

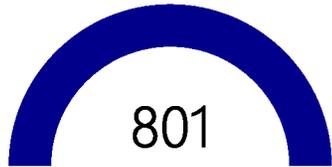


052 - City Wide Request Activity (Submitted Internally)

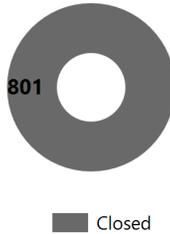
Quarterly Report: 2025-Q2 (April- June)

Filtered by: 10 Request Types

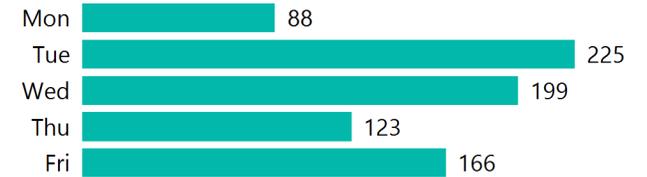
Total Submissions



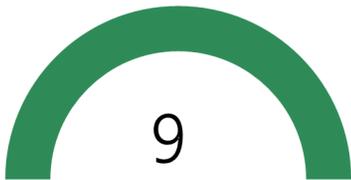
Request Status



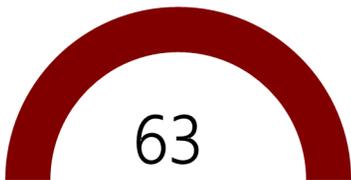
Most Active Day of the Week Based on Request Submissions



Average Submissions per Day



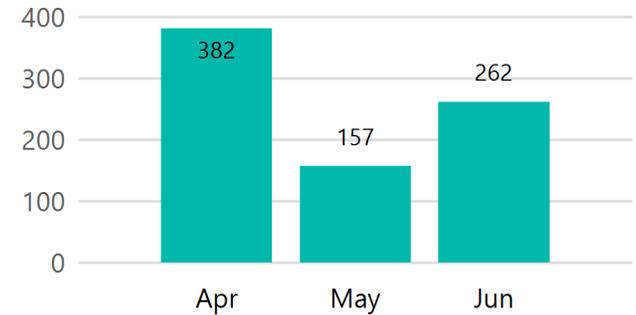
Average Submissions per Week



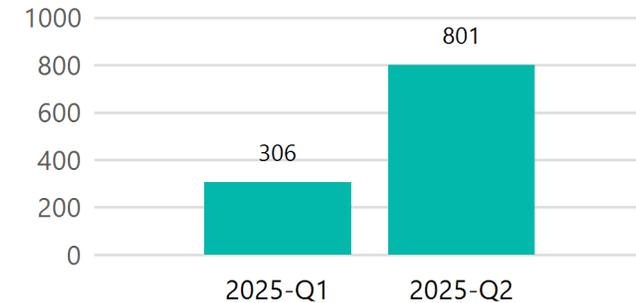
Key Insights (2025-Q2):

- Tuesday and Wednesday recorded the highest volume of internal submissions.
- A combined 97.75% of all internal submissions are related to Solid Waste & Recycling and Streets Division services.
- 95.38% of Internal submissions recorded are for Broken Recycle Cart and Potholes/ Sinkholes issues.
- Election District 2, 5 and 7 generated most of the internal submissions.
- Chelmsford St. recorded the highest volume of internal submissions.

Submissions by Month



Submissions by Quarter



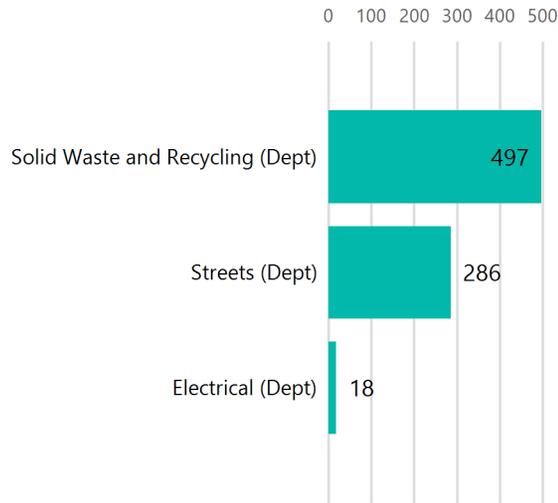


052 - City Wide Request Activity (Submitted Internally)

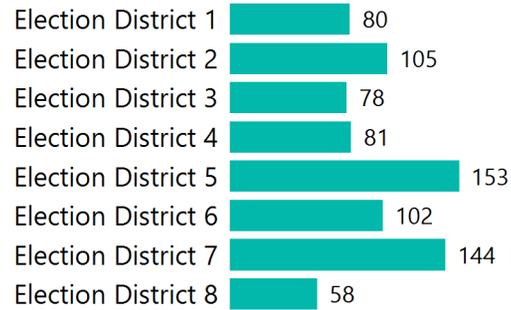
Quarterly Report: 2025-Q2 (April- June)

Filtered by: 10 Request Types

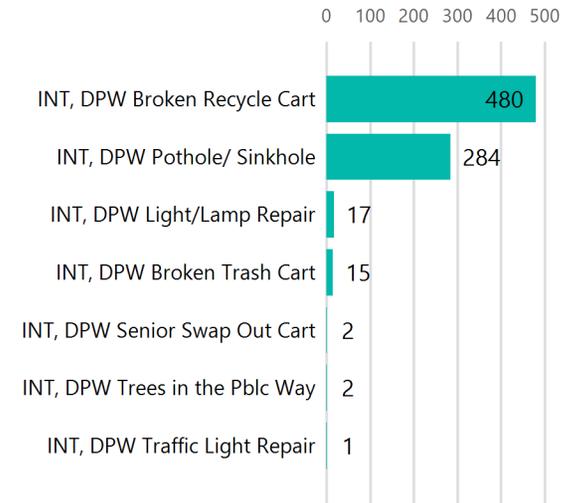
Top Department/ Division



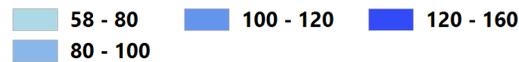
Total Submissions by Election District



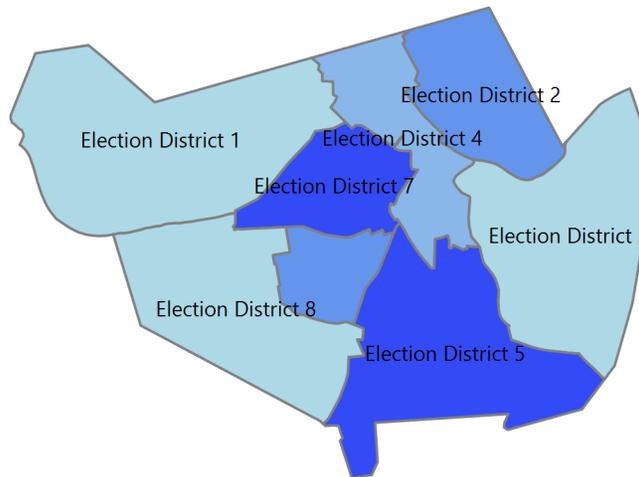
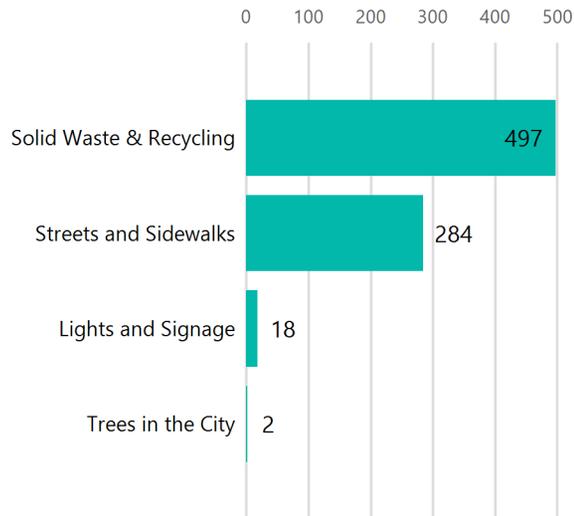
Top Request Types



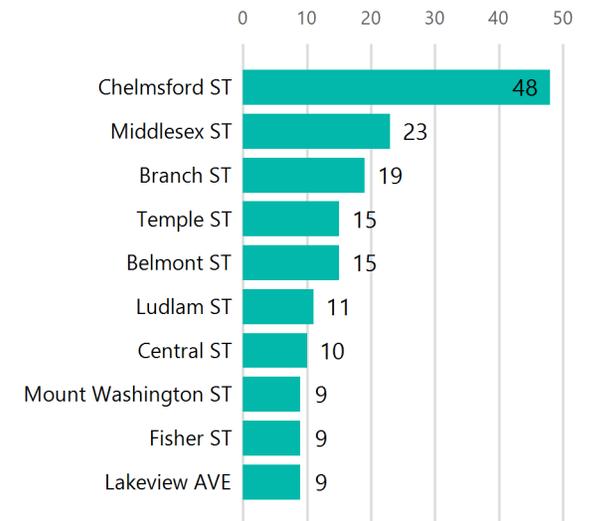
Total Submissions by Election District



Top Category Type



Top Locations





052 - City Wide Request Activity (Submitted Internally)

Quarterly Report: 2025-Q2 (April- June)

Filtered by: 10 Request Types

Purpose of this report: Overview of proactive work completed by staff City wide for 2025-Q2.

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.