



# 520 - All District 5 Request Activity

### Yearly Overview:

Summary of average submission rates (daily, weekly, and monthly), resolution times, and performance metrics for monthly and quarterly submissions.



Average Submissions per Day



Average Submissions per Week



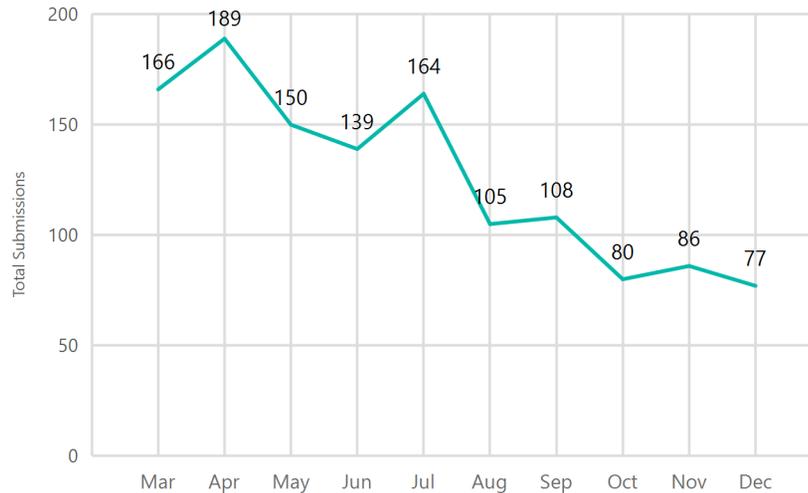
Average Submissions per Month



### April and July

recorded the highest volume of request submissions.

Request Submissions by Month



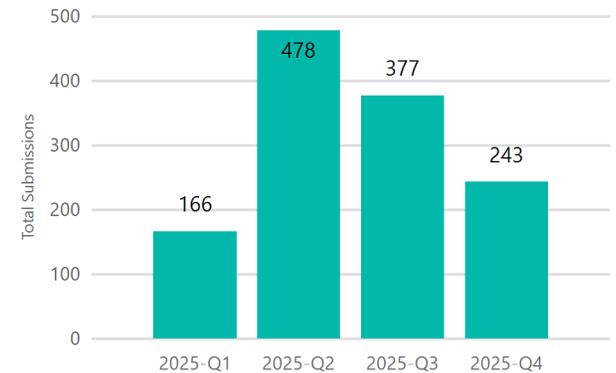
\* The 311 system was launched on March 11th, 2025; therefore, data for January and February is not available for reporting.

### 10 days

was Election District 5 average resolution time, including internal submissions that close automatically.

\* Calculation is based on calendar days, not working business days.

Request Submissions by Quarter



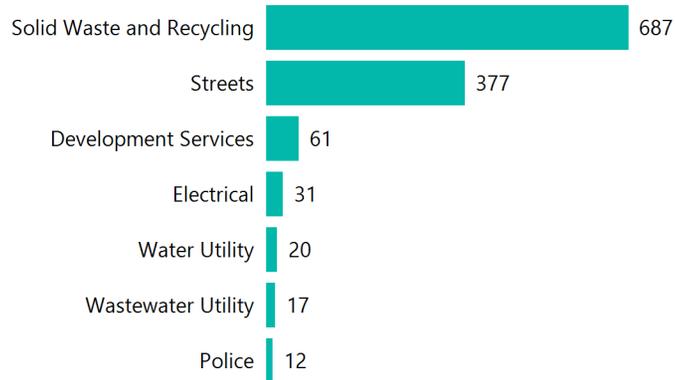


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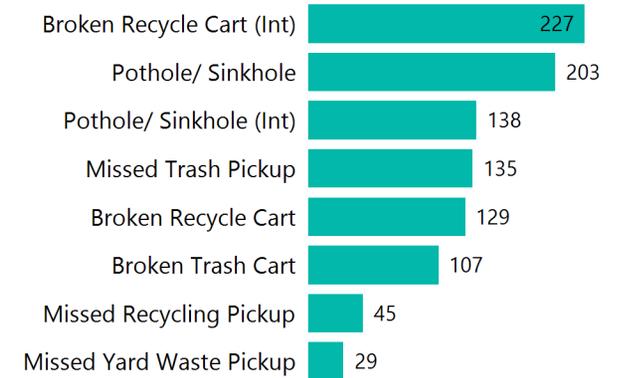
## What residents contacted us about:

Overview of the most common departments, requests, and locations.

### Department with the Most Submissions



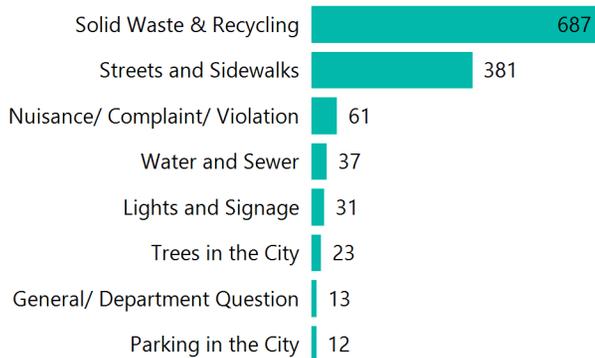
### Request Type with the Most Submissions



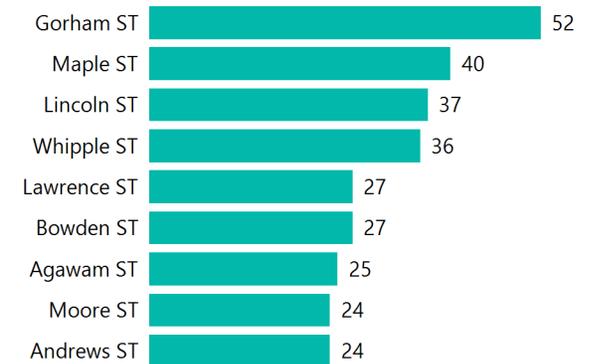
## Pothole/ Sinkhole

was the leading issue reported in Election District 5 totaling **341 service requests** including internal submissions.

### Category Type with the Most Submissions



### Location with the Most Submissions



**84%**

of submissions were related to **Streets and Solid Waste & Recycling Department.**

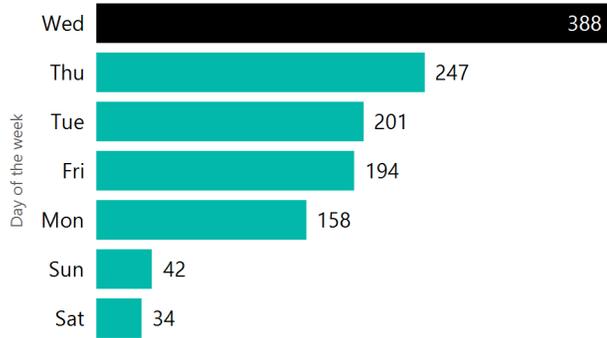


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## When and how residents contacted us:

Breakdown of most active day of the week, hour, and submissions by source type.

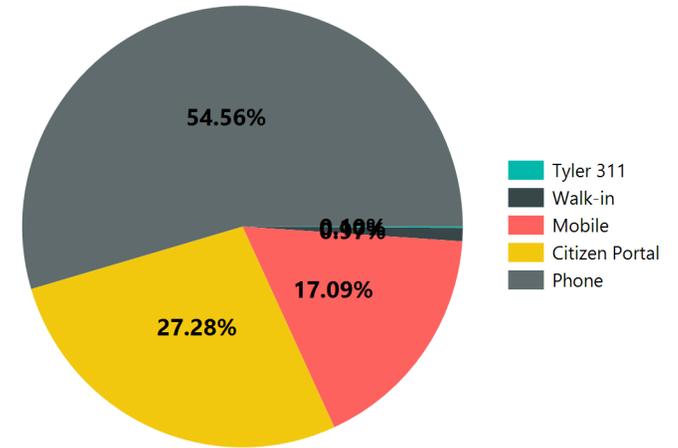
### Most Active Day of the Week Based on Request Submissions



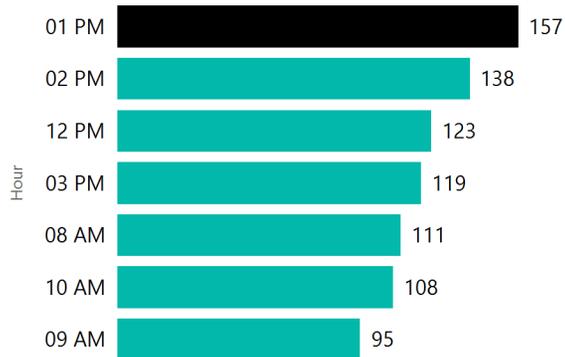
### Wednesday

was **busiest day of the week** for request submissions; whereas Saturday reported the lowest submissions.

### Submissions by Source Type



### Most Active Hour Based on Request Submissions



### 1:00pm

was the **most active hour** for request submissions.

### 5 out of 10

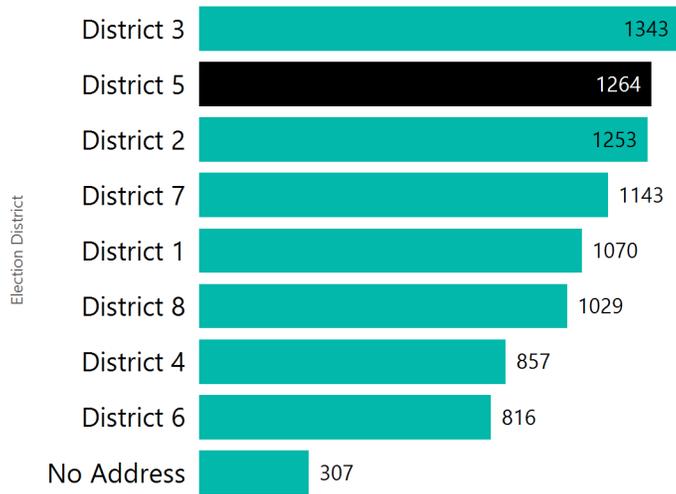
requests were submitted **via phone**.



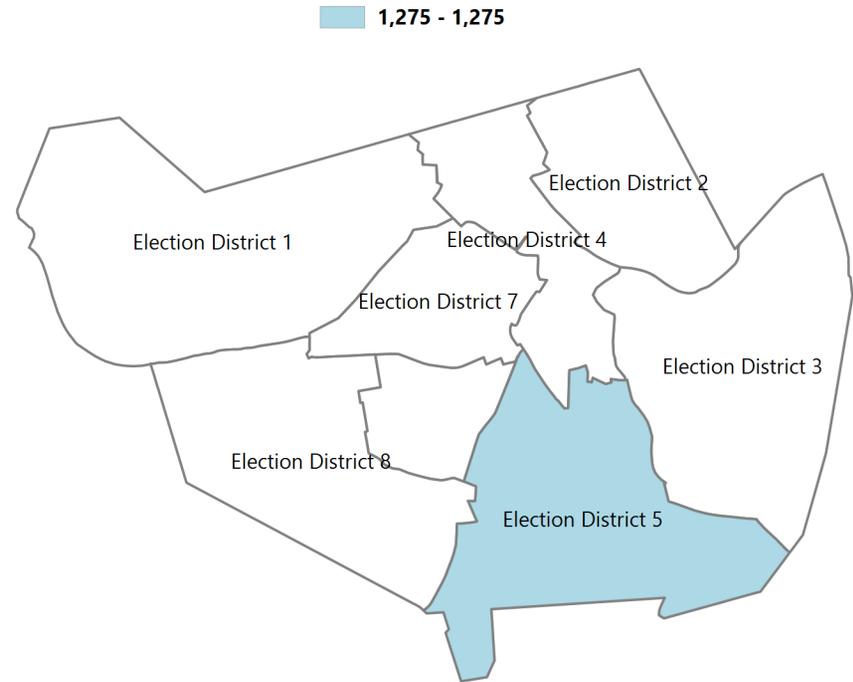
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**Where requests came from:**  
Top submissions by Election District

Total Request Submissions by Election District



Total Submissions by Election District



Election District 5  
**Ranked 2nd**  
 among **all city districts** in 2025,  
 totaling 1264 service requests.

**Gorham St.**  
 accounted for the **highest** number of  
 service **requests**, with a total of **52**  
**submissions.**

\*See Top Locations chart located on page 2.



# 520 - All District 5 Request Activity

Year End Report  
2025

**Purpose of this report:** To provide an overview of Election District 5 service request activity for the year 2025. The goal is to inform residents about the types of issues they contacted us about, and how those requests were made.

## 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.)

## Filtered by: 83 Request Types.

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:

\* The 311 system was launched on March 11th, 2025; therefore, data for January and February is not available for reporting.

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

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