

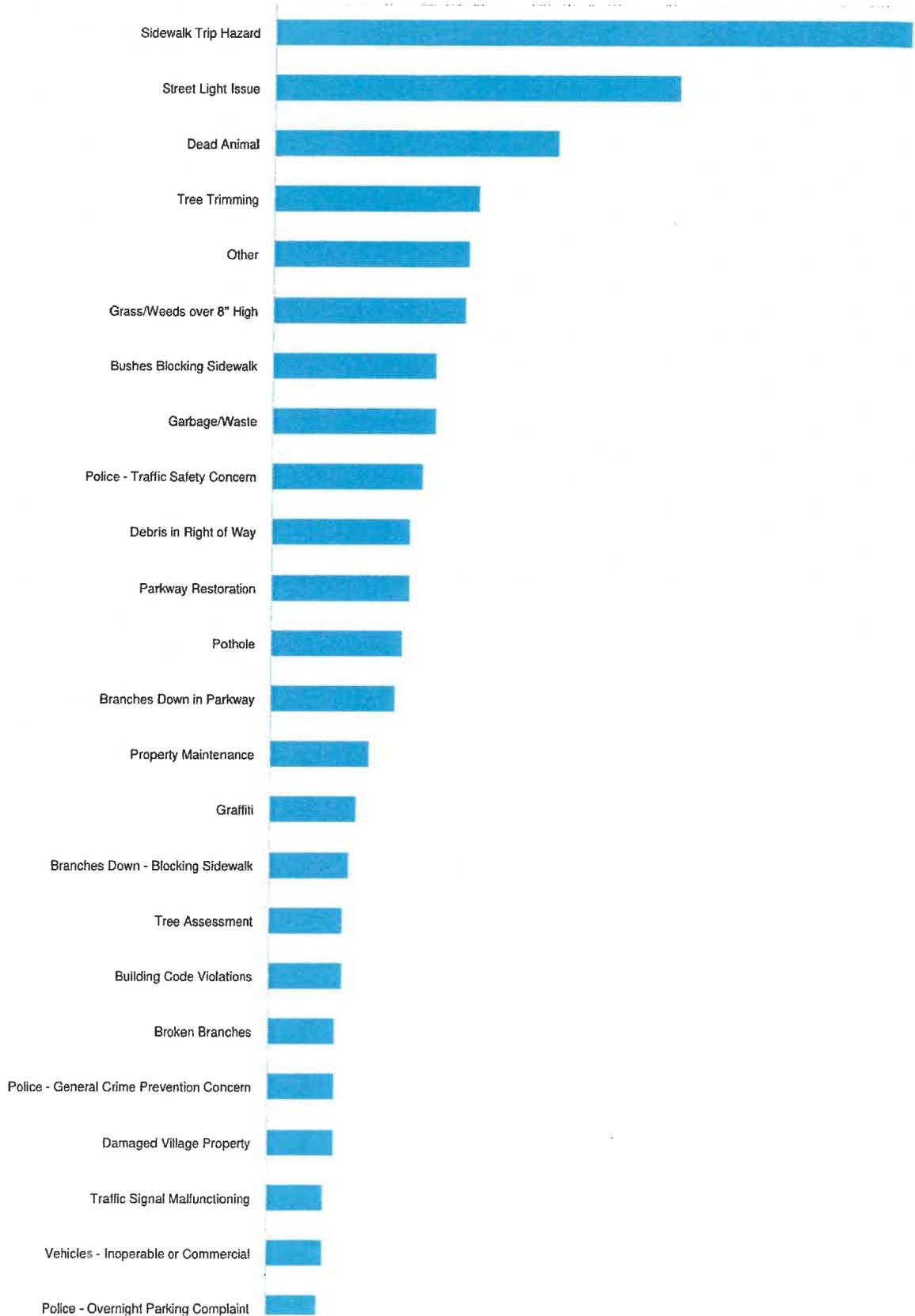
Requests filtered by request category that have been created 01/01/2025 - 01/01/2026 filtered to all categories within all geographies

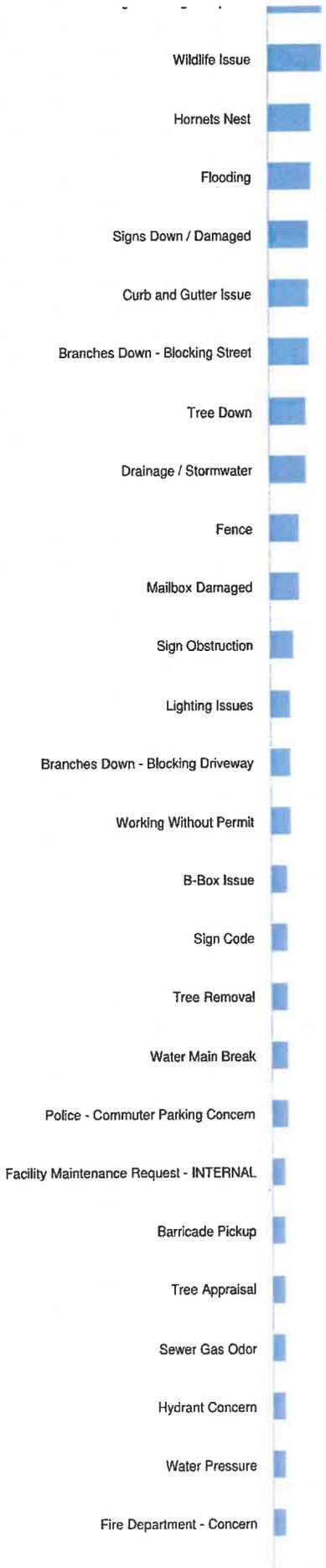
Request Category	Created in period	Acknowledged in period	Closed in period	Average days to acknowledge in period	Average days to close
Sidewalk Trip Hazard	197	197	192	0	0.7
Street Light Issue	126	126	124	0	4.2
Dead Animal	88	88	88	0	0.4
Tree Trimming	64	64	63	0	12.3
Other	61	61	59	0	9.9
Grass/Weeds over 8" High	60	60	59	0	13.3
Bushes Blocking Sidewalk	51	51	51	0	16.6
Garbage/Waste	51	51	51	0	7.7
Police - Traffic Safety Concern	47	42	47	0.4	1.1
Debris in Right of Way	43	43	43	0	3.7
Parkway Restoration	43	43	35	0	18.3
Pothole	41	41	41	0	1.3
Branches Down in Parkway	39	39	39	0	1
Property Maintenance	31	31	31	0	12.9
Graffiti	27	27	27	0	1.3
Branches Down - Blocking Sidewalk	25	25	22	0	1.1
Building Code Violations	23	23	21	0	10.4
Tree Assessment	23	23	22	0	22.2
Damaged Village Property	21	21	13	0.2	6.6
Police - General Crime Prevention Concern	21	18	21	0.6	5.4
Broken Branches	21	21	21	0	3
Vehicles - Inoperable or Commercial	18	17	18	0	10.8
Traffic Signal Malfunctioning	18	18	18	0.1	2
Police - Overnight Parking Complaint	16	11	15	0.1	1
Wildlife Issue	16	16	16	0	0.2
Flooding	13	13	11	0	2.5
Hornets Nest	13	13	13	0	1.4
Branches Down - Blocking Street	12	12	12	0	0.5
Curb and Gutter Issue	12	12	7	0	6.9
Signs Down / Damaged	12	12	12	0	1.4
Drainage / Stormwater	11	11	10	0	0.7
Tree Down	11	11	10	0	2.4
Fence	9	9	9	0	16.7
Mailbox Damaged	9	9	9	0	0.6
Sign Obstruction	7	7	7	0	1.9
Branches Down - Blocking Driveway	6	6	5	0	0.4
Lighting Issues	6	6	6	0	12.9
Working Without Permit	6	6	6	0	27.9
B-Box Issue	5	5	5	0	2.3
Police - Commuter Parking Concern	5	4	5	0.4	2.5
Sign Code	5	5	5	0	2.3
Tree Removal	5	5	5	0	43.4
Water Main Break	5	5	5	0	2.9
Fire Department - Concern	4	2	2	0	0
Barricade Pickup	4	4	3	0	3.5
Hydrant Concern	4	4	4	0	0.7
Sewer Gas Odor	4	4	4	0	0.5
Tree Appraisal	4	4	4	0	30.6
Water Pressure	4	4	4	0	1.6
Facility Maintenance Request - INTERNAL	4	4	4	0	5.1
Dead Tree	3	3	3	0	41.7
Sump Pump/Downspout Discharge	3	3	3	0	31.6
Unplowed Snow Commercial Property	3	3	3	0	11.1
Manhole Issue	3	3	2	0	1.2
Sinkhole	3	3	3	0	7
Tree Planting Request	3	3	3	0	0.2
Sewer Backup	2	2	2	0	0.9
Sewer Cleanout Issue	2	2	2	0	0.9
Water Quality	2	2	2	0	20.3
Catch Basin Repair	2	2	2	0	0.3
Elevator/Not Operating	1	1	0	0	0
Heating Concerns	1	1	1	0	4.9
Catch Basin Issue	1	1	1	0	0.1
Sewer - Item fell into Basin / Manhole	1	1	1	0	0.1
Meter - Damaged	1	1	1	0	0.2
Facility Maintenance Request	1	0	0	0	0
Branches Hanging	0	0	0	0	0
Stagnant Water	0	0	0	0	0
Lift Station Alarm Light Flashing	0	0	0	0	0
Mowing Request	0	0	0	0	0
Stump Grinding	0	0	0	0	0
Water Shut-Off or Restoration	0	0	0	0	0

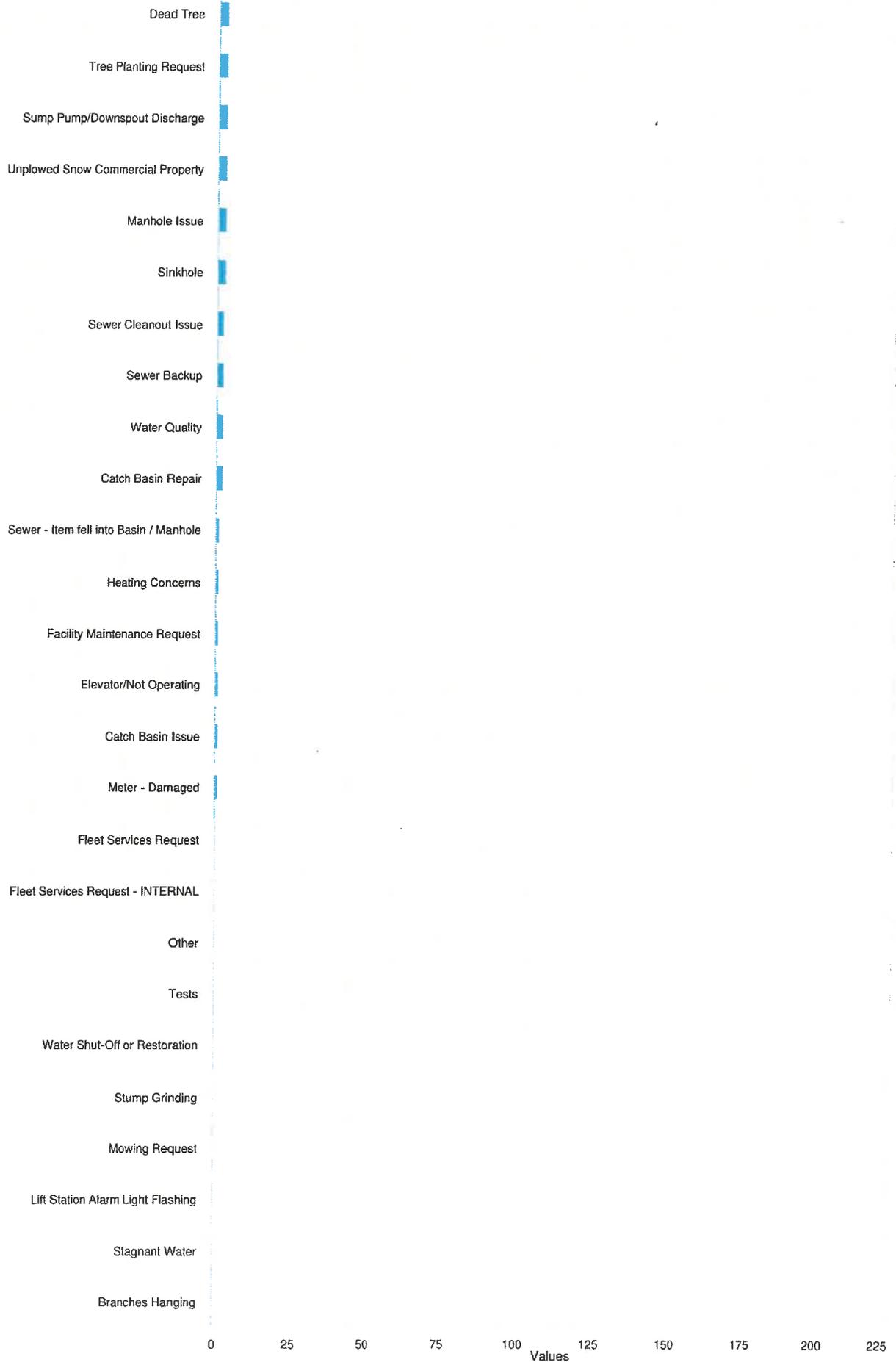
Lombard IL

Requests filtered by request category that have been created 01/01/2025 - 01/01/2026 filtered to all categories within all geographies

Requests Created by Category

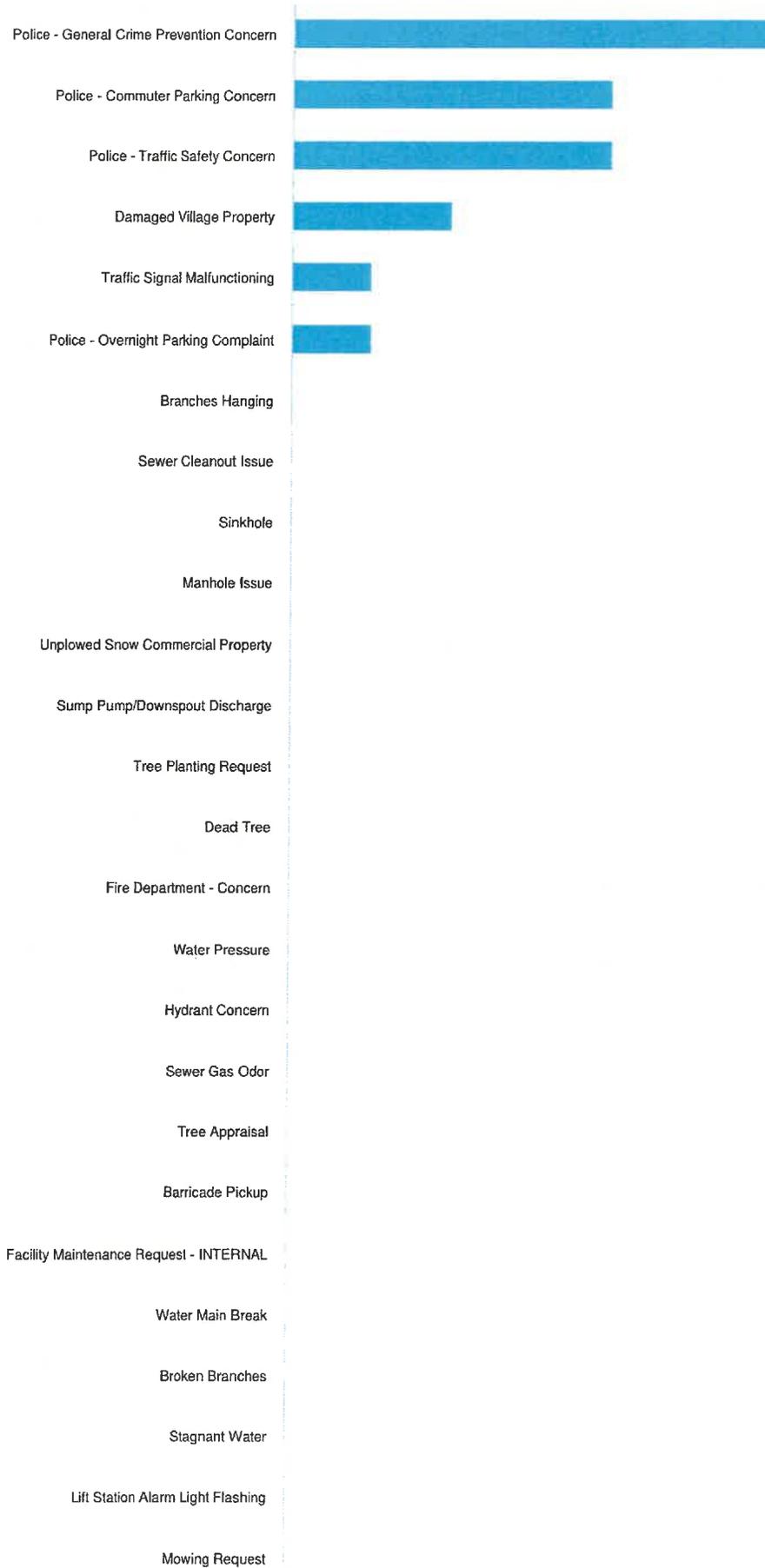






● Requests Created

Days to Acknowledge by Category



Stump Grinding

Water Shut-Off or Restoration

Tests

Other

Fleet Services Request - INTERNAL

Fleet Services Request

Meter - Damaged

Catch Basin Issue

Elevator/Not Operating

Facility Maintenance Request

Heating Concerns

Sewer - Item fell into Basin / Manhole

Catch Basin Repair

Water Quality

Sewer Backup

Building Code Violations

Tree Assessment

Branches Down - Blocking Sidewalk

Graffiti

Property Maintenance

Branches Down in Parkway

Pothole

Parkway Restoration

Debris in Right of Way

Garbage/Waste

Bushes Blocking Sidewalk

Grass/Weeds over 8" High

Other

Tree Trimming

Dead Animal

Street Light Issue

Sidewalk Trip Hazard

Tree Removal

Sign Code

B-Box Issue

Working Without Permit

Branches Down - Blocking Driveway

Lighting Issues

Sign Obstruction

Mailbox Damaged

Fence

Drainage / Stormwater

Tree Down

Branches Down - Blocking Street

Curb and Gutter Issue

Signs Down / Damaged

Flooding

Hornets Nest

Wildlife Issue

Vehicles - Inoperable or Commercial

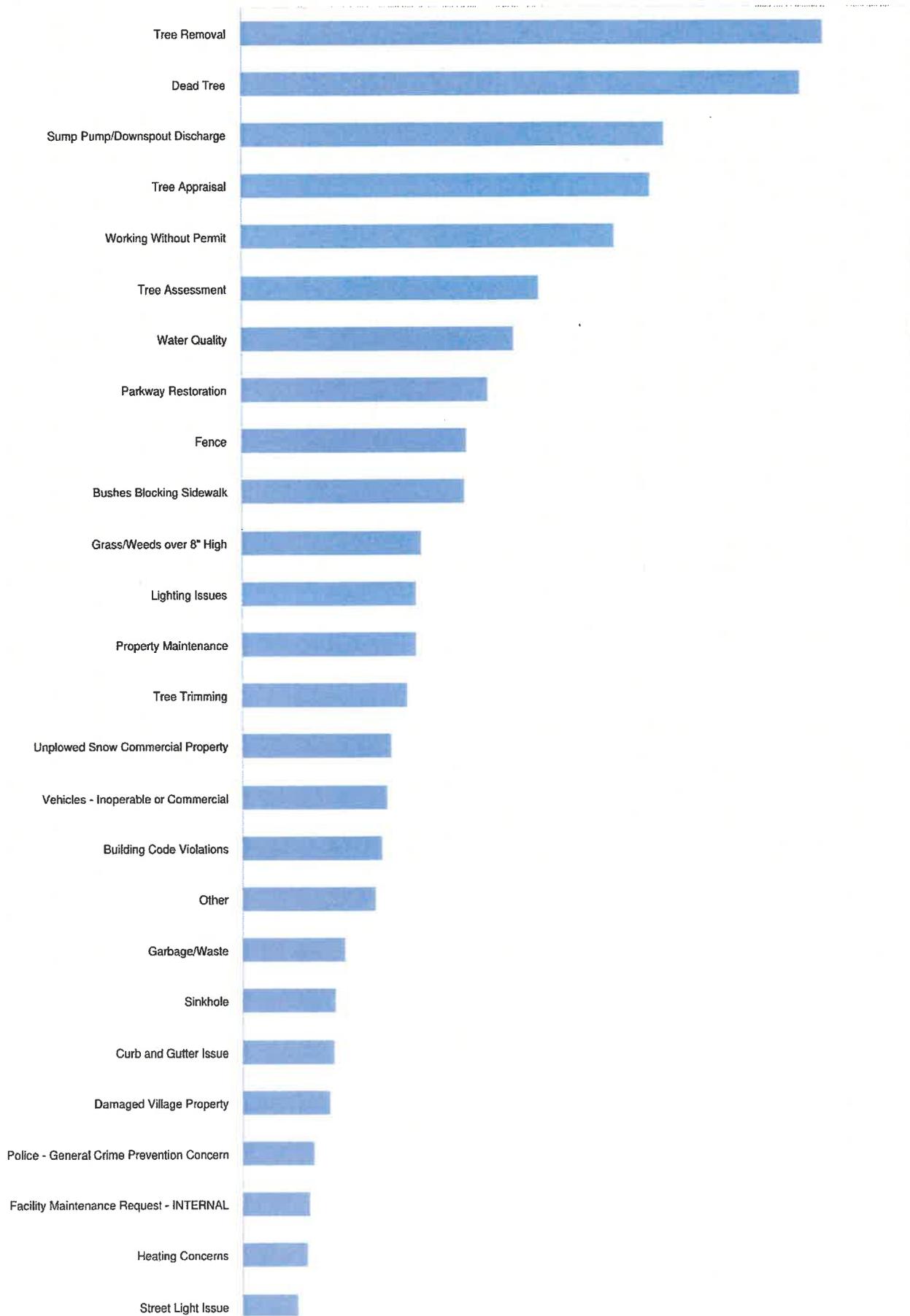
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Values

1

 Days to Acknowledge

Days to Close by Category







● Days to Close