



Council District Monthly Report - Details

Run Date: 06/01/2009

Run Time: 9:14:35 AM

Month : May

Year : 2009

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District:						
Department: City Managers Office						
Division: Action Center						
311 Action Center	1	1	1.00	0	0	0
City Managers Office-Action Center	1	0	0.00	1	0	0
Totals for Division: Action Center	2	1	1.00	1	0	0
Division: CIMO						
City Managers Office-Capital Improvement Management Office	0	0	0.00	3	3	3
Totals for Division: CIMO	0	0	0.00	3	3	3
Totals for Department: City Managers Office	2	1	1.00	4	3	3
Department: City Planning and Development						
Division: Investigations						
Building Code and Permit Violations	0	0	0.00	1	1	1
Totals for Division: Investigations	0	0	0.00	1	1	1
Totals for Department: City Planning and Development	0	0	0.00	1	1	1
Department: Health						
Division: Rat						
Rat Control Treatment	1	0	0.00	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Rat	1	0	0.00	1	0	0
Totals for Department: Health	1	0	0.00	1	0	0

Department: **NCS**

Division: **Dangerous Buildings**

Dangerous Building	0	0	0.00	4	4	4
Dangerous Building Emergency	0	0	0.00	1	1	1
Nuisance Violations on Private Property Vacant Structure	3	2	368.50	29	26	26
Vacant Structure Open to Entry	0	1	105.00	6	6	6

Totals for Division: Dangerous Buildings	3	3	280.67	40	37	37
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Division: **Neighborhood Preservation**

Illegal Dumping on Property	1	0	0.00	2	1	1
Nuisance Violations	1	4	160.00	15	8	8
Property and Nuisance Violations	0	0	0.00	8	7	7
Property Violations	0	0	0.00	2	2	2

Totals for Division: Neighborhood Preservation	2	4	160.00	27	18	18
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Totals for Department: NCS	5	7	211.71	67	55	55
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Department: **Parks & Rec**

Division: **Central Region**

Park Maintenance Central Region	1	0	0.00	1	0	0
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Totals for Division: Central Region	1	0	0.00	1	0	0
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Division: **Landscape Services**

Land Trust Mowing List	1	0	0.00	1	0	0
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Totals for Division: Landscape Services	1	0	0.00	1	0	0
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Totals for Department: Parks & Rec	2	0	0.00	2	0	0
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Department: **Public Works**

Division: **Solid Waste**

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Bulky Appointment - July 14	1	0	0.00	1	0	0
Bulky Appointment - May 12	0	1	50.00	0	0	0
Bulky Appointment - May 7	1	4	15.00	0	0	0
Leaf and Brush Pick-up Missed	1	1	3.00	0	0	0
Trash Recycling Missed by Contractor	2	2	2.00	0	0	0
Totals for Division: Solid Waste	5	8	14.63	6	0	0
Division: Street and Traffic						
Ditch Cleaning (North from 27th Street)	1	0	0.00	1	0	0
Sign Missing or Damaged - Non-emergency	0	0	0.00	2	2	2
Street Maintenance General (North of the River)	0	0	0.00	1	1	1
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	0	1	12.00	0	0	0
Street Sign Damage	1	0	0.00	2	1	1
Totals for Division: Street and Traffic	2	1	12.00	7	4	4
Totals for Department: Public Works	7	9	14.33	13	4	4
Department: Water Services						
Division: Consumer Services						
Water Bill Concerns	1	2	45.00	2	1	1
Totals for Division: Consumer Services	1	2	45.00	2	1	1
Division: Facility						
Water Facilities and Stormwater Engineering	0	0	0.00	1	1	1
Totals for Division: Facility	0	0	0.00	1	1	1
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	0	0	0.00	1	1	1
Pipeline Repair Referral	0	0	0.00	2	2	2
Sewer Cleaning or Repair and Waste Water Concern	2	2	9.00	4	4	4
Sewer Water in Basement	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	0	0.00	1	1	1
Water Repair and Restoration	0	1	409.00	6	6	6
Totals for Division: Line Maintenance	2	3	142.33	15	15	15

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: Meter & Field Services						
Meter Leak or Problem	0	0	0.00	2	2	1
Water Leak or Pressure Problem	1	0	0.00	7	6	6
Totals for Division: Meter & Field Services	1	0	0.00	9	8	7
Division: Reading						
Water Leak or Pressure Problem	0	0	0.00	1	1	1
Totals for Division: Reading	0	0	0.00	1	1	1
Division: Stormwater Billing						
Stormwater Charges	1	0	0.00	1	0	0
Totals for Division: Stormwater Billing	1	0	0.00	1	0	0
Totals for Department: Water Services	5	5	103.40	29	26	25
Totals for Council District:	22	22	96.77	117	89	88

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 1						
Department: City Managers Office						
Division: Action Center						
311 Action Center	5	5	1.50	1	0	0
Catch Basins and Storm Water Concerns	8	0	0.00	17	1	1
Ditch Cleaning (North from 27th Street)	0	1	26.00	0	0	0
Fire - All	0	0	0.00	1	1	0
Health-All	2	0	0.00	2	0	0
Mowing City Property	5	4	3.00	1	0	0
Parks Lighting North Referral	0	0	0.00	1	1	1
Pipeline Repair Referral	0	1	290.00	2	1	1
Pipeline Turf Referral	0	1	91.00	0	0	0
Plate Hazard	1	0	0.00	2	1	1
Pothole (North of River)	2	2	2.50	0	0	0
Sewer Assessment Questions	1	0	0.00	1	0	0
Sewer Cleaning or Repair and Waste Water Concern	1	1	4.00	2	1	1
Sidewalk Hazardous	0	0	0.00	1	1	1
Street Markings Painted	0	1	7.00	1	1	1
Traffic Engineering and Traffic Studies	1	1	9.00	0	0	0
Violations and Encroachments on the Right of Way	1	1	4.00	0	0	0
Water Bill Concerns	0	0	0.00	5	2	1
Water Facilities and Engineering	0	1	801.00	0	0	0
Water Services Administration	0	0	0.00	1	1	1
Totals for Division: Action Center	27	19	69.72	42	11	9
Division: CIMO						
City Managers Office-Capital Improvement Management Office	3	0	0.00	12	9	8
Totals for Division: CIMO	3	0	0.00	12	9	8
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	8	7	1.00	1	0	0
PIAC Referral From Department	1	1	7.00	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: PIAC	9	8	2.20	1	0	0
Totals for Department: City Managers Office	39	27	55.04	55	20	17
Department: City Planning and Development						
Division: Investigations						
Building Code and Permit Violations	3	1	321.00	15	12	11
Demolition Debris and Landfill	0	0	0.00	1	1	1
Fence or Wall	0	0	0.00	1	1	1
Mud and silt	7	2	21.00	13	7	5
Sign Violation Zoning	0	2	62.00	2	1	1
Zoning Inspections and Violations	4	5	44.20	15	12	10
Totals for Division: Investigations	14	10	70.80	47	34	29
Division: Land Develop						
Erosion or Sediment	4	1	81.00	7	6	3
Totals for Division: Land Develop	4	1	81.00	7	6	3
Totals for Department: City Planning and Development	18	11	71.73	54	40	32
Department: General Service						
Division: Facility Management						
ADA Accessibility	0	0	0.00	1	1	1
Cleaning City Property	0	1	6.00	0	0	0
Mowing City Property	13	6	8.00	8	0	0
Totals for Division: Facility Management	13	7	7.71	9	1	1
Totals for Department: General Service	13	7	7.71	9	1	1
Department: Health						
Division:						
Health-All	4	3	12.67	1	0	0
Totals for Division: Facility Management	4	3	12.67	1	0	0

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Division: Rat						
Rat Control Treatment	7	1	24.00	7	0	0
Totals for Division: Rat	7	1	24.00	7	0	0
Totals for Department: Health	11	4	15.50	8	0	0
Department: Housing Community Dev						
Division: Property Preservation						
Emergency Home Repair Program	2	2	1.00	0	0	0
Totals for Division: Property Preservation	2	2	1.00	0	0	0
Totals for Department: Housing Community Dev	2	2	1.00	0	0	0
Department: KCPD						
Division: Parking Control						
Abandoned Vehicle	31	29	2.09	2	0	0
Totals for Division: Parking Control	31	29	2.09	2	0	0
Totals for Department: KCPD	31	29	2.09	2	0	0
Department: Law						
Division:						
Law-All	13	10	40.44	27	11	10
Totals for Division: Parking Control	13	10	40.44	27	11	10
Totals for Department: Law	13	10	40.44	27	11	10
Department: Municipal Court						
Division:						
Municipal Court-All	0	1	4.00	0	0	0
Totals for Division: Parking Control	0	1	4.00	0	0	0
Totals for Department: Municipal Court	0	1	4.00	0	0	0

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Department: NCS						
Division: Administration						
Neighborhood and Community Services Administration	0	0	0.00	1	1	1
Totals for Division: Administration	0	0	0.00	1	1	1
Division: Animal Health and Safety						
Animal Admin Call Back	3	3	0.00	0	0	0
Animal Bite	5	5	1.80	0	0	0
Animal Control	115	117	1.40	4	1	1
Animal Emergency	60	61	1.56	2	0	0
Barking Dog	10	10	1.33	0	0	0
Totals for Division: Animal Health and Safety	193	196	1.46	6	1	1
Division: Dangerous Buildings						
Dangerous Building	9	6	218.33	59	59	59
Dangerous Building Emergency	0	1	483.00	10	10	10
Nuisance Violations on Private Property Vacant Structure	67	20	339.70	449	357	344
Vacant Structure Open to Entry	7	2	22.00	63	62	52
Totals for Division: Dangerous Buildings	83	29	297.62	581	488	465
Division: Neighborhood Preservation						
Graffiti on Private Property	13	9	160.22	69	54	48
Illegal Dumping on Property	5	3	67.33	27	22	19
Nuisance Violations	282	148	147.33	967	491	461
Property and Nuisance Violations	46	31	173.71	267	173	165
Property Violations	13	14	223.43	91	71	68
Totals for Division: Neighborhood Preservation	359	205	156.13	1,421	811	761
Division: Regulated Industries						
Regulated Industries	0	0	0.00	1	1	1
Totals for Division: Regulated Industries	0	0	0.00	1	1	1
Division: Tow						
Tow Services Administration	1	1	0.00	0	0	0

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Totals for Division: Tow	1	1	0.00	0	0	0
Totals for Department: NCS	636	431	109.44	2,010	1,302	1,229

Department: Parks & Rec

Division: Administration

Parks and Recreation Administration	1	1	7.00	0	0	0
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Totals for Division: Administration	1	1	7.00	0	0	0
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Division: Facility Maintenance

Parks Facility Maintenance N Referral	1	2	13.00	3	2	2
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Totals for Division: Facility Maintenance	1	2	13.00	4	2	2
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Division: Landscape Services

Land Trust Mowing List	22	0	0.00	31	0	0
Mowing on Land Trust Lots	1	1	1.00	1	0	0
Mowing on the Right of Way	11	6	8.67	5	0	0
Permit to prune, remove, or plant a City Tree	1	1	9.00	0	0	0
Tree Limb and Brush Removal from City Tree - Central Region	0	2	38.00	0	0	0
Tree Limb and Brush Removal from City Tree - North Region	1	2	6.00	0	0	0
Tree Planting Central Region	1	1	12.00	0	0	0
Tree Planting North Region	2	1	8.00	1	0	0
Tree Removal Central Region	2	2	33.00	4	0	0
Tree Removal North Region	19	6	22.00	16	0	0
Tree Storm Damage Central Region	0	1	14.00	0	0	0
Tree Storm Damage North Region	5	3	3.00	2	0	0
Tree Stump Removal North Region	0	1	8.00	4	1	1
Tree Trimming at Intersection	6	1	16.00	5	2	0
Tree Trimming Central Region	6	1	14.00	8	0	0
Tree Trimming from Electric Wire or Street Light	4	2	13.50	3	0	0
Tree Trimming North Region	16	6	12.00	13	0	0
Visibility Problems at an Intersection	5	2	1.00	3	1	1

Totals for Division: Landscape Services	102	39	14.16	96	4	2
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: North Region						
Park Maintenance North Region	13	7	8.75	10	3	3
Tree Trimming North Region	1	0	0.00	1	0	0
Totals for Division: North Region	14	7	8.75	11	3	3
Division: Planning and Design						
Park Maintenance North Region	0	0	0.00	1	1	1
Parks Capital Project Referral	0	0	0.00	3	3	3
Totals for Division: Planning and Design	0	0	0.00	4	4	4
Totals for Department: Parks & Rec	118	49	13.45	115	13	11

Department: Public Works

Division: Parking Division

Vehicle Illegally Parked	1	1	0.00	0	0	0
Totals for Division: Parking Division	1	1	0.00	0	0	0

Division: Solid Waste

Bulky Appointment	0	0	0.00	7	1	1
Bulky Appointment - May 11	0	1	18.00	0	0	0
Bulky Appointment - May 15	2	210	32.56	0	0	0
Bulky Appointment - May 18	4	26	25.23	0	0	0
Bulky Appointment - May 19	30	137	26.40	0	0	0
Bulky Appointment - May 20	43	156	27.12	0	0	0
Bulky Appointment - May 26	6	6	15.50	0	0	0
Bulky Appointment - May 27	9	8	19.13	1	0	0
Bulky Appointment - May 28	36	30	15.79	6	0	0
Bulky Appointment - May 29	65	18	20.44	47	0	0
Bulky Appointment - May 4	0	5	8.20	0	0	0
Bulky Appointment - May 5	0	6	7.67	0	0	0
Bulky Appointment - May 6	1	30	17.37	0	0	0
Bulky Appointment - May 7	7	73	12.70	0	0	0
Bulky Appointment- July 15	11	1	0.00	10	0	0
Bulky Appointment- July 17	92	0	0.00	92	0	0
Bulky Appointment- July 20	1	0	0.00	1	0	0

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Bulky Appointment- July 21	11	0	0.00	11	0	0
Bulky Appointment- June 1	4	0	0.00	4	0	0
Bulky Appointment- June 10	1	0	0.00	1	0	0
Bulky Appointment- June 12	1	0	0.00	1	0	0
Bulky Appointment- June 15	25	0	0.00	26	0	0
Bulky Appointment- June 16	113	0	0.00	114	0	0
Bulky Appointment- June 17	149	1	4.00	149	0	0
Bulky Appointment- June 19	191	1	6.00	219	0	0
Bulky Appointment- June 2	8	0	0.00	8	0	0
Bulky Appointment- June 22	1	0	0.00	1	0	0
Bulky Appointment- June 23	1	0	0.00	1	0	0
Bulky Appointment- June 25	3	0	0.00	3	0	0
Bulky Appointment- June 3	14	0	0.00	14	0	0
Bulky Appointment- June 4	64	0	0.00	64	0	0
Bulky Pick-up Missed	21	20	1.65	5	0	0
Dead Animal Pick-up	58	57	1.80	2	0	0
Illegal Dumping on Right of Way	19	17	6.41	4	2	0
Leaf and Brush Pick-up Missed	255	256	4.09	0	0	0
Solid Waste Customer Service	102	101	4.18	4	0	0
Trash - Missed by City	11	12	1.33	1	0	0
Trash - Missed by Contractor	56	54	2.21	6	0	0
Trash - Staff Complaints for Solid Waste	3	5	1.25	0	0	0
Trash Recycling Missed by City	13	13	1.67	0	0	0
Trash Recycling Missed by Contractor	355	352	2.99	3	0	0
Trash-Recycling Missed	0	1	1.00	1	0	0
Trash-Staff Compliments for Solid Waste	1	1	4.00	0	0	0
Totals for Division: Solid Waste	1,787	1,598	13.55	821	3	1
Division: Street and Traffic						
Alley Cleaning (North of the River)	1	0	0.00	1	0	0
Alley Cleaning (South of River to 47th Street and East of Blue PKWY)	3	1	1.00	3	1	1
Bridge Repair (All Districts)	1	0	0.00	1	0	0
Crack Sealing (North of River)	2	2	45.50	2	1	0
Ditch Cleaning (North from 27th Street)	21	3	94.00	38	18	9
Graffiti on City Property	0	1	30.00	1	1	1

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Guard Rail Repair (North of River)	0	1	131.00	0	0	0
Pothole (North of River)	14	10	11.40	14	8	5
Pothole (River south to 47th Street and East of Blue PKWY)	6	2	5.00	4	3	0
Pothole (South of 47th Street and West Of Blue PKWY)	1	1	7.00	0	0	0
Sidewalk Hazardous	2	4	8.75	0	0	0
Sidewalk to be replaced Due to City Project	1	0	0.00	1	0	0
Sign Missing or Damaged - Non-emergency	21	7	40.71	54	38	30
Street Light Malfunctioning	13	12	2.33	1	0	0
Street Light New	2	2	3.00	0	0	0
Street Light Out	20	20	2.10	0	0	0
Street Light Pole Damage, Rust, Vandalism	3	3	5.00	0	0	0
Street Maintenance General (North of the River)	17	5	23.50	39	28	22
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	8	2	15.00	7	2	1
Street Markings Painted	0	0	0.00	2	2	2
Street Sign Damage	2	0	0.00	8	7	6
Traffic Engineering and Traffic Studies	6	13	15.17	5	3	3
Traffic Sign Down or Missing - Emergency	6	7	4.67	0	0	0
Traffic Signal Out	1	1	1.00	0	0	0
Violations and Encroachments on the Right of Way	2	3	2.67	0	0	0
Totals for Division: Street and Traffic	153	100	15.14	183	112	80
Totals for Department: Public Works	1,941	1,699	13.64	1,004	115	81
Department: Water Services						
Division: Administration						
Sewer Assessment Questions	7	4	2.67	3	0	0
Water Services Administration	2	1	1.00	2	0	0
Water Services Pavement Restoration	10	0	0.00	19	9	1
Totals for Division: Administration	19	5	2.25	24	9	1
Division: Automatic Meter Reading						
Automatic Meter Reading - VSI	1	1	2.00	1	1	0
Totals for Division: Automatic Meter Reading	1	1	2.00	1	1	0

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Division: Consumer Services						
High Bill Adjustment	0	4	75.25	3	0	0
High Water Bill Inspection	15	22	42.77	35	1	0
Water Bill Concerns	156	72	23.93	159	32	21
Totals for Division: Consumer Services	171	98	30.32	197	33	21
Division: Facility						
Water Facilities and Engineering	0	1	789.00	0	0	0
Water Facilities and Stormwater Engineering	3	14	609.07	10	8	8
Water Leak or Pressure Problem	0	1	733.00	0	0	0
Totals for Division: Facility	3	16	628.06	10	8	8
Division: Industrial Waste Control						
Water Industrial Waste Control	1	0	0.00	3	3	2
Totals for Division: Industrial Waste Control	1	0	0.00	3	3	2
Division: Laboratory Services						
Water Quality - Laboratory Services	3	3	5.00	0	0	0
Totals for Division: Laboratory Services	3	3	5.00	0	0	0
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	26	42	25.02	11	3	3
Pipeline Code 2 Repair - Referral	0	0	0.00	1	1	0
Pipeline Repair Referral	0	56	161.34	40	38	37
Pipeline Turf Referral	3	1	182.00	9	3	2
Sewer Cleaning or Repair and Waste Water Concern	22	8	9.25	139	112	103
Sewer Water in Basement	14	8	2.25	30	29	26
Street Sweeping Citywide	0	1	7.00	0	0	0
Water Facilities and Stormwater Engineering	0	0	0.00	2	2	2
Water Leak or Pressure Problem	0	0	0.00	1	1	1
Water Pipeline Barricade	2	2	44.00	2	2	1
Water Repair and Restoration	0	39	341.90	42	41	41
Totals for Division: Line Maintenance	67	157	151.52	277	232	216
Division: Meter & Field Services						
Meter Leak or Problem	20	0	0.00	59	40	25

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	1	1	0
Water Leak or Pressure Problem	59	3	102.00	229	174	140
Totals for Division: Meter & Field Services	79	3	102.00	289	215	165
Division: Reading						
Water Leak or Pressure Problem	0	0	0.00	15	15	15
Totals for Division: Reading	0	0	0.00	15	15	15
Division: Stormwater Billing						
Stormwater Charges	24	24	8.25	4	1	0
Totals for Division: Stormwater Billing	24	24	8.25	4	1	0
Totals for Department: Water Services	368	307	124.24	820	517	428
Totals for Council District: 1	3,190	2,577	42.82	4,104	2,019	1,809

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 2						
Department: Aviation						
Division:						
Aviation - All	2	2	2.00	0	0	0
Totals for Division:	2	2	2.00	0	0	0
Totals for Department: Aviation	2	2	2.00	0	0	0
Department: City Council						
Division:						
City Council-All	1	1	0.00	1	1	1
Totals for Division:	1	1	0.00	1	1	1
Totals for Department: City Council	1	1	0.00	1	1	1
Department: City Managers Office						
Division: Action Center						
Abandoned Vehicle	1	1	3.00	0	0	0
Catch Basins and Storm Water Concerns	8	0	0.00	14	0	0
City Managers Office-Action Center	1	2	3.00	1	0	0
Health-All	0	1	25.00	0	0	0
Mowing City Property	3	3	1.33	0	0	0
Pipeline Repair Referral	0	1	147.00	4	3	3
Pipeline Turf Referral	0	1	148.00	1	0	0
Plate Hazard	1	0	0.00	1	0	0
Sewer Assessment Questions	1	1	6.00	0	0	0
Sewer Cleaning or Repair and Waste Water Concern	1	1	3.00	6	4	4
Sidewalk Hazardous	1	0	0.00	2	0	0
Stormwater Charges	1	0	0.00	1	0	0
Traffic Engineering and Traffic Studies	0	1	40.00	0	0	0
Traffic Signal Malfunction	1	1	3.00	0	0	0
Water Bill Concerns	2	0	0.00	5	0	0
Water Facilities and Stormwater Engineering	0	3	495.00	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Water Repair and Restoration	0	0	0.00	2	2	2
Totals for Division: Action Center	21	16	116.88	44	9	9
Division: CIMO						
City Managers Office-Capital Improvement Management Office	6	1	1.00	37	32	28
Totals for Division: CIMO	6	1	1.00	37	32	28
Division: City Communications						
City Managers Office-City Communications	1	2	33.50	0	0	0
Totals for Division: City Communications	1	2	33.50	0	0	0
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	3	4	9.00	0	0	0
PIAC Referral From Department	2	3	12.50	0	0	0
Totals for Division: PIAC	5	7	10.75	0	0	0
Totals for Department: City Managers Office	33	26	86.13	81	41	37
Department: City Planning and Development						
Division: Adminstration						
City Planning & Development-Administration	2	2	4.00	0	0	0
Totals for Division: Adminstration	2	2	4.00	0	0	0
Division: Investigations						
Building Code and Permit Violations	3	6	17.50	20	19	19
Demolition Debris and Landfill	0	0	0.00	1	1	1
Fence or Wall	1	0	0.00	1	0	0
Mud and silt	1	2	13.50	7	6	6
Zoning Inspections and Violations	2	4	46.50	9	6	4
Totals for Division: Investigations	7	12	26.50	38	32	30
Division: Land Develop						
Erosion or Sediment	1	0	0.00	9	8	8
Totals for Division: Land Develop	1	0	0.00	9	8	8

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Department: City Planning and Development	10	14	24.77	47	40	38

Department: Finance

Division:

Finance - All

1 2 12.00 0 0 0

Totals for Division:

1 2 12.00 0 0 0

Totals for Department: Finance	1	2	12.00	0	0	0
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Department: Fire

Division:

Fire - All

1 1 3.00 0 0 0

Totals for Division:

1 1 3.00 0 0 0

Totals for Department: Fire	1	1	3.00	0	0	0
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Department: General Service

Division: Facility Management

Cleaning City Property

1 0 0.00 1 0 0

Facilities - City Owned

0 0 0.00 4 4 4

Mowing City Property

2 0 0.00 2 0 0

Totals for Division: Facility Management

3 0 0.00 7 4 4

Totals for Department: General Service	3	0	0.00	7	4	4
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Department: Health

Division:

Health-All

10 10 5.70 2 0 0

Totals for Division: Facility Management

10 10 5.70 2 0 0

Totals for Department: Health	10	10	5.70	2	0	0
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Department: Human Relations

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division:						
Human Relation-All	0	0	0.00	1	1	1
Totals for Division:	0	0	0.00	1	1	1
Totals for Department: Human Relations	0	0	0.00	1	1	1
Department: Information Technology						
Division:						
Information Technology-All	2	4	5.50	0	0	0
Totals for Division:	2	4	5.50	0	0	0
Totals for Department: Information Technology	2	4	5.50	0	0	0
Department: KCPD						
Division: Parking Control						
Abandoned Vehicle	11	12	2.00	2	2	2
Totals for Division: Parking Control	11	12	2.00	2	2	2
Totals for Department: KCPD	11	12	2.00	2	2	2
Department: Law						
Division:						
Law-All	17	11	158.45	29	13	12
Totals for Division: Parking Control	17	11	158.45	29	13	12
Totals for Department: Law	17	11	158.45	29	13	12
Department: Municipal Court						
Division:						
Municipal Court-All	3	4	13.50	2	2	2
Totals for Division: Parking Control	3	4	13.50	2	2	2
Totals for Department: Municipal Court	3	4	13.50	2	2	2

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Department: NCS						
Division: Animal Health and Safety						
Animal Admin Call Back	3	3	3.00	0	0	0
Animal Bite	5	5	1.25	0	0	0
Animal Concerns Buckner Jackson County	1	1	3.00	0	0	0
Animal Concerns Greenwood Jackson County	3	3	8.00	0	0	0
Animal Concerns Sibley Jackson County	1	1	1.00	0	0	0
Animal Concers Unicorporated Jackson County	11	11	2.00	1	0	0
Animal Control	70	73	1.24	5	0	0
Animal Emergency	26	27	1.70	1	0	0
Animal Emergency Lone Jack Jackson County	2	2	2.00	0	0	0
Animal Emergency Unincorporated Jackson County	6	5	2.00	1	0	0
Barking Dog	5	5	1.50	0	0	0
Totals for Division: Animal Health and Safety	133	136	1.56	8	0	0
Division: Dangerous Buildings						
Dangerous Building	1	1	2.00	14	14	14
Dangerous Building Emergency	1	0	0.00	2	2	2
Nuisance Violations on Private Property Vacant Structure	22	5	388.50	121	91	89
Vacant Structure Open to Entry	1	1	3.00	7	7	7
Totals for Division: Dangerous Buildings	25	7	259.83	144	114	112
Division: Neighborhood Preservation						
Graffiti on Private Property	0	0	0.00	5	5	5
Illegal Dumping on Property	2	2	35.00	15	13	12
Nuisance Violations	120	68	60.51	293	114	107
Property and Nuisance Violations	28	23	109.61	85	41	41
Property Violations	3	6	200.83	27	20	18
Totals for Division: Neighborhood Preservation	153	99	79.91	425	193	183
Division: Property Preservation						
Weatherization Program	0	0	0.00	1	1	1
Totals for Division: Property Preservation	0	0	0.00	1	1	1
Division: Regulated Industries						

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Regulated Industries	2	1	0.00	2	1	1
Totals for Division: Regulated Industries	2	1	0.00	2	1	1
Totals for Department: NCS	313	243	46.30	580	309	297

Department: **Parks & Rec**

Division: **Administration**

Parks and Recreation Administration	0	0	0.00	1	1	1
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Totals for Division: Administration	0	0	0.00	1	1	1
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Division: **Facility Maintenance**

Parks Facility Maintenance C Referral	1	0	0.00	1	0	0
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Totals for Division: Facility Maintenance	1	0	0.00	2	0	0
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Division: **Landscape Services**

Mowing on the Right of Way	6	3	8.00	5	0	0
Tree Limb and Brush Removal from City Tree - North Region	5	1	50.00	5	5	0
Tree Planting North Region	5	4	11.00	1	0	0
Tree Removal North Region	6	5	29.40	10	0	0
Tree Storm Damage North Region	1	1	65.00	1	1	0
Tree Storm Damage South Region	0	1	39.00	0	0	0
Tree Stump Removal North Region	1	0	0.00	2	0	0
Tree Trimming at Intersection	2	0	0.00	2	1	0
Tree Trimming Central Region	1	1	13.00	0	0	0
Tree Trimming from Electric Wire or Street Light	1	0	0.00	1	0	0
Tree Trimming North Region	6	4	11.75	5	0	0
Tree Trimming South Region	1	0	0.00	1	0	0

Totals for Division: Landscape Services	35	20	22.00	33	7	0
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Division: **North Region**

Park Maintenance North Region	6	4	10.25	5	2	0
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Totals for Division: North Region	6	4	10.25	5	2	0
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Division: **Planning and Design**

Parks Capital Project Referral	1	0	0.00	4	3	3
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Planning and Design	1	0	0.00	4	3	3
Totals for Department: Parks & Rec	43	24	19.96	45	13	4

Department: Public Works

Division: Administration

Public Works Administration	2	4	7.00	0	0	0
Totals for Division: Administration	2	4	7.00	0	0	0

Division: Parking Division

Parking Meter Repair	3	3	1.00	0	0	0
Parking Ticket Complaint	1	1	2.00	0	0	0
Vehicle Illegally Parked	17	17	9.00	1	0	0
Totals for Division: Parking Division	21	21	5.25	1	0	0

Division: Solid Waste

Bulky Appointment - July 14	3	0	0.00	3	0	0
Bulky Appointment - May 18	55	180	24.56	1	0	0
Bulky Appointment - May 19	19	97	26.60	1	0	0
Bulky Appointment - May 20	16	54	26.54	0	0	0
Bulky Appointment - May 21	16	203	30.74	0	0	0
Bulky Appointment- July 15	6	0	0.00	6	0	0
Bulky Appointment- July 16	43	1	2.00	42	0	0
Bulky Appointment- July 17	1	0	0.00	1	0	0
Bulky Appointment- July 20	4	0	0.00	4	0	0
Bulky Appointment- July 21	7	0	0.00	7	0	0
Bulky Appointment- July 9	1	0	0.00	1	0	0
Bulky Appointment- June 11	1	0	0.00	1	0	0
Bulky Appointment- June 15	172	1	0.00	172	0	0
Bulky Appointment- June 16	101	1	4.00	101	0	0
Bulky Appointment- June 17	57	0	0.00	57	0	0
Bulky Appointment- June 18	194	0	0.00	194	0	0
Bulky Appointment- June 25	1	0	0.00	1	0	0
Bulky Appointment- June 4	1	0	0.00	1	0	0
Bulky Appointment- June 8	1	0	0.00	1	0	0
Bulky Pick-up Missed	8	8	2.29	3	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Dead Animal Pick-up	22	20	1.50	2	0	0
Illegal Dumping on Right of Way	5	5	6.40	1	1	1
Leaf and Brush Pick-up Missed	276	275	4.21	1	1	1
Solid Waste Customer Service	100	101	3.64	4	0	0
Trash - Missed by City	1	1	1.00	0	0	0
Trash - Missed by Contractor	61	60	2.13	5	0	0
Trash - Multi Unit Investigation	0	1	1.00	0	0	0
Trash - Staff Complaints for Solid Waste	3	3	3.33	0	0	0
Trash Recycling Missed by Contractor	375	371	3.12	4	0	0
Trash-Recycling Missed	0	4	1.00	0	0	0
Totals for Division: Solid Waste	1,550	1,386	12.88	625	2	2
Division: Street and Traffic						
Alley Cleaning (South of River to 47th Street and East of Blue PKWY)	1	1	11.00	0	0	0
Bridge Repair (All Districts)	3	2	32.50	4	2	2
Crack Sealing (North of River)	1	0	0.00	1	1	0
Ditch Cleaning (North from 27th Street)	19	5	78.80	32	15	4
Graffiti on Signs	1	1	1.00	0	0	0
Pothole (North of River)	13	7	12.57	16	13	11
Pothole (River south to 47th Street and East of Blue PKWY)	3	1	4.00	2	0	0
Sidewalk Hazardous	9	10	7.40	2	0	0
Sidewalk to be replaced Due to City Project	1	1	2.00	0	0	0
Sign Missing or Damaged - Non-emergency	20	12	41.25	83	63	51
Snow or Ice on Street (North of River)	0	1	44.00	0	0	0
Street Light Malfunctioning	10	10	1.67	1	0	0
Street Light Out	9	10	1.90	1	0	0
Street Light Pole Damage, Rust, Vandalism	4	3	1.67	1	0	0
Street Light Restoration Referral	0	1	42.00	0	0	0
Street Maintenance General (North of the River)	20	11	7.55	26	16	13
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	1	1	8.00	0	0	0
Street Markings Painted	1	0	0.00	3	2	2
Street Preservation or Overlay	1	1	3.00	0	0	0
Street Sign Damage	5	4	35.33	18	17	14
Traffic Engineering and Traffic Studies	23	20	5.75	9	5	4

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Traffic Sign Down or Missing - Emergency	2	4	48.00	0	0	0
Traffic Signal Malfunction	9	7	3.00	4	1	1
Traffic Signal Pole Damage, Rust, Vandalism	0	1	55.00	2	2	2
Violations and Encroachments on the Right of Way	2	2	3.50	0	0	0
Totals for Division: Street and Traffic	158	116	16.72	206	137	104
Totals for Department: Public Works	1,731	1,527	13.12	832	139	106

Department: **Water Services**

Division: **Administration**

Sewer Assessment Questions	4	4	4.00	0	0	0
Sewer Water in Basement	0	0	0.00	1	1	1
Water Services Administration	6	4	1.67	2	0	0
Water Services Pavement Restoration	9	0	0.00	13	5	0
Totals for Division: Administration	19	8	2.25	16	6	1

Division: **Automatic Meter Reading**

Automatic Meter Reading - VSI	1	1	3.00	0	0	0
Totals for Division: Automatic Meter Reading	1	1	3.00	0	0	0

Division: **Consumer Services**

High Water Bill Inspection	25	18	39.61	38	1	0
Water Bill Concerns	185	80	18.60	159	18	9
Totals for Division: Consumer Services	210	98	22.67	198	19	9

Division: **Facility**

Sewer Cleaning or Repair and Waste Water Concern	0	1	24.00	0	0	0
Water Facilities and Stormwater Engineering	1	11	353.27	4	4	4
Water Leak or Pressure Problem	0	1	748.00	0	0	0
Totals for Division: Facility	1	13	358.31	4	4	4

Division: **Industrial Waste Control**

Water Industrial Waste Control	0	0	0.00	1	1	1
Totals for Division: Industrial Waste Control	0	0	0.00	1	1	1

Division: **Laboratory Services**

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Water Quality - Laboratory Services	4	4	1.50	0	0	0
Totals for Division: Laboratory Services	4	4	1.50	0	0	0
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	28	28	32.68	18	8	7
Pipeline Code 2 Repair - Referral	0	1	76.00	0	0	0
Pipeline Repair Referral	1	22	140.27	27	25	25
Pipeline Turf Referral	4	3	94.00	7	0	0
Sewer Cleaning or Repair and Waste Water Concern	24	8	44.00	110	81	76
Sewer Water in Basement	9	5	4.25	20	20	17
Water Facilities and Stormwater Engineering	0	1	26.00	0	0	0
Water Leak or Pressure Problem	0	2	714.00	2	2	2
Water Pipeline Barricade	3	2	5.00	1	0	0
Water Repair and Restoration	0	22	366.68	20	20	20
Totals for Division: Line Maintenance	69	94	153.32	205	156	147
Division: Meter & Field Services						
Meter Leak or Problem	19	5	17.00	41	27	18
Water Leak or Pressure Problem	51	2	16.00	131	79	63
Totals for Division: Meter & Field Services	70	7	16.50	172	106	81
Division: Reading						
Sewer Water in Basement	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	0	0.00	9	9	9
Totals for Division: Reading	0	0	0.00	10	10	10
Division: Stormwater Billing						
Stormwater Charges	49	43	7.24	11	3	1
Totals for Division: Stormwater Billing	49	43	7.24	11	3	1
Totals for Department: Water Services	423	268	87.13	617	305	254
Totals for Council District: 2	2,604	2,149	27.11	2,246	870	758

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 3						
Department: City Council						
Division:						
City Council-All	0	1	20.00	1	1	1
Totals for Division:	0	1	20.00	1	1	1
Totals for Department: City Council	0	1	20.00	1	1	1
Department: City Managers Office						
Division: Action Center						
Abandoned Vehicle	1	1	5.00	0	0	0
Catch Basins and Storm Water Concerns	1	0	0.00	3	0	0
City Managers Office-Action Center	1	1	0.00	0	0	0
Good Neighbor Award Nomination	1	1	7.00	0	0	0
Health-All	1	0	0.00	1	0	0
Mowing City Property	1	1	9.00	0	0	0
Park Maintenance North Region	1	1	0.00	0	0	0
Pipeline Repair Referral	0	4	178.25	5	5	4
Plate in Street	1	0	0.00	3	0	0
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	2	2	2
Sign Missing or Damaged - Non-emergency	0	0	0.00	1	1	1
Traffic Signal Malfunction	1	1	1.00	0	0	0
Traffic Signal Pole Damage, Rust, Vandalism	1	1	11.00	0	0	0
Visibility Problems at an Intersection	4	4	1.75	0	0	0
Water Bill Concerns	0	1	15.00	3	1	0
Water Facilities and Stormwater Engineering	0	1	779.00	0	0	0
Totals for Division: Action Center	14	17	103.13	23	9	7
Division: Administration						
City Managers Office-Administration	0	1	11.00	0	0	0
Totals for Division: Administration	0	1	11.00	0	0	0
Division: CIMO						

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
City Managers Office-Capital Improvement Management Office	1	0	0.00	5	4	4
Totals for Division: CIMO	1	0	0.00	5	4	4
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	2	2	0.00	0	0	0
Totals for Division: PIAC	2	2	0.00	0	0	0
Totals for Department: City Managers Office	17	20	97.38	28	13	11
Department: City Planning and Development						
Division: Investigations						
Building Code and Permit Violations	3	2	7.00	8	7	7
Fence or Wall	2	2	7.50	4	2	1
Mud and silt	0	0	0.00	1	1	1
Sign Violation Zoning	1	1	3.00	0	0	0
Zoning Inspections and Violations	6	5	79.50	18	11	10
Totals for Division: Investigations	12	10	42.88	31	21	19
Totals for Department: City Planning and Development	12	10	42.88	31	21	19
Department: Finance						
Division:						
Finance - All	1	1	6.00	0	0	0
Totals for Division: Investigations	1	1	6.00	0	0	0
Totals for Department: Finance	1	1	6.00	0	0	0
Department: Fire						
Division:						
Fire - All	1	1	6.00	0	0	0
Totals for Division: Investigations	1	1	6.00	0	0	0
Totals for Department: Fire	1	1	6.00	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Department: General Service						
Division: Facility Management						
ADA Accessibility	0	0	0.00	1	1	1
Mowing City Property	3	3	4.00	0	0	0
Totals for Division: Facility Management	3	3	4.00	1	1	1
Totals for Department: General Service	3	3	4.00	1	1	1

Department: Health						
Division:						
Health-All	6	6	7.00	1	0	0
Totals for Division: Facility Management	6	6	7.00	1	0	0
Division: Rat						
Rat Control Treatment	34	17	20.94	30	0	0
Totals for Division: Rat	34	17	20.94	30	0	0
Totals for Department: Health	40	23	17.30	31	0	0

Department: Housing Community Dev						
Division: Property Preservation						
Emergency Home Repair Program	2	2	0.00	0	0	0
Paint Program	2	2	1.00	0	0	0
Weatherization Program	3	3	0.00	0	0	0
Totals for Division: Property Preservation	7	7	1.00	0	0	0
Totals for Department: Housing Community Dev	7	7	1.00	0	0	0

Department: Human Relations						
Division:						
Human Relation-All	0	0	0.00	3	2	2
Totals for Division: Property Preservation	0	0	0.00	3	2	2

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Department: Human Relations	0	0	0.00	3	2	2

Department: KCPD

Division: Parking Control

Abandoned Vehicle	42	39	2.29	4	1	1
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Totals for Division: Parking Control	42	39	2.29	4	1	1
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Totals for Department: KCPD	42	39	2.29	4	1	1
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Department: Law

Division:

Law-All	12	15	82.21	23	13	12
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Totals for Division: Parking Control	12	15	82.21	23	13	12
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Totals for Department: Law	12	15	82.21	23	13	12
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Department: Mayors Office

Division:

Mayors Office-All	1	0	0.00	2	1	1
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Totals for Division: Parking Control	1	0	0.00	2	1	1
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Totals for Department: Mayors Office	1	0	0.00	2	1	1
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Department: Municipal Court

Division:

Municipal Court-All	2	1	4.00	1	0	0
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Totals for Division: Parking Control	2	1	4.00	1	0	0
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Totals for Department: Municipal Court	2	1	4.00	1	0	0
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Department: NCS

Division: Administration

Neighborhood and Community Services Administration	3	2	2.50	1	1	1
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Administration	3	2	2.50	1	1	1
Division: Animal Health and Safety						
Animal Admin Call Back	6	6	1.50	0	0	0
Animal Bite	2	2	1.00	0	0	0
Animal Control	116	118	1.35	4	0	0
Animal Emergency	82	86	1.66	2	0	0
Barking Dog	1	1	2.00	0	0	0
Totals for Division: Animal Health and Safety	207	213	1.48	6	0	0
Division: Dangerous Buildings						
Dangerous Building	26	8	279.00	308	308	307
Dangerous Building Emergency	4	4	17.67	48	48	48
Nuisance Violations on Private Property Vacant Structure	156	45	270.33	1,420	1,166	1,134
Vacant Structure Open to Entry	65	12	85.33	383	372	303
Totals for Division: Dangerous Buildings	251	69	225.58	2,159	1,894	1,792
Division: Neighborhood Preservation						
Graffiti on Private Property	2	6	132.17	86	85	64
Illegal Dumping on Property	26	12	30.00	93	75	70
Nuisance Violations	897	290	97.13	2,452	1,032	904
Property and Nuisance Violations	75	40	129.75	487	297	280
Property Violations	14	7	110.71	120	91	86
Totals for Division: Neighborhood Preservation	1,014	355	99.43	3,238	1,580	1,404
Division: Property Preservation						
Emergency Home Repair Program	1	1	1.00	2	2	2
Paint Program	1	1	0.00	1	1	1
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	1	1	1
Weatherization Program	2	2	0.00	1	1	1
Totals for Division: Property Preservation	4	4	1.00	5	5	5
Division: Tow						
Tow Services Administration	2	2	9.50	0	0	0
Totals for Division: Tow	2	2	9.50	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Department: NCS	1,481	645	87.19	5,409	3,480	3,202

Department: Parks & Rec

Division: Administration

Parks and Recreation Administration	1	1	15.00	2	2	2
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Totals for Division: Administration	1	1	15.00	2	2	2
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Division: Central Region

Park Maintenance Central Region	11	10	10.00	2	0	0
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Totals for Division: Central Region	11	10	10.00	2	0	0
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Division: Facility Maintenance

Park Maintenance Central Region	0	0	0.00	1	1	0
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Parks Facility Maintenance C Referral	1	1	14.00	0	0	0
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Totals for Division: Facility Maintenance	1	1	14.00	1	1	0
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Division: Landscape Services

Cleaning vacant Land Trust Lots	16	12	5.09	7	0	0
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Dead Tree on Land Trust Lots	1	2	22.50	1	0	0
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Land Trust Mowing List	664	4	34.25	714	0	0
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Mowing on Land Trust Lots	34	29	2.59	7	0	0
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Mowing on the Right of Way	3	0	0.00	8	5	5
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Permit to prune, remove, or plant a City Tree	1	0	0.00	1	1	0
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Tree Limb and Brush Removal from City Tree - Central Region	3	0	0.00	3	0	0
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Tree Planting Central Region	2	1	20.00	1	0	0
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Tree Removal Central Region	17	11	19.50	14	0	0
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Tree Removal North Region	5	2	21.00	4	0	0
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Tree Storm Damage Central Region	1	1	15.00	1	0	0
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Tree Stump Removal Central Region	0	2	76.00	1	0	0
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Tree Trimming at Intersection	1	0	0.00	1	1	0
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Tree Trimming Central Region	29	10	14.80	24	0	0
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Tree Trimming from Electric Wire or Street Light	6	4	9.50	4	2	1
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Tree Trimming North Region	2	0	0.00	2	0	0
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Tree Trimming on Land Trust Lots	5	1	1.00	4	0	0
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Landscape Services	790	79	12.25	797	9	6
Division: North Region						
Park Maintenance Central Region	1	0	0.00	1	0	0
Park Maintenance North Region	3	4	15.00	0	0	0
Totals for Division: North Region	4	4	15.00	1	0	0
Division: Planning and Design						
Parks Capital Project Referral	1	0	0.00	2	1	1
Totals for Division: Planning and Design	1	0	0.00	2	1	1
Totals for Department: Parks & Rec	808	95	12.16	805	13	9
Department: Public Works						
Division: Parking Division						
Vehicle Illegally Parked	1	1	0.00	0	0	0
Totals for Division: Parking Division	1	1	0.00	0	0	0
Division: Solid Waste						
Bulky Appointment - August 12	1	0	0.00	1	0	0
Bulky Appointment - May 11	0	4	29.00	0	0	0
Bulky Appointment - May 12	0	1	34.00	0	0	0
Bulky Appointment - May 26	31	34	17.38	0	0	0
Bulky Appointment - May 27	92	90	17.01	4	0	0
Bulky Appointment - May 28	159	161	18.38	4	0	0
Bulky Appointment - May 29	135	100	20.62	38	0	0
Bulky Appointment - May 4	0	15	11.93	0	0	0
Bulky Appointment - May 5	1	38	9.53	1	0	0
Bulky Appointment - May 6	10	169	14.29	0	0	0
Bulky Appointment - May 7	9	145	13.48	0	0	0
Bulky Appointment- Apr 22	0	1	43.00	0	0	0
Bulky Appointment- Apr 23	0	1	23.00	0	0	0
Bulky Appointment- July 13	5	0	0.00	5	0	0
Bulky Appointment- June 1	12	0	0.00	13	0	0
Bulky Appointment- June 18	1	0	0.00	1	0	0
Bulky Appointment- June 2	51	0	0.00	51	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Bulky Appointment- June 22	2	0	0.00	3	0	0
Bulky Appointment- June 23	6	0	0.00	6	0	0
Bulky Appointment- June 24	5	0	0.00	5	0	0
Bulky Appointment- June 25	1	0	0.00	1	0	0
Bulky Appointment- June 3	77	1	0.00	76	0	0
Bulky Appointment- June 4	99	2	24.00	97	0	0
Bulky Appointment- June 8	7	1	3.00	7	0	0
Bulky Pick-up Missed	22	21	1.75	3	0	0
Dead Animal Pick-up	79	79	1.58	4	0	0
Illegal Dumping on Right of Way	76	70	5.04	11	6	0
Leaf and Brush Pick-up Missed	3	3	3.00	0	0	0
Solid Waste Customer Service	30	32	1.77	1	0	0
Trash - Missed by City	48	50	1.54	4	2	2
Trash - Roll-out Cart Damaged or Broken	2	1	1.00	1	0	0
Trash - Roll-out Cart Missing	12	14	1.29	0	0	0
Trash - Staff Complaints for Solid Waste	5	5	1.40	0	0	0
Trash Recycling Missed by City	40	40	1.00	0	0	0
Trash Recycling Missed by Contractor	2	2	2.50	0	0	0
Trash-Recycling Missed	0	4	1.00	0	0	0
Totals for Division: Solid Waste	1,023	1,084	12.60	345	8	2
Division: Street and Traffic						
Alley Cleaning (South of River to 47th Street and East of Blue PKWY)	6	3	4.00	3	0	0
Ditch Cleaning (North from 27th Street)	1	0	0.00	2	1	0
Ditch Cleaning (South of 27th Street)	2	2	17.00	0	0	0
Graffiti on City Property	1	0	0.00	1	0	0
Graffiti on Signs	2	0	0.00	3	1	1
Plate Hazard	1	0	0.00	1	0	0
Pothole (River south to 47th Street and East of Blue PKWY)	13	8	8.13	7	4	1
Pothole (River south to 47th Street)	0	0	0.00	1	1	1
Sidewalk Hazardous	8	11	8.55	1	0	0
Sidewalk to be replaced Due to City Project	4	1	2.00	3	0	0
Sign Missing or Damaged - Non-emergency	8	6	132.83	32	24	20
Street Light Malfunctioning	6	5	1.75	1	0	0
Street Light Out	12	13	2.09	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Street Light Pole Damage, Rust, Vandalism	1	1	5.00	0	0	0
Street Light Restoration Referral	0	1	7.00	0	0	0
Street Maintenance General (North of the River)	1	0	0.00	2	1	0
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	30	17	10.75	23	2	1
Street Markings Painted	0	0	0.00	4	4	4
Street Preservation or Overlay	1	1	1.00	0	0	0
Street Sign Damage	2	1	23.00	6	4	4
Traffic Engineering and Traffic Studies	9	6	7.33	4	2	1
Traffic Sign Down or Missing - Emergency	5	5	1.33	1	1	1
Traffic Signal Malfunction	7	9	1.78	0	0	0
Traffic Signal Pole Damage, Rust, Vandalism	1	1	3.00	0	0	0
Violations and Encroachments on the Right of Way	10	7	4.71	3	0	0
Totals for Division: Street and Traffic	131	98	14.81	99	45	34
Totals for Department: Public Works	1,155	1,183	12.77	444	53	36

Department: Water Services

Division: Administration

Sewer Assessment Questions	4	5	3.00	0	0	0
Water Restoration Contract	1	0	0.00	1	0	0
Water Services Administration	1	3	12.33	0	0	0
Water Services Pavement Restoration	10	0	0.00	19	10	0
Totals for Division: Administration	16	8	8.60	20	10	0

Division: Automatic Meter Reading

Automatic Meter Reading - VSI	2	4	22.50	0	0	0
Pipeline Repair Referral	0	0	0.00	1	1	1
Totals for Division: Automatic Meter Reading	2	4	22.50	1	1	1

Division: Consumer Services

High Bill Adjustment	0	2	26.00	2	0	0
High Water Bill Inspection	10	14	45.36	15	0	0
Water Bill Concerns	75	80	19.10	78	25	18
Totals for Division: Consumer Services	85	96	23.16	95	25	18

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: Facility						
Water Facilities and Stormwater Engineering	0	13	421.62	3	3	3
Totals for Division: Facility	0	13	421.62	3	3	3
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	44	53	5.73	15	5	5
Pipeline Code 1 Repair - Referral	1	1	15.00	0	0	0
Pipeline Code 2 Repair - Referral	0	1	117.00	0	0	0
Pipeline Repair Referral	0	16	171.31	75	75	73
Pipeline Turf Referral	2	0	0.00	15	4	3
Sewer Cleaning or Repair and Waste Water Concern	21	10	82.00	205	177	168
Sewer Water in Basement	14	8	2.63	37	37	34
Street Sweeping Citywide	7	7	3.33	0	0	0
Water Leak or Pressure Problem	0	1	694.00	4	4	4
Water Pipeline Barricade	0	2	78.50	4	4	4
Water Repair and Restoration	0	46	349.91	61	61	61
Totals for Division: Line Maintenance	89	145	151.31	416	367	352
Division: Meter & Field Services						
Icing Caused by Water Leak	0	0	0.00	1	1	1
Meter Leak or Problem	24	0	0.00	85	62	40
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	2	2	0
Water Leak or Pressure Problem	48	1	47.00	281	236	207
Totals for Division: Meter & Field Services	72	1	47.00	369	301	248
Division: Reading						
Sewer Cleaning or Repair and Waste Water Concern	1	0	0.00	1	0	0
Sewer Water in Basement	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	0	0.00	23	23	23
Totals for Division: Reading	1	0	0.00	25	24	24
Division: Stormwater Billing						
Stormwater Charges	4	6	9.40	1	0	0
Totals for Division: Stormwater Billing	4	6	9.40	1	0	0
Totals for Department: Water Services	269	273	110.64	930	731	646

Problem Summary

		<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Council District:	3	3,851	2,317	45.79	7,713	4,330	3,941

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 4						
Department: City Clerks Office						
Division:						
City Clerks Office-All	1	1	2.00	0	0	0
Totals for Division:	1	1	2.00	0	0	0
Totals for Department: City Clerks Office	1	1	2.00	0	0	0
Department: City Managers Office						
Division: Action Center						
311 Action Center	0	1	5.00	0	0	0
Abandoned Vehicle	1	1	1.00	0	0	0
Catch Basins and Storm Water Concerns	2	0	0.00	8	0	0
City Managers Office-Action Center	1	1	11.00	0	0	0
Cleaning City Property	1	1	11.00	0	0	0
Mowing City Property	2	2	3.00	0	0	0
Park Maintenance Central Region	1	0	0.00	1	0	0
Pipeline Repair Referral	0	3	324.33	12	12	11
Plate Hazard	2	0	0.00	2	0	0
Plate in Street	2	0	0.00	6	1	1
Sewer Cleaning or Repair and Waste Water Concern	1	0	0.00	2	0	0
Sidewalk Hazardous	1	0	0.00	3	0	0
Street Light Out	2	0	0.00	7	0	0
Street Maintenance General (South of 47th Street and West of Blue PKWY)	1	1	15.00	0	0	0
Street Preservation or Overlay	3	1	76.00	3	0	0
Street Sweeping Citywide	1	1	0.00	0	0	0
Traffic Sign Down or Missing - Emergency	0	1	27.00	0	0	0
Traffic Signal Pole Damage, Rust, Vandalism	1	0	0.00	1	0	0
Water Bill Concerns	0	0	0.00	6	1	1
Water Facilities and Stormwater Engineering	0	1	272.00	0	0	0
Water Repair and Restoration	0	0	0.00	2	2	2
Totals for Division: Action Center	22	14	107.46	57	16	15

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: CIMO						
City Managers Office-Capital Improvement Management Office	1	0	0.00	6	5	3
Totals for Division: CIMO	1	0	0.00	6	5	3
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	1	1	0.00	0	0	0
Totals for Division: PIAC	1	1	0.00	0	0	0
Totals for Department: City Managers Office	24	15	107.46	63	21	18

Department: City Planning and Development

Division: Administration						
City Planning & Development-Administration	1	1	0.00	0	0	0
Totals for Division: Administration	1	1	0.00	0	0	0
Division: Investigations						
Building Code and Permit Violations	7	4	3.25	23	19	17
Fence or Wall	0	0	0.00	2	1	1
Mud and silt	0	0	0.00	1	1	1
Sign Violation Zoning	0	2	29.00	1	1	1
Zoning Inspections and Violations	7	3	63.33	17	10	10
Totals for Division: Investigations	14	9	29.00	44	32	30
Totals for Department: City Planning and Development	15	10	29.00	44	32	30

Department: Finance

Division:						
Finance - All	1	1	1.00	0	0	0
Totals for Division: Investigations	1	1	1.00	0	0	0
Totals for Department: Finance	1	1	1.00	0	0	0

Department: General Service

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: Facility Management						
ADA Accessibility	1	0	0.00	2	2	1
Facilities - City Owned	1	0	0.00	1	0	0
Mowing City Property	2	1	11.00	1	0	0
Totals for Division: Facility Management	4	1	11.00	4	2	1
Totals for Department: General Service	4	1	11.00	4	2	1
Department: Health						
Division:						
Health-All	13	11	12.45	5	0	0
Totals for Division: Facility Management	13	11	12.45	5	0	0
Division: Rat						
Rat Control Treatment	10	6	17.33	8	0	0
Totals for Division: Rat	10	6	17.33	8	0	0
Totals for Department: Health	23	17	14.18	13	0	0
Department: Housing Community Dev						
Division: Property Preservation						
Emergency Home Repair Program	1	1	1.00	0	0	0
Totals for Division: Property Preservation	1	1	1.00	0	0	0
Totals for Department: Housing Community Dev	1	1	1.00	0	0	0
Department: Human Relations						
Division:						
Totals for Division: Property Preservation	0	0	0.00	1	0	0
Totals for Department: Human Relations	0	0	0.00	1	0	0
Department: KCPD						
Division: Parking Control						

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Abandoned Vehicle	37	33	2.72	5	1	1
Totals for Division: Parking Control	37	33	2.72	5	1	1
Totals for Department: KCPD	37	33	2.72	5	1	1

Department: Law

Division:

Law-All	24	17	78.53	30	13	11
Totals for Division: Parking Control	24	17	78.53	30	13	11
Totals for Department: Law	24	17	78.53	30	13	11

Department: Mayors Office

Division:

Mayors Office-All	0	0	0.00	1	1	1
Totals for Division: Parking Control	0	0	0.00	1	1	1
Totals for Department: Mayors Office	0	0	0.00	1	1	1

Department: Municipal Court

Division:

Totals for Division: Parking Control	0	0	0.00	1	0	0
Totals for Department: Municipal Court	0	0	0.00	1	0	0

Department: NCS

Division: Animal Health and Safety

Animal Bite	2	2	2.00	0	0	0
Animal Control	53	54	1.88	7	0	0
Animal Emergency	27	26	1.50	3	0	0
Barking Dog	6	6	1.33	0	0	0
Totals for Division: Animal Health and Safety	88	88	1.73	10	0	0

Division: Dangerous Buildings

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Dangerous Building	3	4	254.50	77	77	77
Dangerous Building Emergency	0	1	35.00	11	11	11
Nuisance Violations on Private Property Vacant Structure	36	15	312.60	268	192	187
Vacant Structure Open to Entry	12	2	5.00	67	65	54
Totals for Division: Dangerous Buildings	51	22	261.45	423	345	329
Division: Neighborhood Preservation						
Graffiti on Private Property	3	4	207.25	25	21	18
Illegal Dumping on Property	5	4	35.00	20	16	16
Nuisance Violations	160	63	88.26	451	184	160
Property and Nuisance Violations	37	27	132.48	186	116	111
Property Violations	4	8	153.13	65	48	46
Totals for Division: Neighborhood Preservation	209	106	107.08	747	385	351
Division: Property Preservation						
Emergency Home Repair Program	0	0	0.00	1	1	1
Totals for Division: Property Preservation	0	0	0.00	1	1	1
Totals for Department: NCS	348	216	88.65	1,181	731	681

Department: Parks & Rec

Division: Administration

Parks and Recreation Administration	0	0	0.00	4	4	4
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Totals for Division: Administration	0	0	0.00	4	4	4
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Division: Central Region

Park Maintenance Central Region	15	11	20.60	12	1	0
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Tree Limb and Brush Removal from City Tree - Central Region	1	1	27.00	0	0	0
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Totals for Division: Central Region	16	12	21.18	12	1	0
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Division: Facility Maintenance

Park Maintenance Central Region	0	1	35.00	0	0	0
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Parks Drinking Fountain Central Referral	0	0	0.00	1	1	1
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Parks Facility Maintenance C Referral	1	0	0.00	2	1	1
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Parks Facility Maintenance S Refer	0	0	0.00	2	2	2
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Parks Lighting Central Referral	0	1	33.00	0	0	0
Totals for Division: Facility Maintenance	1	2	34.00	5	4	4
Division: Landscape Services						
Land Trust Mowing List	4	0	0.00	4	0	0
Mowing on Land Trust Lots	2	2	1.50	0	0	0
Mowing on the Right of Way	11	5	6.60	6	0	0
Permit to prune, remove, or plant a City Tree	2	2	6.00	0	0	0
Tree Limb and Brush Removal from City Tree - Central Region	1	3	27.67	0	0	0
Tree Limb and Brush Removal from City Tree - South Region	0	2	26.00	0	0	0
Tree Maintenance Seasonal	1	1	5.00	0	0	0
Tree Planting Central Region	5	5	12.00	0	0	0
Tree Planting South Region	1	0	0.00	1	0	0
Tree Removal Central Region	13	15	25.00	18	0	0
Tree Removal North Region	1	2	9.50	0	0	0
Tree Removal South Region	14	9	19.22	15	0	0
Tree Storm Damage Central Region	1	0	0.00	1	0	0
Tree Storm Damage South Region	1	2	38.00	2	1	0
Tree Stump Removal Central Region	4	6	33.17	3	0	0
Tree Stump Removal South Region	1	3	39.00	0	0	0
Tree Trimming at Intersection	5	0	0.00	5	3	0
Tree Trimming Central Region	17	5	15.40	14	0	0
Tree Trimming from Electric Wire or Street Light	6	22	31.77	3	0	0
Tree Trimming North Region	1	0	0.00	1	0	0
Tree Trimming South Region	7	7	27.14	6	0	0
Visibility Problems at an Intersection	2	2	4.50	0	0	0
Totals for Division: Landscape Services	100	93	23.90	79	4	0
Division: Planning and Design						
Parks Capital Project Referral	0	0	0.00	4	4	4
Totals for Division: Planning and Design	0	0	0.00	4	4	4
Division: South Region						
Park Maintenance South Region	7	4	2.50	4	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: South Region	7	4	2.50	4	0	0
Totals for Department: Parks & Rec	124	111	23.00	108	17	12

Department: Public Works

Division: Administration

Public Works Administration	0	0	0.00	1	1	1
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Totals for Division: Administration	0	0	0.00	1	1	1
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Division: Parking Division

Vehicle Illegally Parked	4	4	1.00	0	0	0
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Totals for Division: Parking Division	4	4	1.00	0	0	0
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Division: Solid Waste

Bulky Appointment - August 11	1	0	0.00	1	0	0
Bulky Appointment - August 13	17	0	0.00	17	0	0
Bulky Appointment - July 14	1	0	0.00	1	0	0
Bulky Appointment - May 1	0	34	8.79	0	0	0
Bulky Appointment - May 11	0	1	25.00	0	0	0
Bulky Appointment - May 14	0	170	40.51	0	0	0
Bulky Appointment - May 22	66	82	16.78	0	0	0
Bulky Appointment - May 26	92	95	17.03	0	0	0
Bulky Appointment - May 27	2	2	23.00	0	0	0
Bulky Appointment - May 4	2	52	8.38	0	0	0
Bulky Appointment - May 5	0	1	11.00	0	0	0
Bulky Appointment- July 8	1	0	0.00	1	0	0
Bulky Appointment- July 9	188	1	0.00	187	0	0
Bulky Appointment- June 1	50	2	25.00	48	0	0
Bulky Appointment- June 11	59	1	16.00	182	0	0
Bulky Appointment- June 18	1	0	0.00	1	0	0
Bulky Appointment- June 22	15	0	0.00	15	0	0
Bulky Appointment- June 26	4	0	0.00	4	0	0
Bulky Appointment- June 5	72	1	10.00	72	0	0
Bulky Pick-up Missed	16	16	1.88	1	0	0
Dead Animal Pick-up	38	39	1.74	3	0	0
Illegal Dumping on Right of Way	8	9	4.22	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Leaf and Brush Pick-up Missed	73	107	4.59	0	0	0
Solid Waste Customer Service	48	51	2.32	2	0	0
Trash - Missed by City	24	23	1.67	5	0	0
Trash - Missed by Contractor	21	32	1.47	1	0	0
Trash - Multi Unit Investigation	1	1	2.00	1	0	0
Trash - Recycle Bin New Service	0	0	0.00	1	1	1
Trash - Staff Complaints for Solid Waste	1	1	0.00	0	0	0
Trash Recycling Missed by City	28	27	1.73	1	0	0
Trash Recycling Missed by Contractor	39	37	2.83	2	0	0
Trash-Recycling Missed	1	2	1.50	0	0	0
Trash-Staff Compliments for Solid Waste	2	2	4.00	0	0	0
Totals for Division: Solid Waste	871	789	15.66	566	1	1
Division: Street and Traffic						
Alley Cleaning (South of 47th Street and West of Blue PKWY)	1	1	4.00	0	0	0
Alley Cleaning (South of River to 47th Street and East of Blue PKWY)	3	1	13.00	3	0	0
Bridge Repair (All Districts)	0	0	0.00	1	1	1
Ditch Cleaning (South of 27th Street)	0	1	8.00	0	0	0
Graffiti on City Property	2	0	0.00	2	0	0
Graffiti on Signs	3	1	12.00	3	0	0
Graffiti on Streetlight Pole	1	1	0.00	0	0	0
Plate Hazard	3	3	4.00	0	0	0
Plate in Street	1	2	19.00	1	0	0
Pothole (River south to 47th Street and East of Blue PKWY)	13	7	9.14	10	6	0
Pothole (River south to 47th Street)	0	0	0.00	4	4	4
Pothole (South of 47th Street and West Of Blue PKWY)	22	22	6.41	1	0	0
Sidewalk Hazardous	9	10	11.60	4	0	0
Sidewalk to be replaced Due to City Project	2	1	12.00	2	1	1
Sign Missing or Damaged - Non-emergency	12	25	37.96	80	71	60
Street and Traffic Permit	1	0	0.00	1	1	1
Street Light Malfunctioning	7	8	1.38	0	0	0
Street Light New	1	1	14.00	0	0	0
Street Light Out	14	12	1.73	2	0	0
Street Light Pole Damage, Rust, Vandalism	4	4	2.25	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Street Light Restoration Referral	1	2	14.50	0	0	0
Street Maintenance General (South of 47th Street and West of Blue PKWY)	7	8	16.38	1	0	0
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	6	3	8.33	6	2	2
Street Markings Painted	3	0	0.00	20	17	17
Street Preservation or Overlay	4	3	1.00	1	0	0
Street Sign Damage	15	22	23.09	40	32	28
Street Sweeping Citywide	0	0	0.00	1	1	1
Traffic Engineering and Traffic Studies	21	26	9.26	5	1	1
Traffic Sign Damage	1	1	29.00	4	4	4
Traffic Sign Down or Missing - Emergency	5	3	2.50	5	4	4
Traffic Signal Malfunction	21	23	3.30	1	0	0
Traffic Signal Out	1	1	1.00	0	0	0
Traffic Signal Pole Damage, Rust, Vandalism	1	2	16.50	0	0	0
Violations and Encroachments on the Right of Way	4	6	7.50	0	0	0
Totals for Division: Street and Traffic	189	200	13.22	202	145	124
Totals for Department: Public Works	1,064	993	15.15	769	147	126
Department: Water Services						
Division: Administration						
Sewer Assessment Questions	7	8	4.17	1	0	0
Sewer Cleaning or Repair and Waste Water Concern	2	0	0.00	4	1	0
Water Services Administration	8	6	2.80	2	0	0
Water Services Pavement Restoration	18	1	58.00	29	11	1
Totals for Division: Administration	35	15	8.08	36	12	1
Division: Automatic Meter Reading						
Automatic Meter Reading - VSI	4	5	5.40	0	0	0
Totals for Division: Automatic Meter Reading	4	5	5.40	0	0	0
Division: Consumer Services						
High Bill Adjustment	1	4	50.25	4	0	0
High Water Bill Inspection	11	11	36.18	36	2	0
Water Bill Concerns	98	87	20.19	89	24	13

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Consumer Services	110	102	23.18	129	26	13
Division: Facility						
Sewer Water in Basement	0	1	57.00	0	0	0
Water Facilities and Stormwater Engineering	0	22	518.32	12	12	12
Totals for Division: Facility	0	23	498.26	12	12	12
Division: Laboratory Services						
Water Quality - Laboratory Services	1	1	7.00	0	0	0
Totals for Division: Laboratory Services	1	1	7.00	0	0	0
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	44	80	22.71	21	11	11
Law-All	1	0	0.00	1	0	0
Pipeline Code 2 Repair - Referral	0	0	0.00	1	1	1
Pipeline Code 3 Repair - Referral	0	0	0.00	1	1	1
Pipeline Repair Referral	5	69	146.03	78	73	71
Pipeline Turf Referral	4	7	105.57	24	5	5
Sewer Cleaning or Repair and Waste Water Concern	24	4	64.00	227	195	186
Sewer Water in Basement	12	9	14.89	48	46	45
Street Sweeping Citywide	2	2	6.00	0	0	0
Water Facilities and Stormwater Engineering	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	2	755.00	2	2	2
Water Main Break	0	0	0.00	2	2	2
Water Pipeline Barricade	2	2	55.00	3	3	2
Water Repair and Restoration	0	57	383.98	71	71	71
Totals for Division: Line Maintenance	94	232	158.75	480	411	398
Division: Meter & Field Services						
Automatic Meter Reading - VSI	0	0	0.00	1	1	0
Meter Leak or Problem	22	1	77.00	62	43	26
Pipeline Repair Referral	0	0	0.00	1	1	1
Water Leak or Pressure Problem	63	3	106.33	262	208	161
Totals for Division: Meter & Field Services	85	4	99.00	326	253	188
Division: Reading						

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Sewer Cleaning or Repair and Waste Water Concern	1	0	0.00	1	0	0
Water Leak or Pressure Problem	0	0	0.00	18	18	18
Totals for Division: Reading	1	0	0.00	19	18	18
Division: Stormwater Billing						
Stormwater Charges	14	16	5.25	5	2	1
Totals for Division: Stormwater Billing	14	16	5.25	5	2	1
Totals for Department: Water Services	344	398	131.75	1,007	734	631
Totals for Council District: 4	2,010	1,814	51.53	3,227	1,699	1,512

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 5						
Department: City Clerks Office						
Division:						
City Clerks Office-All	1	0	0.00	1	0	0
Totals for Division:	1	0	0.00	1	0	0
Totals for Department: City Clerks Office	1	0	0.00	1	0	0
Department: City Council						
Division:						
City Council-All	0	1	23.00	0	0	0
Totals for Division:	0	1	23.00	0	0	0
Totals for Department: City Council	0	1	23.00	0	0	0
Department: City Managers Office						
Division: Action Center						
311 Action Center	1	1	0.00	0	0	0
Catch Basins and Storm Water Concerns	4	0	0.00	14	0	0
City Managers Office-Action Center	1	3	79.00	1	0	0
Mowing City Property	2	2	8.00	0	0	0
Park Maintenance South Region	1	1	5.00	0	0	0
Pipeline Repair Referral	0	1	266.00	11	9	8
Plate Hazard	1	0	0.00	3	0	0
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	2	1	1
Street Light Out	3	0	0.00	3	0	0
Street Preservation or Overlay	1	1	16.00	5	3	2
Traffic Engineering and Traffic Studies	1	0	0.00	1	0	0
Tree Trimming South Region	0	1	645.00	0	0	0
Visibility Problems at an Intersection	1	1	1.00	0	0	0
Water Bill Concerns	0	1	49.00	0	0	0
Totals for Division: Action Center	16	12	112.27	43	13	11

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: CIMO						
City Managers Office-Capital Improvement Management Office	2	1	1.00	5	4	3
Totals for Division: CIMO	2	1	1.00	5	4	3
Division: Emergency Management						
City Managers Office-Emergency Management	1	1	0.00	0	0	0
Totals for Division: Emergency Management	1	1	0.00	0	0	0
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	6	7	216.00	0	0	0
PIAC Referral From Department	1	1	1.00	0	0	0
Totals for Division: PIAC	7	8	144.33	0	0	0
Totals for Department: City Managers Office	26	22	111.27	48	17	14

Department: City Planning and Development

Division: Investigations						
Building Code and Permit Violations	2	2	3.00	14	13	10
Demolition Debris and Landfill	0	0	0.00	1	1	1
Fence or Wall	1	3	12.33	2	2	2
Mud and silt	0	1	11.00	2	2	2
Zoning Inspections and Violations	7	3	91.33	16	9	6
Totals for Division: Investigations	10	9	36.44	35	27	21
Division: Land Develop						
Erosion or Sediment	1	0	0.00	1	1	0
Totals for Division: Land Develop	1	0	0.00	1	1	0
Totals for Department: City Planning and Development	11	9	36.44	36	28	21

Department: Fire

Division:						
Fire - All	2	2	4.50	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division:	2	2	4.50	0	0	0
Totals for Department: Fire	2	2	4.50	0	0	0
Department: General Service						
Division: Facility Management						
Mowing City Property	7	5	2.00	2	0	0
Totals for Division: Facility Management	7	5	2.00	2	0	0
Totals for Department: General Service	7	5	2.00	2	0	0
Department: Health						
Division:						
Health-All	2	2	5.00	0	0	0
Totals for Division: Facility Management	2	2	5.00	0	0	0
Division: Rat						
Rat Control Treatment	26	16	24.38	25	0	0
Totals for Division: Rat	26	16	24.38	25	0	0
Totals for Department: Health	28	18	23.24	25	0	0
Department: Housing Community Dev						
Division: Property Preservation						
Emergency Home Repair Program	3	3	3.00	0	0	0
Paint Program	2	2	0.00	0	0	0
Weatherization Program	1	1	3.00	0	0	0
Totals for Division: Property Preservation	6	6	3.00	0	0	0
Totals for Department: Housing Community Dev	6	6	3.00	0	0	0
Department: Human Relations						
Division:						
Human Relation-All	0	0	0.00	2	1	1

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division:	0	0	0.00	2	1	1
Totals for Department: Human Relations	0	0	0.00	2	1	1

Department: KCPD

Division: Parking Control

Abandoned Vehicle

29	28	3.26	2	0	0
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Totals for Division: Parking Control

29	28	3.26	2	0	0
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Totals for Department: KCPD

29	28	3.26	2	0	0
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Department: Law

Division:

Law-All

32	22	20.82	39	14	14
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Totals for Division: Parking Control

32	22	20.82	39	14	14
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Totals for Department: Law

32	22	20.82	39	14	14
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Department: Mayors Office

Division:

Mayors Office-All

1	0	0.00	1	0	0
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Totals for Division: Parking Control

1	0	0.00	1	0	0
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Totals for Department: Mayors Office

1	0	0.00	1	0	0
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Department: Municipal Court

Division:

Municipal Court-All

1	1	1.00	1	1	1
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Totals for Division: Parking Control

1	1	1.00	1	1	1
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Totals for Department: Municipal Court

1	1	1.00	1	1	1
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Department: NCS

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: Administration						
Neighborhood and Community Services Administration	3	3	6.00	0	0	0
Totals for Division: Administration	3	3	6.00	0	0	0
Division: Animal Health and Safety						
Animal Admin Call Back	3	3	0.00	0	0	0
Animal Bite	3	4	1.00	0	0	0
Animal Control	125	126	1.33	7	0	0
Animal Emergency	63	62	1.75	3	0	0
Barking Dog	4	4	2.00	0	0	0
Totals for Division: Animal Health and Safety	198	199	1.47	10	0	0
Division: Dangerous Buildings						
Dangerous Building	0	4	359.00	97	97	97
Dangerous Building Emergency	2	5	156.75	20	20	20
Nuisance Violations on Private Property Vacant Structure	108	62	290.67	893	698	669
Vacant Structure Open to Entry	29	11	94.00	151	147	118
Totals for Division: Dangerous Buildings	139	82	262.46	1,161	962	904
Division: Neighborhood Preservation						
Graffiti on Private Property	0	1	112.00	4	4	3
Illegal Dumping on Property	26	9	18.22	87	67	64
Nuisance Violations	444	198	96.30	1,626	835	724
Property and Nuisance Violations	75	25	152.20	465	304	281
Property Violations	7	6	338.17	104	86	82
Totals for Division: Neighborhood Preservation	552	239	105.54	2,286	1,296	1,154
Division: Property Preservation						
Emergency Home Repair Program	3	3	6.00	0	0	0
Paint Program	1	1	6.00	0	0	0
Weatherization Program	0	0	0.00	2	2	2
Totals for Division: Property Preservation	4	4	6.00	2	2	2
Division: Regulated Industries						
Regulated Industries	1	1	3.00	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Regulated Industries	1	1	3.00	0	0	0
Division: Tow						
Tow Services Administration	0	1	20.00	0	0	0
Totals for Division: Tow	0	1	20.00	0	0	0
Totals for Department: NCS	897	529	100.40	3,459	2,260	2,060

Department: Parks & Rec

Division: Administration

Parks and Recreation Administration	1	0	0.00	3	2	2
Totals for Division: Administration	1	0	0.00	3	2	2

Division: Central Region

Park Maintenance Central Region	3	3	13.67	2	0	0
Totals for Division: Central Region	3	3	13.67	2	0	0

Division: Facility Maintenance

Parks Drinking Fountain South Referral	1	0	0.00	1	0	0
Totals for Division: Facility Maintenance	1	0	0.00	1	0	0

Division: Landscape Services

Cleaning vacant Land Trust Lots	3	1	5.00	2	0	0
Land Trust Mowing List	153	2	1.00	151	0	0
Mowing on Land Trust Lots	10	11	4.70	0	0	0
Mowing on the Right of Way	13	12	121.67	16	8	8
Tree Limb and Brush Removal from City Tree - South Region	3	1	19.00	2	0	0
Tree Planting Central Region	1	2	18.50	0	0	0
Tree Planting South Region	1	1	11.00	0	0	0
Tree Removal Central Region	5	2	60.00	5	0	0
Tree Removal North Region	1	1	7.00	1	0	0
Tree Removal South Region	3	4	21.50	4	1	0
Tree Storm Damage Central Region	2	3	26.50	2	2	2
Tree Storm Damage South Region	1	2	7.00	2	1	1
Tree Stump Removal Central Region	1	1	13.00	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Tree Stump Removal South Region	1	1	26.00	0	0	0
Tree Trimming at Intersection	2	2	17.50	0	0	0
Tree Trimming Central Region	12	9	18.44	6	0	0
Tree Trimming from Electric Wire or Street Light	4	4	13.75	1	1	0
Tree Trimming South Region	5	3	16.00	5	1	1
Visibility Problems at an Intersection	1	2	18.50	0	0	0
Totals for Division: Landscape Services	222	64	36.72	198	14	12
Division: South Region						
Park Maintenance South Region	6	5	4.25	2	1	1
Totals for Division: South Region	6	5	4.25	2	1	1
Totals for Department: Parks & Rec	233	72	33.79	206	17	15
Department: Parks & Recreation						
Division: Landscape Services						
Bruce R Watkins Freeway	1	0	0.00	1	0	0
Totals for Division: Landscape Services	1	0	0.00	1	0	0
Totals for Department: Parks & Recreation	1	0	0.00	1	0	0
Department: Public Works						
Division: Administration						
Public Works Administration	0	1	10.00	0	0	0
Totals for Division: Administration	0	1	10.00	0	0	0
Division: Solid Waste						
Bulky Appointment - August 11	36	0	0.00	36	0	0
Bulky Appointment - July 14	191	2	21.00	189	0	0
Bulky Appointment - May 1	0	75	7.65	0	0	0
Bulky Appointment - May 11	1	134	30.58	0	0	0
Bulky Appointment - May 12	0	274	48.84	0	0	0
Bulky Appointment - May 14	0	10	43.60	0	0	0
Bulky Appointment - May 22	103	121	16.36	0	0	0
Bulky Appointment - May 26	9	9	17.56	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Bulky Appointment - May 27	90	90	17.71	1	0	0
Bulky Appointment - May 28	10	10	15.80	0	0	0
Bulky Appointment - May 30	1	1	0.00	0	0	0
Bulky Appointment - May 4	0	9	8.33	0	0	0
Bulky Appointment - May 5	1	47	10.06	0	0	0
Bulky Appointment - May 6	0	12	12.92	0	0	0
Bulky Appointment- July 13	59	0	0.00	59	0	0
Bulky Appointment- July 7	1	0	0.00	1	0	0
Bulky Appointment- July 9	1	0	0.00	1	0	0
Bulky Appointment- June 1	2	0	0.00	2	0	0
Bulky Appointment- June 11	2	1	24.00	7	0	0
Bulky Appointment- June 15	1	0	0.00	1	0	0
Bulky Appointment- June 2	50	0	0.00	50	0	0
Bulky Appointment- June 22	3	0	0.00	3	0	0
Bulky Appointment- June 23	7	0	0.00	7	0	0
Bulky Appointment- June 26	3	0	0.00	3	0	0
Bulky Appointment- June 3	6	0	0.00	6	0	0
Bulky Appointment- June 5	107	0	0.00	108	0	0
Bulky Appointment- June 8	99	1	22.00	130	0	0
Bulky Appointment- June 9	15	1	18.00	209	0	0
Bulky Pick-up Missed	20	20	1.40	2	0	0
Dead Animal Pick-up	75	72	1.43	12	0	0
Illegal Dumping on Right of Way	50	44	6.07	16	11	8
Leaf and Brush Pick-up Missed	17	38	6.68	1	0	0
Solid Waste Customer Service	48	51	2.19	0	0	0
Trash - Missed by City	22	20	2.08	6	1	1
Trash - Missed by Contractor	47	48	1.20	1	0	0
Trash - Multi Unit Investigation	2	1	2.00	1	0	0
Trash - Roll-out Cart Missing	6	6	2.17	0	0	0
Trash - Staff Complaints for Solid Waste	5	5	1.33	0	0	0
Trash Recycling Missed by City	23	23	1.69	0	0	0
Trash Recycling Missed by Contractor	102	102	1.66	0	0	0
Trash-Staff Compliments for Solid Waste	1	1	1.00	0	0	0
Totals for Division: Solid Waste	1,216	1,228	20.52	865	12	9

Division: Street and Traffic

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Bridge Repair (All Districts)	2	0	0.00	2	1	0
Crack Sealing -(South of 47th Street and West of Blue PKWY)	1	2	25.00	1	1	0
Crack Sealing (South of River to 47th Street and East of Blue PKWY)	0	0	0.00	1	1	1
Ditch Cleaning (South of 27th Street)	16	18	21.22	10	0	0
Graffiti on City Property	0	0	0.00	1	1	1
Graffiti on Signs	2	0	0.00	3	1	1
Guard Rail Repair (South of 47th Street and West of Blue PKWY)	0	1	27.00	0	0	0
Guard Rail Repair (South of the River to 47th Street and East of Blue PKWY)	0	0	0.00	1	1	1
Plate Hazard	1	1	1.00	0	0	0
Plate in Street	1	1	8.00	0	0	0
Pothole (River south to 47th Street and East of Blue PKWY)	6	5	5.80	1	0	0
Pothole (South of 47th Street and West Of Blue PKWY)	21	27	6.30	1	0	0
Sidewalk Hazardous	7	9	9.78	3	0	0
Sign Missing or Damaged - Non-emergency	11	8	34.88	29	20	17
Snow or Ice on Street (South of 47th Street and West of Blue PKWY)	0	1	43.00	0	0	0
Street Light Malfunctioning	7	7	1.86	0	0	0
Street Light Out	7	6	2.33	1	0	0
Street Light Pole Damage, Rust, Vandalism	2	2	4.50	0	0	0
Street Light Restoration Referral	0	2	36.00	0	0	0
Street Maintenance General (South of 47th Street and West of Blue PKWY)	8	16	16.44	5	5	2
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	1	1	11.00	4	3	3
Street Markings Painted	2	0	0.00	4	2	2
Street Preservation or Overlay	9	7	6.80	3	0	0
Street Sign Damage	2	2	53.50	5	4	3
Traffic Engineering and Traffic Studies	10	9	6.86	4	1	1
Traffic Sign Down or Missing - Emergency	6	5	1.00	1	0	0
Traffic Signal Malfunction	4	5	2.00	0	0	0
Violations and Encroachments on the Right of Way	10	11	7.70	2	0	0
Totals for Division: Street and Traffic	136	146	12.42	84	41	32
Totals for Department: Public Works	1,352	1,375	19.65	949	53	41

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Department: Water Services						
Division: Administration						
Sewer Assessment Questions	4	7	5.80	0	0	0
Sewer Cleaning or Repair and Waste Water Concern	1	0	0.00	2	1	1
Water Services Administration	10	8	4.50	2	0	0
Water Services Pavement Restoration	12	1	2.00	28	18	2
Totals for Division: Administration	27	16	4.90	32	19	3
Division: Automatic Meter Reading						
Automatic Meter Reading - VSI	2	2	6.00	0	0	0
Totals for Division: Automatic Meter Reading	2	2	6.00	0	0	0
Division: Consumer Services						
High Bill Adjustment	0	3	48.33	8	0	0
High Water Bill Inspection	24	38	42.13	57	0	0
Water Bill Concerns	123	104	17.88	125	45	24
Totals for Division: Consumer Services	147	145	25.11	190	45	24
Division: Facility						
Water Facilities and Engineering	0	1	788.00	0	0	0
Water Facilities and Stormwater Engineering	4	21	468.67	23	20	18
Totals for Division: Facility	4	22	483.18	23	20	18
Division: Industrial Waste Control						
Water Industrial Waste Control	1	0	0.00	4	3	3
Totals for Division: Industrial Waste Control	1	0	0.00	4	3	3
Division: Laboratory Services						
Water Quality - Laboratory Services	1	2	10.50	0	0	0
Totals for Division: Laboratory Services	1	2	10.50	0	0	0
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	19	27	16.72	16	8	8
Icing Caused by Water Leak	0	0	0.00	3	3	3
Pipeline Code 2 Repair - Referral	0	1	173.00	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Pipeline Code 3 Repair - Referral	1	0	0.00	1	1	1
Pipeline Repair Referral	5	42	137.31	70	62	59
Pipeline Turf Referral	7	5	134.80	25	5	5
Sewer Cleaning or Repair and Waste Water Concern	23	12	5.09	201	180	173
Sewer Water in Basement	11	4	3.50	67	64	62
Street Sweeping Citywide	1	1	1.00	0	0	0
Water Leak or Pressure Problem	0	0	0.00	3	3	3
Water Pipeline Barricade	1	0	0.00	2	2	1
Water Repair and Restoration	0	27	338.11	33	33	33
Totals for Division: Line Maintenance	68	119	139.93	422	361	348
Division: Meter & Field Services						
Meter Leak or Problem	26	1	35.00	80	55	37
Sewer Cleaning or Repair and Waste Water Concern	2	0	0.00	3	0	0
Water Leak or Pressure Problem	91	6	91.00	345	261	208
Totals for Division: Meter & Field Services	119	7	79.80	428	316	245
Division: Reading						
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	3	3	3
Sewer Water in Basement	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	1	208.00	15	15	15
Totals for Division: Reading	0	1	208.00	19	19	19
Division: Stormwater Billing						
Stormwater Charges	8	12	6.36	1	0	0
Water Bill Concerns	0	0	0.00	1	1	0
Totals for Division: Stormwater Billing	8	12	6.36	2	1	0
Totals for Department: Water Services	377	326	101.07	1,120	784	660
Totals for Council District: 5	3,004	2,416	48.15	5,892	3,175	2,827

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Council District: 6						
Department: Auditors Office						
Division:						
Auditors Office-All	1	1	0.00	0	0	0
Totals for Division:	1	1	0.00	0	0	0
Totals for Department: Auditors Office	1	1	0.00	0	0	0
Department: City Clerks Office						
Division:						
City Clerks Office-All	2	1	0.00	1	0	0
Totals for Division:	2	1	0.00	1	0	0
Totals for Department: City Clerks Office	2	1	0.00	1	0	0
Department: City Council						
Division:						
City Council-All	0	0	0.00	1	1	1
Totals for Division:	0	0	0.00	1	1	1
Totals for Department: City Council	0	0	0.00	1	1	1
Department: City Managers Office						
Division: Action Center						
311 Action Center	1	1	1.00	0	0	0
Catch Basins and Storm Water Concerns	7	1	1.00	10	0	0
City Managers Office-Action Center	0	1	5.00	0	0	0
Illegal Dumping on Right of Way	0	1	7.00	0	0	0
Mowing City Property	1	1	10.00	0	0	0
Plate in Street	2	0	0.00	2	0	0
Sewer Cleaning or Repair and Waste Water Concern	1	0	0.00	3	2	2
Sign Missing or Damaged - Non-emergency	1	0	0.00	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Street Light Pole Damage, Rust, Vandalism	1	0	0.00	2	0	0
Street Preservation or Overlay	1	0	0.00	3	1	1
Violations and Encroachments on the Right of Way	1	1	0.00	0	0	0
Water Bill Concerns	1	1	5.00	5	2	0
Totals for Division: Action Center	17	7	4.83	27	5	3
Division: CIMO						
City Managers Office-Capital Improvement Management Office	1	1	0.00	6	6	3
Totals for Division: CIMO	1	1	0.00	6	6	3
Division: Emergency Management						
City Managers Office-Emergency Management	0	0	0.00	1	1	1
Totals for Division: Emergency Management	0	0	0.00	1	1	1
Division: PIAC						
City Managers Office-Public Improvement Advisory Committee	2	2	1.00	0	0	0
PIAC Referral From Department	2	2	3.50	0	0	0
Totals for Division: PIAC	4	4	2.67	0	0	0
Totals for Department: City Managers Office	22	12	4.11	34	12	7

Department: City Planning and Development

Division: Investigations

Building Code and Permit Violations	3	4	43.00	10	9	9
Fence or Wall	1	1	11.00	0	0	0
Mud and silt	0	1	377.00	2	2	2
Sign Violation Zoning	1	1	68.00	4	2	1
Zoning Inspections and Violations	5	3	6.00	11	7	6
Totals for Division: Investigations	10	10	67.00	27	20	18

Division: Land Develop

Erosion or Sediment	0	3	49.33	2	2	2
Totals for Division: Land Develop	0	3	49.33	2	2	2

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Department: City Planning and Development	10	13	62.58	29	22	20

Department: General Service

Division: Facility Management

ADA Accessibility	0	0	0.00	2	2	2
Cleaning City Property	1	0	0.00	1	0	0
Mowing City Property	4	3	7.50	2	0	0

Totals for Division: Facility Management	5	3	7.50	5	2	2
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Totals for Department: General Service	5	3	7.50	5	2	2
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Department: Health

Division:

Health-All	3	3	11.00	1	0	0
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Totals for Division: Facility Management	3	3	11.00	1	0	0
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Division: Rat

Rat Control Treatment	3	1	32.00	3	0	0
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Totals for Division: Rat	3	1	32.00	3	0	0
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Totals for Department: Health	6	4	16.25	4	0	0
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Department: Housing Community Dev

Division: Property Preservation

Emergency Home Repair Program	1	1	3.00	0	0	0
Paint Program	1	1	6.00	0	0	0
Weatherization Program	1	1	1.00	0	0	0

Totals for Division: Property Preservation	3	3	3.33	0	0	0
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Totals for Department: Housing Community Dev	3	3	3.33	0	0	0
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Department: Human Relations

Division:

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Human Relation-All	0	0	0.00	2	2	2
Totals for Division:	0	0	0.00	2	2	2
Totals for Department: Human Relations	0	0	0.00	2	2	2

Department: KCPD

Division: Parking Control

Abandoned Vehicle	10	8	1.63	3	1	0
Totals for Division: Parking Control	10	8	1.63	3	1	0
Totals for Department: KCPD	10	8	1.63	3	1	0

Department: Law

Division:

Law-All	23	23	21.04	34	24	18
Totals for Division: Parking Control	23	23	21.04	34	24	18
Totals for Department: Law	23	23	21.04	34	24	18

Department: Municipal Court

Division:

Municipal Court-All	0	1	8.00	0	0	0
Totals for Division: Parking Control	0	1	8.00	0	0	0
Totals for Department: Municipal Court	0	1	8.00	0	0	0

Department: NCS

Division: Animal Health and Safety

Animal Admin Call Back	6	5	0.00	1	0	0
Animal Bite	4	4	3.00	0	0	0
Animal Control	85	84	1.55	5	0	0
Animal Emergency	41	41	1.84	1	0	0
Barking Dog	9	9	1.00	0	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Animal Health and Safety	145	143	1.64	7	0	0
Division: Dangerous Buildings						
Dangerous Building	3	3	304.00	19	19	19
Dangerous Building Emergency	0	0	0.00	4	4	4
Nuisance Violations on Private Property Vacant Structure	74	11	207.82	269	178	168
Vacant Structure Open to Entry	8	3	206.00	49	48	42
Totals for Division: Dangerous Buildings	85	17	224.47	341	249	233
Division: Neighborhood Preservation						
Illegal Dumping on Property	4	2	9.50	21	17	16
Nuisance Violations	279	167	68.79	774	342	299
Property and Nuisance Violations	48	42	112.19	200	104	98
Property Violations	6	11	148.00	95	79	70
Totals for Division: Neighborhood Preservation	337	222	81.00	1,090	542	483
Division: Property Preservation						
Emergency Home Repair Program	0	0	0.00	1	1	1
Totals for Division: Property Preservation	0	0	0.00	1	1	1
Division: Regulated Industries						
Regulated Industries	0	0	0.00	1	1	1
Vehicle Towed From Lot Without Owner's Permission by Tow Company	0	1	4.00	0	0	0
Totals for Division: Regulated Industries	0	1	4.00	1	1	1
Totals for Department: NCS	567	383	66.02	1,440	793	718

Department: Parks & Rec

Division: Administration

Parks and Recreation Administration	1	1	0.00	0	0	0
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Totals for Division: Administration	1	1	0.00	0	0	0
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Division: Facility Maintenance

Parks Facility Maintenance S Refer	2	1	2.00	1	0	0
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Parks Lighting South Referral	0	0	0.00	1	1	1
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Facility Maintenance	2	1	2.00	2	1	1
Division: Landscape Services						
Land Trust Mowing List	12	0	0.00	12	0	0
Mowing on Land Trust Lots	1	2	5.00	0	0	0
Mowing on the Right of Way	16	14	108.86	16	4	4
Permit to prune, remove, or plant a City Tree	0	1	40.00	0	0	0
Tree Limb and Brush Removal from City Tree - South Region	1	0	0.00	1	0	0
Tree Removal South Region	9	9	24.22	8	1	0
Tree Storm Damage South Region	3	5	4.20	0	0	0
Tree Stump Removal South Region	1	0	0.00	1	0	0
Tree Trimming at Intersection	1	0	0.00	1	1	0
Tree Trimming from Electric Wire or Street Light	3	2	17.50	2	0	0
Tree Trimming South Region	13	4	37.75	13	0	0
Visibility Problems at an Intersection	3	3	4.67	0	0	0
Totals for Division: Landscape Services	63	40	50.33	55	6	4
Division: South Region						
Park Maintenance South Region	3	2	3.50	1	0	0
Totals for Division: South Region	3	2	3.50	1	0	0
Totals for Department: Parks & Rec	69	44	47.02	58	7	5
Department: Parks & Recreation						
Division: Landscape Services						
Park Maintenance South Region	0	0	0.00	1	1	1
Totals for Division: Landscape Services	0	0	0.00	1	1	1
Totals for Department: Parks & Recreation	0	0	0.00	1	1	1
Department: Public Works						
Division: Solid Waste						
Bulky Appointment	1	1	8.00	3	0	0
Bulky Appointment - August 11	1	0	0.00	1	0	0

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Bulky Appointment - August 12	22	0	0.00	22	0	0
Bulky Appointment - August 13	1	0	0.00	1	0	0
Bulky Appointment - July 14	23	0	0.00	23	0	0
Bulky Appointment - May 11	0	66	29.98	0	0	0
Bulky Appointment - May 12	0	12	47.42	0	0	0
Bulky Appointment - May 13	0	201	42.35	1	0	0
Bulky Appointment - May 14	0	29	40.69	0	0	0
Bulky Appointment - May 8	0	203	26.33	0	0	0
Bulky Appointment- July 10	95	0	0.00	95	0	0
Bulky Appointment- July 13	35	0	0.00	35	0	0
Bulky Appointment- July 15	3	0	0.00	3	0	0
Bulky Appointment- July 3	1	1	0.00	0	0	0
Bulky Appointment- July 8	212	0	0.00	212	0	0
Bulky Appointment- July 9	28	0	0.00	28	0	0
Bulky Appointment- June 10	65	0	0.00	235	0	0
Bulky Appointment- June 11	7	0	0.00	26	0	0
Bulky Appointment- June 12	168	0	0.00	199	0	0
Bulky Appointment- June 17	3	0	0.00	3	0	0
Bulky Appointment- June 8	52	0	0.00	68	0	0
Bulky Appointment- June 9	3	0	0.00	15	0	0
Bulky Pick-up Missed	14	14	2.14	1	0	0
Dead Animal Pick-up	41	42	2.02	3	0	0
Illegal Dumping on Right of Way	22	20	7.00	3	0	0
Leaf and Brush Pick-up Missed	101	133	5.14	0	0	0
Solid Waste Customer Service	48	50	2.90	1	0	0
Trash - Missed by Contractor	94	97	2.25	4	0	0
Trash - Roll-out Cart Damaged or Broken	1	1	1.00	0	0	0
Trash - Staff Complaints for Solid Waste	6	6	3.00	0	0	0
Trash Recycling Missed by Contractor	151	150	2.07	1	0	0
Totals for Division: Solid Waste	1,198	1,026	19.08	996	0	0
Division: Street and Traffic						
Bridge Repair (All Districts)	1	1	47.00	3	2	2
Crack Sealing -(South of 47th Street and West of Blue PKWY)	1	3	104.67	0	0	0
Ditch Cleaning (South of 27th Street)	13	16	17.13	6	1	1

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Graffiti on Signs	0	2	39.00	3	3	3
Guard Rail Repair (South of 47th Street and West of Blue PKWY)	0	2	100.00	0	0	0
Pothole (River south to 47th Street and East of Blue PKWY)	0	0	0.00	1	1	1
Pothole (South of 47th Street and West Of Blue PKWY)	34	41	8.15	6	2	1
Sidewalk Hazardous	4	4	8.75	3	1	0
Sidewalk to be replaced Due to City Project	2	1	1.00	1	0	0
Sign Missing or Damaged - Non-emergency	12	5	37.40	35	23	21
Snow or Ice on Street (South of 47th Street and West of Blue PKWY)	0	0	0.00	1	1	1
Street Light Malfunctioning	13	12	2.18	1	0	0
Street Light Out	17	17	1.53	0	0	0
Street Light Restoration Referral	2	3	28.00	1	0	0
Street Maintenance General (South of 47th Street and West of Blue PKWY)	18	25	29.92	15	9	8
Street Maintenance General (South of River to 47th Street and East of Blue PKWY)	1	0	0.00	1	0	0
Street Markings Painted	5	1	11.00	8	4	4
Street Preservation or Overlay	5	9	11.00	0	0	0
Street Sign Damage	3	5	20.80	14	14	12
Traffic Engineering and Traffic Studies	15	12	5.82	5	3	0
Traffic Sign Damage	0	0	0.00	7	7	7
Traffic Sign Down or Missing - Emergency	2	2	2.50	0	0	0
Traffic Signal Malfunction	9	9	3.50	0	0	0
Violations and Encroachments on the Right of Way	4	4	10.00	1	0	0

Totals for Division: Street and Traffic	161	174	16.00	112	71	61
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Totals for Department: Public Works	1,359	1,200	18.65	1,108	71	61
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Department: Water Services

Division: Administration

Sewer Assessment Questions	2	2	0.00	0	0	0
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	3	2	1
Water Services Administration	3	3	8.00	1	1	0
Water Services Pavement Restoration	14	0	0.00	24	10	0

Totals for Division: Administration	19	5	8.00	29	13	1
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<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Division: Consumer Services						
High Bill Adjustment	1	2	19.50	3	0	0
High Water Bill Inspection	18	25	41.63	38	2	0
Water Bill Concerns	116	90	15.19	104	27	15
Totals for Division: Consumer Services	135	117	21.04	145	29	15
Division: Facility						
Water Facilities and Stormwater Engineering	1	19	525.74	14	14	14
Totals for Division: Facility	1	19	525.74	14	14	14
Division: Industrial Waste Control						
Water Industrial Waste Control	0	0	0.00	1	1	1
Totals for Division: Industrial Waste Control	0	0	0.00	1	1	1
Division: Laboratory Services						
Water Quality - Laboratory Services	4	3	3.67	1	0	0
Totals for Division: Laboratory Services	4	3	3.67	1	0	0
Division: Line Maintenance						
Catch Basins and Storm Water Concerns	22	43	15.63	16	6	6
Pipeline Code 2 Repair - Referral	0	0	0.00	1	1	1
Pipeline Repair Referral	5	15	112.40	18	13	12
Pipeline Turf Referral	5	0	0.00	16	1	0
Sewer Cleaning or Repair and Waste Water Concern	23	5	6.40	160	134	122
Sewer Water in Basement	12	6	5.17	68	67	62
Street Sweeping Citywide	0	1	57.00	0	0	0
Water Facilities and Stormwater Engineering	0	0	0.00	2	2	1
Water Leak or Pressure Problem	1	0	0.00	3	2	2
Water Pipeline Barricade	0	1	21.00	2	2	2
Water Repair and Restoration	0	15	343.87	28	28	28
Totals for Division: Line Maintenance	68	86	89.03	314	256	236
Division: Meter & Field Services						
Meter Leak or Problem	25	0	0.00	60	36	24
Water Leak or Pressure Problem	66	1	3.00	256	198	167

<u>Problem Summary</u>	<u>Opened this Month</u>	<u>Closed this Month</u>	<u>Average Days Opened</u>	<u>Total Open Cases</u>	<u>Escalation-1</u>	<u>Escalation-2</u>
Totals for Division: Meter & Field Services	91	1	3.00	316	234	191
Division: Reading						
Sewer Cleaning or Repair and Waste Water Concern	0	0	0.00	1	1	1
Water Leak or Pressure Problem	0	0	0.00	18	17	17
Totals for Division: Reading	0	0	0.00	19	18	18
Division: Stormwater Billing						
Stormwater Charges	13	19	5.78	0	0	0
Totals for Division: Stormwater Billing	13	19	5.78	0	0	0
Totals for Department: Water Services	331	250	84.39	839	565	476
Totals for Council District: 6	2,408	1,946	36.23	3,559	1,501	1,311



Council District Monthly Report - Details

Run Date: 06/01/2009

Run Time: 9:14:35 AM

Month : May

Year : 2009

Problem Summary

Opened
this Month

Closed
this Month

Average
Days Opened

Total
Open Cases

Escalation-1

Escalation-2

Report Totals:

17,089

13,241

42.04

26,858

13,683

12,246