

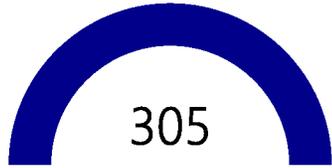


# 052 - City Wide Request Activity (Submitted Internally)

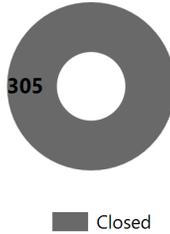
Quarterly Report: 2025-Q1 (January - March)

Filtered by: 10 Request Types

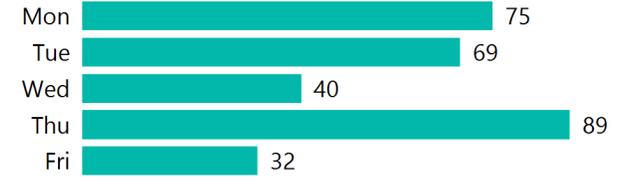
## Total Submissions



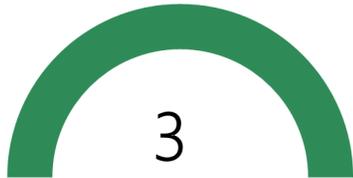
## Request Status



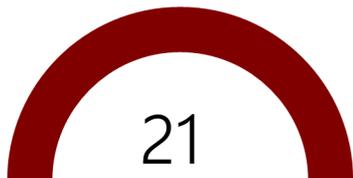
## Most Active Day of the Week Based on Request Submissions



## Average Submissions per Day



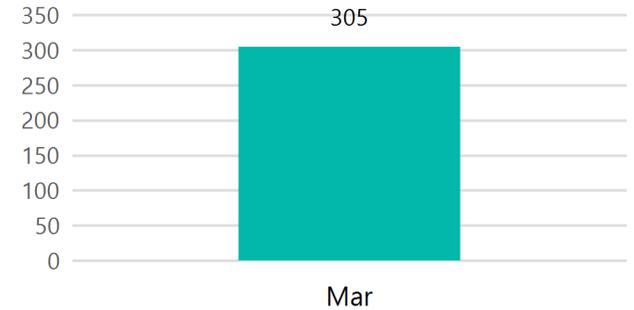
## Average Submissions per Week



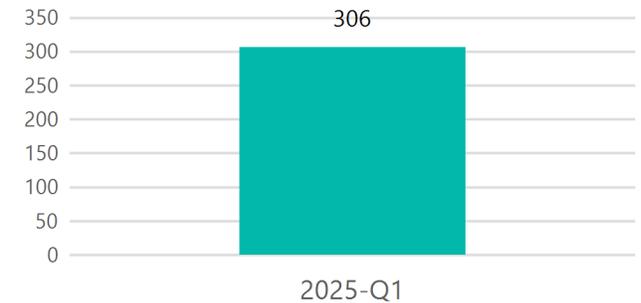
### Key Insights (2025-Q1):

- Monday and Thursday recorded the highest volume of internal submissions.
- A combined 99.35% of all internal submissions are related to Streets Division and Solid Waste & Recycling services.
- 97.06% of Internal submissions recorded are for Potholes/ Sinkholes and Broken Recycle Cart issues.
- Election District 3, 5 and 8 generated most of the internal submissions.
- Raven Rd recorded the highest volume of internal submissions.

## Submissions by Month



## Submissions by Quarter





# 052 - City Wide Request Activity (Submitted Internally)

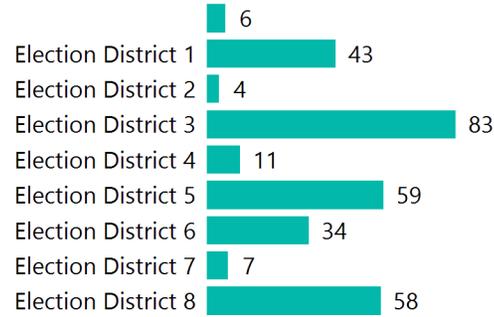
Quarterly Report: 2025-Q1 (January - March)

Filtered by: 10 Request Types

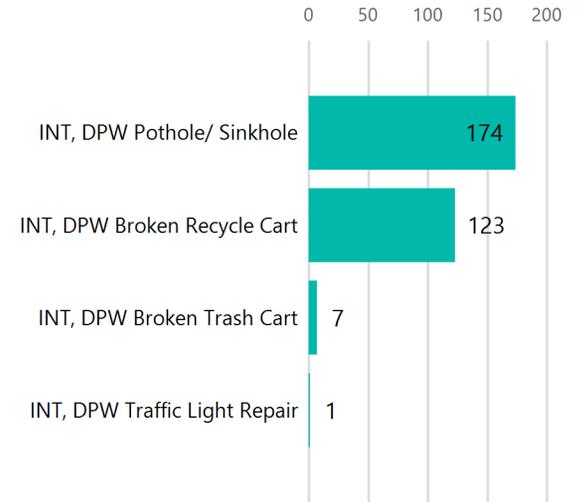
### Top Department/ Division



### Total Submissions by Election District



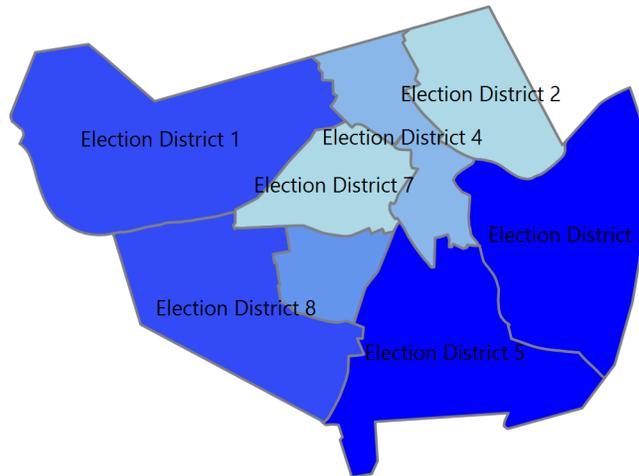
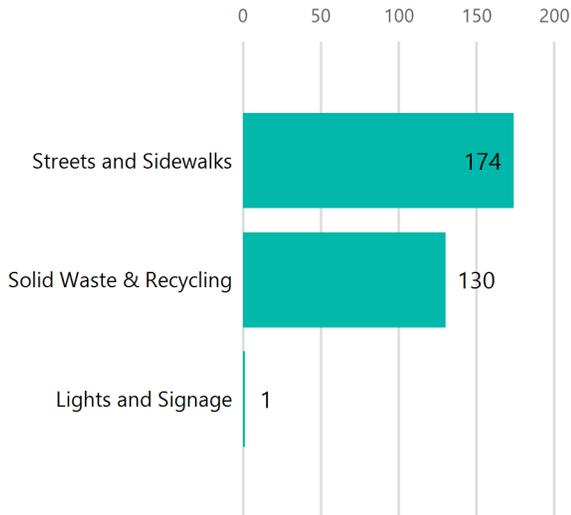
### Top Request Types



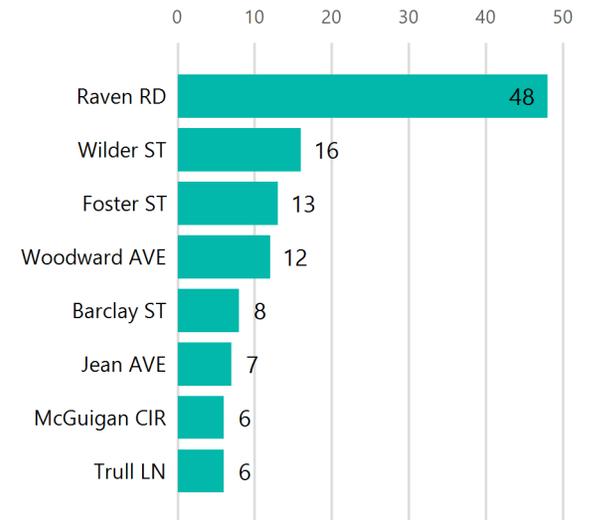
### Total Submissions by Election District



### Top Category Type



### Top Locations





# 052 - City Wide Request Activity (Submitted Internally)

Quarterly Report: 2025-Q1 (January - March)

Filtered by: 10 Request Types

**Purpose of this report:** Overview of proactive work completed by staff 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.

Total Request Types: 10.

Request Type(s): 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.

## 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.