

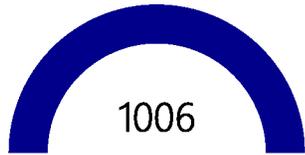


# 050 - City Wide Request Activity

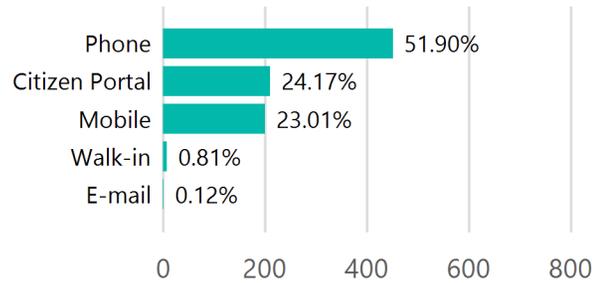
Quarterly Report: 2025-Q1 (January - March)

Filtered by: 83 Request Types

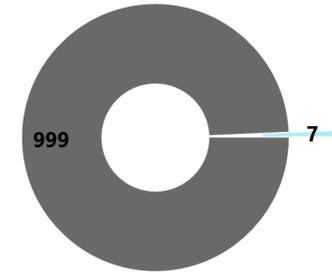
### Total Submissions



### Submissions by Source Type



### Request Status

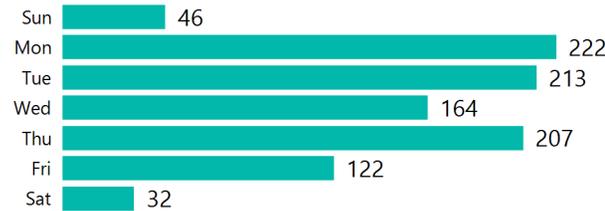


■ Closed ■ Working

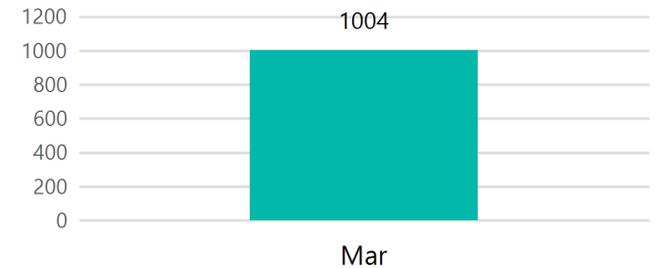
### Average Submissions per Day



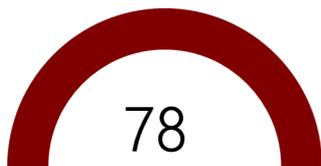
### Most Active Day of the Week Based on Request Submissions



### Submissions by Month



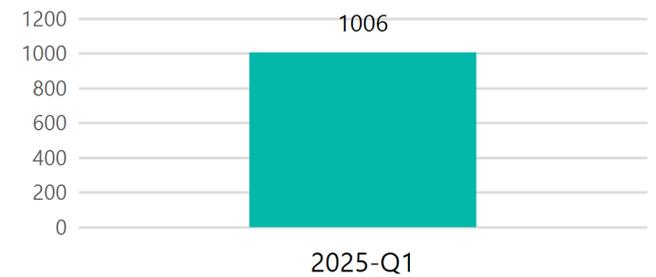
### Average Submissions per Week



### Key Insights (2025-Q1)

- Most of the submissions were received by phone, with the highest volumes occurring on Monday, Tuesday, and Thursday.
- Election District 3 and 5 generated most of the submissions.
- Streets Division accounts for 49.9% of all submissions.
- Pothole/ Sinkhole and Broken Recycle Cart were the top two issues reported.
- Raven Rd. recorded the highest volume of submissions.

### Submissions by Quarter



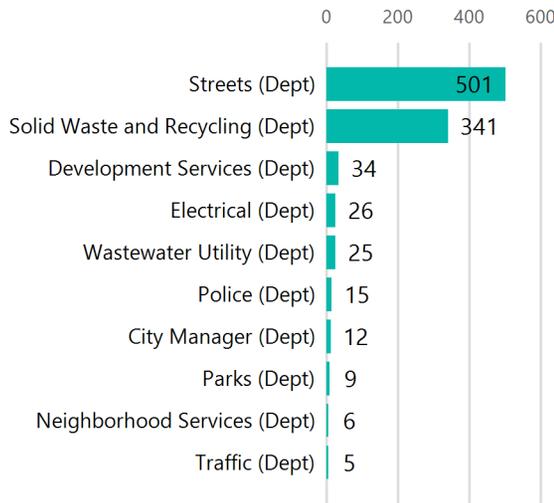


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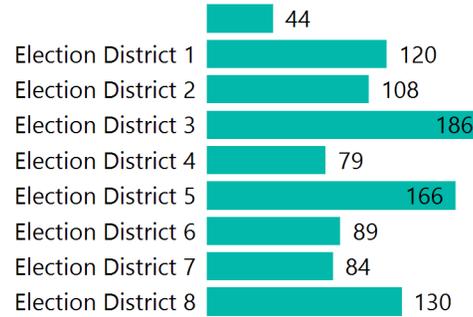
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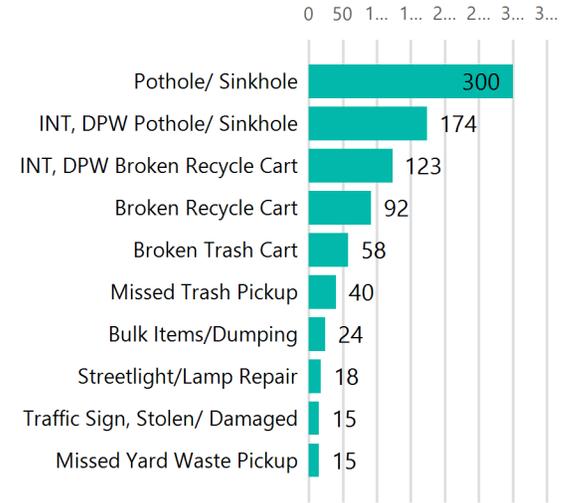
### Top Department/ Division



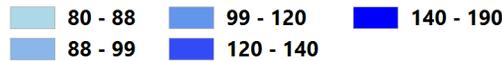
### Total Submissions by Election District



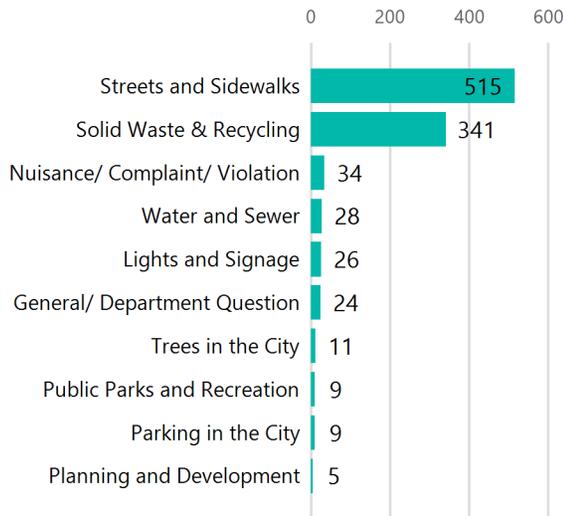
### Top Request Types



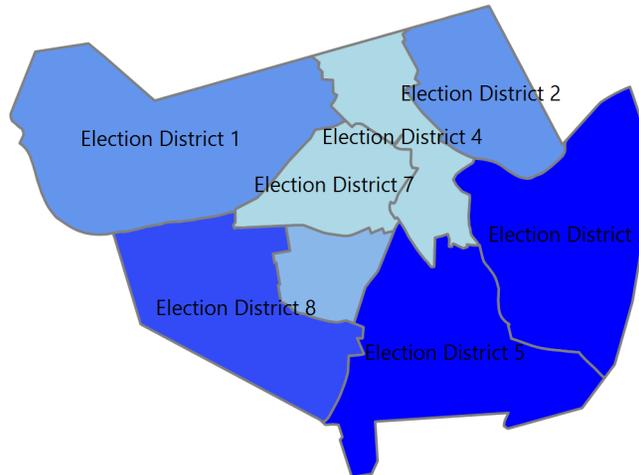
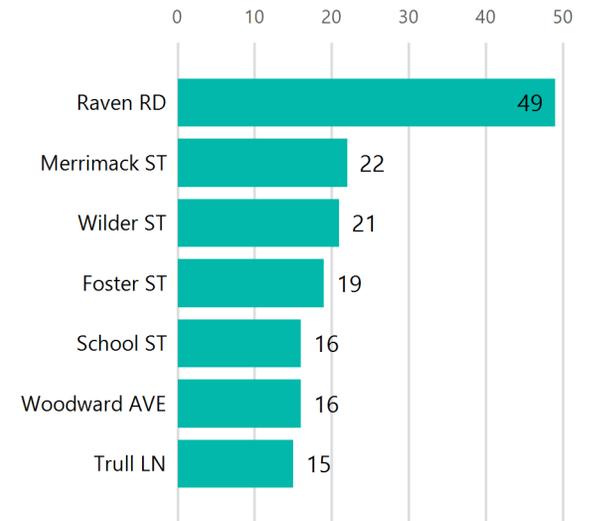
### Total Submissions by Election District



### Top Category Type



### Top Locations





# 050 - City Wide Request Activity

Quarterly Report: 2025-Q1 (January - March)

Filtered by: 83 Request Types

**Purpose of this report:** Overview of how residents and City departments are working together to improve community services City Wide for 2025-Q1.

## Key Terms:

- **Request:** a service report submitted by the resident (e.g., Pothole, Missed Trash Pickup, etc.)
- **Request Type:** specific issue reported (e.g., Riverwalk, Pothole, etc.)
- **Investigating Request Status:** request being evaluated by the receiving department to confirm whether it falls within their scope of responsibilities or needs to be reassigned to the appropriate department.
- **Working Request Status:** the assigned department is currently working on this request.
- **Closed:** a request marked as completed or resolved by the responsible department.
- **Source Type:** how residents reported the issue (e.g., by phone, 311 app, etc.)

Total Request Types: 83.

Request Type(s): Air Quality, Ask a Dept a General Question, Broken Recycle Cart, Broken Trash Cart, Building Code Complaint, Building Code/Permit Question, Bulk Items/Dumping, Canal Complaint/Cleanup, Catch Basin Cleaning/ Blocked, Catch Basin/ Drain Repair, City Auditor's Office, City Clerk's Office, City Flag/ Flagpole, City Manager's Office, City Mayor's Office, Conservation Commission, Downtown On Street Parking, Dropped Item into Catch Basin, Dumpster, Business/Contractor, Dumpster, on Street, Flooding on Street/ Public Way, Food Code Complaint, Garage/ Lot Parking, General Transportation Concern, Graffiti on Private Property, Graffiti on Public Property, Hypodermic Needle/ Syringe, INT, DPW Additional Cart Rqstd, INT, DPW Broken Recycle Cart, INT, DPW Broken Trash Cart, INT, DPW Light/Lamp Repair, INT, DPW Pothole/ Sinkhole, INT, DPW Replace Lost/Stolen C, INT, DPW Senior Swap Out Cart, INT, DPW Traffic Light Repair, INT, DPW Trees in Prks/Cmtrs, INT, DPW Trees in the Pblc Way, Line Break/ Leak/ Drainage, Manhole Cover, Missed Recycling Pickup, Missed Trash Pickup, Missed Yard Waste Pickup, Parking in the Public Way, Parks - Athletic Field(s), Parks - Building/ Structure, Parks - Landscaping , Parks - Other , Parks - Playground/ Equipment , Parks - Surface/ Roadway , Parks - Trash , Permit Parking, Plow Damage, Pothole/ Sinkhole, Rats Activity/ Sighting, Request a Crosswalk, Riverwalk, Sanitary/Health Code, EXTERNAL, Sanitary/Health Code, INTERNAL, Sewage/ Nuisance Odor/ Smell, Sewer/Septage Backup in Home, Sewer/Septage Backup on Street, Sidewalk Hazard, Sidewalk Snow Removal by Owner, Snow Removal (Streets), Street/ Road Improvement, Streetlight/Lamp Repair, Tobacco Sales/ Practices, Traffic Calming/ Speed Concern, Traffic Sign, Stolen/ Damaged, Traffic Signal/ Light Repair , Trees in Parks/ Cemeteries , Trees in the Public Way, Vehicle Unregistered, Priv Way, Visitor Information Request, Water Billing, Water Fire Hydrant, Water Flow/ Pressure, Water Mains/ Mark Outs, Water Meter Related, Water Quality/ Taste/ Odor, Water Theft/ Illegal Connect, Water Turn On/ Off, Zoning Code Complaint.

## Report Notes:

\*INT requests are used to record any proactive work done by staff.

\*\*Records missing an Election District do not include address information.

\*\*\*Some records are duplicates due to intersections. We are working with the vendor to normalize the data.