



010 - Overview of Departmental Performance

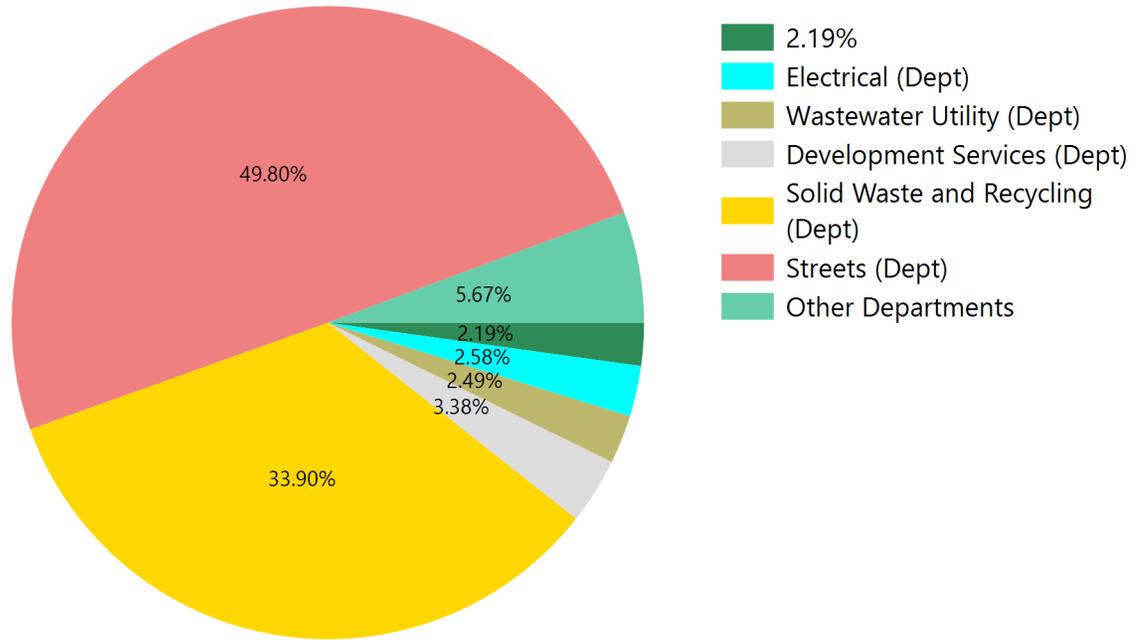
Quarterly Report: 2025-Q1 (January- March)

Filtered by: Top 5 Requests

Requests by Department

Department	Total	Percentage
Streets (Dept)	501	50%
Solid Waste and Recycling (Dept)	341	33%
Development Services (Dept)	34	3%
Wastewater Utility (Dept)	25	3%
Electrical (Dept)	26	3%
Police (Dept)	15	1%
Parks (Dept)	9	1%
City Manager (Dept)	12	1%
Neighborhood Services (Dept)	6	1%
Traffic (Dept)	5	0%
Water Utility (Dept)	3	0%
Health (Dept)	3	0%
City Auditor (Dept)	3	0%
City Clerk (Dept)	1	0%
	22	2%

Percentage of Total Requests Taken by Department



Total submissions	1006	100%
--------------------------	-------------	-------------

Top 5 Requests

Type	Total	Percentage
Pothole/ Sinkhole	300	30%
INT, DPW Pothole/ Sinkhole	174	17%
INT, DPW Broken Recycle Cart	123	12%
Broken Recycle Cart	92	9%
Broken Trash Cart	58	6%

Top 5 Request Category

Category	Total	Percentage
Streets and Sidewalks	515	51%
Solid Waste & Recycling	341	33%
Nuisance/ Complaint/ Violation	34	3%
Water and Sewer	28	3%
Lights and Signage	26	3%



010 - Overview of Departmental Performance

Quarterly Report: 2025-Q1 (January- March)

Filtered by: Top 5 Requests

Purpose of this report: Overview of Departmental Performance for 2025-Q1.

Key Terms:

- **Request:** a service report submitted by the resident (e.g., Pothole, Missed Trash Pickup, etc.)
- **Request Type:** specific issue reported (e.g., Riverwalk, Pothole, etc.)
- **Investigating Request Status:** request being evaluated by the receiving department to confirm whether it falls within their scope of responsibilities or needs to be reassigned to the appropriate department.
- **Working Request Status:** the assigned department is currently working on this request.
- **Closed:** a request marked as completed or resolved by the responsible department.
- **Source Type:** how residents reported the issue (e.g., by phone, 311 app, etc.)

Filtered by: Top 5 Requests

Report Notes:

*INT requests are used to record any proactive work done by staff.

**Records missing an Election District do not include address information.

***Some records are duplicates due to intersections. We are working with the vendor to normalize the data.