

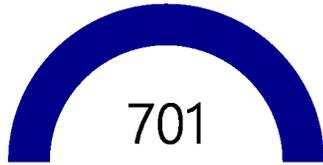


051 - City Wide Request Activity (Submitted by Public)

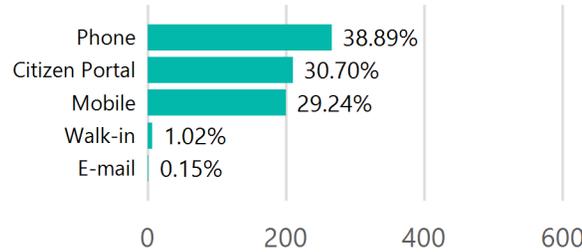
Quarterly Report: 2025-Q1 (January - March)

Filtered by: 73 Request Types

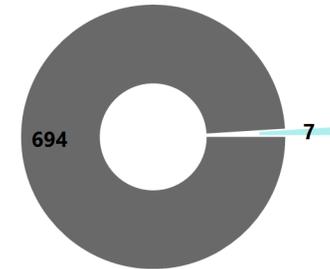
Total Submissions



Submissions by Source Type

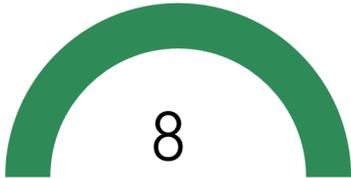


Request Status

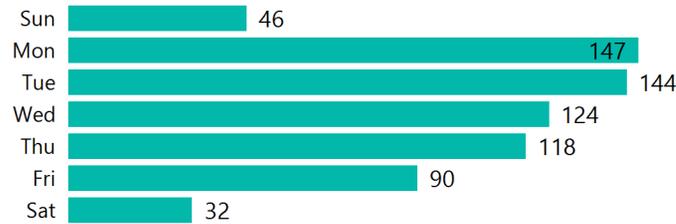


Legend: Closed (Dark Grey), Working (Light Blue)

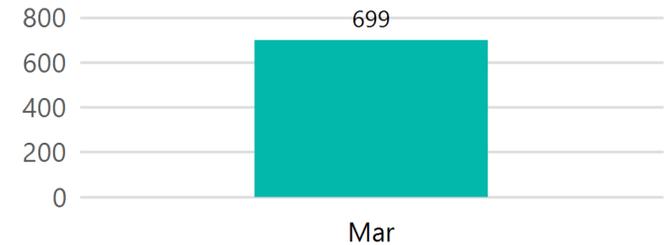
Average Submissions per Day



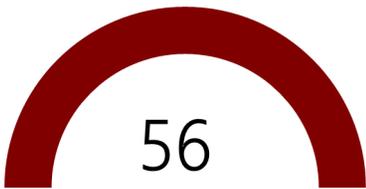
Most Active Day of the Week Based on Request Submissions



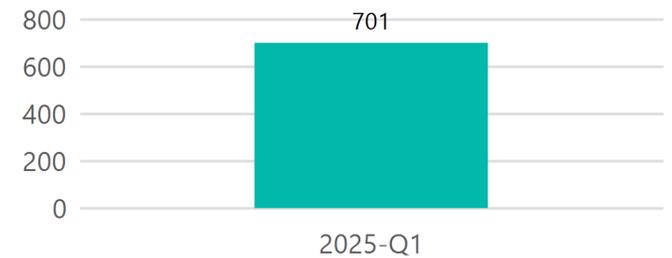
Submissions by Month



Average Submissions per Week



Submissions by Quarter



Key Insights (2025-Q1):

- 38.89% of all submissions were received by phone, with the highest activity observed on Monday, Tuesday, and Wednesday respectively.
- A combined 76.80% of all public submissions are related to Streets Division and Solid Waste & Recycling services.
- Election District 2, 3 and 5 generated most of the public submissions.
- Pothole/ Sinkhole and Broken Recycle cart were the top two issues reported by the public.
- Merrimack St. and School St. recorded the highest volume of public submissions.

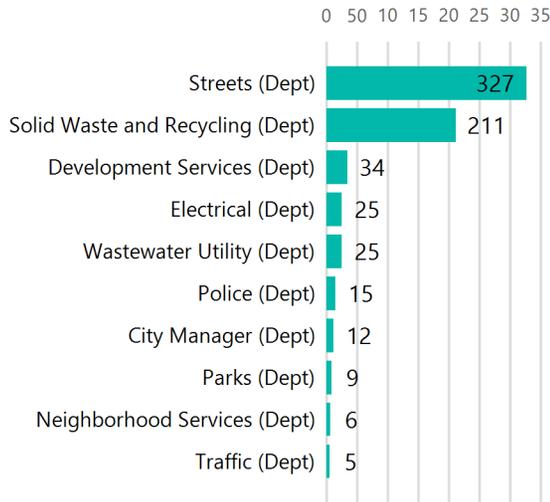


051 - City Wide Request Activity (Submitted by Public)

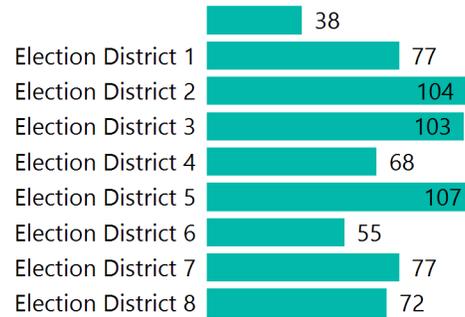
Quarterly Report: 2025-Q1 (January - March)

Filtered by: 73 Request Types

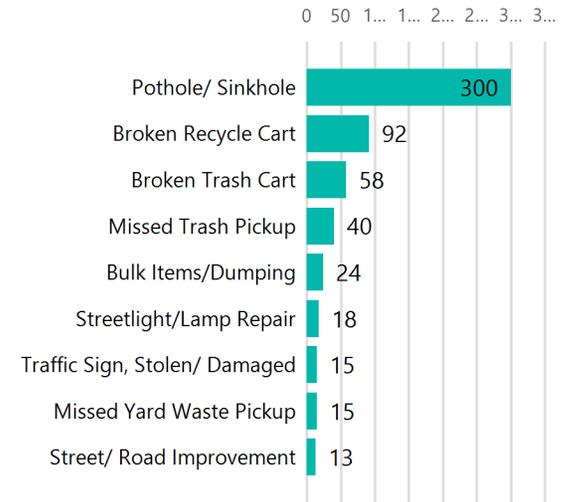
Top Department/ Division



Total Submissions by Election District



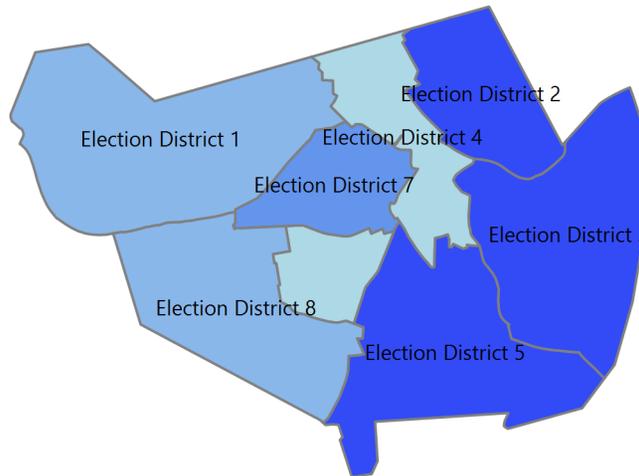
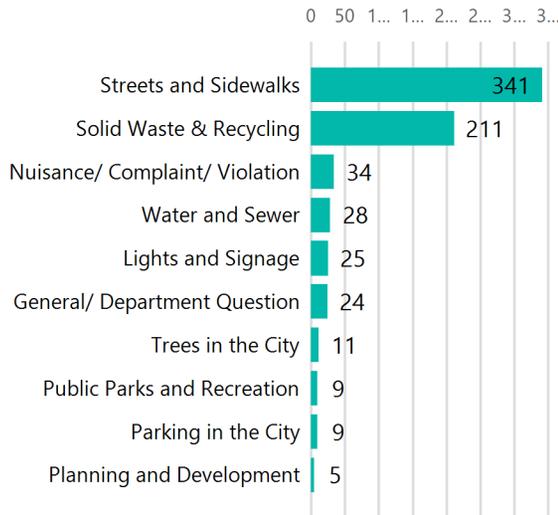
Top Request Types



Total Submissions by Election District



Top Category Type



Top Locations





051 - City Wide Request Activity (Submitted by Public)

Quarterly Report: 2025-Q1 (January - March)

Filtered by: 73 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: 73.

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, 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:

*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.