

BUILDING & NEIGHBORHOOD SERVICES

SERVICE REQUESTS & OPEN CASES

Service Requests Received From:
1/1/15-6/30/15

Results as of:
7/24/15



<u>Service Request Type</u>	<u>Average Days to Resolution</u>	<u># of Service Requests Received</u>	<u># of Service Requests Resolved*</u>	<u># of Open Requests*</u>
Building Code Violation	13.26	3	3	0
Construction Without Required Permits	18.13	5	5	0
Fence Location/ Height	0.00	1	1	0
High Grass/ Vegetation	8.27	57	58	0
Illegal Signage	11.08	2	2	0
Information Request	0.35	13	14	0
Inoperable or Unlicensed Vehicle	12.85	86	81	5
Miscellaneous	5.63	32	28	4
Municipal Code Violation	1.98	12	12	0
Structure Unsafe, Dilapidated, or in Disrepair	18.59	22	23	0
Temporary Sign Violation	13.87	3	3	0
Trash, Garbage, Rubbish, Debris	23.87	20	25	0
Use or Business Violation	18.23	4	4	0
Vehicles Parking in Front Yard	7.87	20	20	0
Zoning Violation	19.01	28	23	5
Cases Resolved: 94%	Average Days to Resolution: 11.98	308	302*	

*The Resolution of Service Requests may involve multiple steps/ actions, resulting in a larger number of Service Requests Resolved per Service Requests Received.

NEIGHBORHOOD RESOURCES – Customer Service
SERVICE REQUEST TYPES

New in green

Building Code Violation
Construction Without Required Permits
Electrical Hazard
Fence Location/ Height
Flood Damage Inspection
Graffiti
High Grass/ Vegetation
Illegal Signage
IMPC Violation (International Property Maintenance Code)
IMPC – Grading and Erosion
IMPC – Rodent Harborage
IMPC – Protective Treatment (Painting of Structure)
IMPC – Exterior Walls
IMPC – Roofs and Drainage
IMPC – Window, Skylights, and Door Frame
Information Request
Inoperable or Unlicensed Vehicle
Miscellaneous
Municipal Code Violation
Problem with Infor
Referred to Other Department or Agency
Setback Violation
Sign Violation on Private Property
Signs in a Public Right of Way
Structure Unsafe, Dilapidated, or in Disrepair
Temporary Sign Violation
Trash, Garbage, Rubbish, Debris
Tree Removal Without a Permit
Unnecessary Noise, Work Hours Violation
Use or Business Violation
Vacant Dwelling Unsecured/ Open to Entry
Vehicles Parking in Front Yard
Zoning Certification Request
Zoning Violation