	448	1	0	0.0%	5	2.0	447	99.8%	424	94.9%	424	94.6%
Parking - Report of Violation - DPD	424	0	0	0.0%	2	0.4	424	100.0%	413	97.4%	413	97.4%
Fire Inspection - DFD	402	20	20	100.0%	35	16.2	382	95.0%	365	95.5%	385	95.8%
Brush/Bulk Items - Missed - SAN	357	0	0	0.0%	10	2.3	357	100.0%	353	98.9%	353	98.9%
Alley Repair - Routine-STS	341	68	68	100.0%	90	40.6	273	80.1%	248	90.8%	316	92.7%
Recycle - Missed - SAN	302	0	0	0.0%	3	0.9	302	100.0%	300	99.3%	300	99.3%

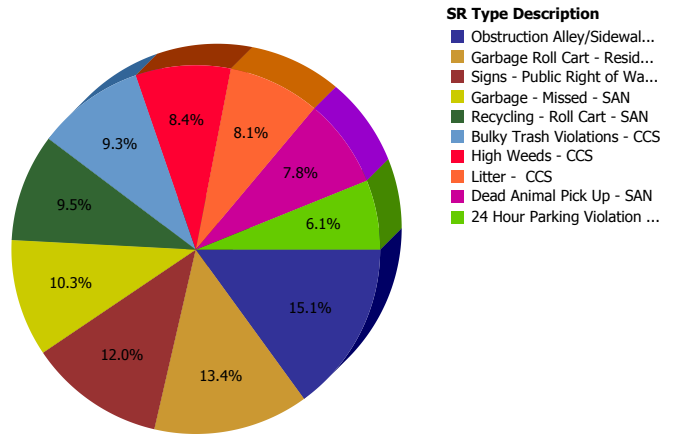
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Northeast (2)

Top 10 Service Requests

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	3,428
Garbage Roll Cart - Residential - SAN	3,057
Signs - Public Right of Way - CCS	2,724
Garbage - Missed - SAN	2,339
Recycling - Roll Cart - SAN	2,161
Bulky Trash Violations - CCS	2,120
High Weeds - CCS	1,916
Litter - CCS	1,832
Dead Animal Pick Up - SAN	1,783
24 Hour Parking Violation - DPD	1,384

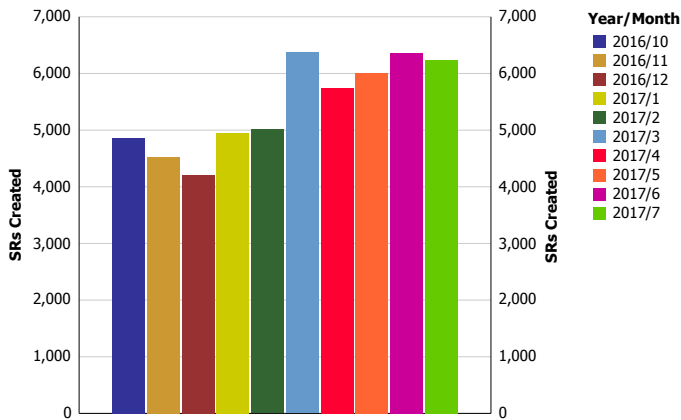


Top 10 Requests

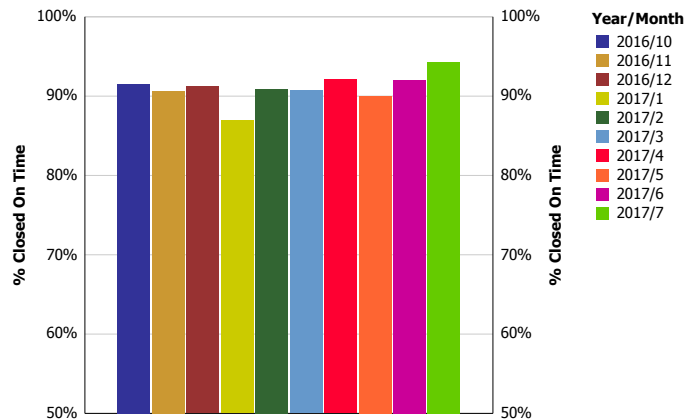
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
54,271	53,008	48,288	91.1%	1,263	921	72.9%	90.7%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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 %
Obstruction Alley/Sidewalk/Street - CCS	3,428	216	194	89.8%	45	14.8	3,212	93.7%	2,912	90.7%	3,106	90.6%
Garbage Roll Cart - Residential - SAN	3,057	0	0	0.0%	7	2.2	3,057	100.0%	3,057	100.0%	3,057	100.0%
Signs - Public Right of Way - CCS	2,724	4	0	0.0%	5	0.8	2,720	99.9%	2,613	96.1%	2,613	95.9%
Garbage - Missed - SAN	2,339	2	0	0.0%	3	0.7	2,337	99.9%	2,316	99.1%	2,316	99.0%
Recycling - Roll Cart - SAN	2,161	3	0	0.0%	7	2.7	2,158	99.9%	2,059	95.4%	2,059	95.3%
Bulky Trash Violations - CCS	2,120	3	0	0.0%	7	6.1	2,117	99.9%	1,468	69.3%	1,468	69.2%
High Weeds - CCS	1,916	80	65	81.2%	20	14.6	1,836	95.8%	1,347	73.4%	1,412	73.7%
Litter - CCS	1,832	51	32	62.7%	20	17.3	1,781	97.2%	1,157	65.0%	1,189	64.9%
Dead Animal Pick Up - SAN	1,783	15	0	0.0%	1	0.4	1,768	99.2%	1,719	97.2%	1,719	96.4%
24 Hour Parking Violation - DPD	1,384	12	0	0.0%	7	4.4	1,372	99.1%	1,277	93.1%	1,277	92.3%
Miscellaneous Service Request - CTY	1,217	0	0	0.0%	10	0.6	1,217	100.0%	1,217	100.0%	1,217	100.0%
Brush Busters - SAN	1,195	0	0	0.0%	5	2.0	1,195	100.0%	1,116	93.4%	1,116	93.4%
Water/Wastewater Line Locate - SCS	1,047	0	0	0.0%	2	0.0	1,047	100.0%	1,047	100.0%	1,047	100.0%
Parking - Report of Violation - DPD	928	3	0	0.0%	2	0.3	925	99.7%	904	97.7%	904	97.4%
Street Repair - Routine-STS	791	137	137	100.0%	90	27.1	654	82.7%	633	96.8%	770	97.3%
Substandard Structure Apts - CCS	779	56	54	96.4%	120	5.8	723	92.8%	721	99.7%	775	99.5%
Substandard Structure - CCS	732	131	120	91.6%	120	32.0	601	82.1%	577	96.0%	697	95.2%
Signs - Other - CCS	651	0	0	0.0%	15	2.1	651	100.0%	621	95.4%	621	95.4%
Brush/Bulk Items - Missed - SAN	639	0	0	0.0%	10	2.2	639	100.0%	639	100.0%	639	100.0%
Parking - Unapproved Surface - CCS	580	4	0	0.0%	7	3.4	576	99.3%	463	80.4%	463	79.8%

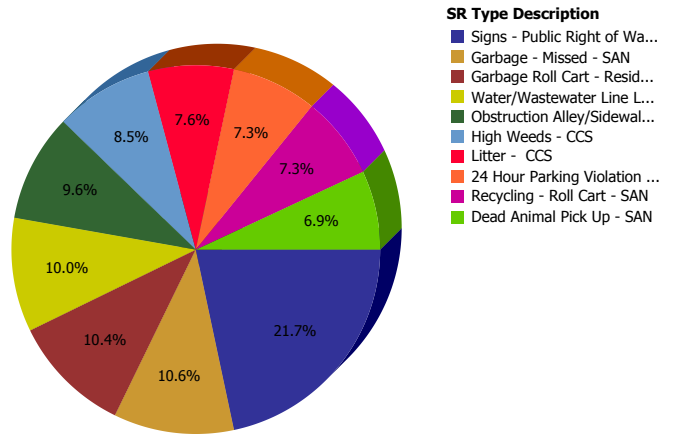
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Northwest (5)

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	3,773
Garbage - Missed - SAN	1,845
Garbage Roll Cart - Residential - SAN	1,820
Water/Wastewater Line Locate - SCS	1,736
Obstruction Alley/Sidewalk/Street - CCS	1,678
High Weeds - CCS	1,489
Litter - CCS	1,330
24 Hour Parking Violation - DPD	1,272
Recycling - Roll Cart - SAN	1,272
Dead Animal Pick Up - SAN	1,210

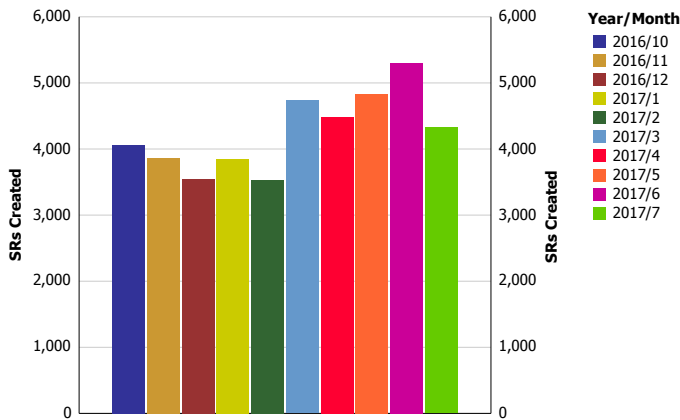


Top 10 Requests

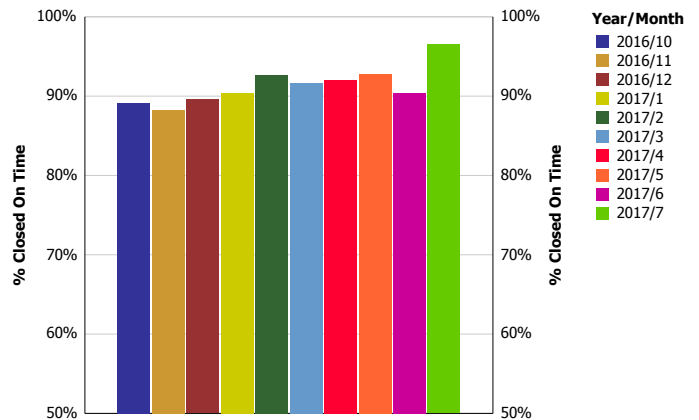
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
42,521	40,709	37,181	91.3%	1,812	844	46.6%	89.4%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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	3,773	6	0	0.0%	5	0.4	3,767	99.8%	3,535	93.8%	3,535	93.7%
Garbage - Missed - SAN	1,845	0	0	0.0%	3	0.8	1,845	100.0%	1,836	99.5%	1,836	99.5%
Garbage Roll Cart - Residential - SAN	1,820	1	0	0.0%	7	2.1	1,819	99.9%	1,817	99.9%	1,817	99.8%
Water/Wastewater Line Locate - SCS	1,736	1	0	0.0%	2	0.0	1,735	99.9%	1,735	100.0%	1,735	99.9%
Obstruction Alley/Sidewalk/Street - CCS	1,678	321	182	56.7%	45	21.7	1,357	80.9%	1,111	81.9%	1,293	77.1%
High Weeds - CCS	1,489	303	50	16.5%	20	20.1	1,186	79.7%	748	63.1%	798	53.6%
Litter - CCS	1,330	173	38	22.0%	20	26.3	1,157	87.0%	626	54.1%	664	49.9%
24 Hour Parking Violation - DPD	1,272	6	0	0.0%	7	3.7	1,266	99.5%	1,195	94.4%	1,195	93.9%
Recycling - Roll Cart - SAN	1,272	0	0	0.0%	7	2.6	1,272	100.0%	1,208	95.0%	1,208	95.0%
Dead Animal Pick Up - SAN	1,210	1	0	0.0%	1	0.3	1,209	99.9%	1,177	97.4%	1,177	97.3%
Bulky Trash Violations - CCS	1,056	5	0	0.0%	7	4.4	1,051	99.5%	868	82.6%	868	82.2%
Miscellaneous Service Request - CTY	916	0	0	0.0%	10	0.8	916	100.0%	915	99.9%	915	99.9%
Brush Busters - SAN	827	0	0	0.0%	5	2.5	827	100.0%	764	92.4%	764	92.4%
Parking - Report of Violation - DPD	822	1	0	0.0%	2	0.4	821	99.9%	799	97.3%	799	97.2%
Street Repair - Routine-STS	822	109	109	100.0%	90	29.7	713	86.7%	675	94.7%	784	95.4%
Taxi - Transportation Complaint - AVI	583	0	0	0.0%	14	0.1	583	100.0%	583	100.0%	583	100.0%
Recyclable Collection Missed (Residential) - SAN	521	2	0	0.0%	3	1.0	519	99.6%	507	97.7%	507	97.3%
Traffic Signal - Flashing - STS	511	0	0	0.0%	4	1.0	511	100.0%	508	99.4%	508	99.4%
Substandard Structure - CCS	494	172	116	67.4%	120	35.7	322	65.2%	304	94.4%	420	85.0%
Illegal Dumping - CCS	481	19	4	21.1%	10	5.7	462	96.0%	343	74.2%	347	72.1%

Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

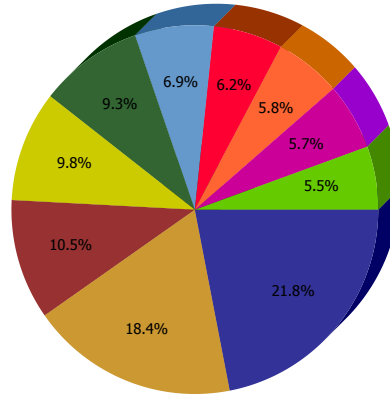
South Central
(7)

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	5,700
Litter - CCS	4,799
Garbage Roll Cart - Residential - SAN	2,738
Garbage - Missed - SAN	2,563
Dead Animal Pick Up - SAN	2,420
Smoke Detector Request - DFD	1,791
Obstruction Alley/Sidewalk/Street - CCS	1,622
Illegal Dumping - CCS	1,522
Bulky Trash Violations - CCS	1,495
Animal - Loose Dog (Owned) - CCS	1,440

SR Type Description

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - Resid...
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Smoke Detector Request - ...
- Obstruction Alley/Sidewal...
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Dog (Own...

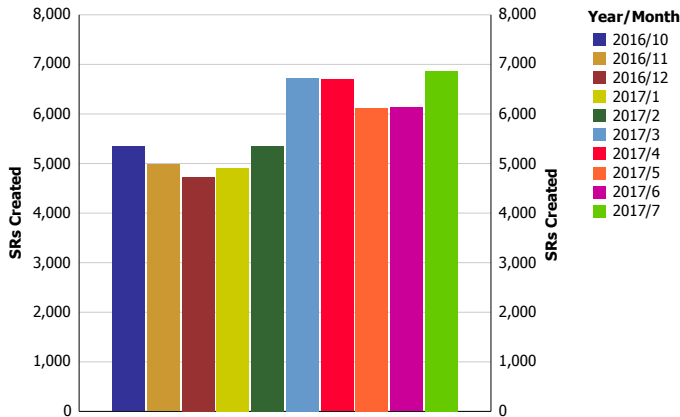


Top 10 Requests

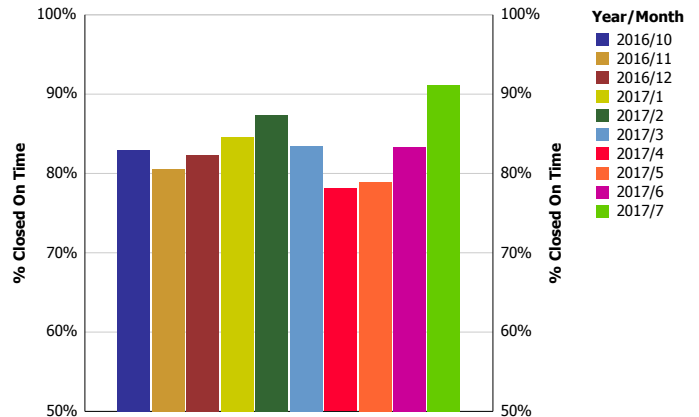
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
57,864	55,745	46,378	83.2%	2,119	1,539	72.6%	82.8%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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 %
High Weeds - CCS	5,700	333	194	58.3%	20	17.7	5,367	94.2%	2,665	49.7%	2,859	50.2%
Litter - CCS	4,799	212	140	66.0%	20	16.8	4,587	95.6%	2,510	54.7%	2,650	55.2%
Garbage Roll Cart - Residential - SAN	2,738	0	0	0.0%	7	2.1	2,738	100.0%	2,737	100.0%	2,737	100.0%
Garbage - Missed - SAN	2,563	6	0	0.0%	3	1.3	2,557	99.8%	2,540	99.3%	2,540	99.1%
Dead Animal Pick Up - SAN	2,420	13	0	0.0%	1	0.4	2,407	99.5%	2,342	97.3%	2,342	96.8%
Smoke Detector Request - DFD	1,791	0	0	0.0%	10	1.3	1,791	100.0%	1,755	98.0%	1,755	98.0%
Obstruction Alley/Sidewalk/Street - CCS	1,622	191	158	82.7%	45	24.9	1,431	88.2%	1,110	77.6%	1,268	78.2%
Illegal Dumping - CCS	1,522	49	8	16.3%	10	10.3	1,473	96.8%	847	57.5%	855	56.2%
Bulky Trash Violations - CCS	1,495	12	0	0.0%	7	5.6	1,483	99.2%	1,062	71.6%	1,062	71.0%
Animal - Loose Dog (Owned) - CCS	1,440	0	0	0.0%	3	0.1	1,440	100.0%	1,282	89.0%	1,282	89.0%
Recycling - Roll Cart - SAN	1,382	0	0	0.0%	7	2.6	1,382	100.0%	1,316	95.2%	1,316	95.2%
Animal - Aggressive Activity - CCS	1,228	1	0	0.0%	1	1.2	1,227	99.9%	949	77.3%	949	77.3%
Signs - Public Right of Way - CCS	1,205	2	0	0.0%	5	0.7	1,203	99.8%	1,143	95.0%	1,143	94.9%
Brush Busters - SAN	1,160	8	0	0.0%	5	2.3	1,152	99.3%	1,105	95.9%	1,105	95.3%
Animal - Stray Dog - CCS	1,149	2	2	100.0%	25	0.6	1,147	99.8%	1,123	97.9%	1,125	97.9%
Substandard Structure - CCS	1,131	412	382	92.7%	120	48.4	719	63.6%	673	93.6%	1,055	93.3%
Parking - Unapproved Surface - CCS	1,041	12	0	0.0%	7	3.2	1,029	98.8%	812	78.9%	812	78.0%
Junk Motor Vehicle - CCS	1,027	219	197	90.0%	90	38.6	808	78.7%	727	90.0%	924	90.0%
24 Hour Parking Violation - DPD	973	1	0	0.0%	7	4.2	972	99.9%	889	91.5%	889	91.4%
Illegal Outside Storage - CCS	809	57	42	73.7%	30	22.6	752	93.0%	542	72.1%	584	72.2%

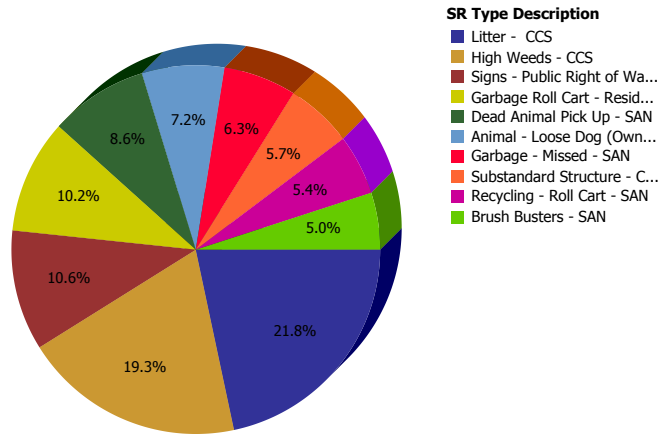
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Southeast (3)

Top 10 Service Requests

SR Type	Service Request Count
Litter - CCS	6,918
High Weeds - CCS	6,133
Signs - Public Right of Way - CCS	3,353
Garbage Roll Cart - Residential - SAN	3,228
Dead Animal Pick Up - SAN	2,734
Animal - Loose Dog (Owned) - CCS	2,289
Garbage - Missed - SAN	2,003
Substandard Structure - CCS	1,819
Recycling - Roll Cart - SAN	1,715
Brush Busters - SAN	1,577

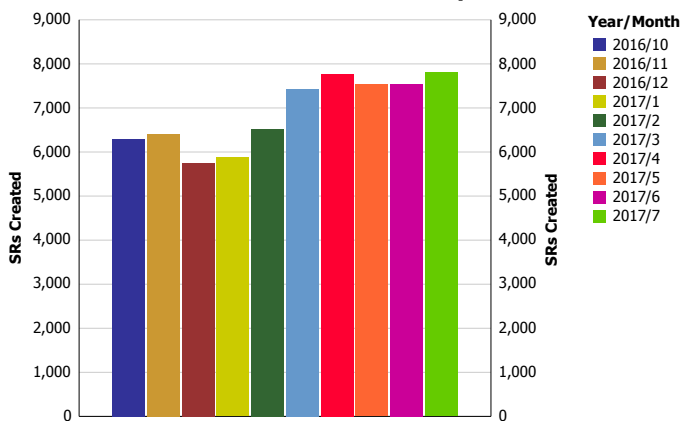


Top 10 Requests

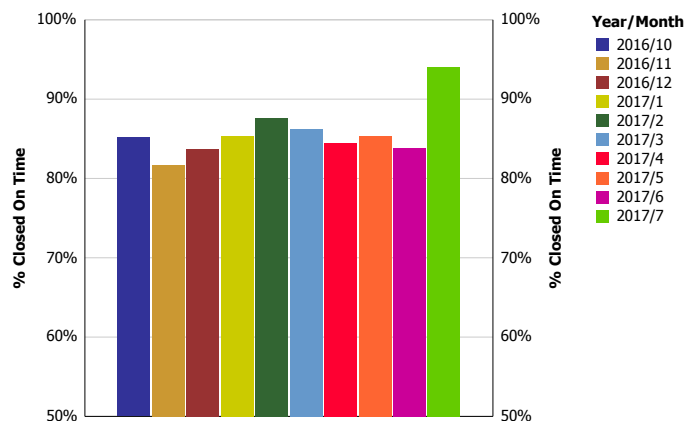
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
68,944	67,054	57,535	85.8%	1,890	1,273	67.4%	85.3%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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	6,918	177	131	74.0%	20	13.5	6,741	97.4%	4,119	61.1%	4,250	61.4%
High Weeds - CCS	6,133	203	146	71.9%	20	14.3	5,930	96.7%	3,616	61.0%	3,762	61.3%
Signs - Public Right of Way - CCS	3,353	1	0	0.0%	5	0.4	3,352	100.0%	3,275	97.7%	3,275	97.7%
Garbage Roll Cart - Residential - SAN	3,228	0	0	0.0%	7	2.2	3,228	100.0%	3,228	100.0%	3,228	100.0%
Dead Animal Pick Up - SAN	2,734	19	0	0.0%	1	0.3	2,715	99.3%	2,666	98.2%	2,666	97.5%
Animal - Loose Dog (Owned) - CCS	2,289	1	0	0.0%	3	1.1	2,288	100.0%	1,925	84.1%	1,925	84.1%
Garbage - Missed - SAN	2,003	4	0	0.0%	3	1.1	1,999	99.8%	1,966	98.3%	1,966	98.2%
Substandard Structure - CCS	1,819	587	485	82.6%	120	29.1	1,232	67.7%	1,201	97.5%	1,686	92.7%
Recycling - Roll Cart - SAN	1,715	0	0	0.0%	7	2.8	1,715	100.0%	1,624	94.7%	1,624	94.7%
Brush Busters - SAN	1,577	11	0	0.0%	5	2.3	1,566	99.3%	1,506	96.2%	1,506	95.5%
Illegal Dumping - CCS	1,545	10	1	10.0%	10	5.5	1,535	99.4%	1,221	79.5%	1,222	79.1%
24 Hour Parking Violation - DPD	1,530	28	0	0.0%	7	5.1	1,502	98.2%	1,070	71.2%	1,070	69.9%
Animal - Stray Dog - CCS	1,457	1	0	0.0%	25	0.4	1,456	99.9%	1,432	98.4%	1,432	98.3%
Bulky Trash Violations - CCS	1,404	5	0	0.0%	7	5.1	1,399	99.6%	1,134	81.1%	1,134	80.8%
Animal - Aggressive Activity - CCS	1,349	3	0	0.0%	1	0.7	1,346	99.8%	1,051	78.1%	1,051	77.9%
Parking - Unapproved Surface - CCS	1,244	2	0	0.0%	7	2.9	1,242	99.8%	1,038	83.6%	1,038	83.4%
Obstruction Alley/Sidewalk/Street - CCS	1,162	115	109	94.8%	45	17.7	1,047	90.1%	948	90.5%	1,057	91.0%
Animal - Vaccination/Registration Investigation - CCS	1,135	0	0	0.0%	30	3.3	1,135	100.0%	1,019	89.8%	1,019	89.8%
Smoke Detector Request - DFD	1,032	0	0	0.0%	10	1.9	1,032	100.0%	997	96.6%	997	96.6%
Water/Wastewater Line Locate - SCS	1,005	0	0	0.0%	2	0.1	1,005	100.0%	1,005	100.0%	1,005	100.0%

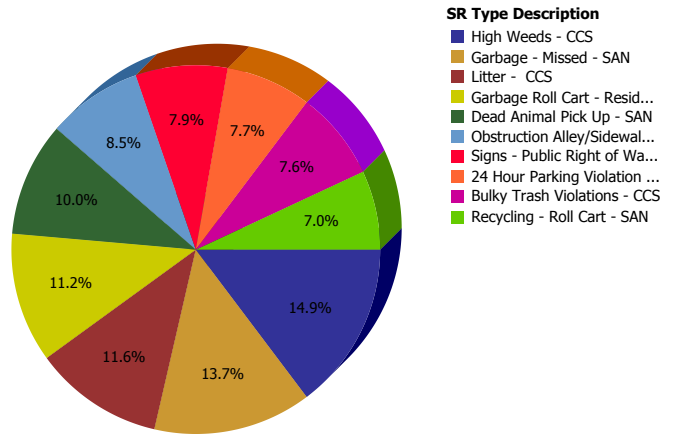
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Southwest (4)

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	3,815
Garbage - Missed - SAN	3,507
Litter - CCS	2,985
Garbage Roll Cart - Residential - SAN	2,868
Dead Animal Pick Up - SAN	2,558
Obstruction Alley/Sidewalk/Street - CCS	2,187
Signs - Public Right of Way - CCS	2,028
24 Hour Parking Violation - DPD	1,987
Bulky Trash Violations - CCS	1,952
Recycling - Roll Cart - SAN	1,796

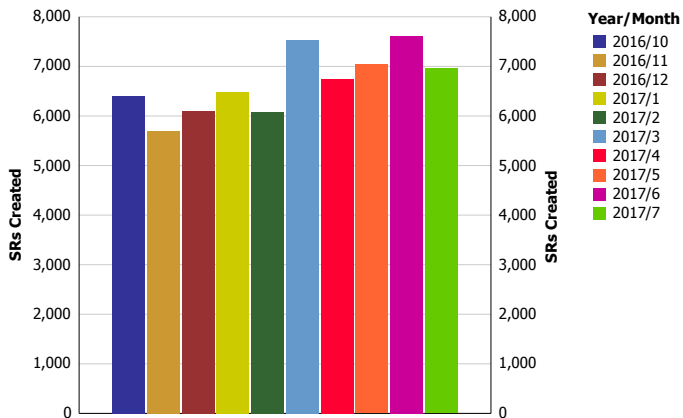


Top 10 Requests

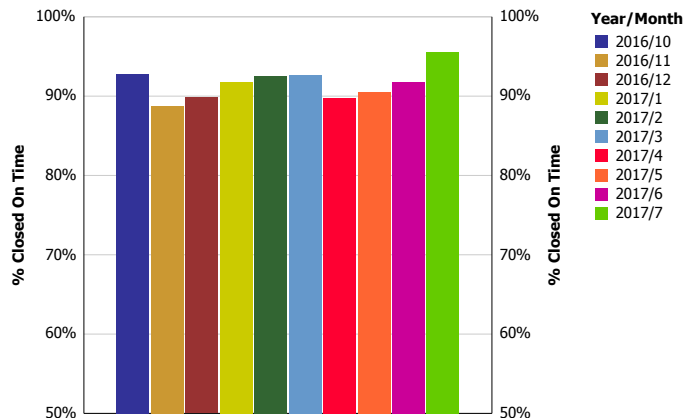
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
66,675	65,060	59,621	91.6%	1,615	933	57.8%	90.8%

YTD Trend of Service Requests



YTD Trend of % SRs Closed On Time



Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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 %
High Weeds - CCS	3,815	234	92	39.3%	20	13.5	3,581	93.9%	2,590	72.3%	2,682	70.3%
Garbage - Missed - SAN	3,507	2	0	0.0%	3	0.9	3,505	99.9%	3,503	99.9%	3,503	99.9%
Litter - CCS	2,985	144	72	50.0%	20	15.7	2,841	95.2%	1,954	68.8%	2,026	67.9%
Garbage Roll Cart - Residential - SAN	2,868	0	0	0.0%	7	2.2	2,868	100.0%	2,867	100.0%	2,867	100.0%
Dead Animal Pick Up - SAN	2,558	11	0	0.0%	1	0.3	2,547	99.6%	2,493	97.9%	2,493	97.5%
Obstruction Alley/Sidewalk/Street - CCS	2,187	169	155	91.7%	45	18.6	2,018	92.3%	1,815	89.9%	1,970	90.1%
Signs - Public Right of Way - CCS	2,028	18	0	0.0%	5	0.8	2,010	99.1%	1,875	93.3%	1,875	92.5%
24 Hour Parking Violation - DPD	1,987	5	0	0.0%	7	2.8	1,982	99.7%	1,976	99.7%	1,976	99.4%
Bulky Trash Violations - CCS	1,952	13	0	0.0%	7	4.0	1,939	99.3%	1,678	86.5%	1,678	86.0%
Recycling - Roll Cart - SAN	1,796	0	0	0.0%	7	2.8	1,796	100.0%	1,687	93.9%	1,687	93.9%
Brush Busters - SAN	1,787	10	0	0.0%	5	1.6	1,777	99.4%	1,736	97.7%	1,736	97.1%
Animal - Loose Dog (Owned) - CCS	1,745	0	0	0.0%	3	0.9	1,745	100.0%	1,503	86.1%	1,503	86.1%
Water/Wastewater Line Locate - SCS	1,648	1	0	0.0%	2	0.0	1,647	99.9%	1,647	100.0%	1,647	99.9%
Animal - Stray Dog - CCS	1,396	1	1	100.0%	25	0.4	1,395	99.9%	1,374	98.5%	1,375	98.5%
Parking - Unapproved Surface - CCS	1,189	23	0	0.0%	7	2.8	1,166	98.1%	996	85.4%	996	83.8%
Illegal Dumping - CCS	1,154	25	2	8.0%	10	4.8	1,129	97.8%	996	88.2%	998	86.5%
Animal - Aggressive Activity - CCS	1,069	1	0	0.0%	1	1.4	1,068	99.9%	851	79.7%	851	79.6%
Parking - Report of Violation - DPD	1,057	3	0	0.0%	2	0.4	1,054	99.7%	1,031	97.8%	1,031	97.5%
Miscellaneous Service Request - CTY	1,056	0	0	0.0%	10	0.6	1,056	100.0%	1,055	99.9%	1,055	99.9%
Recyclable Collection Missed (Residential) - SAN	989	1	0	0.0%	3	1.0	988	99.9%	988	100.0%	988	99.9%

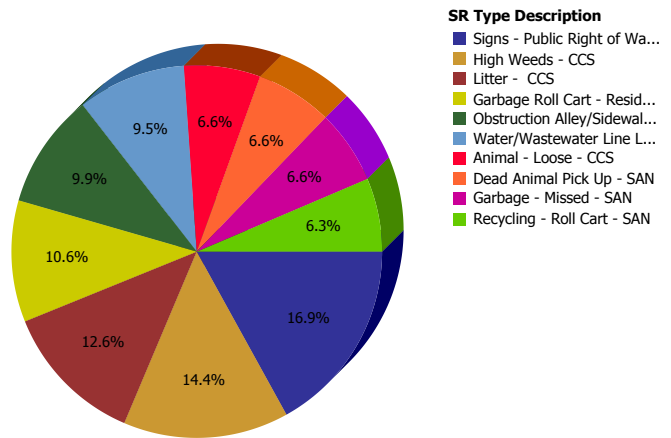
Service Request (SR) Performance YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 2017

Unknown

Top 10 Service Requests

SR Type	Service Request Count
Signs - Public Right of Way - CCS	232
High Weeds - CCS	198
Litter - CCS	173
Garbage Roll Cart - Residential - SAN	145
Obstruction Alley/Sidewalk/Street - CCS	136
Water/Wastewater Line Locate - SCS	131
Animal - Loose - CCS	91
Dead Animal Pick Up - SAN	91
Garbage - Missed - SAN	90
Recycling - Roll Cart - SAN	86

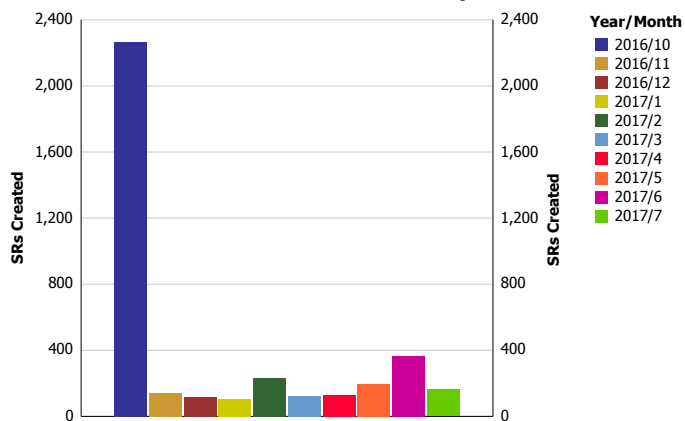


Percent Top 10

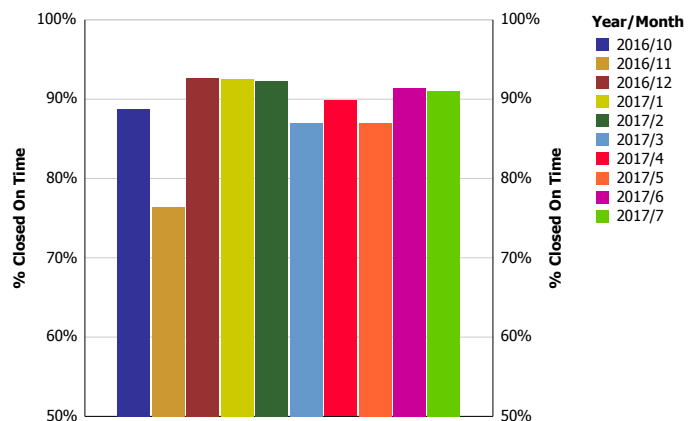
Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
3,833	3,625	3,226	89.0%	208	63	30.3%	85.8%

YTD Trend of Service Requests



YTD 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 YTD by City Service Area - July 2017

Service Level Performance Report by City Service Area
For YTD Through July 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	Closed Count	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Signs - Public Right of Way - CCS	232	2	0	0.0%	5	0.3	230	99.1%	225	97.8%	225	97.0%
High Weeds - CCS	198	19	2	10.5%	20	19.9	179	90.4%	125	69.8%	127	64.1%
Litter - CCS	173	18	0	0.0%	20	18.3	155	89.6%	113	72.9%	113	65.3%
Garbage Roll Cart - Residential - SAN	145	0	0	0.0%	7	1.8	145	100.0%	145	100.0%	145	100.0%
Obstruction Alley/Sidewalk/Street - CCS	136	15	8	53.3%	45	23.8	121	89.0%	107	88.4%	115	84.6%
Water/Wastewater Line Locate - SCS	131	0	0	0.0%	2	0.1	131	100.0%	131	100.0%	131	100.0%
Animal - Loose - CCS	91	0	0	0.0%	25	2.6	91	100.0%	89	97.8%	89	97.8%
Dead Animal Pick Up - SAN	91	0	0	0.0%	1	0.3	91	100.0%	90	98.9%	90	98.9%
Garbage - Missed - SAN	90	2	0	0.0%	3	1.2	88	97.8%	81	92.0%	81	90.0%
Recycling - Roll Cart - SAN	86	0	0	0.0%	7	1.8	86	100.0%	86	100.0%	86	100.0%
Animal - Loose Owned - CCS	82	1	0	0.0%	3	0.6	81	98.8%	77	95.1%	77	93.9%
Street Repair - Routine-STS	74	12	12	100.0%	90	24.4	62	83.8%	58	93.5%	70	94.6%
Miscellaneous Service Request - CTY	72	0	0	0.0%	10	0.8	72	100.0%	72	100.0%	72	100.0%
Illegal Dumping - CCS	66	14	0	0.0%	10	8.8	52	78.8%	35	67.3%	35	53.0%
Bulky Trash Violations - CCS	64	5	0	0.0%	7	10.4	59	92.2%	46	78.0%	46	71.9%
Graffiti Abatement Request - CCS	64	0	0	0.0%	30	4.0	64	100.0%	64	100.0%	64	100.0%
24 Hour Parking Violation - DPD	61	0	0	0.0%	7	4.8	61	100.0%	49	80.3%	49	80.3%
Brush Busters - SAN	58	0	0	0.0%	5	9.6	58	100.0%	54	93.1%	54	93.1%
Taxi - Transportation Complaint - AVI	56	0	0	0.0%	14	0.0	56	100.0%	56	100.0%	56	100.0%
Smoke Detector Request - DFD	49	0	0	0.0%	10	2.5	49	100.0%	43	87.8%	43	87.8%