*As of 1/21/20 there are still 81 total service requests open for the month of December

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Cases</th>
<th>% On Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daily Service &amp; Repairs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Service</td>
<td>276</td>
<td>96.0%</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>663</td>
<td>97.9%</td>
</tr>
<tr>
<td><strong>Infrastructure: Engineering</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic (Street Light Maint. Duration improved by 57%)</td>
<td>278</td>
<td>76.8%</td>
</tr>
<tr>
<td>Civil</td>
<td>11</td>
<td>64.6%</td>
</tr>
<tr>
<td>Storm water</td>
<td>72</td>
<td>95.8%</td>
</tr>
<tr>
<td><strong>Property Maintenance, Zoning, Permitting, &amp; Enforcement</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building Inspections/Zoning</td>
<td>40</td>
<td>77.5%</td>
</tr>
<tr>
<td>Municipal Court</td>
<td>119</td>
<td>92.4%</td>
</tr>
<tr>
<td>Codes Enforcement</td>
<td>896</td>
<td>98.9%</td>
</tr>
<tr>
<td><strong>Parks &amp; Recreation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks &amp; Recreation Maintenance</td>
<td>18</td>
<td>83.3%</td>
</tr>
<tr>
<td><strong>Total Service Requests</strong></td>
<td>2,398</td>
<td>93.2%*</td>
</tr>
</tbody>
</table>

**Top 5 Service Requests Received**

<table>
<thead>
<tr>
<th>Service Request Category</th>
<th>Total Number</th>
<th>Average Days Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Codes Enforcement: Lot Complaint</td>
<td>779</td>
<td>13.2</td>
</tr>
<tr>
<td>Trash Pickup Missed</td>
<td>283</td>
<td>2.4</td>
</tr>
<tr>
<td>Trash/Recycling Cart Issue</td>
<td>281</td>
<td>2.5</td>
</tr>
<tr>
<td>Street Light Maintenance</td>
<td>102</td>
<td>15.8</td>
</tr>
<tr>
<td>Municipal Court</td>
<td>119</td>
<td>2.3</td>
</tr>
</tbody>
</table>

**311 Center for Service Innovation Statistics**

<table>
<thead>
<tr>
<th>Statistic Category</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Calls</td>
<td>12,306</td>
</tr>
<tr>
<td>Average Answer Time</td>
<td>65 sec</td>
</tr>
<tr>
<td>Avg. Length of call</td>
<td>113 sec</td>
</tr>
</tbody>
</table>