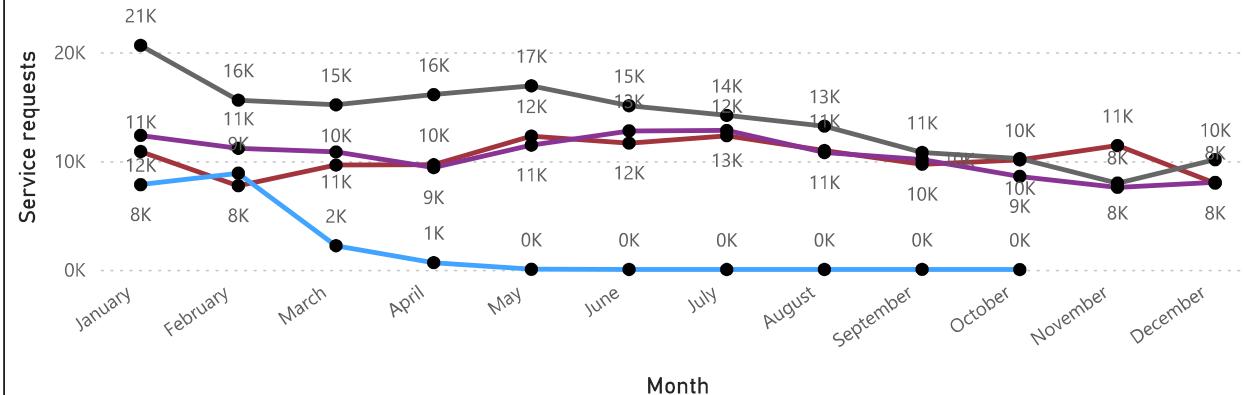
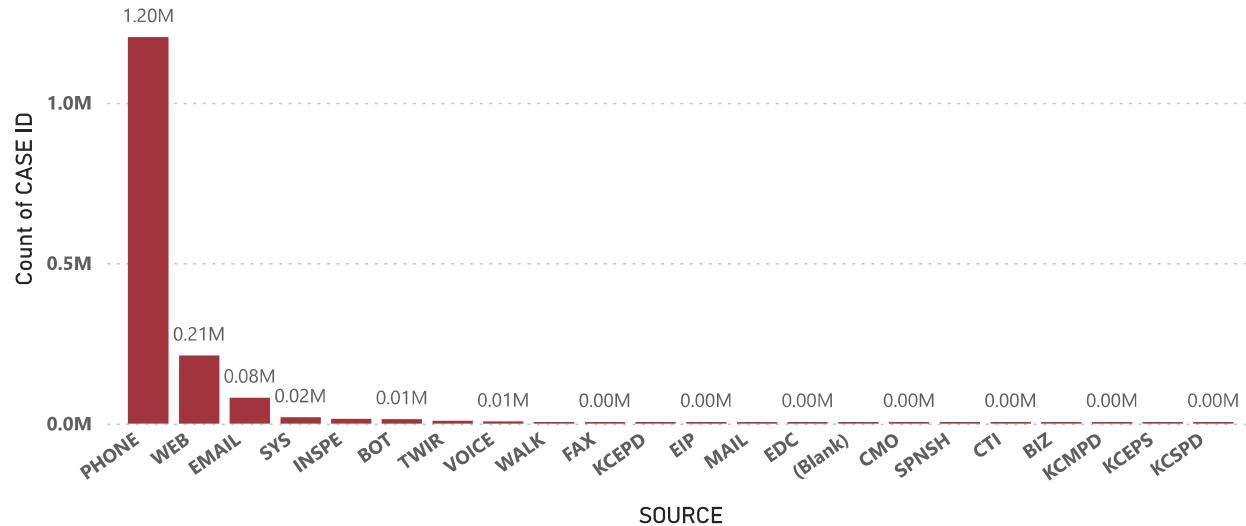


1) Count of CASE ID by Months (2018-2021)

Year ● 2018 ● 2019 ● 2020 ● 2021

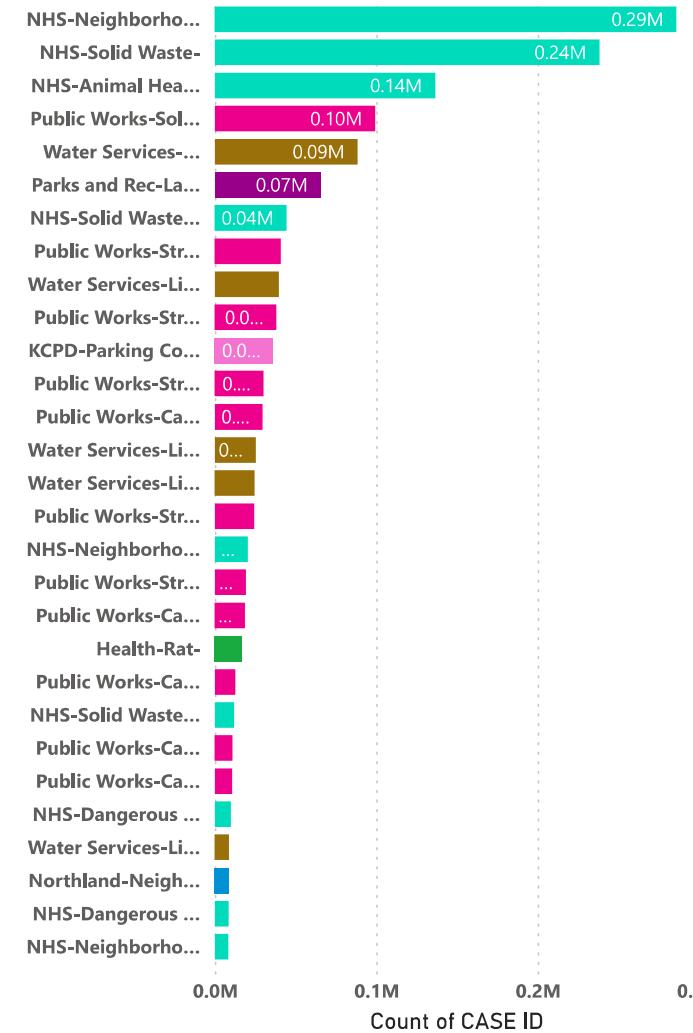


2) Count of CASE ID by SOURCE



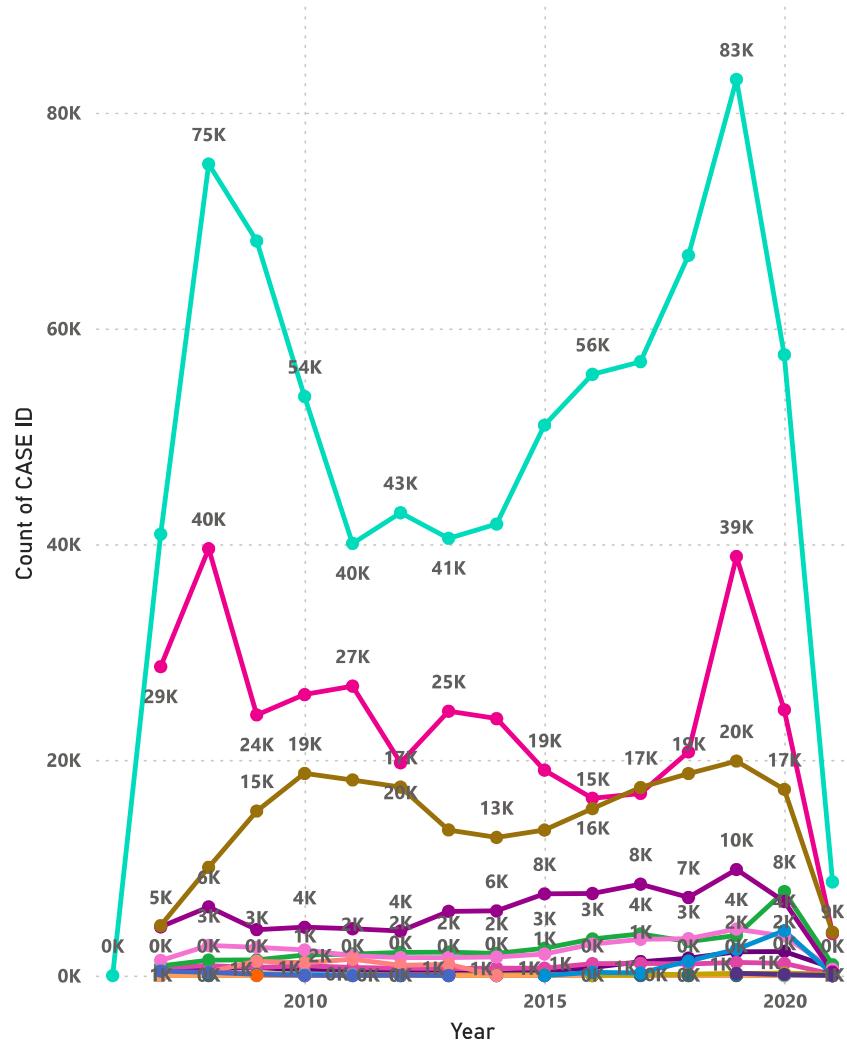
6) Service requests by work group and department

DEPARTMENT ● Aviation ● City Clerks Of... ● City Council ● City Manag... ●

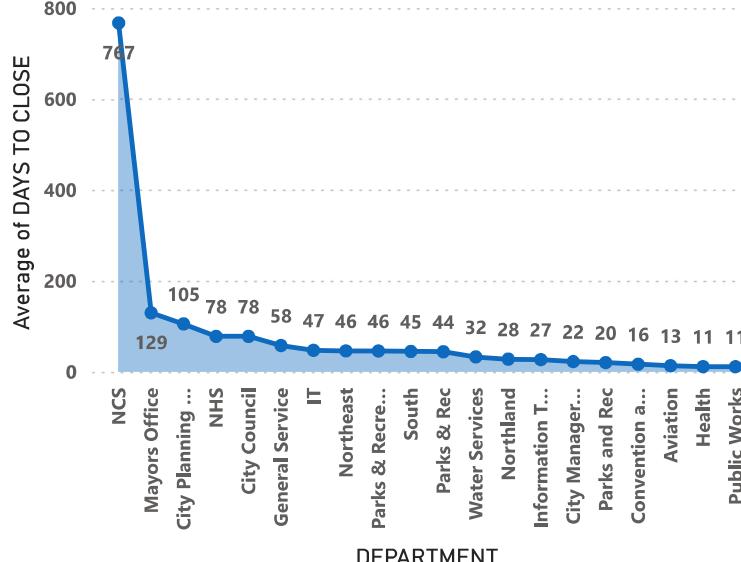


3) Service Requests by Year and Department

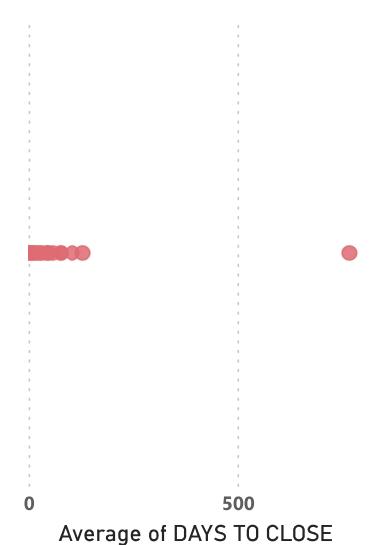
DEPARTMENT ● Aviation ● City Cler... ● City Co... ● City Ma... ● City Pla...



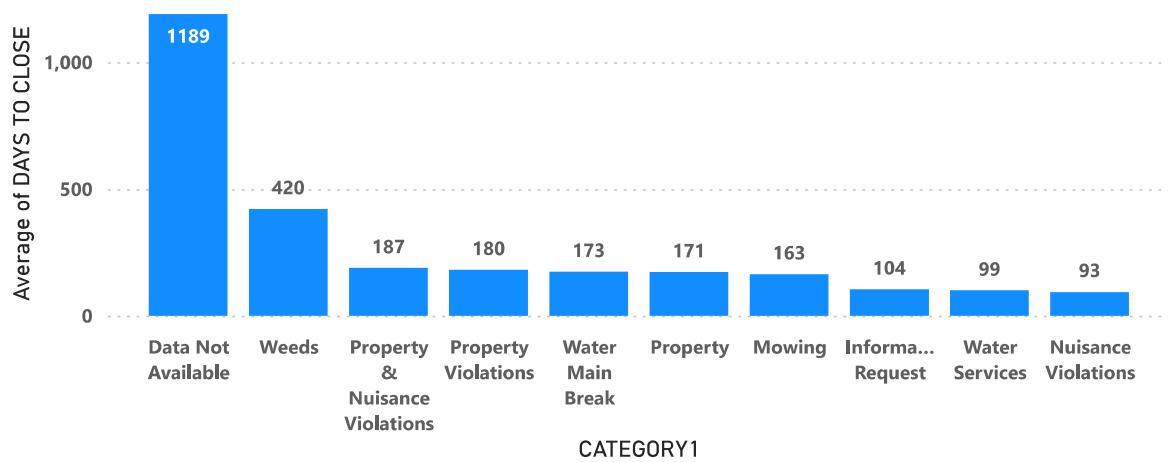
7) Average of DAYS TO CLOSE by DEPARTMENT



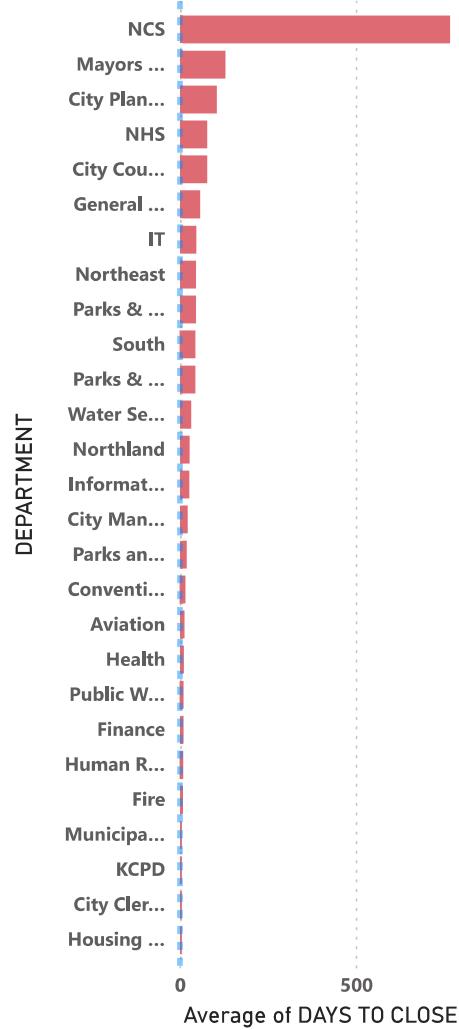
7) Average Days to Close and Department to check outliers



9) Average of DAYS TO CLOSE for CATEGORY1



10) Average of DAYS TO CLOSE and Count of service requests by DEPARTMENT



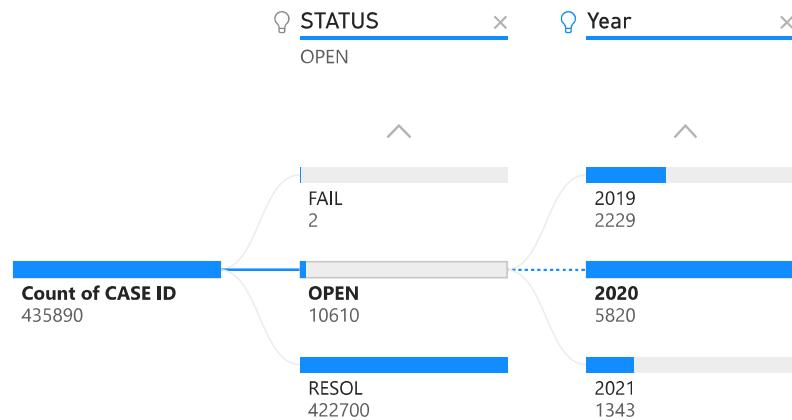
5) Service requests by neighborhood



5) Top 10 neighborhood with the most service requests



8) Decomposition tree showing all status of service requests (2018-2021)

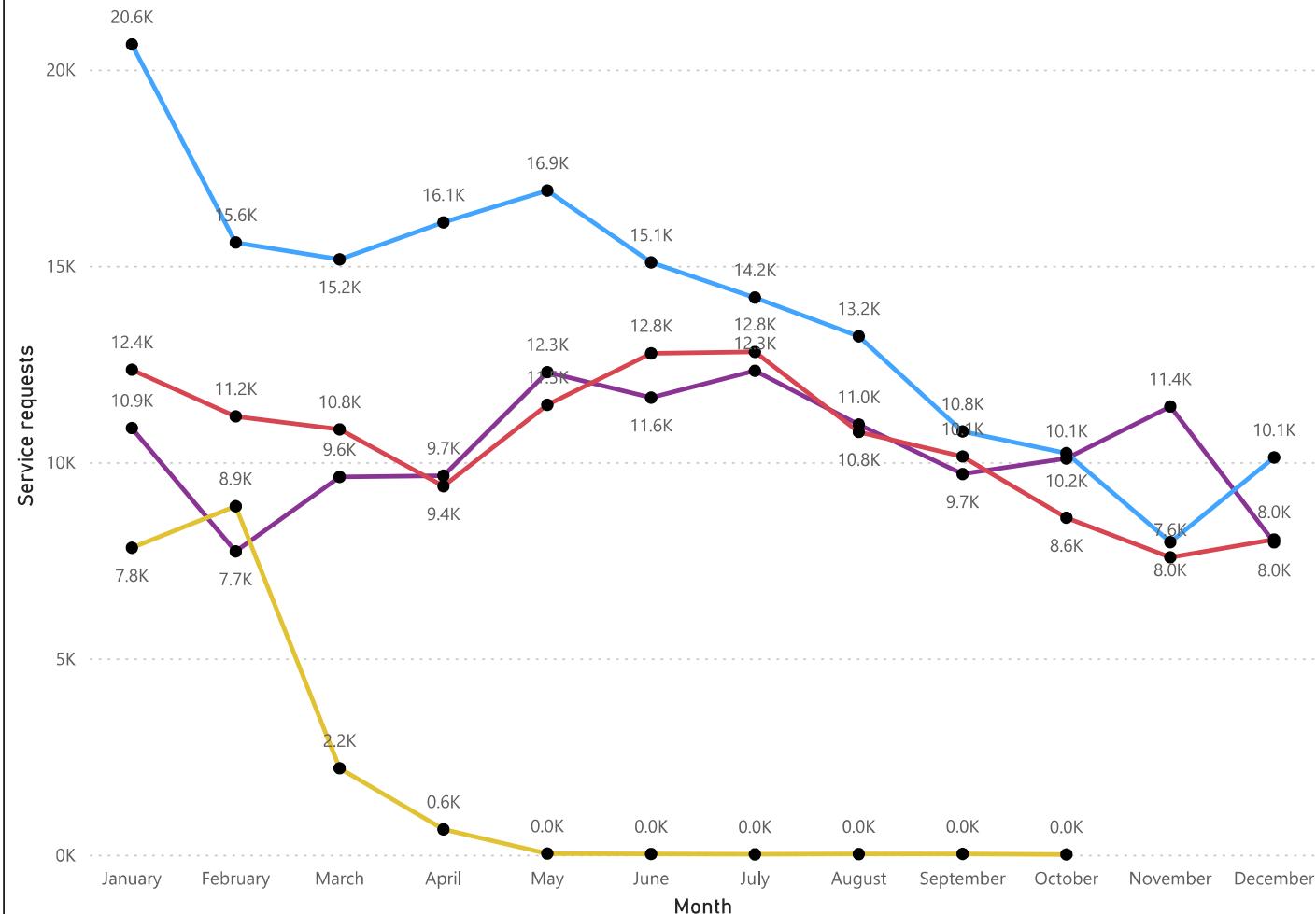


4) Top 10 Performance Metrics per Category and Type of Request

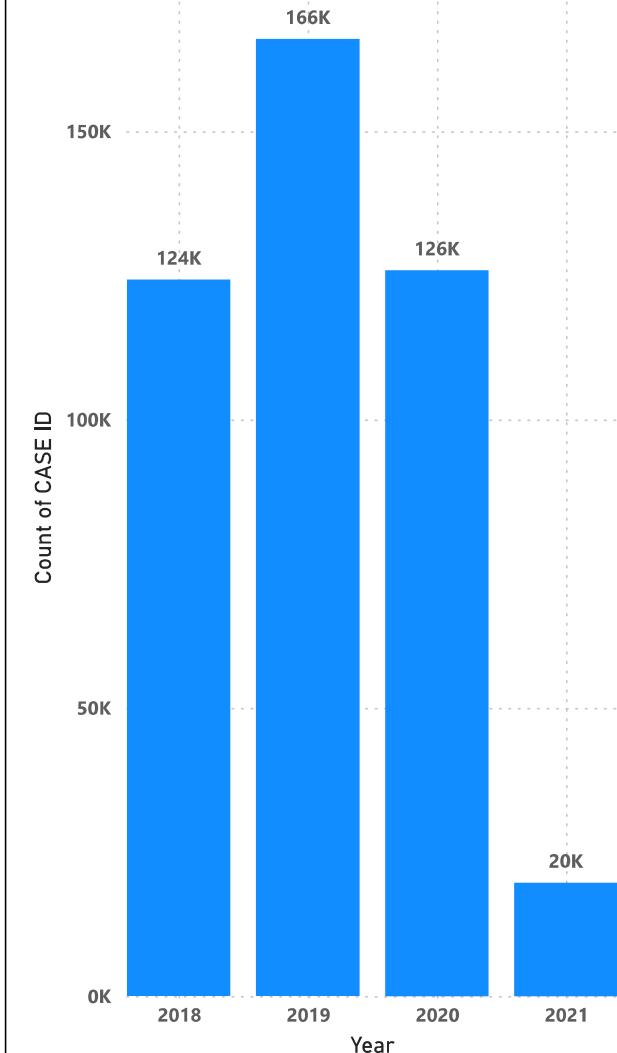
CASE ID	DAYS TO CLOSE	CATEGORY1	TYPE
2007027019	4,525.00	Data Not Available	Data Not Available
2007039963	4,471.00	Data Not Available	Data Not Available
2007015996	4,396.00	Trash	Nuisance
2010040741	4,188.00	Mowing	Private / Commercial
2010019511	4,183.00	Property	Property Maintenance
2010034518	4,175.00	Data Not Available	Data Not Available
2010027539	4,160.00	Property	Property Maintenance
2010021064	4,157.00	Property	Property Maintenance
2010027606	4,135.00	Trash	Nuisance
2010111880	4,132.00	Property	Property Maintenance
2010030119	4,054.00	Property Violations	Private Property
2010012205	4,032.00	Property	Property Maintenance
2007036069	3,980.00	Data Not Available	Data Not Available
2010249516	3,963.00	Data Not Available	Data Not Available

Service Requests by Months (2018-2021)

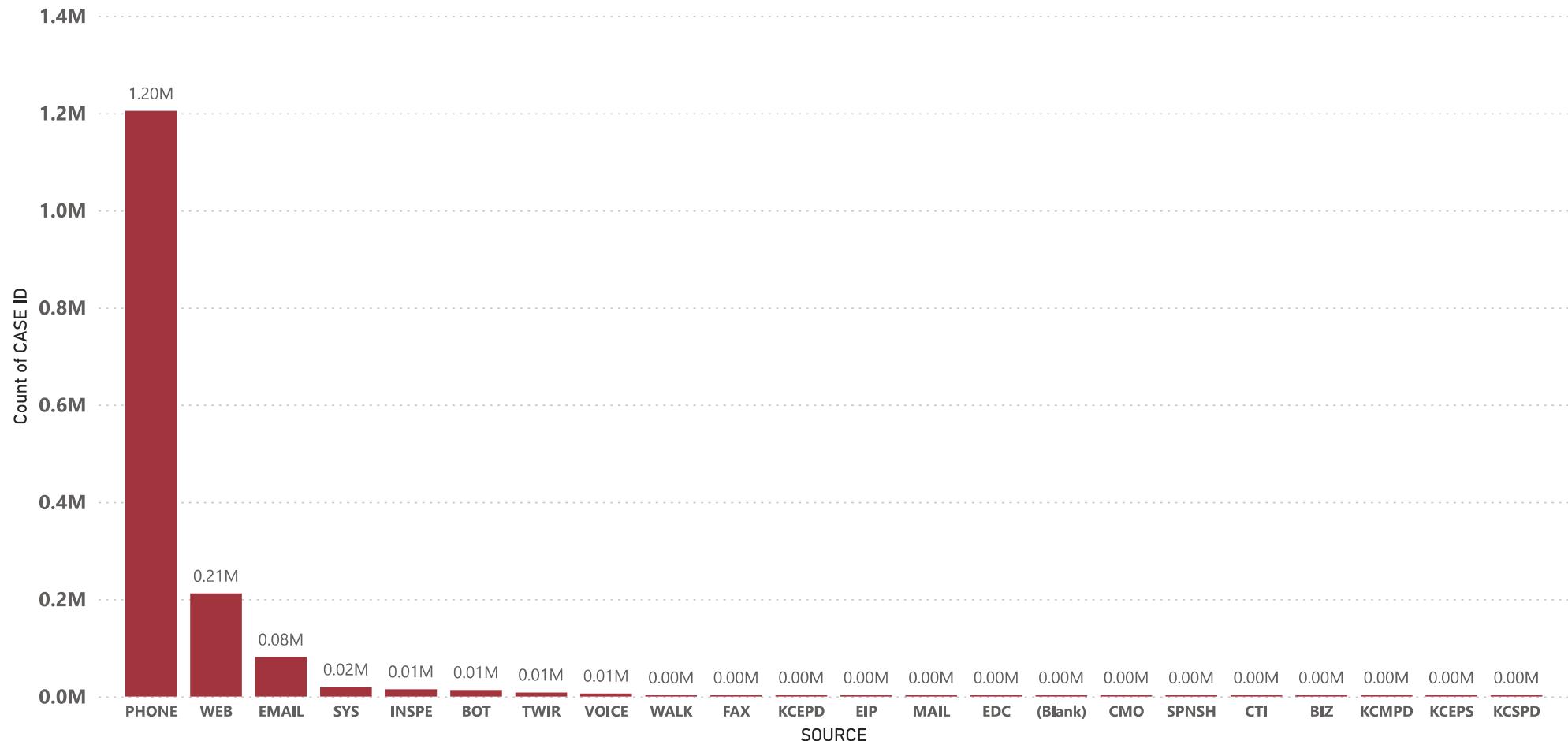
Year ● 2018 ● 2019 ● 2020 ● 2021



Count of CASE ID by Year

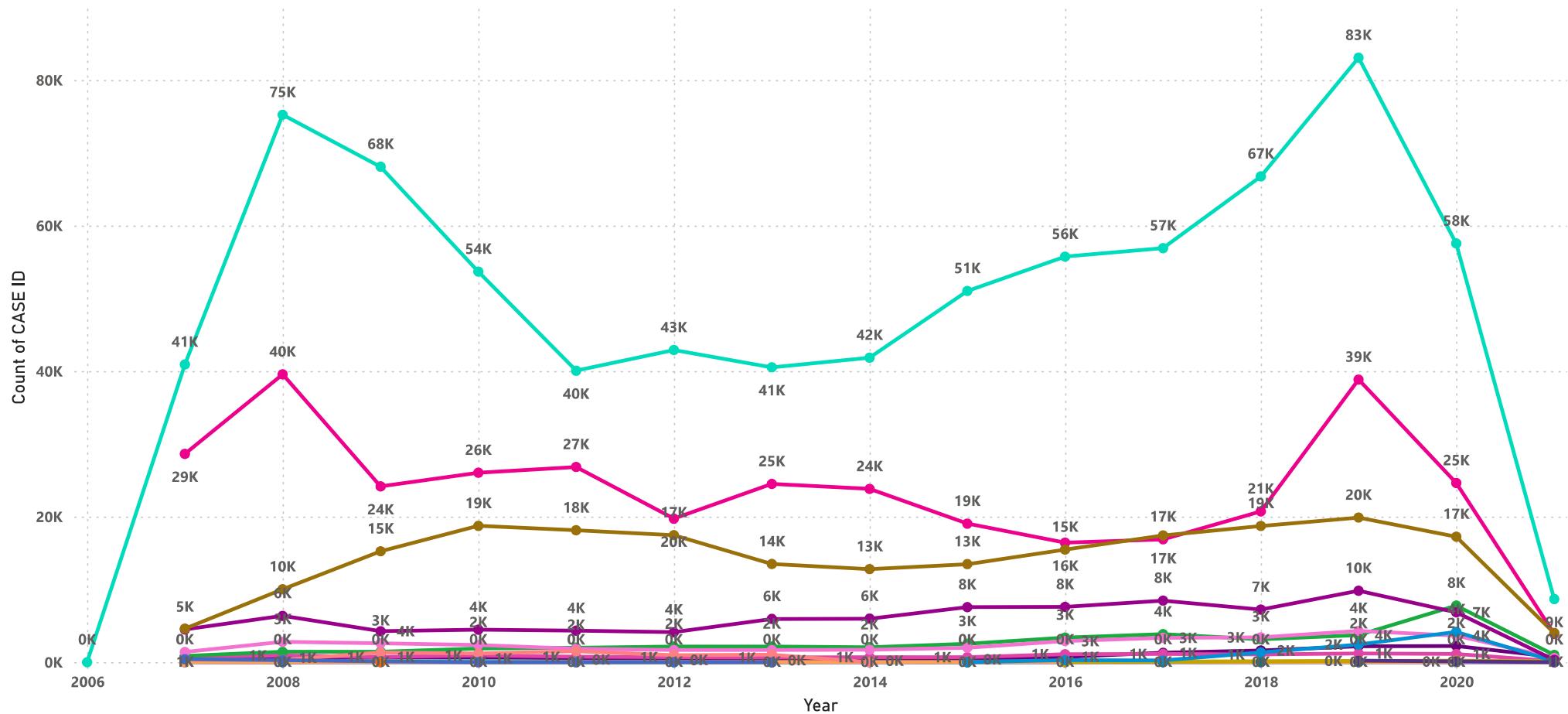


Volume of Service Requests for every Source



Service Requests by Year and Department

DEPARTMENT ● Aviation ● City Cler... ● City Co... ● City M... ● City Pla... ● Conventi... ● Finance ● Fire ● General ... ● Health ● Housin... ● Human ... ● Inform... ● IT ● KCPD ● Mayors ...



Top 10 Performance Metrics per Category and Type of Request

CASE ID	DAYS TO CLOSE	CATEGORY1	TYPE
2006000004	1.00	Zoning	Investigation
2007000046	1.00	Vehicle	Abandoned
2007000317	1.00	Vehicle	Abandoned
2007000322	1.00	Property Violations	Private Property
2007000328	1.00	Public Works	Administration
2007000333	1.00	Property & Nuisance Violations	Private Property
2007000364	1.00	Street Light	Malfunction
2007000378	1.00	Vehicle	Abandoned
2007000396	1.00	Property & Nuisance Violations	Private Property
2007000442	1.00	Property & Nuisance Violations	Private Property
2007000453	1.00	Nuisance Violations	Private Property
2007000459	1.00	Animal	Other
2007000461	1.00	Maintenance	Street
2007000466	1.00	Public Works	Administration
2007000469	1.00	Street Light	Malfunction
2007000479	1.00	Zoning	Investigation
2007000495	1.00	Property & Nuisance Violations	Private Property
2007000503	1.00	Animal	Other
2007000513	1.00	Animal	Other
2007000522	1.00	Animal	Emergency
2007000523	1.00	Animal	Emergency
2007000526	1.00	Public Works	Administration
2007000556	1.00	Trash	Bulky
2007000557	1.00	Animal	Other
2007000573	1.00	Animal	Emergency
2007000576	1.00	Animal	Emergency
2007000582	1.00	Trash	Bulky
2007000588	1.00	Animal	Other
2007000606	1.00	Animal	Other
2007000609	1.00	Animal	Other
2007000613	1.00	Animal	Other
2007000621	1.00	Animal	Other

TYPE

- 01
- 02
- 03
- 04
- 05
- 06

CATEGORY1

All

Service requests by neighborhood

NEIGHBORHOOD ● Westside South ● Westwood ● White Oak ● Willow Creek ● Winnetonka ● Winnwood ● Winnwood Gardens ● Woodbridge ● Woodson Estates ● Wornall Homestead



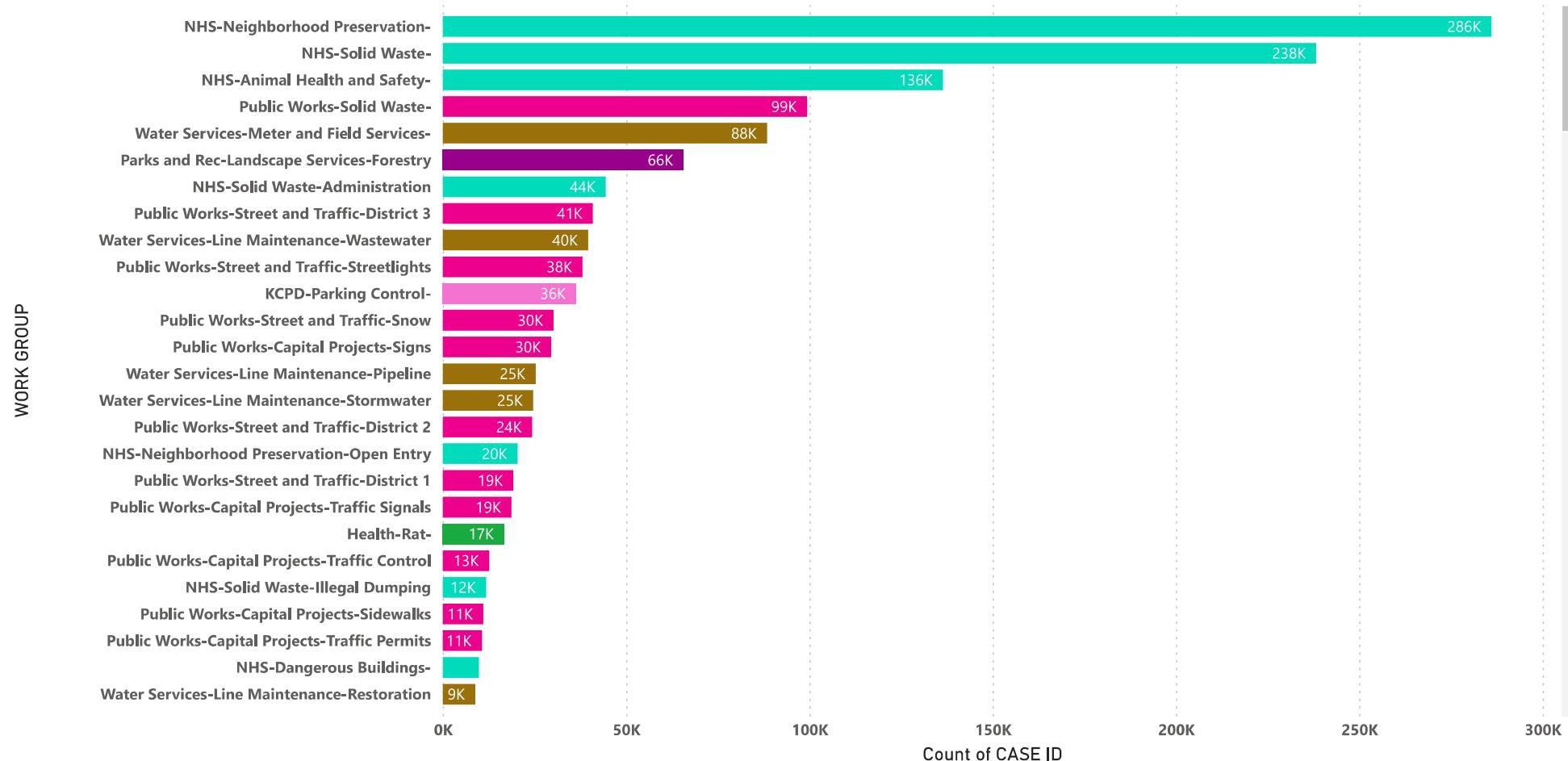
Top 10 neighborhood with the most service requests

NEIGHBORHOOD ● Westside South ● Winnwood ● White Oak ● Willow Creek ● Winnwood Gardens ● Wornall Homestead ● Winnetonka ● Westwood ● Woodbridge ● Woodson Estates

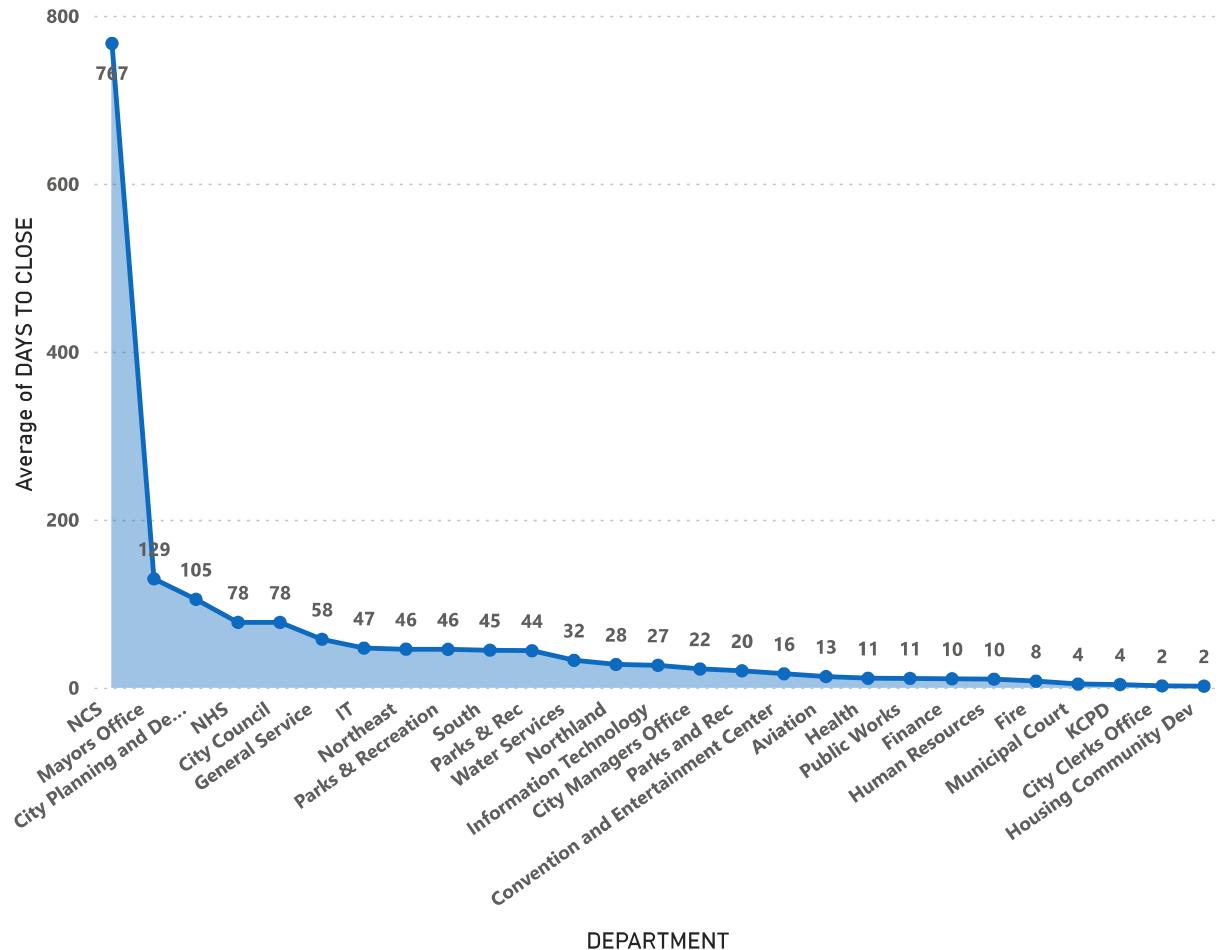


Service requests by work group and department

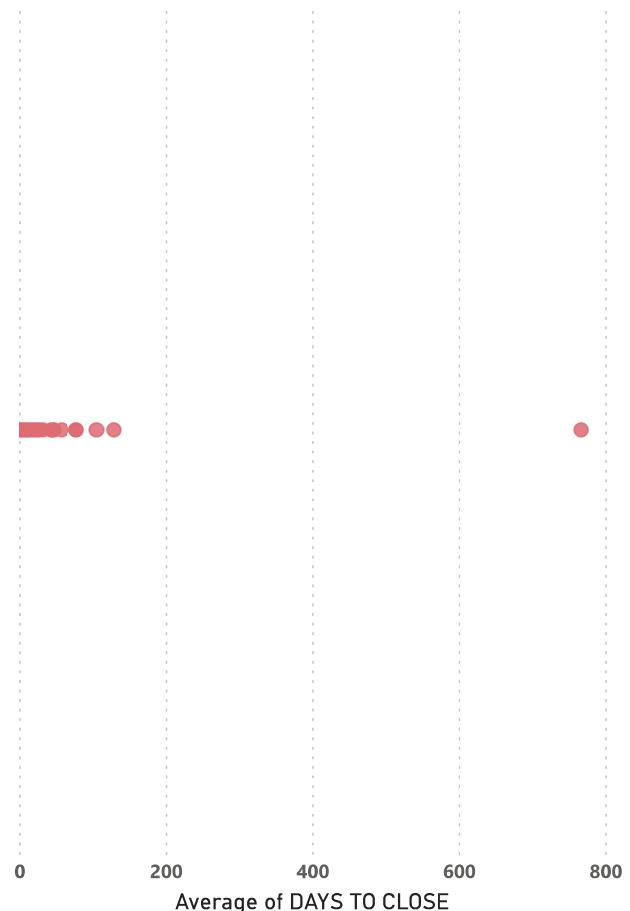
DEPARTMENT ● Aviation ● City Cler... ● City Cou... ● City Ma... ● City Pla... ● Conventi... ● Finance ● Fire ● General ... ● Health ● Housing ... ● Human ... ● Informa... ● IT ● KCPD ● Mayors ...



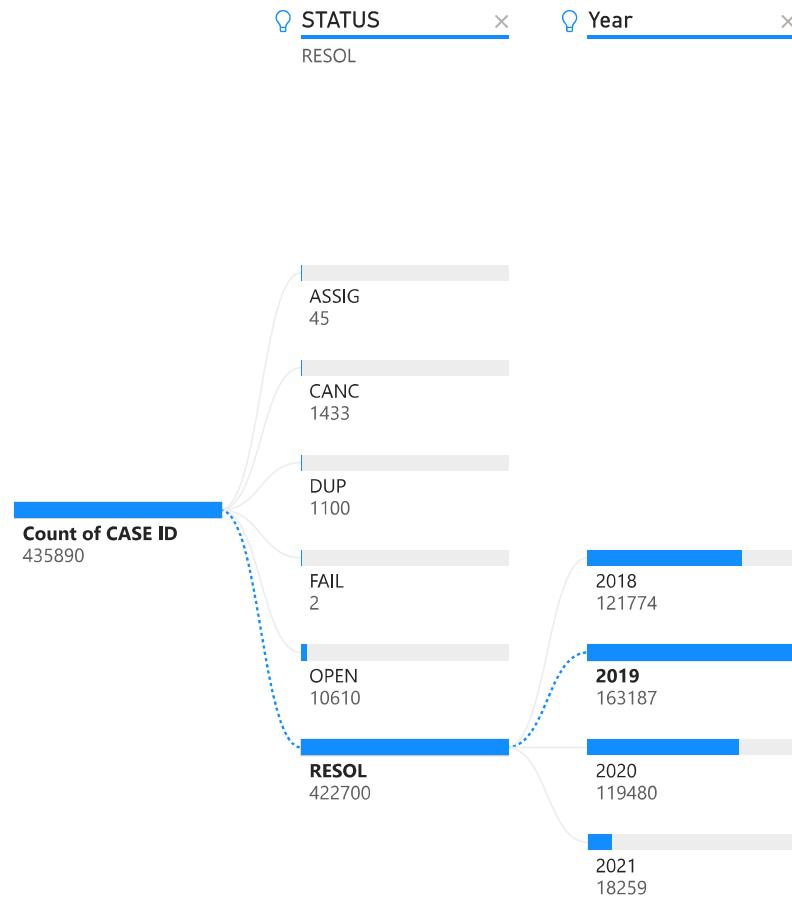
Average of DAYS TO CLOSE by DEPARTMENT



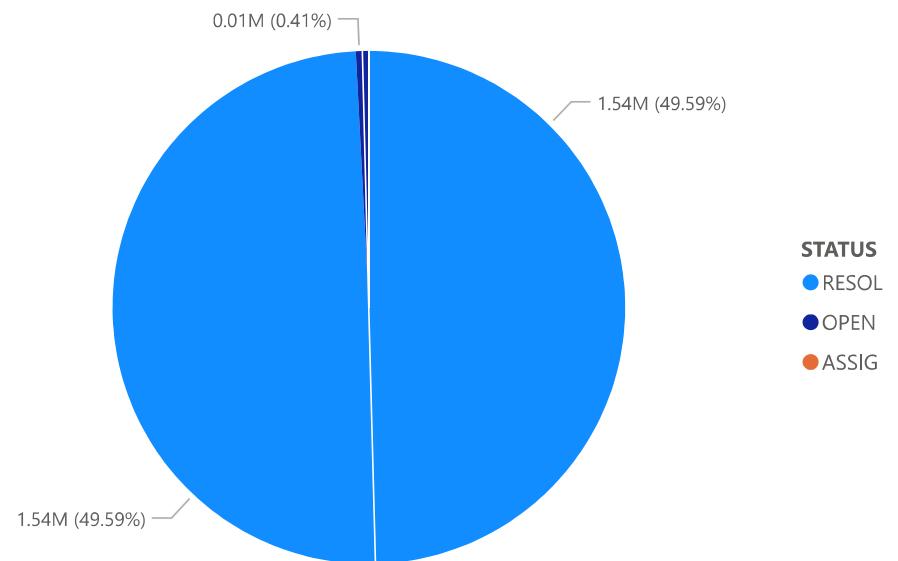
Average Days to Close and Department to check outliers



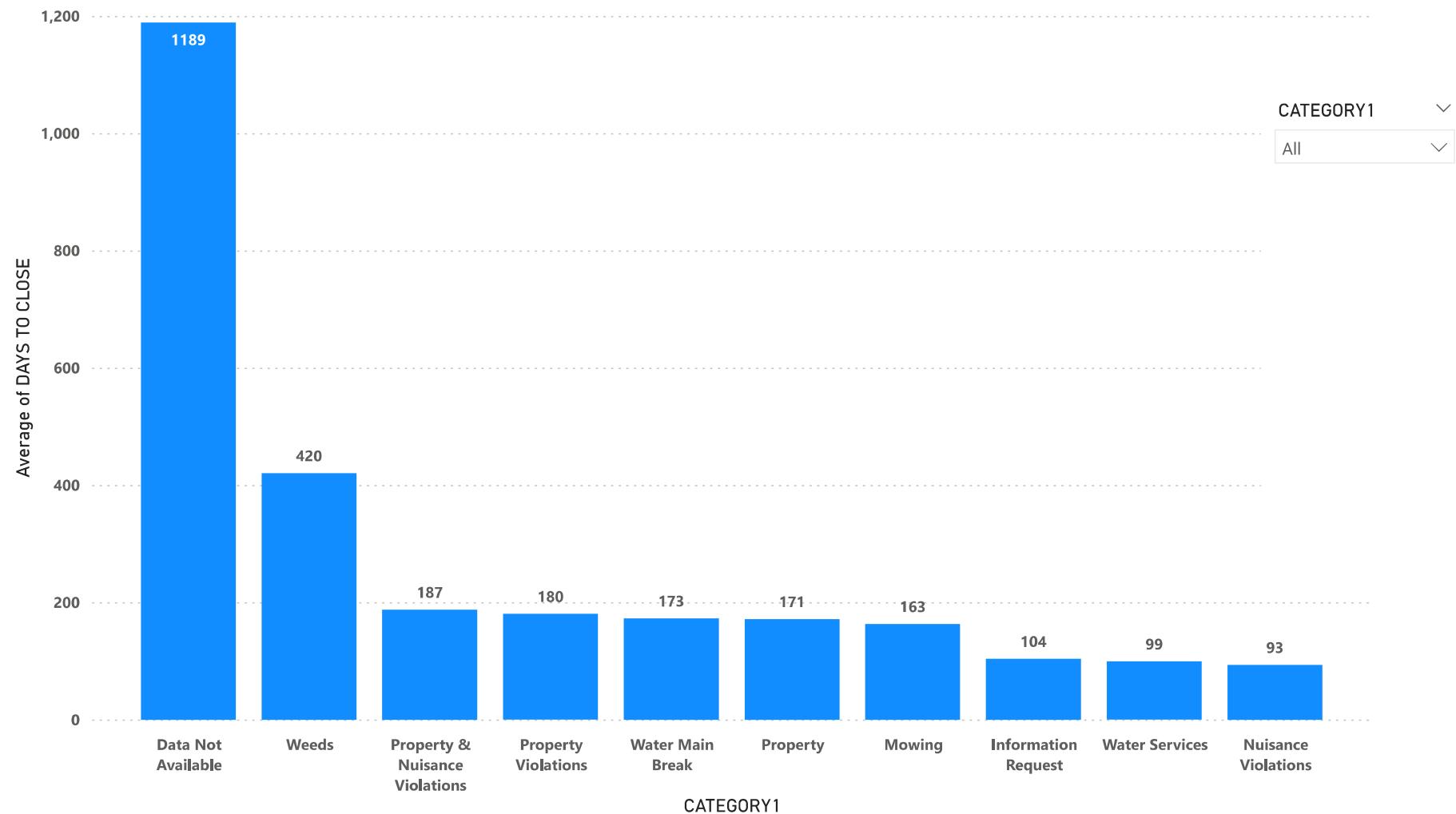
Decomposition tree showing all status of service requests (2018-2021)



Count of CASE ID and Count of Creation_Date by STATUS



Average of DAYS TO CLOSE for CATEGORY1



Average of DAYS TO CLOSE and Count of service requests by DEPARTMENT

