Requests by Department

Department	Total	Percentage
Solid Waste and Recycling (Dept)	1184	55%
Streets (Dept)	545	26%
Development Services (Dept)	98	5%
Electrical (Dept)	97	5%
Wastewater Utility (Dept)	46	2%
Neighborhood Services (Dept)	35	2%
Water Utility (Dept)	26	2%
Traffic (Dept)	22	1%
Police (Dept)	18	1%
Health (Dept)	18	1%
Parks (Dept)	15	1%
Parking and Garages (Dept)	15	1%
Lands and Buildings (Dept)	6	0%
City Mayor (Dept)	3	0%
City Clerk (Dept)	3	0%
	1	0%
Total submissions	**2132**	**100%**

Percentage of Total Requests Taken by Department

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

Pie chart values: 55.53%, 7.60%, 2.16%, 4.55%, 4.60%, 25.56%

Top 5 Requests

Type	Total	Percentage
INT, DPW Pothole/ Sinkhole	352	16%
Missed Trash Pickup	313	15%
Broken Recycle Cart	228	11%
Broken Trash Cart	191	9%
INT, DPW Broken Recycle Cart	188	9%

Top 5 Request Category

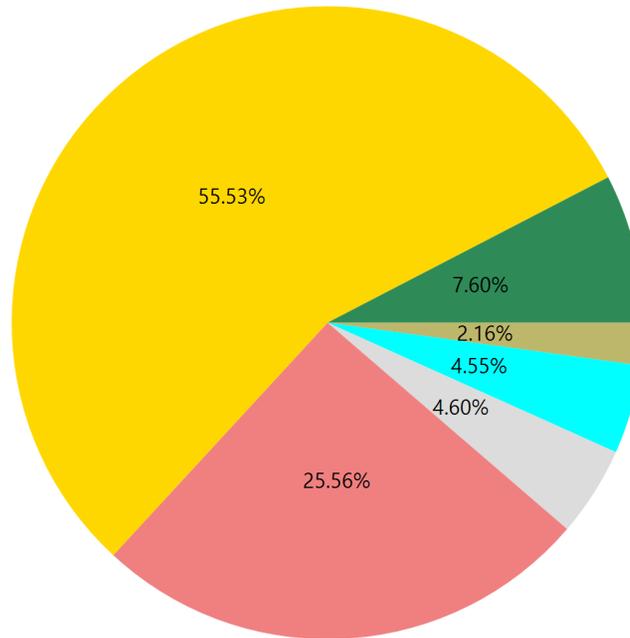| Category	Total	Percentage
Solid Waste & Recycling	1184	55%
Streets and Sidewalks	507	24%
Nuisance/ Complaint/ Violation	109	5%
Lights and Signage	97	5%
Water and Sewer	72	4%

Purpose of this report: Overview of Deparmental Performance for 2025-Q4.

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 currennly 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.