Requests by Department

Department	Total	Percentage
Solid Waste and Recycling (Dept)	4280	47%
Streets (Dept)	2819	31%
Development Services (Dept)	449	5%
Electrical (Dept)	265	3%
Wastewater Utility (Dept)	222	3%
Parks (Dept)	177	2%
Water Utility (Dept)	126	2%
Neighborhood Services (Dept)	117	1%
Police (Dept)	112	1%
Lands and Buildings (Dept)	105	1%
Traffic (Dept)	72	1%
Health (Dept)	61	1%
Parking and Garages (Dept)	49	1%
City Manager (Dept)	26	0%
City Clerk (Dept)	14	0%
City Mayor (Dept)	9	0%
City Auditor (Dept)	8	0%
	171	2%
Total submissions	**9082**	**100%**

Percentage of Total Requests Taken by Department
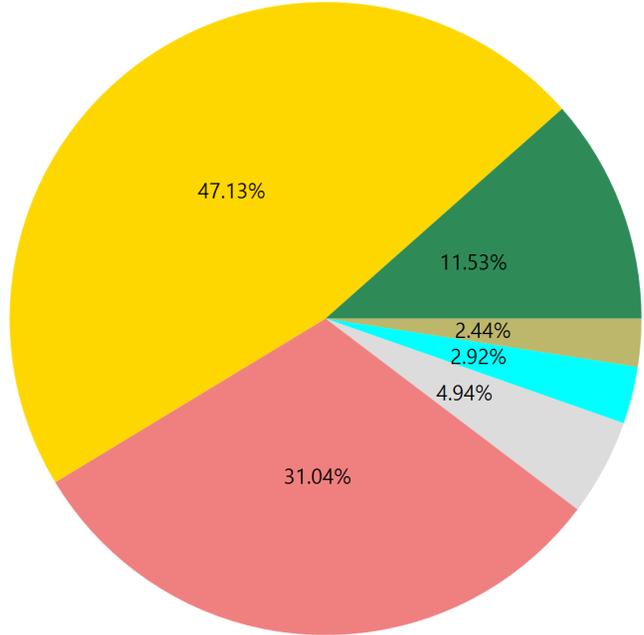
Legend:
- Wastewater Utility (Dept)
- Electrical (Dept)
- Development Services (Dept)
- Streets (Dept)
- Solid Waste and Recycling (Dept)
- Other Departments

Pie chart values: 47.13%, 11.53%, 2.44%, 2.92%, 4.94%, 31.04%

Top 5 Requests

Type	Total	Percentage
INT, DPW Pothole/ Sinkhole	1265	14%
Pothole/ Sinkhole	1232	14%
INT, DPW Broken Recycle Cart	999	11%
Missed Trash Pickup	960	10%
Broken Recycle Cart	795	9%

Top 5 Request Category

Category	Total	Percentage
Solid Waste & Recycling	4280	47%
Streets and Sidewalks	2815	31%
Nuisance/ Complaint/ Violation	578	6%
Water and Sewer	348	4%
Lights and Signage	265	3%

Purpose of this report: Overview of Deparmental Performance for the year 2025.

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 receving 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.
****Certain requests are handled without being directed to a specific department and as such are listed with a blank department name.