

Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Self-serve web applications	81	83	85	87
IT Service Desk first call resolution	95%	95%	96%	96%
City website page views (millions)	13.9*	19.6	19.8	20
Data storage requirements (in terabytes)	280	360	390	430

*The 2022 value has been restated due to a vendor platform upgrade and changes in data reporting methods