TOL
City of Toledo

INFORMATION TECHNOLOGY

Finance and Debt Committee
June 23, 2022

Introductions

Anne Bennett – Director of IT

Jenny Jaqua – Customer Service Commissioner

Matt Mackowiak – End User Support Manager

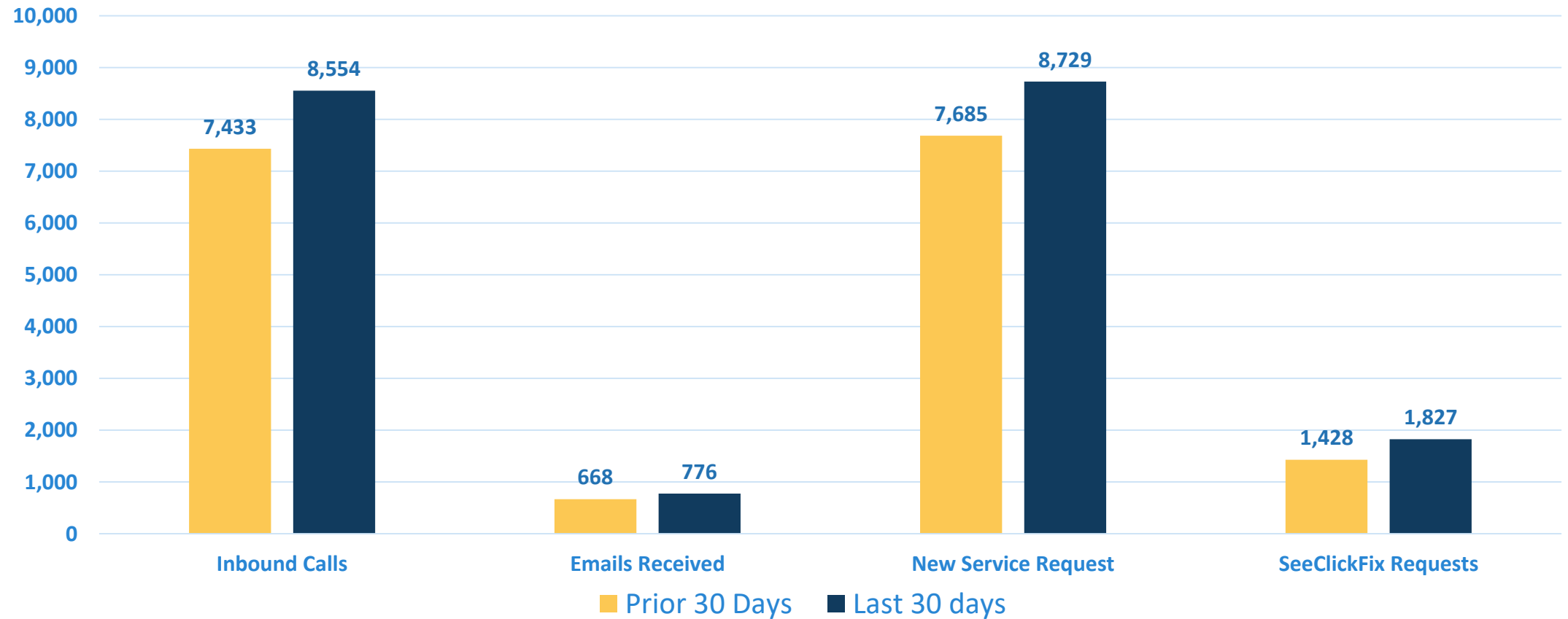**Guest: Interns**

Agenda

- Report Summary Highlights

  - Modern Workplace Engagement

  - Supply Chain Issues

  - Infrastructure Manager Position

  - HRIS Consultant

  - Convenience Store Permits

- Engage Toledo Metrics
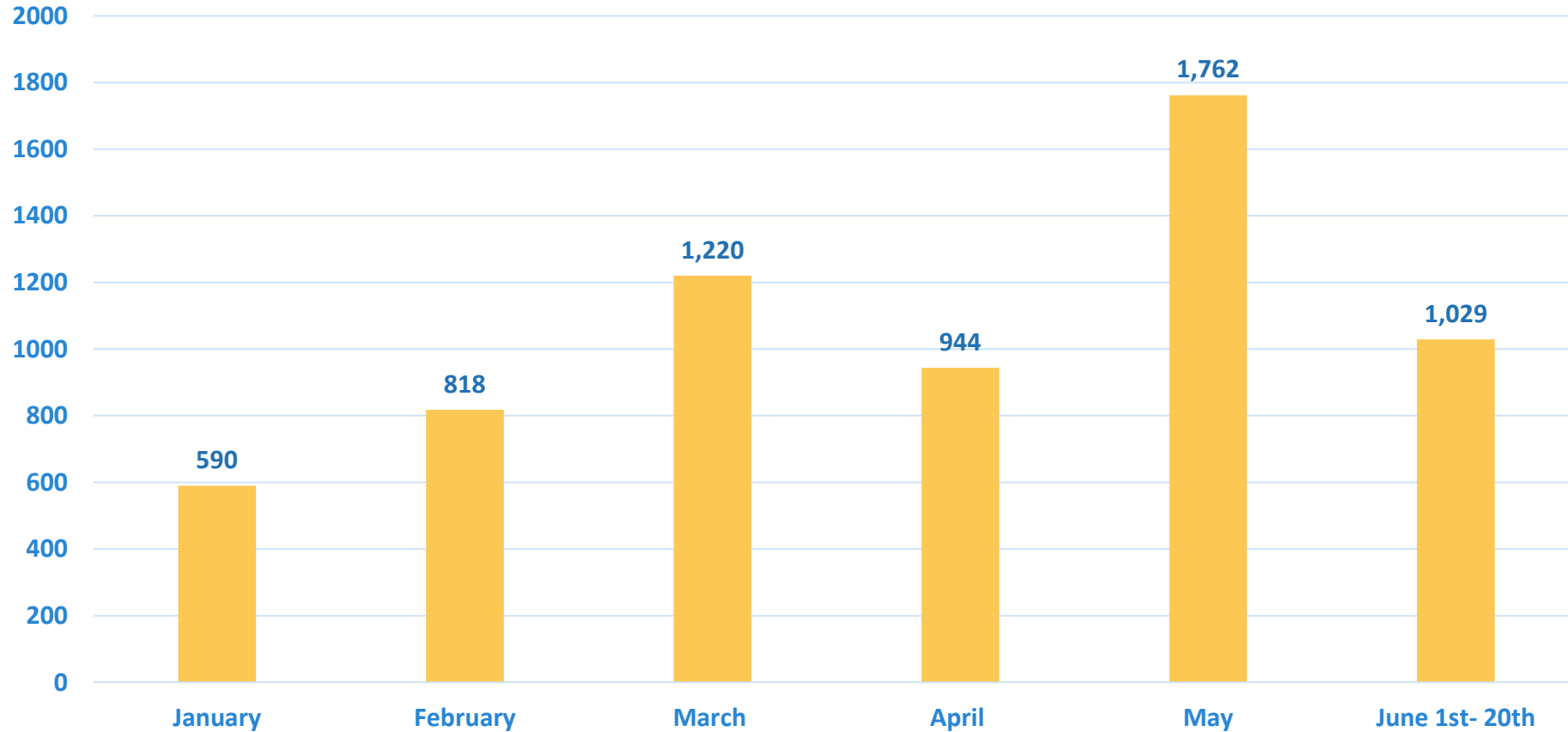
  - Metrics to date (Jenny)

Engage Toledo Metrics

Resident Self-Reporting Requests for City Services YTD, 2022 (SeeClickFix)

Month	Requests
January	590
February	818
March	1,220
April	944
May	1,762
June 1st- 20th	1,029

City of Toledo

Request for City Services by Zip Code – June, 2022

Pie chart "Request for City Services by Zip Code" with values:
- 43604: 241
- 43605: 853
- 43606: 501
- 43607: 777
- 43608: 587
- 43609: 693
- 43610: 169
- 43611: 387
- 43612: 878
- 43613: 700
- 43614: 547
- 43615: 460
- 43620: 146
- 43623: 210

Legend: 43604, 43605, 43606, 43607, 43608, 43609, 43610, 43611, 43612, 43613, 43614, 43615, 43620, 43623
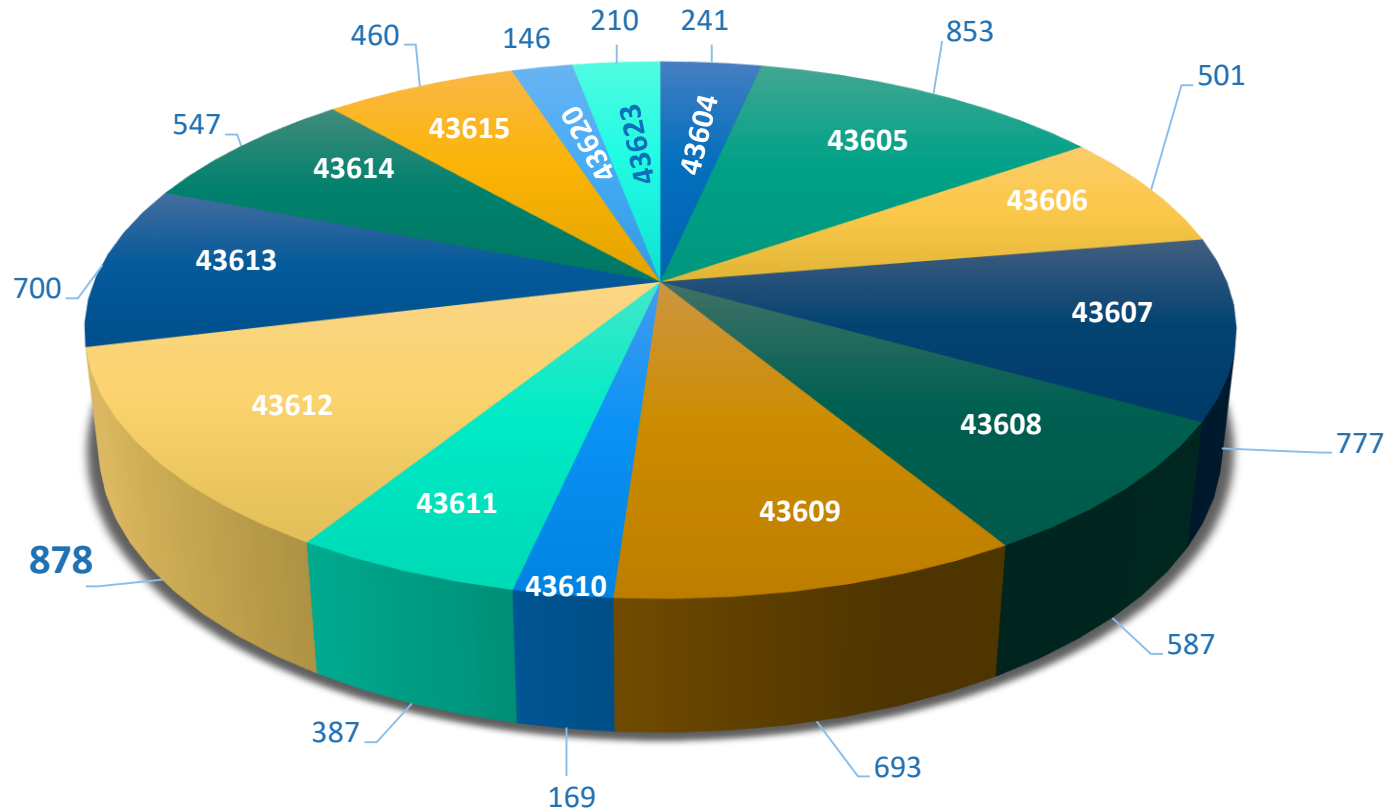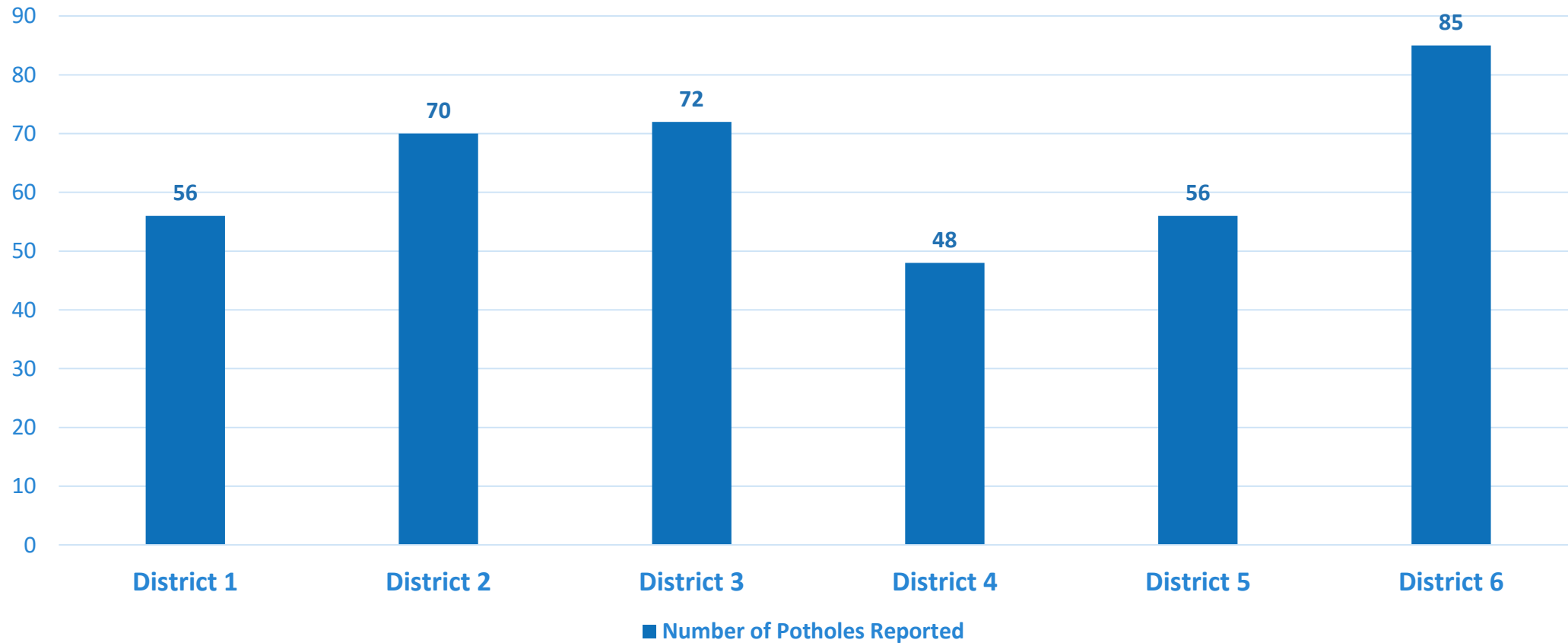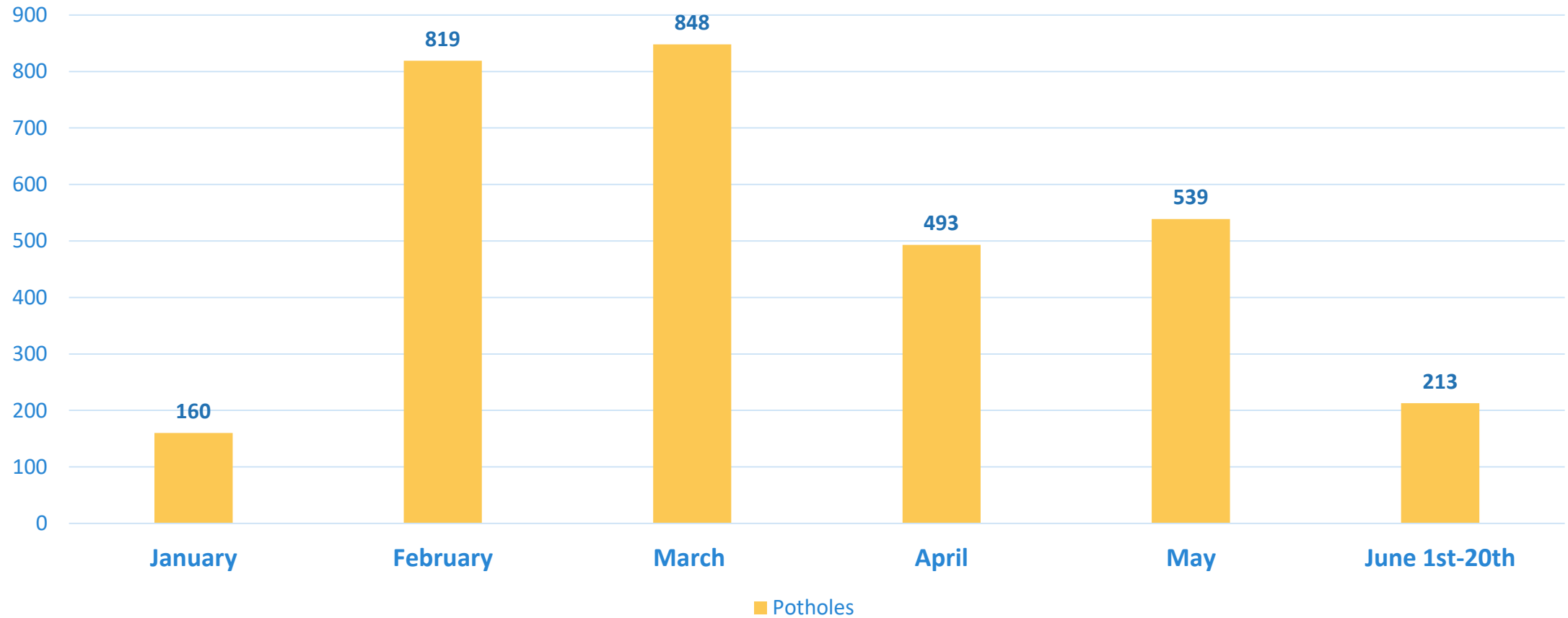
Highlights

- 887 new service requests were created from residents in the **43612** zip code alone **(District 6)**

- 146 new service requests were created from residents in the **43620** zip code **(District 4)**

- 1,881 new service requests citywide were for **High Grass Concerns**

- 882 new service requests citywide were for **Structure Concerns**

- 533 new service requests citywide were for **Street Potholes**

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