



062 - City Wide Request Activity (Submitted Internally)

Yearly Overview:

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



Average Submissions per Day



Average Submissions per Week



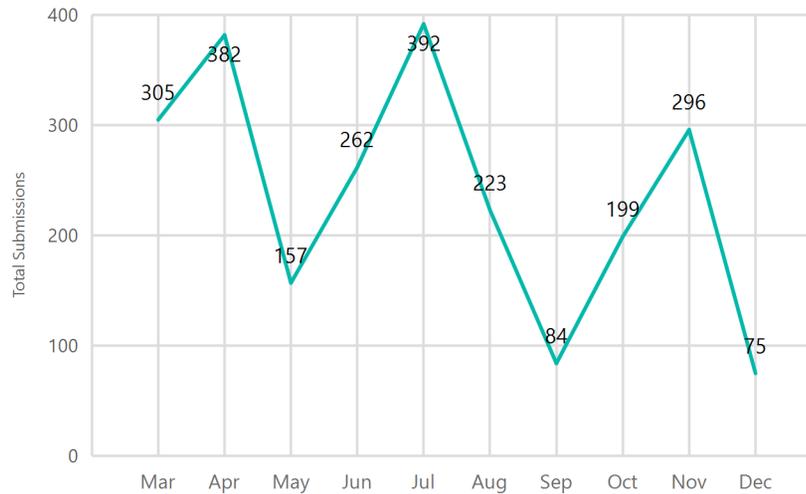
Average Submissions per Month



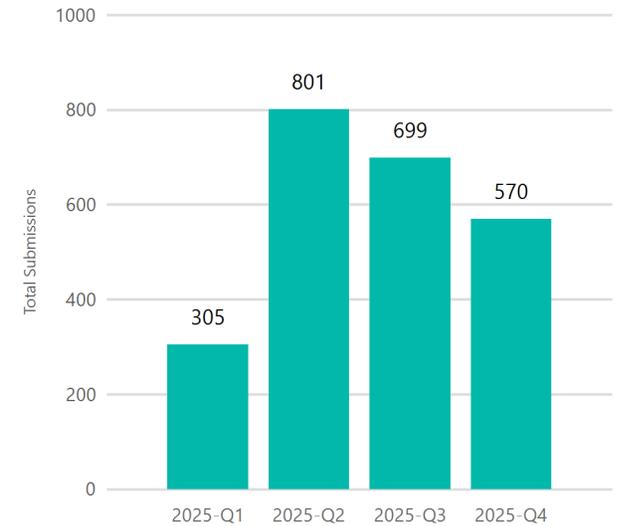
April, July and November

recorded the highest volume of internal submissions.

Request Submissions by Month



Request Submissions by Quarter



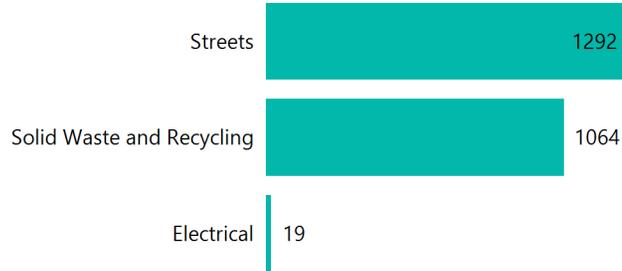
* The 311 system was launched on March 11th, 2025; therefore, data for January and February is not available for reporting.



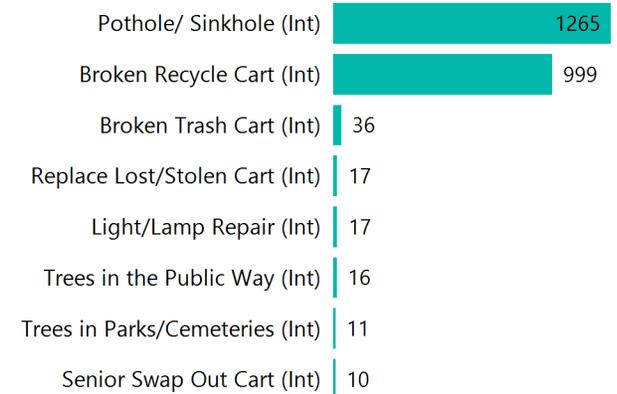
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Overview of the most common departments, requests, and locations:

Department with the Most Submissions

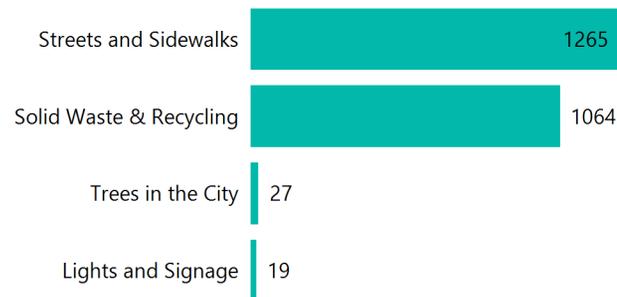


Request Types with the Most Submissions

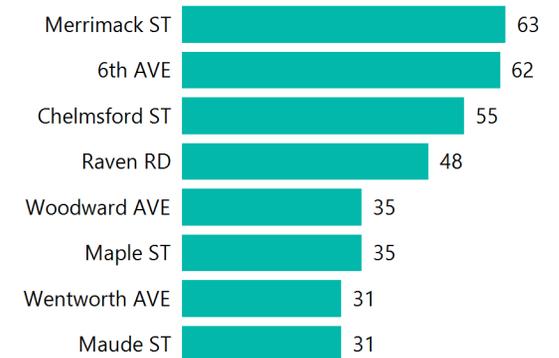


Pothole/ Sinkhole repair was the leading issue totaling **1265 internal submissions.**

Category Type with the Most Submissions



Location with the Most Submissions



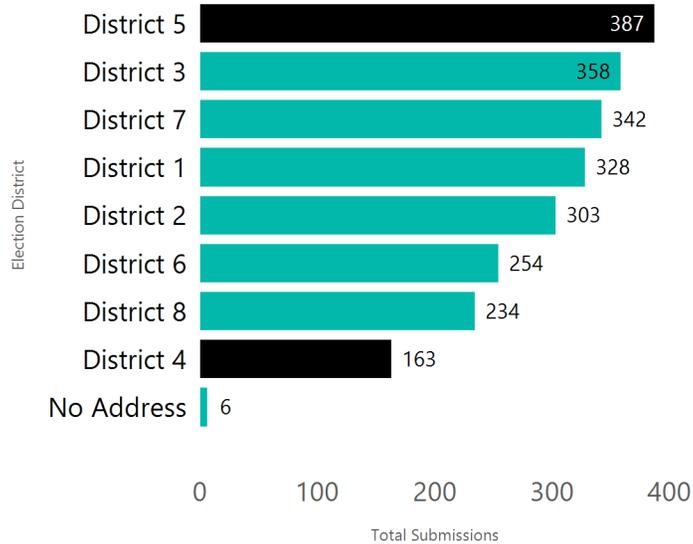
99% of internal submissions were related to **Streets Department and Solid Waste & Recycling.**



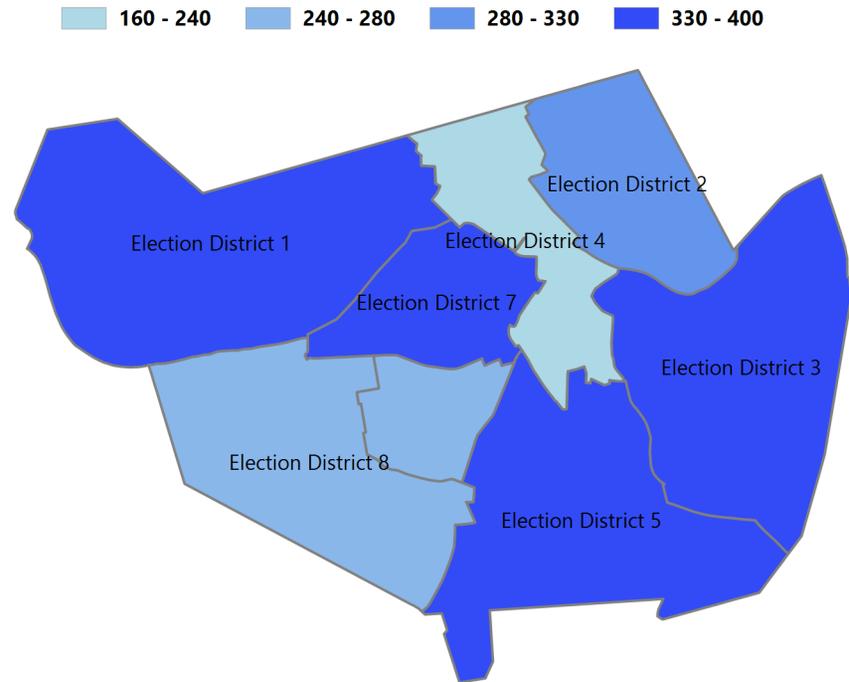
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Top submissions by Election District:

Total Request Submissions by Election District



Total Submissions by Election District



District 5
 ↑ generated most of the internal service requests, totaling **387 internal submissions**.

District 4
 ↓ generated the least amount of internal requests with **163 submissions**.

46%
 █ █ █ █
Districts 3, 5, and 7 accounted for almost half of internal submissions citywide.



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Year End Report
2025

Purpose of this report: To provide an overview of City's 311 internal service request activity for 2025, highlighting proactive work completed by staff.

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: 10 Request Types.

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:

* 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.