

> table(d\$SOURCE, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
BIZ	0	0	0	0	1	1	2	0	0
CMO	0	0	0	0	0	0	39	1	0
CTI	0	4	3	1	2	9	0	0	0
EDC	0	0	0	0	0	0	53	91	28
EIP	0	129	16	4	23	17	51	18	1
EMAIL	0	1762	4181	4883	3538	3164	4274	3981	1101
FAX	0	297	248	214	420	78	125	22	4
INSPE	0	3192	7661	362	330	183	134	44	5
MAIL	0	0	0	0	44	30	95	27	4
PHONE	1	77003	120595	107601	89751	78886	71546	71903	19111
SPNSH	0	0	0	0	0	0	0	18	2
SYS	0	0	0	498	5490	3886	3166	2669	455
TWIR	0	0	0	0	0	0	0	507	252
VOICE	0	210	1037	1201	2786	765	43	2	0
WALK	0	7	225	280	342	182	287	209	37
WEB	0	604	4178	4441	7957	9459	11177	13503	3606

> table(d\$DEPARTMENT, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
Aviation	0	14	21	7	8	11	8	11	2
City Managers Office	0	994	976	1075	1040	906	749	825	129
City Planning and Development	0	708	939	745	934	748	685	647	161
Convention and Entertainment Center	0	13	7	0	3	0	3	2	0
Fire	0	33	31	37	40	46	41	46	6
General Service	0	0	28	127	21	14	10	17	11
Health	0	882	1431	1456	1904	2007	2156	2172	392
Housing Community Dev	0	0	0	116	145	64	17	0	0
Information Technology	0	1	0	14	2	2	0	0	0
IT	0	0	0	0	1	0	0	0	0
KCPD	0	1407	2795	2619	2375	1857	1672	1671	515
NCS	1	34820	46203	36479	41901	35340	38218	34980	7443
Parks & Rec	0	4928	6674	4375	4509	4358	4169	5965	566
Parks & Recreation	0	0	0	11	0	0	0	0	0
Public Works	0	34779	68995	57159	39048	33125	25416	31263	10499
Water Services	0	4629	10044	15265	18753	18182	17848	15396	4882

> table(d\$WORK.GROUP, d\$CREATION.YEAR)

Aviation— City Managers Office-Action Center— O 77 155 3 365 444 362 467 52 City Managers Office-Action Center—Supervisors O 0 0 0 0 0 0 24 44 63 22 City Managers Office-Action Center—Supervisors O 0 0 0 0 0 0 24 14 198 203 64 City Managers Office-Action Center—Supervisors O 14 19 9 5 5 4 9 12 22 City Managers Office-Capital Projects— O 0 14 17 19 9 5 4 9 12 2 City Managers Office-Cimo— City Managers Office-Cimo— O 112 144 17 162 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		2006	2007	2008	2009	2010	2011	2012	2013	2014
City Managers Office-Action Center-Supervisors 0 0 0 0 0 0 0 24 44 63 2 City Managers Office-Administration 0 14 19 9 5 5 3 321 241 198 203 64 City Managers Office-Capital Projects 0 0 14 19 9 5 5 4 9 12 2 City Managers Office-Capital Projects 0 0 0 0 0 0 23 101 63 0 0 City Managers Office-Emergency Management 0 112 144 170 162 0 0 0 0 0 0 City Managers Office-Emergency Management 0 112 144 170 162 0 0 0 0 0 0 City Managers Office-Emergency Management 0 112 144 170 162 0 0 0 0 0 0 0 City Managers Office-Emergency Management 0 96 185 175 156 88 68 74 8 City Managers Office-Emergency Management 0 12 27 21 36 22 13 15 10 City Planning and Development-Adminstration 0 12 27 21 36 22 13 15 10 City Planning and Development-Elevators 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 0 5 16 5 Convention and Entertainment Center 0 13 7 0 3 0 3 2 0 City Planning and Development-Land Develop-Inspect 0 33 31 37 40 46 41 46 66 General Service-City Property 0 0 0 0 66 0 0 0 0 0 0 0 0 City General Service-City Property 0 0 0 28 61 21 14 10 17 11 Health City Planning Administration 0 299 376 498 22 0 0 4 8 3 3 Health-Air Quality 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 City Health-Flood Protection 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 City Health-Flood Protection 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Aviation	0	14	21	7	8	11	8	11	2
City Managers Office-Action Center-Support 0 690 459 563 321 241 198 203 64	City Managers Office-Action Center-	0	77	155	153	365	444	362	467	52
City Managers Office-Administration 0 14 19 9 5 4 9 12 2 City Managers Office-Capital Projects- 0 0 0 0 23 101 63 0 0 City Managers Office-EMErgency Management- 0 15 14 5 8 4 5 6 1 City Managers Office-EMErgency Management- 0 96 14 5 8 4 5 6 1 City Managers Office-EMErgency Management-Adminstration- 0 96 185 175 156 88 6 7 8 City Planning and Development-Adminstration- 0 0 5 7 5 4 12 8 2 City Planning and Development-Land Develop-Inspect 0 23 55 28 89 84 12 65 60 14 60 60 9 10 5 16 5 City Planning and Development-Lad Development-Lad Development Sector	City Managers Office-Action Center-Supervisors	0	0	0	0	0	24	44	63	2
City Managers Office-Capital Projects-	City Managers Office-Action Center-Support	0	690	459	563	321	241	198	203	64
City Managers Office-CIMO- 0 112 144 170 162 0 0 0 0 City Managers Office-Emergency Management- 0 96 185 175 156 88 68 74 8 City Planning and Development-Adminstration- 0 21 27 21 36 22 13 15 10 City Planning and Development-Levators- 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center 0 133 31 37 40 46 41 46 6 General Service-City Property- 0 0 66 21 14 10 17 11 Health-Air Quality- 0 299 376 498 22 0 4 8 3 Health-Communicable Dis	City Managers Office-Administration-	0	14	19	9	5	4	9	12	2
City Managers Office=Emergency Management-	City Managers Office-Capital Projects-	0	0	0	0	23	101	63	0	0
City Managers Office-PIAC- 0 96 185 175 156 88 68 74 8 City Planning and Development-Adminstration- 0 21 27 21 36 22 13 15 10 City Planning and Development-Elevators- 0 0 0 5 7 5 4 12 8 2 2 City Planning and Development-Land Development-Elevators- 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center- 0 13 7 0 3 0 3 2 2 0 Fire- 0 33 31 37 40 46 41 46 66 General Service-City Property- 0 0 0 0 66 0 0 0 0 0 0 0 0 0 0 0 0 0 0	City Managers Office-CIMO-	0	112	144	170	162	0	0	0	0
City Planning and Development-Adminstration- 0 21 27 21 36 22 13 15 10 City Planning and Development-Televators- 0 0 5 7 5 4 12 8 2 City Planning and Development-Land Develop-Inspect 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center 0 13 7 0 3 0 3 2 0 Fire 0 33 31 37 40 46 41 46 46 41 46 46 41 46 41 46 46 41 46 41 41 41 41 41 41 41 41 41 41 41 41 41 41 41 41	City Managers Office-Emergency Management-	0	5	14	5	8	4	5	6	1
City Planning and Development-Elevators- 0 0 5 7 5 4 12 8 2 City Planning and Development-Land Develop-Inspect 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center 0 13 7 0 3 10 3 2 0 Fire 0 0 0 66 0 0 0 0 66 66 0 0 0 66 67 74 70 71 11	City Managers Office-PIAC-	0	96	185	175	156	88	68	74	8
City Planning and Development-Investigations- 0 664 852 689 884 712 655 608 144 City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center 0 23 55 28 9 10 5 16 5 Fire 0 33 31 37 40 46 41 46 6 General Service-Facility Management- 0 0 0 66 0 0 0 0 Health 0 299 376 498 22 0 4 8 3 Health-Air Quality- 0 0 0 0 0 16 166 151 115 28 Health-Communicable Disease Control- 0 0 0 0 0 16 57 74 76 94 20 Health-Community Environmenta	City Planning and Development-Adminstration-	0	21	27	21	36	22	13	15	10
City Planning and Development-Land Develop-Inspect 0 23 55 28 9 10 5 16 5 Convention and Entertainment Center 0 13 7 0 3 0 3 2 0 Fire 0 33 31 37 40 46 41 46 6 General Service-City Property- 0 0 0 28 61 21 14 10 17 11 Health 0 299 376 498 22 0 4 8 3 Health-Air Quality- 0 0 0 0 0 0 0 11 12 0 0 Health-Communicable Disease Control- 0 0 0 0 0 0 1 1 2 0 0 Health-Communicable Disease Control- 0 0 0 0 0 0 0 0 0 0 0	City Planning and Development-Elevators-	0	0	5	7	5	4	12	8	2
Convention and Entertainment Center	City Planning and Development-Investigations-	0	664	852	689	884	712	655	608	144
Fire General Service-City Property- General Service-Facility Management- Health Health Health-Air Quality- Health-Communicable Disease Control- Health-Food Protection- Health-Healthy Homes- Health-Healthy Homes- Health-Healthy Homes- Health-Lead Poisoning Prevention- Health-Lead Poisoning Prevention- Health-Rat- Health-Rat- Health-Rat- Health-Rat- Health-Rat- Health-Rat- Health-Tobacco Control- Health-Tobacco Control- Health-Tobacco Control- Health-Tobacco Control- Health-Tobacco Control- Health-Tobacco Control- Health-Rat- Health-Tobacco Control- Health-Tobacco Control- Health-Tobacco Control- Health-Rat- Housing Community Dev-Property Preservation Information Technology-Email issue- Information Technology-Email Information Technology-Email Information Technology-Email Information	City Planning and Development-Land Develop-Inspect	0	23	55	28	9	10	5	16	5
General Service-City Property-	Convention and Entertainment Center	0	13	7	0	3	0	3	2	0
General Service-Facility Management-	Fire	0	33	31	37	40	46	41	46	6
Health 0 299 376 498 22 0 4 8 3 Health-Air Quality- 0 0 0 0 161 166 151 115 28 Health-Communicable Disease Control- 0 0 0 0 1 2 0 0 Health-Community Environmental Health- 0 0 0 0 65 74 76 94 20 Health-Food Protection- 0 0 0 0 382 411 426 605 111 Health-Healthy Homes-Bedbugs 0 0 0 0 34 27 36 18 4 Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 175 175 291 260 38 Health-Noise Control- 0 0 0 0 17	General Service-City Property-	0	0	0	66	0	0	0	0	0
Health-Air Quality-	General Service-Facility Management-	0	0	28	61	21	14	10	17	11
Health-Communicable Disease Control- 0 0 0 0 1 2 0 0 Health-Community Environmental Health- 0 0 0 0 65 74 76 94 20 Health-Food Protection- 0 0 0 0 382 411 426 605 111 Health-Healthy Homes- 0 0 0 0 34 27 36 18 4 Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 0 0 0 175 175 291 260 38 Health-Bath-Rat- 0 0 0 0 0 <	Health	0	299	376	498	22	0	4	8	3
Health-Community Environmental Health- 0 0 0 0 65 74 76 94 20 Health-Food Protection- 0 0 0 0 382 411 426 605 111 Health-Healthy Homes- 0 0 0 0 34 27 36 18 4 Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technolog		0	0	0	0	161	166	151	115	28
Health-Food Protection- 0 0 0 0 382 411 426 605 111 Health-Healthy Homes- 0 0 0 0 34 27 36 18 4 Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 6 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 <td< td=""><td>Health-Communicable Disease Control-</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>2</td><td>0</td><td>0</td></td<>	Health-Communicable Disease Control-	0	0	0	0	0	1	2	0	0
Health-Healthy Homes- 0 0 0 34 27 36 18 4 Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 16 145 64 17 0 0 Information Technology-Email issue- 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td>Health-Community Environmental Health-</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>65</td> <td>74</td> <td>76</td> <td>94</td> <td>20</td>	Health-Community Environmental Health-	0	0	0	0	65	74	76	94	20
Health-Healthy Homes-Bedbugs 0 0 0 0 9 57 82 59 19 Health-Lead Poisoning Prevention- 0 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 0 0 1 0	Health-Food Protection-	0	0	0	0	382	411	426	605	111
Health-Lead Poisoning Prevention- 0 0 0 4 7 2 1 0 Health-Noise Control- 0 0 0 0 175 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 1 0 4 0	Health-Healthy Homes-	0	0	0	0	34	27	36	18	4
Health-Noise Control- 0 0 0 0 175 291 260 38 Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 1 0 4 0	Health-Healthy Homes-Bedbugs	0	0	0	0	9	57	82	59	19
Health-Rat- 0 583 1055 958 996 1046 1063 979 161 Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 1 0 4 0<	Health-Lead Poisoning Prevention-	0	0	0	0	4	7	2	1	
Health-Tobacco Control- 0 0 0 0 56 43 23 33 8 Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 1 0 4 0 0 0 0 0 Information Technology-ERP Testing-DML 0 0 0 10 2 2 0 0 0 IT-testing emails- 0 0 0 0 1 0	Health-Noise Control-	0	0	0	0	175	175	291	260	38
Housing Community Dev-Property Preservation 0 0 0 116 145 64 17 0 0 Information Technology-Email issue- 0 1 0 4 0 0 0 0 0 0 1 0 1 0 0 0 0 0 0 0	Health-Rat-	0	583	1055	958	996	1046	1063	979	161
Information Technology-Email issue- 0 1 0 4 0 0 0 0 0 0 1 1 0 1 1 0 0 0 0 0	Health-Tobacco Control-	0	0	0	0	56	43	23	33	8
Information Technology-ERP Testing-DML 0 0 0 10 2 2 0 0 0 IT-testing emails- 0 0 0 0 1 0 0 0 0 KCPD-Parking Control- 0 1407 2795 2619 2375 1857 1672 1671 515 NCS-Administration- 0 64 75 77 113 109 106 25 2 NCS-Animal Health and Safety- 0 13018 12640 10181 8967 8821 9636 10196 2775 NCS-Animal Health and Safety-Admin 0 351 111 193 261 419 356 318 73		0	0	0	116	145	64	17	0	0
IT-testing emails- 0 0 0 0 1 0	Information Technology-Email issue-	0	1	0	4	0	0	0	0	0
KCPD-Parking Control- 0 1407 2795 2619 2375 1857 1672 1671 515 NCS-Administration- 0 64 75 77 113 109 106 25 2 NCS-Animal Health and Safety- 0 13018 12640 10181 8967 8821 9636 10196 2775 NCS-Animal Health and Safety-Admin 0 351 111 193 261 419 356 318 73	Information Technology-ERP Testing-DML	0	0	0	10	2	2	0	0	0
NCS-Administration- 0 64 75 77 113 109 106 25 2 NCS-Animal Health and Safety- 0 13018 12640 10181 8967 8821 9636 10196 2775 NCS-Animal Health and Safety-Admin 0 351 111 193 261 419 356 318 73	IT-testing emails-	0	0	-	0	1	0	0	0	0
NCS-Animal Health and Safety- 0 13018 12640 10181 8967 8821 9636 10196 2775 NCS-Animal Health and Safety-Admin 0 351 111 193 261 419 356 318 73	KCPD-Parking Control-	0	1407	2795	2619	2375	1857	1672	1671	515
NCS-Animal Health and Safety-Admin 0 351 111 193 261 419 356 318 73	NCS-Administration-	0	64	75	77	113	109	106	25	2
<u>-</u>	NCS-Animal Health and Safety-	0	13018	12640	10181	8967	8821	9636	10196	2775
	NCS-Animal Health and Safety-Admin	0	351	111	193	261	419	356	318	73
	NCS-Animal Health and Safety-Jackson County	0	0	318	349	275	342	300	1	0
NCS-Dangerous Buildings- 0 528 7089 4751 13 1112 1229 651 136	NCS-Dangerous Buildings-	0	528	7089	4751	13	1112	1229	651	136

NCS-Neighborhood-Abatement 0 0 0 0 329 0 2 NCS-Neighborhood Preservation- 1 18750 25837 19618 29840 18658 18039 18485 3	0 3501
NCS-Neighborhood Preservation- 1 18750 25837 19618 29840 18658 18039 18485 3	3501
NCS-Neighborhood Preservation-Abatement 0 0 0 68 342 306 282 131	3
NCS-Neighborhood Preservation-Administration 0 0 0 0 6 6 75 62	17
NCS-Neighborhood Preservation-DART 0 0 0 126 118 66 31	25
	199
NCS-Neighborhood Preservation-LT List 0 0 983 921 1182 666 1049	6
NCS-Neighborhood Preservation-Open Entry 0 0 12 801 2799 3031 2909	644
NCS-Neighborhood Preservation-Priority 0 0 0 1 8 404 288	36
NCS-Neighborhood Preservation-Programs 0 0 0 0 0 3 2	0
NCS-Neighborhood Referrals-Supervisors 0 0 0 0 10 25 0 0	0
NCS-Neighborhood Services 0 0 0 7 5 3 4 22	0
NCS-NPD-Assesments 0 0 0 0 1 2 0	0
NCS-Property Preservation- 0 5 62 134 0 0 13 40	0
NCS-Regulated Industries- 0 0 11 16 24 15 18 18	8
NCS-Salvage- 0 0 0 1 219 22 6	0
NCS-Tow-Administration 0 86 60 90 97 71 34 79	18
NCS-Tow Services- 0 2018 0 0 0 0 0	0
Parks & Rec-Administration- 0 45 32 32 41 38 28 29	7
Parks & Rec-Brush Creek-Maintenance 0 0 0 0 0 14 0	0
Parks & Rec-Central Region- 0 170 218 196 142 163 197 239	33
Parks & Rec-Community Services- 0 0 0 5 21 26 31 49	7
Parks & Rec-Facility Maintenance- 0 0 60 54 44 40 40 56	3
Parks & Rec-Landscape Services-BRWF 0 0 0 15 1 6 1	0
Parks & Rec-Landscape Services-Forestry 0 3171 4048 2981 3571 3667 3540 5021	431
Parks & Rec-Landscape Services-Forestry Technical 0 0 0 0 0 0 17	22
Parks & Rec-Landscape Services-Landscaping 0 0 0 0 0 0 47	2
Parks & Rec-Landscape Services-LT List 0 0 0 37 0 0 0	0
Parks & Rec-Landscape Services-ROWWeeds 0 23 14 2 0 0 0 0	0
Parks & Rec-Landscape Services-Visability 0 170 184 48 0 0 0 0	0
Parks & Rec-Landscape Services-Weeds 0 1152 1704 730 341 168 67 141	2
Parks & Rec-North Region- 0 135 247 145 158 120 111 175	20
Parks & Rec-Planning and Design 0 1 24 25 34 47 33 40	11
Parks & Rec-South Region- 0 61 143 120 142 88 102 150	28
Parks & Recreation-Landscape Services-BRWF 0 0 0 11 0 0 0	0
Public Works- Sidewalks- GO Bonds 0 0 0 0 0 28 11	0
Public Works-Administration- 0 80 229 217 214 86 86 169	53
Public Works-Capital Projects- 0 0 0 0 0 182 251	55
	134
	204

Public Works-Coordination Service-Bicycle	0	0	0	0	0	0	0	0	2
Public Works-Facilities Maintenance-	0	12	3	0	0	0	0	0	0
Public Works-Parking Division-	0	30	452	311	299	395	402	362	15
Public Works-Snow and Ice-Administration	0	0	0	0	1	489	25	419	347
Public Works-Solid Waste-	0	18891	47395	40442	20451	14842	12373	12414	3213
Public Works-Solid Waste-Abatement Referral	0	0	0	0	0	1	0	0	0
Public Works-Solid Waste-Administration	0	2988	6661	3597	2773	1980	1946	2055	440
Public Works-Street and Traffic-Administration	0	0	0	0	61	108	109	237	90
Public Works-Street and Traffic-District 1	0	1439	867	751	1005	762	546	770	350
Public Works-Street and Traffic-District 2	0	2157	1350	783	1215	870	710	889	228
Public Works-Street and Traffic-District 3	0	2372	1702	1139	1773	1357	844	1357	406
Public Works-Street and Traffic-Preservation	0	528	746	306	219	350	165	333	25
Public Works-Street and Traffic-Project Planning	0	0	0	0	0	3	9	5	0
Public Works-Street and Traffic-Rural Mowing	0	0	0	9	252	237	224	315	8
Public Works-Street and Traffic-Sidewalks	0	470	537	470	402	374	345	403	99
Public Works-Street and Traffic-Signs	0	1357	1825	1935	1853	1873	2126	2318	663
Public Works-Street and Traffic-Snow	0	1033	2458	3042	3124	3885	531	3234	3081
Public Works-Street and Traffic-Street Operations	0	59	38	48	41	42	35	30	1
Public Works-Street and Traffic-Streetlights	0	1708	2529	2260	3073	3370	2505	2988	673
Public Works-Street and Traffic-Streetlights Staff	0	0	0	0	32	27	37	48	5
Public Works-Street and Traffic-Traffic Control	0	883	1084	827	678	517	603	646	0
Public Works-Street and Traffic-Traffic Permits	0	37	32	218	384	304	468	587	0
Public Works-Street and Traffic-Traffic Signals	0	735	1087	804	1167	1252	1117	1391	407
Public Works-Streets and Traffic-Administration	0	0	0	0	31	0	0	0	0
Public Works-Streets and Traffic-Project Planning	0	0	0	0	0	1	0	0	0
Water Services-Administration-	0	102	258	418	439	358	314	262	45
Water Services-Administration-Restoration	0	4	124	311	282	3	0	0	0
Water Services-Automatic Meter Reading-VSI	0	0	26	146	23	0	0	0	0
Water Services-Consumer Services-Back Office Suppo	0	0	0	0	0	0	27	452	65
Water Services-Engineering-Stormwater	0	0	0	0	0	45	53	64	13
Water Services-Engineering-Water and Sewer	0	0	0	1	21	292	468	359	55
Water Services-Facility-Engineering	0	289	251	168	227	116	0	0	0
Water Services-Industrial Waste Control-	0	0	13	11	23	15	12	10	2
Water Services-Laboratory Services-	0	14	102	333	285	431	328	338	78
Water Services-Line Maintenance-Ice Abatement	0	0	0	0	0	0	35	103	129
Water Services-Line Maintenance-Leaf Brush	0	0	0	0	0	0	0	375	1
Water Services-Line Maintenance-Pipeline	0	1699	2861	2793	3831	4393	3697	1114	429
Water Services-Line Maintenance-Restoration	0	0	0	0	7	34	371	1704	462
Water Services-Line Maintenance-Stormwater	0	1043	1705	1720	1985	1612	1468	1538	297
Water Services-Line Maintenance-Wastewater	0	740	1603	2227	2597	2309	2778	3014	741
Water Services-Meter & Field Services-	0	0	1325	7133	9033	8505	7622	6062	2565
	-	•							

Water Services-Meter & Field Services-Supervisors 0 0 0 0 0 69 675 1 0 Water Services-Reading- 0 738 1776 4 0 0 0 0

> table(d\$COUNCIL.DISTRICT, d\$CREATION.YEAR)

 2006
 2007
 2008
 2009
 2010
 2011
 2012
 2013
 2014

 1
 7640
 12853
 9792
 1950
 1429
 1061
 353
 16

 1
 0
 12939
 22532
 17953
 13162
 9585
 7443
 9258
 3139

 2
 0
 7953
 16328
 12725
 10160
 7465
 5631
 6796
 2241

 3
 0
 18420
 28190
 25287
 27428
 26085
 26840
 23803
 5650

 4
 0
 11843
 18156
 16366
 18588
 17622
 17364
 18317
 4812

 5
 0
 14911
 23107
 21680
 23215
 20394
 19549
 19598
 4952

 6
 0
 9502
 16978
 15682
 16181
 14080
 13104
 14870
 3796

> table(d\$NEIGHBORHOOD, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
	0	0	4	3	0	3	5	199	190
	1	8416	14255	10525	2556	2005	1613	835	0
18th And Vine And Downtown Eas	0	107	133	123	137	123	182	158	41
Antioch Acres	0	210	432	423	325	309	241	301	105
Armour Fields	0	216	405	414	383	323	256	324	52
Armour Hills	0	257	469	404	454	422	398	455	77
Ashland Ridge	0	124	242	217	230	152	246	150	49
Bannister Acres	0	216	404	387	354	282	344	338	77
Barry Harbour	0	236	515	332	341	266	181	260	60
Beacon Hills	0	236	347	283	319	281	309	290	69
Birmingham Bottoms	0	50	91	56	92	71	34	62	19
Blenheim Square Research Hospi	0	328	501	467	521	480	494	466	112
Blue Hills	0	1679	2623	2983	2318	2295	2500	1997	484
Blue Hills Estates	0	195	302	269	250	214	204	264	64
Blue Ridge Farms	0	68	106	87	86	116	81	79	23
Blue Valley Industrial	0	97	147	134	111	146	108	105	34
Blue Vue Hills	0	194	381	265	236	163	205	198	50
Boone Hills	0	361	618	553	571	537	425	478	111
Boulevard Village	0	22	32	39	54	59	57	39	16
Breen Hills	0	277	576	391	374	252	189	239	49
Briarcliff And Claymont	0	452	667	598	566	528	403	481	216
Briarcliff West	0	17	103	84	66	71	52	74	47
Bridlespur	0	147	361	312	273	238	282	215	91
Broadway Gillham	0	283	361	238	324	240	260	311	83

Brookside Park	0	36	65	65	42	55	55	70	7
Brown Estates	0	237	338	305	363	349	312	294	81
Calico Farms	0	175	241	197	198	186	184	182	62
CBD Downtown	0	424	955	742	1445	1453	1336	1586	386
Center City	0	154	149	153	142	144	154	144	34
Central Blue Valley and Park T	0	0	0	0	0	0	3	0	0
Central Blue Valley And Park T	0	170	236	209	261	186	169	185	51
Central Hyde Park	0	241	289	264	234	197	292	256	60
Chaumiere	0	221	387	395	365	331	315	479	158
Chouteau Estates	0	180	286	294	335	301	218	208	77
Citadel	0	252	321	260	208	209	206	220	48
Clayton	0	380	733	615	566	373	304	392	91
Coachlight Square	0	102	125	132	121	154	141	131	40
Coleman Highlands	0	98	141	121	104	92	113	137	39
Colonial Square	0	34	71	73	69	47	39	53	14
Columbus Park	0	364	373	305	279	347	272	278	60
Columbus Park Industrial	0	30	51	34	37	29	36	43	12
Cooley Highlands S	0	191	318	286	312	216	189	253	80
Country Club	0	55	128	116	106	110	86	129	17
Country Club District	0	82	171	164	131	119	108	150	25
Country Club Estates And Big S	0	187	435	364	278	268	253	275	85
Country Club Plaza	0	46	96	108	102	100	120	95	30
Country Lane Estates	0	104	162	164	173	136	129	161	45
Country Valley-Hawthorn Square	0	177	203	196	200	206	163	146	23
Countryside	0	280	297	246	271	233	224	289	61
Coves North	0	392	913	642	645	468	407	466	115
Crestview	0	337	679	691	591	476	426	417	111
Crestwood	0	64	73	78	64	66	76	103	7
Crossgates	0	98	182	249	260	184	143	212	48
Crossroads	0	174	256	255	291	310	270	303	83
Crown Center	0	127	175	135	170	218	189	200	53
Cunningham Ridge	0	45	96	74	69	58	77	49	15
Davidson	0	468	1002	950	743	627	520	612	221
Dunbar	0	135	215	179	193	252	194	164	56
East Blue Valley	0	482	784	640	778	765	670	594	133
East Community Team North	0	850	1716	1335	1294	1167	1066	1056	228
East Community Team South	0	1219	1828	1781	1571	1634	1699	1428	338
East Meyer 6	0	539	925	753	909	839	779	676	143
East Meyer 7	0	532	858	691	709	573	599	589	149
East Swope Highlands	0	213	275	257	232	270	256	204	42
Eastern 49-63	0	874	1195	1037	1031	1006	961	853	189

Eastwood Hills East	0	792	1111	983	887	889	1015	943	203
Eastwood Hills West	0	256	311	297	271	263	280	310	85
Fairlane	0	719	1428	1403	1227	908	921	895	274
Fairway Hills	0	284	509	435	430	347	284	282	60
Fairwood And Robandee	0	562	960	862	899	767	589	668	177
Forgotten Homes	0	51	77	56	65	56	91	62	10
Foxcroft And Glen Arbor	0	65	137	166	201	136	95	146	45
Foxtown East	0	219	411	310	464	311	319	361	79
Foxwoods-Carriage Hills	0	136	367	254	345	186	123	162	57
Gashland	0	460	874	744	614	517	390	505	177
Glen Lake	0	14	40	27	15	14	15	11	3
Glenhaven	0	147	252	264	343	198	155	168	64
Gracemor-Randolph Corners	0	469	1027	699	617	452	549	516	141
Greenway Fields	0	94	186	180	186	160	129	181	34
Hanover Place	0	297	477	351	431	399	393	400	106
Harlem	0	9	13	11	23	15	25	35	4
Hawthorne And Picture Hills	0	106	251	175	164	93	94	109	57
Hickman Mills	0	236	524	375	475	282	315	397	100
Hickman Mills South	0	234	509	461	464	356	390	423	126
Hidden Valley	0	152	239	212	302	190	190	168	69
Highview Estates	0	276	414	346	389	355	262	308	92
Hill Haven	0	52	76	99	97	74	82	102	48
Hillcrest	0	80	174	152	149	116	60	102	23
Holiday Hills	0	81	172	129	145	129	73	103	27
Holmes Park	0	146	219	199	199	193	179	259	53
Hospital Hill	0	141	186	202	288	180	176	268	56
Independence Plaza	0	535	920	709	673	600	624	598	105
Ingleside	0	370	498	473	523	543	486	403	102
Ivanhoe Northeast	0	364	613	526	449	403	448	352	50
Ivanhoe Southeast	0	740	1001	856	890	780	778	669	117
Ivanhoe Southwest	0	553	735	673	649	502	473	567	98
Jefferson Highlands	0	320	668	577	538	346	303	330	104
KCI & 2nd Creek	0	194	448	633	895	685	645	650	211
Key Coalition	0	657	1075	860	947	721	733	655	159
Kirkside	0	177	302	320	309	264	244	277	89
Knoches Park	0	571	740	706	736	729	621	630	163
Lakeview Terrace	0	92	95	68	129	82	47	62	22
Lea Manor	0	241	440	400	421	401	396	356	110
Leeds	0	182	240	165	225	259	237	199	53
Legacy East	0	164	342	293	328	272	241	177	59
Lewis Heights	0	111	153	180	179	154	169	166	27

Linden Hills And Indian Height	0	214	483	432	467	400	333	385	142
Linden Park	0	77	143	119	100	84	77	121	40
Line Creek And Northern Height	0	316	442	414	482	318	200	287	127
Linwood Homeowners-Ivanhoe	0	495	715	649	617	459	483	364	90
Little Blue	0	481	718	758	818	673	685	711	159
Loma Vista	0	160	246	236	310	245	221	257	75
Longfellow	0	349	519	397	415	367	286	311	66
Longview	0	150	159	156	244	154	168	140	44
Lykins	0	1396	2126	1571	1292	1452	1524	1218	318
Manheim Park	0	496	716	685	758	735	820	700	148
Maple Park	0	203	456	409	495	357	206	235	87
Maple Park West	0	285	542	500	534	412	309	304	118
Marlborough East	0	289	415	427	466	322	285	302	80
Marlborough Heights/Marlboroug	0	894	1768	1434	1485	1316	1083	1115	337
Martin City	0	205	286	289	337	233	269	282	85
Meadowbrook Heights	0	362	643	575	444	313	318	361	129
Minneville	0	18	31	33	29	13	25	26	6
Mission Lake	0	328	622	608	533	450	427	390	147
Morningside	0	219	389	322	343	345	233	360	84
Mount Cleveland	0	121	112	127	106	109	79	93	32
Mount Hope	0	134	214	241	235	212	271	140	37
Nashua	0	405	957	764	558	442	373	530	181
Neighbors United For Action	0	337	510	504	596	450	431	417	108
New Mark	0	352	712	691	460	468	296	352	123
Noble And Gregory Ridge	0	566	970	849	842	646	696	699	161
North Blue Ridge	0	399	465	480	449	378	432	408	77
North Hyde Park	0	326	436	367	350	339	357	326	79
North Indian Mound	0	993	1446	1372	1354	1157	1362	1208	251
North Town Fork Creek	0	835	1145	1215	1347	1253	1159	1072	260
Northeast Industrial District	0	317	301	249	313	287	263	308	69
Oak Meyer Gardens	0	119	257	229	221	256	196	263	41
Oak Park Northwest	0	910	1681	1417	1358	1286	1173	1102	213
Oak Park Southeast	0	448	722	742	803	730	736	843	178
Oak Park Southwest	0	736	972	998	1180	900	983	1147	210
Oakwood	0	136	186	234	245	187	150	182	37
Old Westport	0	249	339	275	328	317	335	308	118
Oldham Farms	0	151	262	275	270	232	276	186	38
Outer Gashland-Nashua	0	123	280	189	209	161	129	138	56
Palestine East	0	266	561	495	392	404	361	331	107
Palestine West And Oak Park No	0	279	648	502	439	573	528	396	114
Park Central-Research Park	0	71	60	63	439 77	85	328 87	88	35
IGIN CELICIAL MESECICII LAIN	U	/ 1	00	0.5	/ /	0.0	0 /	00	55

Park Farms	0	449	741	827	851	549	571	635	169
Park Forest	0	321	743	574	394	345	291	332	146
Park Plaza	0	269	576	472	453	307	262	258	97
Parkdale And Walden	0	338	638	721	549	451	364	429	159
Parkview	0	50	88	51	75	69	65	75	21
Paseo West	0	144	172	147	132	122	188	155	47
Pendleton Heights	0	506	736	500	523	499	500	459	145
Platte Brook North	0	147	443	313	237	212	150	214	68
Platte Ridge	0	238	516	356	288	276	215	216	72
Plaza Westport	0	166	226	192	194	194	191	162	76
Prairie Point-Wildberry	0	132	264	271	226	197	138	194	55
Quality Hill	0	141	225	185	186	151	161	195	52
Ravenwood-Somerset	0	476	952	777	727	478	342	411	130
Red Bridge North	0	241	352	371	319	271	243	243	67
Red Bridge South	0	163	313	272	267	229	267	261	69
Richards Gebaur	0	71	121	129	138	119	104	100	19
Ridgefield	0	433	865	864	627	382	302	447	168
Riss Lake	0	235	365	339	299	237	280	237	60
River Forest	0	225	331	288	335	240	183	273	63
River Market	0	108	152	139	170	125	128	178	52
River View	0	195	310	349	265	232	196	292	121
Roanoke	0	87	124	71	108	80	96	124	50
Robandee South	0	239	373	403	370	351	361	362	102
Rockhill	0	106	97	81	98	88	90	83	22
Rockhill Manor	0	110	196	182	216	201	179	206	39
Rolling Meadows	0	109	203	203	192	161	118	180	49
Romanelli West	0	127	170	193	141	147	122	154	32
Royal Oaks	0	174	276	267	300	276	215	172	84
Royal Oaks North	0	150	308	284	211	179	124	120	58
Ruskin Heights	0	812	1537	1104	1132	1003	1170	1190	326
Ruskin Hills	0	456	851	584	633	496	584	634	162
Santa Fe	0	438	668	701	681	704	809	569	138
Santa Fe Hills	0	245	357	392	319	304	250	289	98
Scarritt Point	0	1423	1934	1741	1356	1497	1318	1282	315
Sechrest	0	19	10	2	20	21	22	20	5
Self Help Neighborhood Council	0	470	867	668	830	630	603	617	154
Sheffield	0	734	1025	1092	849	779	799	748	181
Sheraton Estates	0	59	105	91	84	89	63	72	20
Sherrydale	0	169	305	207	197	174	170	199	54
Sherwood Estates	0	134	370	264	225	192	192	207	78
Shoal Creek	0	2498	4933	3622	3424	2425	1967	2670	923

South Blue Valley	0	658	1114	792	932	821	855	776	277
South Hyde Park	0	509	806	636	545	489	535	509	175
South Indian Mound	0	1383	2043	1522	1695	1365	1521	1462	309
South Plaza	0	221	256	216	197	259	217	258	63
South Town Fork Creek	0	351	553	469	556	489	402	437	98
Southmoreland	0	254	486	382	471	426	471	572	139
Squier Park	0	161	200	158	182	218	258	184	40
St	0	301	665	645	570	453	448	526	126
St Catherines Gardens	0	0	0	0	0	0	0	1	32
Stayton Meadows	0	317	435	466	383	345	353	380	120
Sterling Acres	0	144	222	175	227	192	239	168	50
Sterling Gardens	0	161	216	213	152	127	195	122	34
Stratford Estates	0	382	667	753	691	524	427	518	133
Stratford Gardens	0	73	129	124	83	98	93	131	7
Strupwood	0	71	94	83	78	92	93	96	25
Sunset Hill	0	146	153	121	184	178	142	165	35
Sunset Hill West	0	96	98	94	46	60	67	82	16
Swope Park Campus	0	274	470	371	414	359	418	467	86
Swope Park Ridge-Winchester	0	54	58	74	81	63	53	79	18
Swope Parkway-Elmwood	0	947	1342	1069	1488	1482	1195	1462	351
Tanglewood And Regency North	0	142	241	298	302	185	132	202	52
Terrace Lake Gardens	0	231	374	363	403	296	201	217	72
The Coves	0	262	653	461	480	341	253	317	111
Timber Valley	0	59	64	80	78	84	81	72	10
Tower Homes	0	776	1423	1244	1318	1070	1043	1230	233
Union Hill	0	131	160	141	113	157	104	122	24
Unity Ridge	0	69	162	139	113	61	82	105	17
Valentine	0	241	325	232	236	230	216	242	63
Verona Hills	0	143	334	387	311	172	227	194	59
Vineyard	0	626	927	897	827	858	936	765	204
Vineyard Estates	0	101	124	170	133	114	115	106	23
Vineyard Northwest	0	363	518	462	513	590	421	491	113
Volker	0	773	1064	837	769	755	738	827	246
Waldo Homes	0	262	486	382	379	378	286	346	85
Ward Estates	0	37	53	50	37	53	46	102	18
Ward Parkway	0	582	1107	952	840	840	702	920	191
Ward Parkway Plaza	0	73	91	87	147	129	96	125	36
Washington Wheatley	0	1147	1563	1493	1288	1356	1468	938	218
Wendell Phillips	0	742	1148	879	1135	826	784	747	139
West Blue Valley	0	475	552	658	789	693	606	509	139
West Plaza	0	541	813	712	656	685	624	616	198

West Waldo	0	205	416	344	342	346	256	303	65
Western 49-63	0	587	857	825	686	669	610	735	159
Western Blue Township	0	356	512	436	446	442	349	353	91
Western Hills	0	327	605	613	546	605	416	455	106
Westside North	0	334	528	427	405	387	427	403	117
Westside South	0	373	523	501	544	487	545	608	182
Westwood	0	123	190	133	171	154	129	123	48
White Oak	0	338	546	529	548	451	377	440	172
Willow Creek	0	224	390	360	363	332	264	328	112
Winnetonka	0	119	274	240	170	169	119	183	67
Winnwood	0	320	723	504	630	464	403	445	144
Winnwood Gardens	0	156	283	270	224	171	138	195	65
Woodbridge	0	118	200	151	141	106	92	94	26
Woodson Estates	0	76	150	133	115	102	92	93	20
Wornall Homestead	0	150	233	178	155	203	153	204	19

> table(d\$ZIP.CODE, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
	0	1	20	35	190	209	174	126	51
6152	0	0	0	1	0	0	0	0	0
63130	0	0	1	0	0	0	0	0	0
64012	0	9	21	9	0	0	0	0	0
64028	0	2	18	2	0	0	0	0	0
64030	0	8	10	4	1	0	0	0	0
64052	0	19	23	4	0	0	1	0	0
64053	0	43	44	27	1	0	0	0	0
64055	0	13	14	1	0	0	0	0	0
64068	0	57	177	31	13	3	0	0	0
64079	0	0	0	0	0	1	0	0	0
64082	0	0	0	1	0	0	0	0	0
64101	0	41	123	86	89	85	101	121	28
64102	0	82	115	110	117	97	108	122	24
64105	0	385	704	550	554	508	536	644	200
64106	1	1379	2168	1977	2178	2173	2058	1934	446
64108	0	1739	2474	2152	2380	2151	2109	2330	623
64109	0	3012	4385	3758	3506	3027	3191	2639	607
64110	0	4104	5826	5091	4724	4329	4343	4311	1000
64111	0	2755	3950	2984	3155	2946	3025	3203	960
64112	0	1171	1541	1331	1238	1288	1153	1266	348
64113	0	1614	2734	2508	2212	2159	1822	2408	404

64114	0	3442	6390	5744	5259	4853	4096	4646	1178
64116	0	1416	2517	2384	2052	1703	1411	1723	617
64117	0	1628	3092	2792	2590	2148	1754	2222	730
64118	0	_	3849	3536	2918	2043	1628	2051	648
64119	0		5652	4457	4275	3056	2477	2813	970
64120	0		555	511	639	601	538	587	151
64123	0	2797	3848	3276	3058	2619	2878	2640	585
64124	0		4531	3517	2955	2976	2987	2626	623
64125	0	758	937	983	777	692	742	745	170
64126	0	1331	2054	1902	1822	1667	1535	1349	316
64127	0	5898	9242	7675	6859	6586	6731	5634	1285
64128	0	4139	6885	5942	5321	5413	5081	4417	1144
64129	0	2416	3284	2894	2591	2600	2605	2478	624
64130	0	7710	11184	10877	10064	9507	9094	8911	1996
64131	0	3394	6047	5263	5358	4756	4126	4382	1146
64132	0	4095	7193	5889	5852	4600	4584	4671	1147
64133	0	2611	4141	3790	3298	2824	3012	2679	665
64134	0	3860	7366	6369	5664	4407	4622	4896	1349
64136	0	282	367	374	394	369	318	299	63
64137	0	1383	2476	2331	2225	1760	1558	1758	509
64138	0	1965	3200	3093	3021	2401	2047	2166	657
64139	0	209	347	310	284	163	237	329	60
64145	0	733	1258	1136	1045	752	815	876	240
64146	0	272	403	415	369	354	300	275	90
64147	0	21	40	44	60	51	47	41	10
64149	0	114	105	132	194	122	144	94	31
64151	0	2081	4254	3469	3100	2256	1730	2151	738
64152	0	798	1702	1326	922	827	639	688	276
64153	0	421	965	753	581	589	445	540	158
64154	0	628	1449	966	1058	690	656	706	204
64155	0	2013	4008	3295	2591	2098	1709	2097	748
64156	0	412	773	629	687	464	331	493	161
64157	0	1370	2681	1905	1658	1215	1020	1346	469
64158	0	266	569	564	416	301	286	336	90
64160	0	9	9	11	14	6	9	6	3
64161	0	80	142	106	134	108	76	131	36
64163	0	60	83	70	130	54	62	40	14
64164	0	25	64	27	28	16	21	9	3
64165	0	17	30	25	25	14	12	20	7
64166	0	33	63	26	29	23	6	15	4
64167	0	11	29	12	8	0	2	5	0

64444	0	0	12	3	0	0	0	0	0
66203	0	0	0	0	1	Ο	Ο	Ο	0

> table(d\$STATUS, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
CANC	0	815	2859	6955	235	55	61	154	112
DUP	0	0	0	9	5	0	1	0	1
HOLD	0	0	0	0	0	0	0	0	1
OPEN	0	0	0	815	1095	2032	4475	6377	4017
RESOL	1	82393	135285	111706	109349	94573	86455	86456	20466
RHOLD	0	0	0	0	0	0	0	8	9

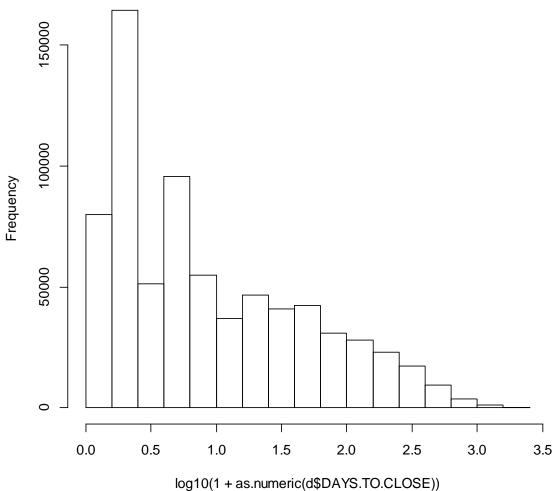
> table(d\$QUALITY.OF.SERVICE, d\$CREATION.YEAR)

	2006	2007	2008	2009	2010	2011	2012	2013	2014
	1	83205	138118	119314	106971	91965	84365	87737	24576
1	0	0	8	36	571	602	694	604	15
2	0	1	0	15	217	246	302	252	3
3	0	0	3	16	333	395	492	392	3
4	0	2	4	37	701	939	1363	1087	1
5	0	0	11	67	1891	2513	3776	2923	8

> hist(log10(1+as.numeric(d\$DAYS.TO.CLOSE)))

>

Histogram of log10(1 + as.numeric(d\$DAYS.TO.CLOSE))



Health Department

```
> ### Health
> health <- d[d$DEPARTMENT == "Health", ]</pre>
> dim(health)
[1] 12400
           25
>
> #table(health$WORK.GROUP)
> #table(health$REQUEST.TYPE)
> counts <- as.data.frame.matrix(table(health$REQUEST.TYPE, health$CREATION.YEAR))</pre>
> counts <- cbind(counts, TOTAL=apply(counts,1,sum))</pre>
> counts <- rbind(counts, TOTAL=apply(counts,2,sum))</pre>
>
> counts
                               2007 2008 2009 2010 2011 2012 2013 2014 TOTAL
Barking Dog
                                                                   226
Bedbugs Problem
Childhood Lead Poisoning Prevention
                                                                   14
                                    0 0
Communicable Disease Control
                                             0
Food Establishment Complaints
                                Ω
                                    0 0 382 411 425 605 109 1932
                                299 376 498 22
                                                 0 0 0 0 1195
Health-All
                                    0 0 34
                                                  27 36 18 4 119
Healthy Homes Program
                                 0
Hotel and Motel Inspections
                                            39 46 41 59 18
                                                                   203
Noise Complaints
                                 0 0 0 175 175 291 259 39
                                                                   939
Outdoor Air Quality
                                 0 0 0 161 166 151 115 28
                                                                   621
Public Pool Inspections
                                 0 0 0 14 15 15 20 2 66
Public Restroom Sanitation
                                0 0 0 12 13 20 14 0 59
                                0 0 0 0
                                                 0 5 9 4 18
Ouestions or Comments
Rat Control Education
                               583 66 0 0
Rat Control Treatment
                                0 989 958 996 1046 1063 979 161 6192
                                    0
                                        0 56 43 23 33 8 163
Smoking Complaints
Zoning Inspections and Violations
                                                 0
TOTAL
                                882 1431 1456 1904 2007 2156 2172 392 12400
```