

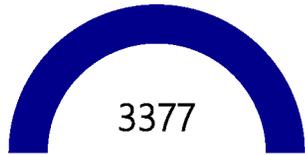


050 - City Wide Request Activity

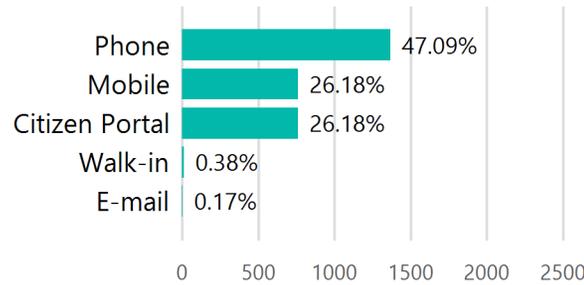
Quarterly Report: 2025-Q2 (April - June)

Filtered by: 83 Request Types

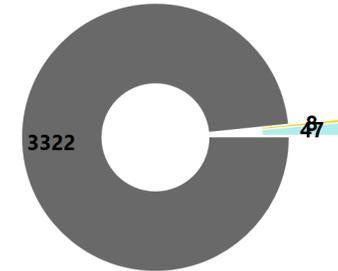
Total Submissions



Submissions by Source Type



Request Status

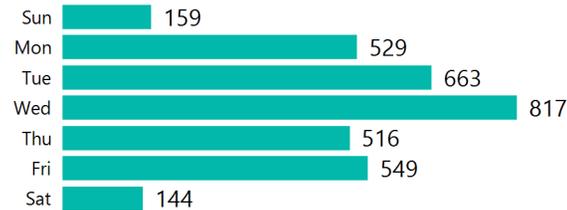


Legend: Closed (dark grey), Investigating (yellow), Working (light blue)

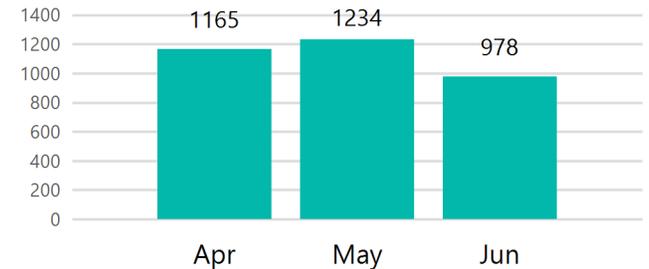
Average Submissions per Day



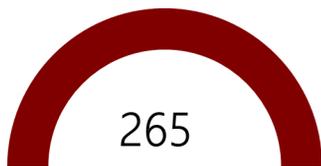
Most Active Day of the Week Based on Request Submissions



Submissions by Month



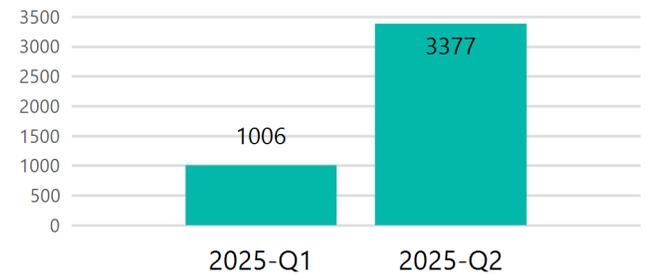
Average Submissions per Week



Key Insights (2025-Q2)

- Most of the submissions were received by phone, with the highest volumes occurring on Tuesday, Wednesday and Friday.
- Election District 5 and 7 generated most of the submissions.
- Solid Waste & Recycling accounts for 43.53% of all submissions.
- Pothole/ Sinkhole and Broken Recycle Cart were the top two issues reported.
- Merrimack St. recorded the highest volume of submissions.

Submissions by Quarter



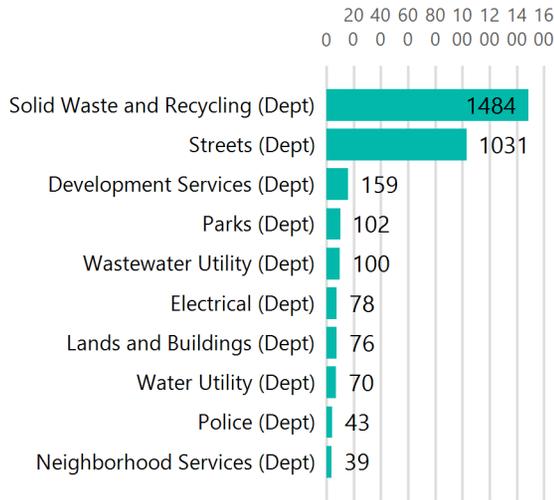


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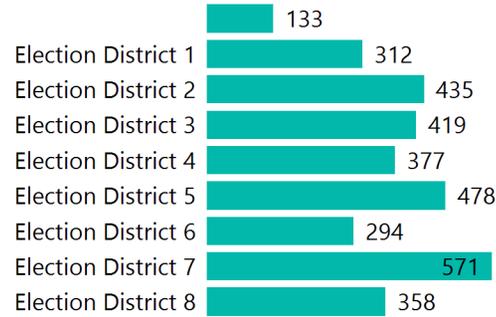
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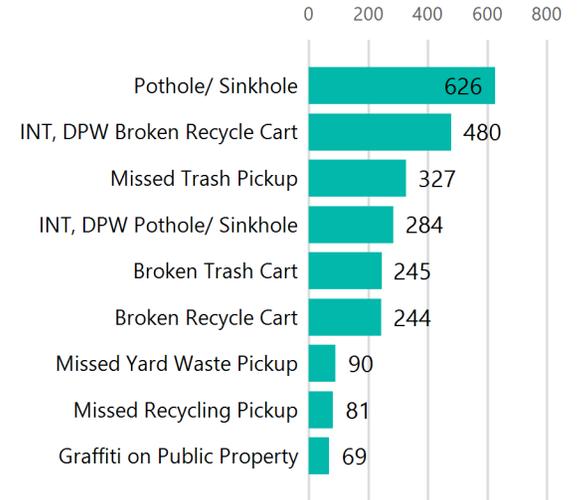
Top Department/ Division



Total Submissions by Election District



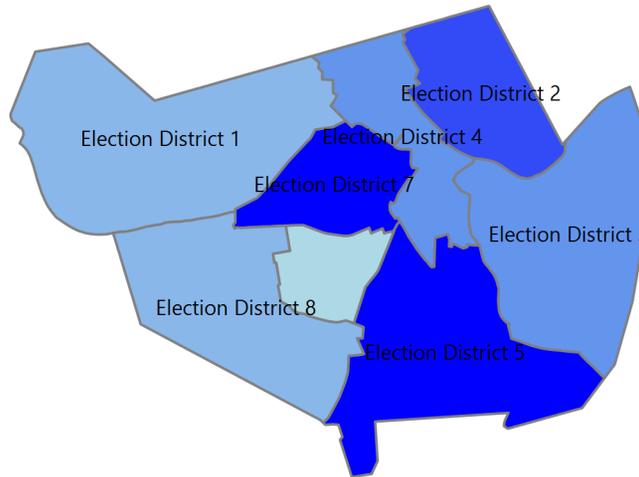
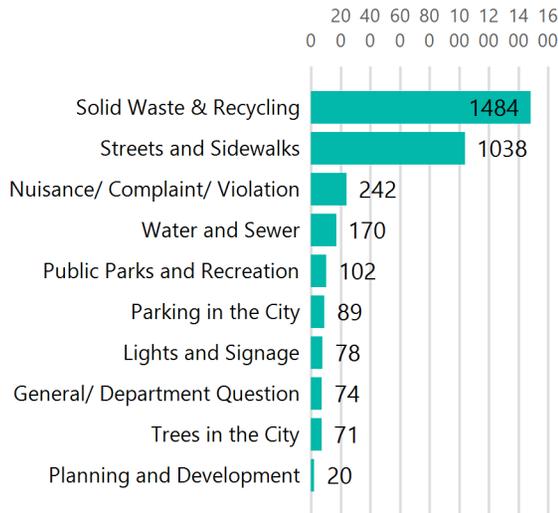
Top Request Types



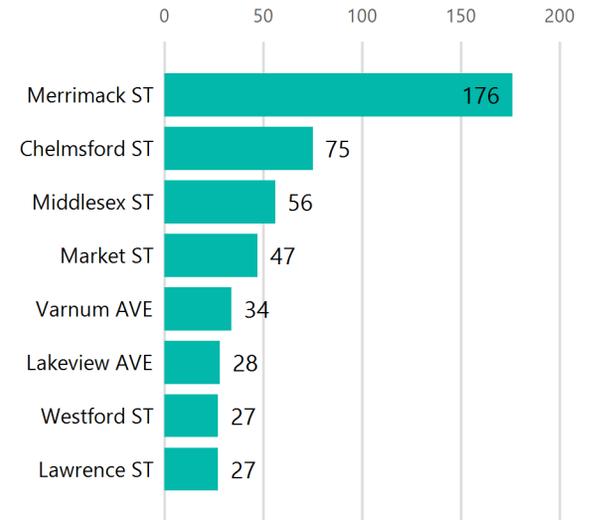
Total Submissions by Election District



Top Category Type



Top Locations





050 - City Wide Request Activity

Quarterly Report: 2025-Q2 (April - June)

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-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.
- **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.