

Service Description	Total for 2020 through 04/30/20	Total for 2019	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
<b>Sewer Back Up (SBU)</b>																	
Sewer Backup (SBU) Investigation Work Orders	1,102	3,610	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	48	545	648	915	2,284	199	215	480	422	816	480	416	712	552	596	510	444
SBU Cleanups Performed/Accepted	38	422	531	715	1,253	152	110	241	270	572	316	278	366	256	285	353	361
Cleanups Declined	10	123	117	200	1,031	47	105	149	152	244	164	138	323	296	81	157	83
Cleanouts Installed at ROW (by MSD Repair Section)	337	860	779	851	1,064	1,224	1,353	1,275	1,050								

<b>Prevention Program</b>																	
Properties Contacted	14	162	146	170	170	32	27	63	70	121	50	90	122	123	142	360	2,373
Properties Protected	45	102	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	\$ 409,533	\$ 1,460,826	\$ 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	\$ 1,734,938	\$ 5,271,280	\$ 5,969,830	\$ 1,737,291	\$ 523,951	\$ 880,697	\$ 1,261,967	\$ 1,186,345									
Total SBU Prevention Dollars Spent	\$ 2,144,471	\$ 6,732,106	\$ 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

<b>Claims</b>																	
Settlement Checks Processed	33	189	346	1,296	404	109	106	181	203	307	163	147	187	172	141	226	172
Average Processing Time for Settlements Offered (in days)	24	35	68*	59*	51*	25	25	14	11	15	13	14	n/a	n/a	n/a	n/a	n/a
Claim Costs- Operating Funds	\$ 227,534	\$ 2,281,197	\$ 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

<b>Expenses to Date</b>																	
MSD SBU Labor	\$ 247,272	\$ 881,937	\$ 890,407	\$ 957,645	\$ 776,363	\$ 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 *	\$ 151,940	\$ 1,752,050	\$ 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	\$ 260,427	\$ 1,064,501	\$ 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
<b>TOTAL 2020 FUNDS SPENT</b>	\$ 3,031,645	\$ 12,711,790	\$ 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	\$ 126,742,254	\$ 123,710,610	\$ 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	\$ 3,031,645	\$ 12,711,790	\$ 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

\*Includes 2 estimates      \* does not include claims from 8/28/16 storm      \* does not include claims from 8/28/16 storm