

Service Description	Total for 2019 through 04/30/19	Total for 2018	Total for 2017	Total for 2016	Total for 2015	Total for 2014	Total for 2013	Total for 2012	Total for 2011	Total for 2010	Total for 2009	Total for 2008	Total for 2007	Total for 2006	Total for 2005	Total for 2004
Sewer Back Up (SBU)																
Sewer Backup (SBU) Investigation Work Orders	1,283	3,857	5,135	5,850	3,419	3,363	4,351	4,250	6,547	5,020	4,806	3,776	3,158	3,109	3,081	3,803
SBU's Considered for Cleanups	113	648	915	2,284	199	215	390	422	816	480	416	712	552	596	510	444
SBU Cleanups Performed/Accepted	87	531	715	1,253	152	110	241	270	572	316	278	366	256	285	353	361
Cleanups Declined	26	117	200	1,031	47	105	149	152	244	164	138	323	296	81	157	83
Cleanouts Installed at ROW (by MSD Repair Section)	246	779	851	1,064	1,224	1,353	1,275	1,050								
Prevention Program																
Properties Contacted	19	146	170	170	32	27	63	70	121	50	90	122	123	142	960	2,373
Properties Protected	41	100	61	12	15	31	60	53	36	12	22	33	50	169	236	108
Professional Service Costs- Capital Funds	-	-	-	-	-	5,093	474,021	1,102,696	1,719,940	674,360	611,824	543,148	690,566	1,280,152	2,100,253	1,156,558
Professional Service Costs- Operating Funds	\$ 628,867	\$ 1,277,369	\$ 1,162,243	\$ 283,187	\$ 472,550	\$ 497,083	\$ 315,630									
Contractor Costs- Capital Funds	-	-	-	-	-	2,255	649,966	1,464,828	1,028,696	485,414	642,018	723,948	1,351,316	3,470,098	4,550,874	1,518,176
Contractor Costs- Operating Funds	\$ 1,891,305	\$ 5,969,830	\$ 1,737,291	\$ 523,951	\$ 880,697	\$ 1,261,967	\$ 1,186,345									
Total SBU Prevention Dollars Spent	\$ 2,520,172	\$ 7,247,199	\$ 2,899,534	\$ 807,138	\$ 1,353,247	\$ 1,766,399	\$ 2,625,962	\$ 2,567,524	\$ 2,748,636	\$ 1,159,774	\$ 1,253,842	\$ 1,267,096	\$ 2,041,882	\$ 4,750,250	\$ 6,651,127	\$ 2,674,734
Claims																
Settlement Checks Offered	76	346	1,296	404	109	106	181	203	307	163	147	187	172	141	226	172
Average Processing Time for Settlements Offered (in days) *	47	68*	59*	51*	25	25	14	11	15	13	14	n/a	n/a	n/a	n/a	n/a
Claim Costs- Operating Funds	\$ 743,254	\$ 2,786,489	\$ 9,932,467	\$ 1,944,924	\$ 476,659	\$ 638,587	\$ 755,310	\$ 772,019	\$ 1,139,811	\$ 703,983	\$ 618,333	\$ 712,178	\$ 515,410	\$ 513,097	\$ 797,451	\$ 348,648
Expenses to Date																
MSD SBU Labor	\$ 359,210	\$ 890,407	\$ 957,645	\$ 776,263	\$ 288,162	\$ 286,161	\$ 460,746	\$ 474,422	\$ 370,670	\$ 316,838	\$ 300,496	\$ 203,479	\$ 221,206	\$ 344,385	\$ 546,668	\$ 933,708
Total Clean Up Costs- Operating Funds **	\$ 342,266	\$ 2,022,170	\$ 3,278,864	\$ 6,556,014	\$ 593,118	\$ 445,337	\$ 1,063,932	\$ 1,130,631	\$ 2,228,966	\$ 1,106,279	\$ 843,556	\$ 1,039,144	\$ 533,103	\$ 665,206	\$ 906,005	\$ 854,070
SBU Customer Service- Operating Funds	\$ 473,516	\$ 984,330	\$ 1,942,486	\$ 1,237,535	\$ 1,291,962	\$ 832,540	\$ 870,460	\$ 639,099	\$ 1,010,763	\$ 1,009,267	\$ 857,883	\$ 941,640	\$ 857,745	\$ 970,913	\$ 1,255,738	\$ 1,189,095
TOTAL 2019 FUNDS SPENT	\$ 4,438,418	\$ 13,930,596	\$ 19,010,996	\$ 11,321,875	\$ 4,003,148	\$ 3,969,023	\$ 5,776,411	\$ 5,583,695	\$ 7,498,847	\$ 4,296,142	\$ 3,874,110	\$ 4,163,537	\$ 4,169,346	\$ 7,243,851	\$ 10,156,989	\$ 6,000,255
Total spent 2004 to date	\$ 115,437,237	\$ 110,998,819	\$ 97,068,223	\$ 78,057,227	\$ 66,735,353	\$ 62,732,205	\$ 58,763,182	\$ 52,986,771	\$ 47,403,076	\$ 39,904,229	\$ 35,608,088	\$ 31,733,978	\$ 27,570,441	\$ 23,401,095	\$ 16,157,244	\$ 6,000,255
YTD	\$ 4,438,418	\$ 13,930,596	\$ 19,010,996	\$ 11,321,875	\$ 4,003,148	\$ 3,969,023	\$ 5,776,411	\$ 5,583,695	\$ 7,498,847	\$ 4,296,142	\$ 3,874,110	\$ 4,163,537	\$ 4,169,346	\$ 7,243,851	\$ 10,156,989	\$ 6,000,255

* does not include claims from 8/28/16 storm

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** April SBU Cleaning cost includes fifteen estimates