



010 - Overview of Departmental Performance

Quarterly Report: 2025-Q2 (April- June)

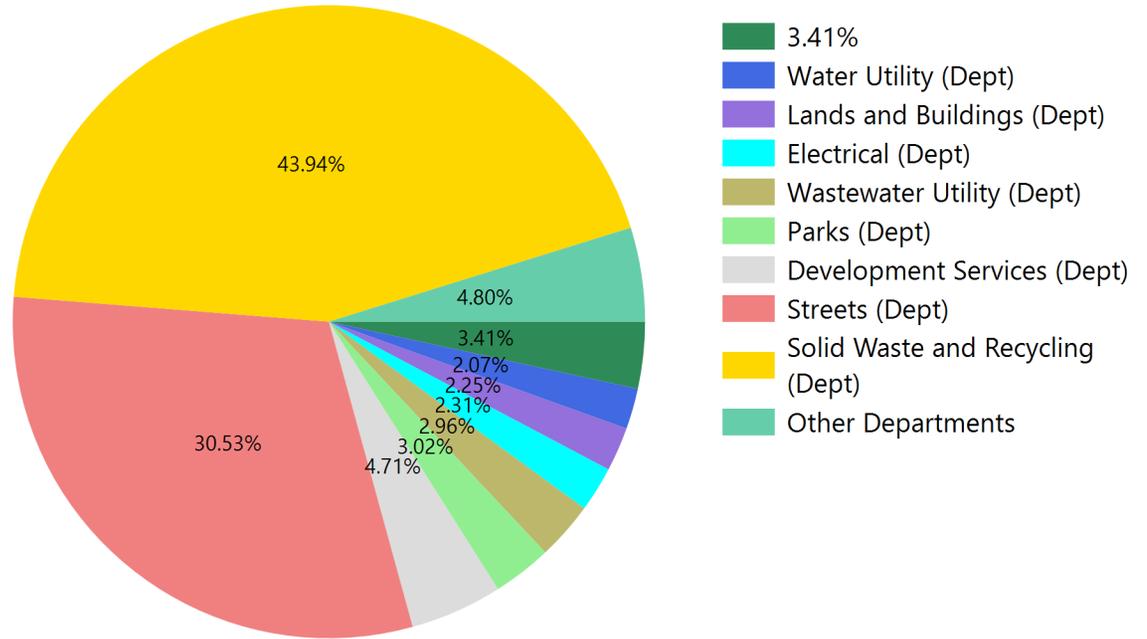
Filtered by: Top 5 Requests

Requests by Department

Department	Total	Percentage
Solid Waste and Recycling (Dept)	1484	44%
Streets (Dept)	1031	31%
Development Services (Dept)	159	5%
Parks (Dept)	102	3%
Wastewater Utility (Dept)	100	3%
Electrical (Dept)	78	2%
Lands and Buildings (Dept)	76	2%
Water Utility (Dept)	70	2%
Police (Dept)	43	1%
Neighborhood Services (Dept)	39	1%
Health (Dept)	21	1%
Traffic (Dept)	20	1%
Parking and Garages (Dept)	15	0%
City Manager (Dept)	9	0%
City Clerk (Dept)	6	0%
City Auditor (Dept)	5	0%
City Mayor (Dept)	4	0%
Total	115	3%

Total submissions	3377	100%
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Percentage of Total Requests Taken by Department



Top 5 Requests

Type	Total	Percentage
Pothole/ Sinkhole	626	19%
INT, DPW Broken Recycle Cart	480	14%
Missed Trash Pickup	327	10%
INT, DPW Pothole/ Sinkhole	284	8%
Broken Trash Cart	245	7%

Top 5 Request Category

Category	Total	Percentage
Solid Waste & Recycling	1484	44%
Streets and Sidewalks	1038	31%
Nuisance/ Complaint/ Violation	242	7%
Water and Sewer	170	5%
Public Parks and Recreation	102	3%



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Purpose of this report: Overview of Departmental Performance for 2025-Q2.

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.)

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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.