

2022
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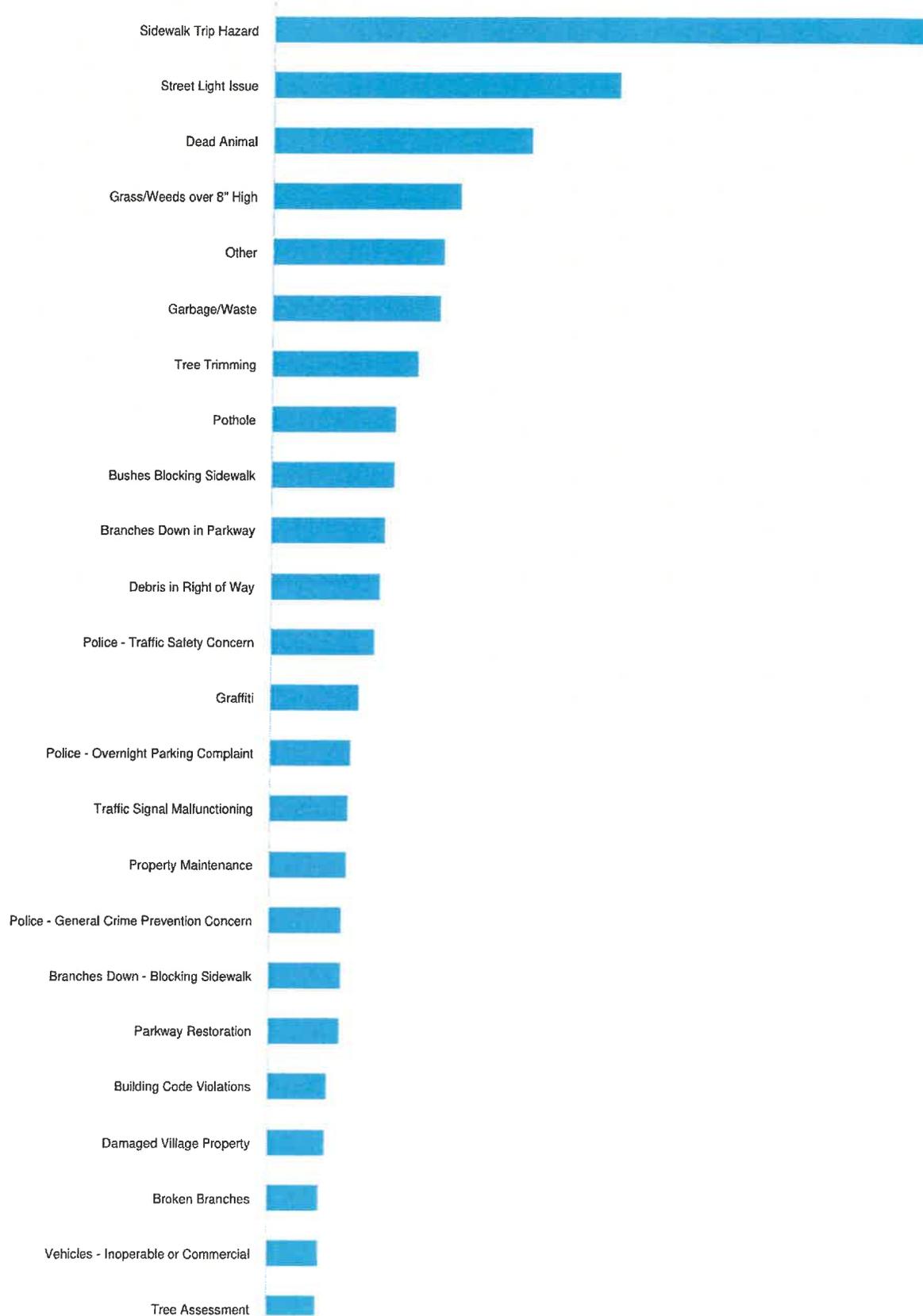
Requests filtered by request category that have been created 12/31/2007 - 03/02/2026 filtered to all categories within all geographies

Request Category	Created in period	Acknowledged in period	Closed in period	Average days to acknowledge in period	Average days to close
Sidewalk Trip Hazard	583	583	574	0	1.2
Street Light Issue	309	306	303	0	3.3
Dead Animal	231	231	229	0	0.6
Grass/Weeds over 8" High	168	165	167	0	12.6
Other	154	151	149	0	7.9
Garbage/Waste	150	147	145	0	8.3
Tree Trimming	131	129	128	0.3	11.5
Pothole	111	111	109	0	1.3
Bushes Blocking Sidewalk	110	107	110	0	12.5
Branches Down in Parkway	102	102	102	0	2
Debris in Right of Way	98	98	97	0	2.2
Police - Traffic Safety Concern	94	63	94	0.8	2.1
Graffiti	80	80	80	1	2.1
Police - Overnight Parking Complaint	73	21	72	0.3	3.3
Traffic Signal Malfunctioning	71	68	70	2.1	7.5
Property Maintenance	70	70	69	0	11.9
Branches Down - Blocking Sidewalk	66	66	62	0.3	3.3
Police - General Crime Prevention Concern	66	35	66	0.3	2.8
Parkway Restoration	65	65	54	0	25.1
Building Code Violations	54	53	52	0	9.6
Damaged Village Property	53	53	30	0.1	4.4
Vehicles - Inoperable or Commercial	47	45	47	0	8.8
Broken Branches	47	46	46	0	2.4
Tree Assessment	45	45	43	0	23.9
Signs Down / Damaged	42	42	42	0	2.8
Hornets Nest	36	36	36	0	1.1
Mailbox Damaged	36	36	35	0	0.8
Curb and Gutter Issue	34	34	19	0	3.5
Wildlife Issue	34	33	34	0	3.5
Branches Down - Blocking Street	29	29	29	0.7	1.5
Tests	28	20	28	0.1	4.2
Drainage / Stormwater	27	27	25	0	4.9
Fence	26	25	24	0	19.8
Working Without Permit	25	24	24	0	13.9
Flooding	23	23	20	0	2
Tree Down	23	23	22	0	1.2
Sinkhole	22	21	22	0	8
Police - Commuter Parking Concern	19	8	19	0.5	2.9
Sign Code	19	19	19	0	1.1
Tree Removal	19	19	19	0	42.7
Manhole Issue	17	17	16	0	4.8
Barricade Pickup	16	15	15	0	1.6
Lighting Issues	15	15	14	0	11.9
Dead Tree	14	14	14	0	23.7
Sign Obstruction	14	14	14	1.5	2.9
Water Main Break	14	13	14	0	1.4
Water Pressure	13	13	13	0	1
Sump Pump/Downspout Discharge	11	11	10	0	15.9
B-Box Issue	10	10	10	0	6.8
Hydrant Concern	10	10	10	0	1.1
Catch Basin Issue	9	9	9	0	2.4
Fire Department - Concern	8	4	3	1.9	2.5
Branches Down - Blocking Driveway	8	8	7	0	1.6
Sewer Cleanout Issue	7	7	7	0	0.5
Heating Concerns	6	6	6	0	3.9
Branches Hanging	6	6	6	0	2.8
Unplowed Snow Commercial Property	6	6	6	0	6.5
Mowing Request	6	6	3	0	13.3
Sewer Gas Odor	6	6	6	0	0.6
Tree Appraisal	5	5	5	0	24.6
Elevator/Not Operating	4	4	3	0	9.5
Sewer Backup	4	4	4	0	0.8
Tree Planting Request	4	4	4	0	6.4
Catch Basin Repair	4	4	4	0	4.1
Facility Maintenance Request - INTERNAL	4	4	4	0	5.1
Water Quality	3	3	3	0	13.6
Other	3	3	3	0	1.2
Water Shut-Off or Restoration	2	1	2	0	0.5
Meter - Damaged	2	2	2	0	0.9
Stagnant Water	1	1	1	0	5.6
Sewer - Item fell into Basin / Manhole	1	1	1	0	0.1
Stump Grinding	1	1	1	0	7.7
Facility Maintenance Request	1	0	0		
Lift Station Alarm, Light Flashing	0	0	0		

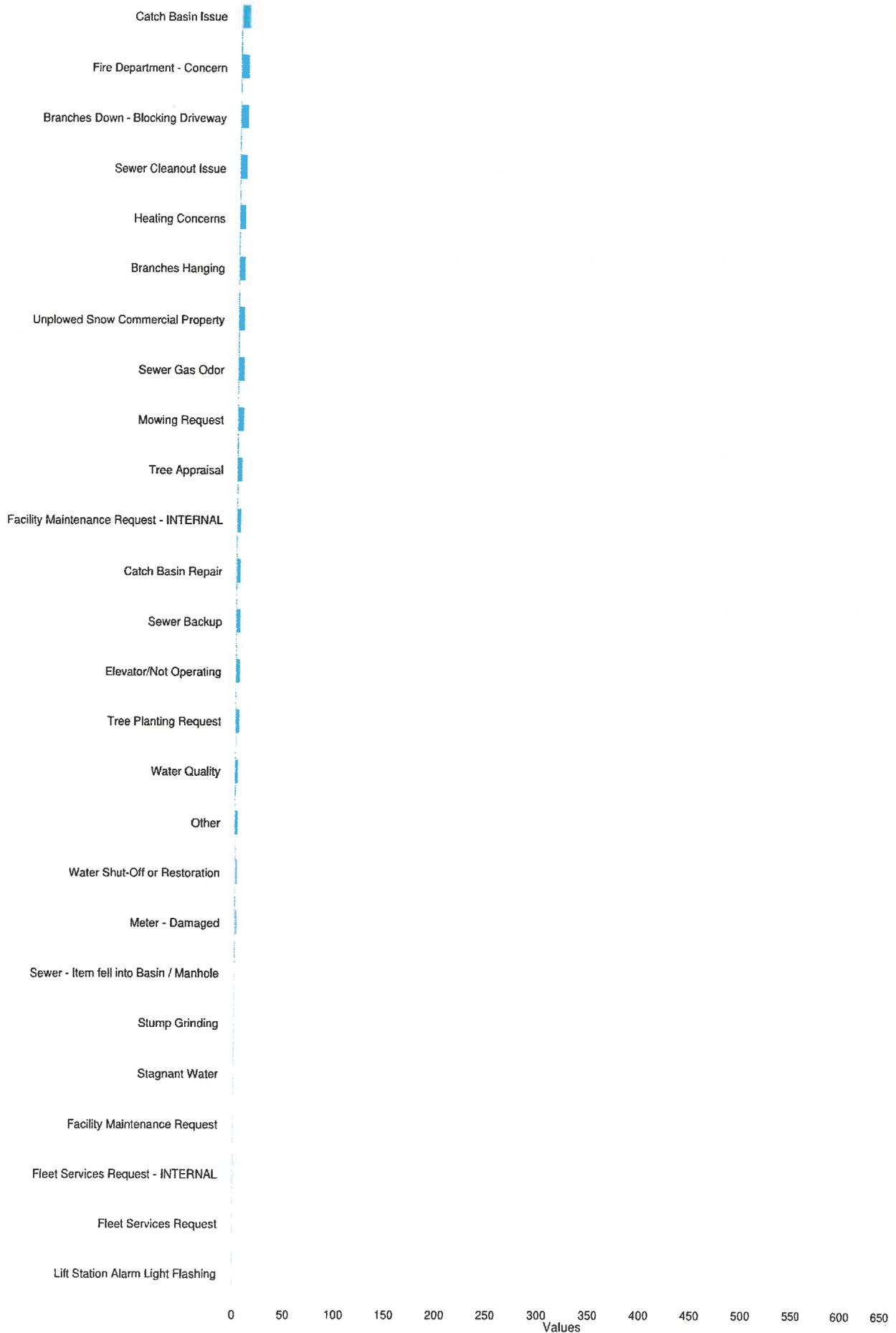
Lombard IL

Requests filtered by request category that have been created 12/31/2007 - 03/02/2026 filtered to all categories within all geographies

Requests Created by Category

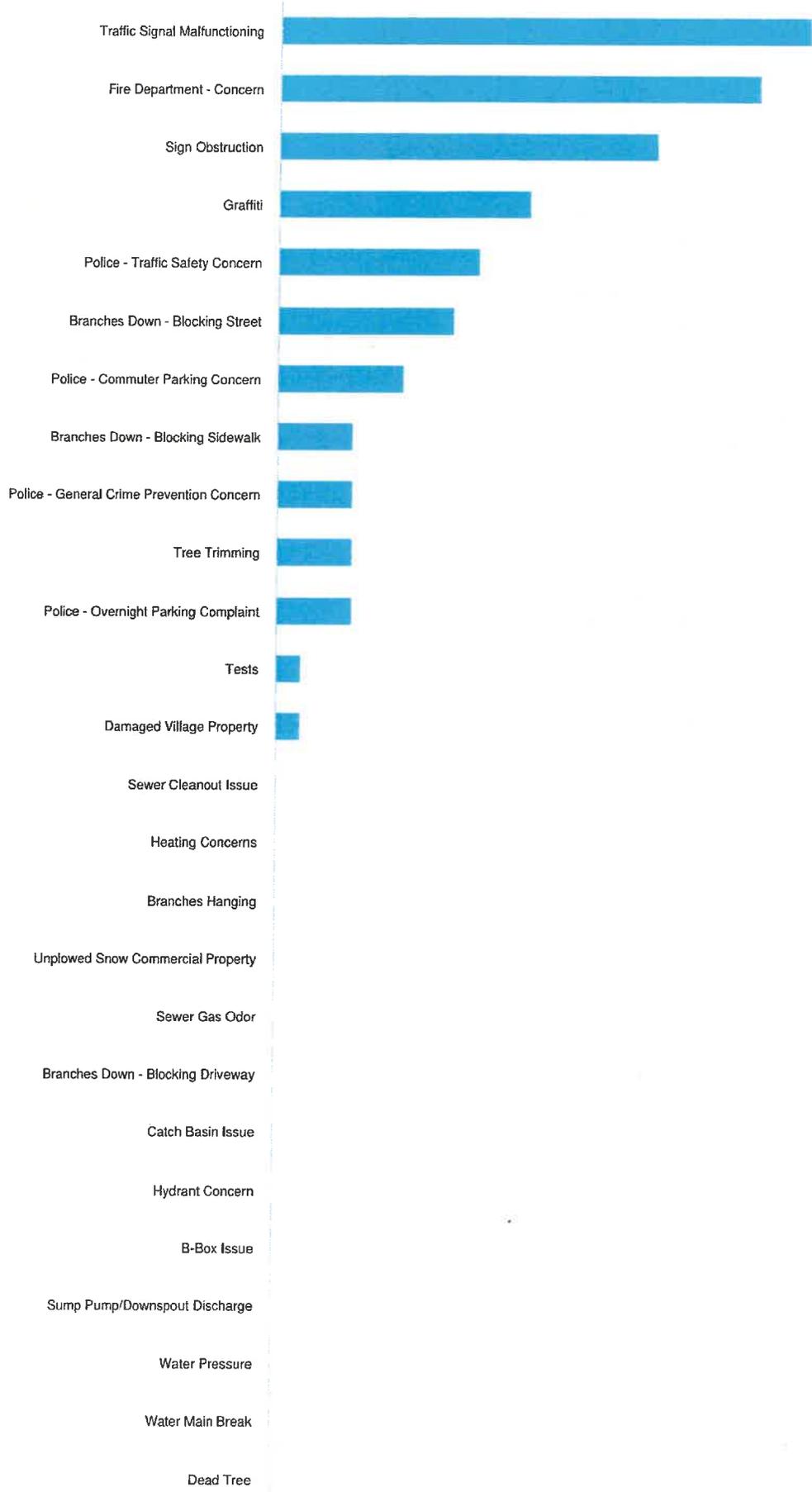






● Requests Created

Days to Acknowledge by Category



Lift Station Alarm Light Flashing

Fleet Services Request

Fleet Services Request - INTERNAL

Facility Maintenance Request

Stagnant Water

Stump Grinding

Sewer - Item fell into Basin / Manhole

Meter - Damaged

Water Shut-Off or Restoration

Other

Water Quality

Tree Planting Request

Elevator/Not Operating

Sewer Backup

Catch Basin Repair

Facility Maintenance Request - INTERNAL

Tree Appraisal

Mowing Request

Tree Assessment

Vehicles - Inoperable or Commercial

Broken Branches

Building Code Violations

Parkway Restoration

Property Maintenance

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Bushes Blocking Sidewalk
Pothole
Garbage/Waste
Other
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Sidewalk Trip Hazard
Lighting Issues
Barricade Pickup
Manhole Issue
Sign Code
Tree Removal
Sinkhole
Tree Down
Flooding
Working Without Permit
Fence
Drainage / Stormwater
Wildlife Issue
Curb and Gutter Issue
Hornets Nest
Mailbox Damaged
Signs Down / Damaged

0

1

Values

2

3

 Days to Acknowledge

Days to Close by Category

