010 - Overview of Departmental Performance

Requests by Department

Department	Total	Percentage
Solid Waste and Recycling (Dept)	1272	49%
Streets (Dept)	743	29%
Development Services (Dept)	158	6%
Electrical (Dept)	64	2%
Wastewater Utility (Dept)	51	2%
Parks (Dept)	51	2%
Police (Dept)	36	1%
Neighborhood Services (Dept)	37	1%
Water Utility (Dept)	27	1%
Traffic (Dept)	25	1%
Lands and Buildings (Dept)	23	1%
Health (Dept)	19	1%
Parking and Garages (Dept)	19	1%
City Manager (Dept)	5	0%
City Clerk (Dept)	4	0%
City Mayor (Dept)	2	0%
	33	1%
Total submissions	**2569**	**100%**

Percentage of Total Requests Taken by Department

Legend:
- Electrical (Dept)
- Development Services (Dept)
- Streets (Dept)
- Solid Waste and Recycling (Dept)
- Other Departments

Pie chart values: 49.51%, 12.92%, 2.49%, 6.15%, 28.92%
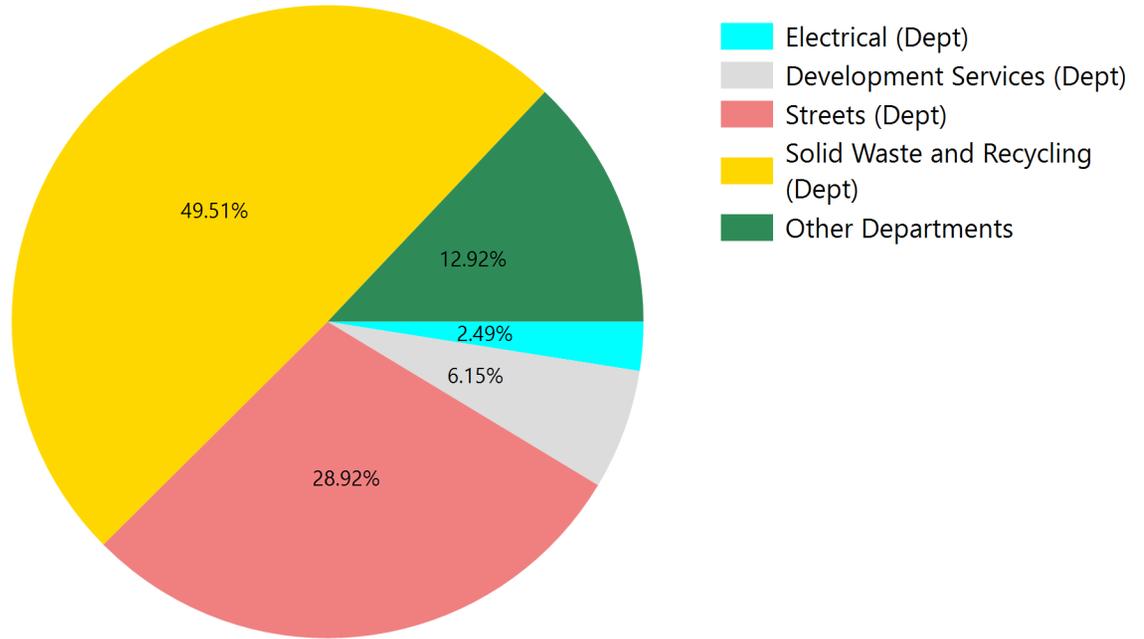
Top 5 Requests

Type	Total	Percentage
INT, DPW Pothole/ Sinkhole	455	18%
Missed Trash Pickup	281	11%
Broken Trash Cart	254	10%
Broken Recycle Cart	231	9%
INT, DPW Broken Recycle Cart	208	8%

Top 5 Request Category

Category	Total	Percentage
Solid Waste & Recycling	1272	49%
Streets and Sidewalks	756	29%
Nuisance/ Complaint/ Violation	193	7%
Water and Sewer	78	3%
Lights and Signage	64	2%

Purpose of this report: Overview of Deparmental Performance for 2025-Q3.

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 currenntly 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.