

| SR Type | Total SRs (of this SR type in the Salesforce system) | Total SRs (with duplicates and transfers removed) | Number of SRs created in 2021 | Number of SRs created in 2021 and that are still open | Number of SRs that were both created in 2021 and closed in 2021 | SLA (days) *if 0, then SLA does not exist, if blank then SLA is blank | # of overdue, open SRs | Avg number of days that the open, overdue SRs have been open |
|---|--|---|-------------------------------|---|---|---|------------------------|--|
| TEC-Footways Contract/Reconstruction | 27,406 | 27,272 | 837 | 826 | 11 | 0 | 15,426 | 2,174 |
| FOR-Tree Inspection | 38,229 | 38,128 | 5,107 | 2,877 | 2,230 | 30 | 5,121 | 519 |
| WW-Water Leak (Exterior) | 100,745 | 94,868 | 8,125 | 1,013 | 7,034 | 2 | 4,317 | 1,508 |
| TEC-Footways Complaint | 18,932 | 17,767 | 1,844 | 1,486 | 265 | 3 | 3,021 | 468 |
| SW-Municipal Trash Can Concern | 52,355 | 52,254 | 5,682 | 1,761 | 3,921 | 30 | 2,703 | 258 |
| WW-Water No Water | 55,456 | 54,562 | 3,933 | 271 | 3,657 | 1 | 2,222 | 1,477 |
| FIR-Fire Code Inspection Request | 19,662 | 19,545 | 2,086 | 1,099 | 983 | 7 | 2,059 | 286 |
| SW-Residential Recycling Carts | 1,833 | 1,829 | 1,829 | 1,798 | 4 | 0 | 1,798 | 15 |
| SW-Municipal Trash Can Stolen/Lost | 12,796 | 12,737 | 2,947 | 892 | 2,055 | 30 | 1,434 | 264 |
| SW-HGW | 166,681 | 163,207 | 21,067 | 4,842 | 15,362 | 30 | 1,263 | 93 |
| WW-Contractor Issues | 1,547 | 1,521 | 91 | 0 | 0 | 3 | 1,110 | 1,542 |
| HCD-Illegal Signs on Public Property | 9,380 | 8,935 | 675 | 610 | 4 | 15 | 781 | 228 |
| TRM-Street Repairs | 20,510 | 18,089 | 1,611 | 900 | 587 | 40 | 763 | 193 |
| WW-Water Water In Basement | 18,368 | 18,254 | 1,180 | 69 | 1,110 | 2 | 578 | 1,566 |
| TTR-Vehicle Removal | 31,464 | | 3,947 | 657 | 3,277 | 4 | 565 | 23 |
| WW-Sewer Misc Investigation | 16,385 | 16,186 | 1,680 | 207 | 1,472 | 4 | 466 | 921 |
| TEC-Alley Contract/Reconstruction | 470 | 468 | 29 | 28 | 1 | 0 | 419 | 2,309 |
| WW-Sewer Water In Basement | 51,198 | 50,951 | 5,529 | 182 | 5,342 | 4 | 388 | 1,079 |
| RP-Building Maintenance | 6,113 | 6,102 | 725 | 376 | 349 | 18 | 385 | 215 |
| TRT-Traffic Calming | 3,083 | 2,879 | 1,110 | 684 | 401 | 90 | 380 | 218 |
| WW-Surface Repair | 9,124 | 8,277 | 526 | 242 | 275 | 30 | 329 | 825 |
| TRM-Curb Repair | 6,522 | 6,129 | 582 | 264 | 116 | 30 | 325 | 286 |
| WW-Water Meter Leak | 23,104 | 22,929 | 794 | 84 | 705 | 5 | 259 | 1,667 |
| WW-Storm Inlet Choke | 11,866 | 11,731 | 1,200 | 89 | 1,111 | 7 | 240 | 1,435 |
| TRS-48 Hour Parking/Abandoned Vehicle | 51,746 | 49,168 | 19,731 | 663 | 18,906 | 5 | 215 | 35 |
| TRM-Grass Mowing | 7,732 | 6,981 | 778 | 269 | 501 | 21 | 204 | 84 |
| RP-Park Maintenance | 7,276 | 6,342 | 834 | 208 | 567 | 17 | 193 | 128 |
| FOR-Fallen Limb | 13,996 | 13,233 | 2,022 | 166 | 1,837 | 1 | 183 | 135 |
| FOR-Down Tree | 13,561 | 13,013 | 2,223 | 136 | 2,078 | 1 | 182 | 273 |
| WW-Water Low Pressure | 15,375 | 15,218 | 1,298 | 48 | 1,250 | 2 | 166 | 898 |

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| TRM-Street and Crosswalk Markings | 3,358 | 3,197 | 358 | 199 | 135 | 180 | 164 | 1,194 |
| TRM-Alleys | 3,417 | 3,094 | 350 | 155 | 107 | 45 | 160 | 316 |
| TRT-New Traffic Signal | 444 | 442 | 59 | 49 | 10 | 90 | 152 | 748 |
| WW-Storm Flooded Street | 5,011 | 4,538 | 446 | 49 | 391 | 3 | 151 | 1,323 |
| SW-Cleaning | 85,432 | 85,432 | 9,236 | 830 | 8,406 | 30 | 150 | 93 |
| TR-Escalation | 1,182 | 1,182 | 705 | 102 | 603 | 2 | 133 | 200 |
| WW-Sewer Overflow | 6,297 | 6,146 | 578 | 60 | 518 | 8 | 131 | 832 |
| TEC-Street Repair (Misc) | 1,434 | 1,106 | 70 | 50 | 20 | 14 | 122 | 631 |
| WW-Sediment or Erosion Problem | 1,005 | 948 | 76 | 6 | 70 | 3 | 117 | 785 |
| WW-Water Meter Cover Missing or Damaged | 15,466 | 15,351 | 970 | 67 | 902 | 7 | 114 | 1,041 |
| TRT-Signal Timing | 2,287 | 2,170 | 296 | 107 | 173 | 5 | 107 | 81 |
| WW-Storm Damaged Inlet | 4,585 | 4,441 | 298 | 47 | 248 | 30 | 104 | 1,291 |
| BPD-Light Towers (DNU) | 108 | 108 | 0 | 0 | 0 | 0 | 104 | 1,962 |
| WW-Hydrant Leaking | 3,167 | 2,976 | 280 | 64 | 207 | 5 | 103 | 835 |