

## Service Requests - January 1st through June 30th, 2018

45,778 Total Service requests received Citywide (Lagan software)  
(30,448) Service Requests taken and entered by the City's Call Center staff  
15,330 Service Requests entered by other City Departments/staff

Of the 15,330 Service Requests entered by other City Departments/staff  
**7,708** or **50.3%** of these Service Requests were entered by **DNS staff**.

The breakdown is as follows:

### Service requests entered by **DNS staff**

5,538	DNS	Entered by Support staff
1,103	DNS	Entered by Residential Inspectors
70	DNS	Entered by Commercial & Condemnation Inspectors
997	DNS	Entered by Special Enforcement Inspectors
<u>7,708</u>	Total	

Note: DNS field staff entered **2,170** Service Requests 14.2% of DNS total  
These requests include complaints regarding tall grass/weeds, unshoveled snow,  
garbage/dumping, graffiti, potholes, infrastructure issues and other quality  
of life issues.