



# 060 - City Wide 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 May

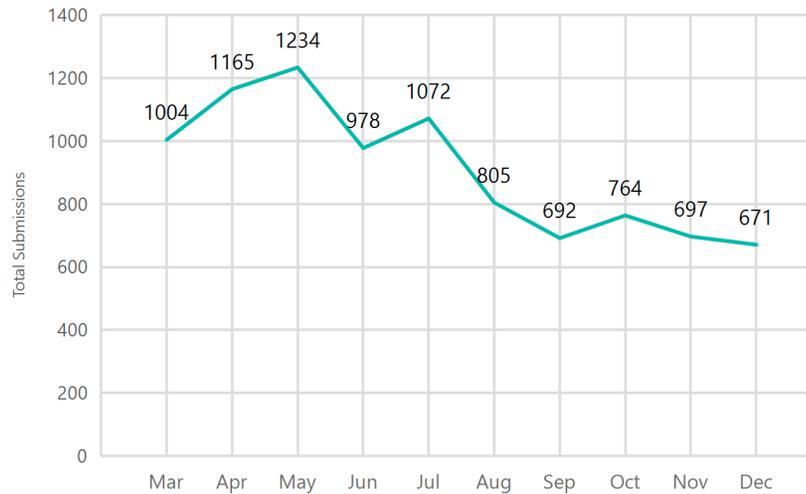
recorded the highest volume of request submissions, reflecting seasonal post-winter concerns.

### 10 days

was the city average resolution time, including internal submissions that close automatically.

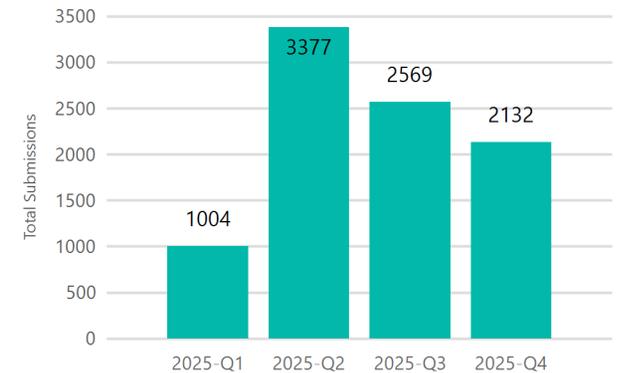
\* Calculation is based on calendar days, not working business days.

Request Submissions by Month



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

Request Submissions by Quarter



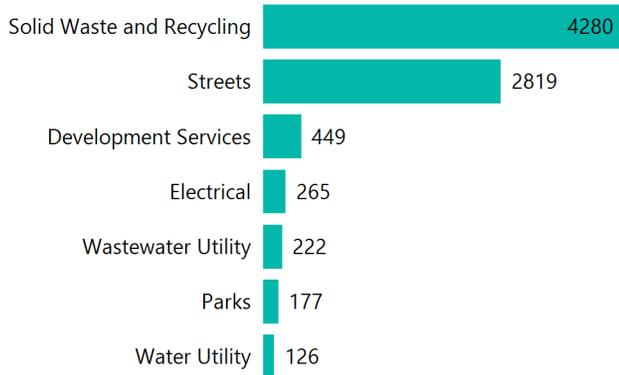


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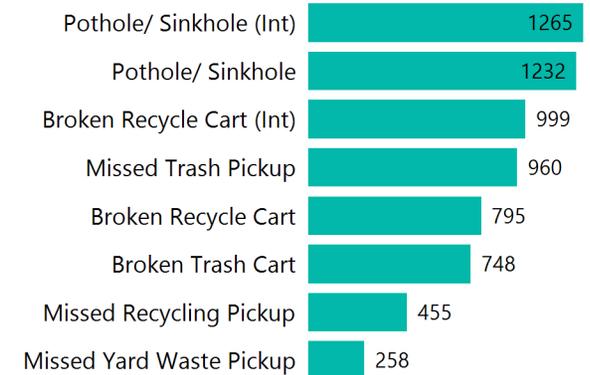
### What residents contacted us about:

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

#### Department with the Most Submissions



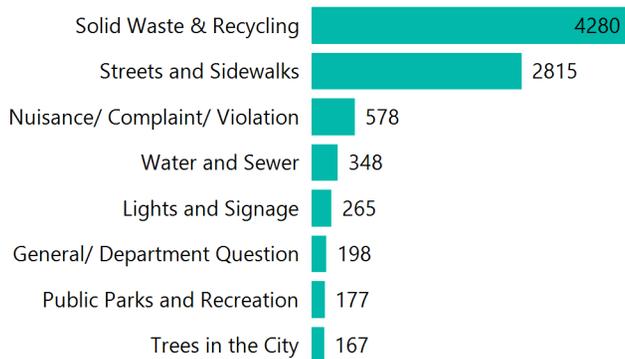
#### Request Type with the Most Submissions



### Pothole/ Sinkhole repair

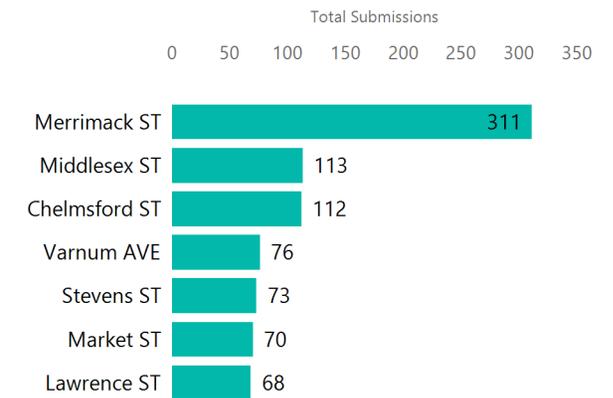
was the leading issue reported citywide totaling **2497 service requests** including internal submissions.

#### Category Type with the Most Submissions



**78%** of submissions were related to **Solid Waste & Recycling and Streets Department.**

#### Location with the Most Submissions



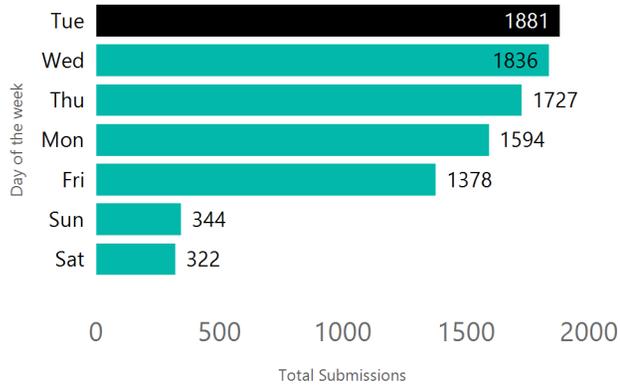


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## When and how residents contacted us:

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

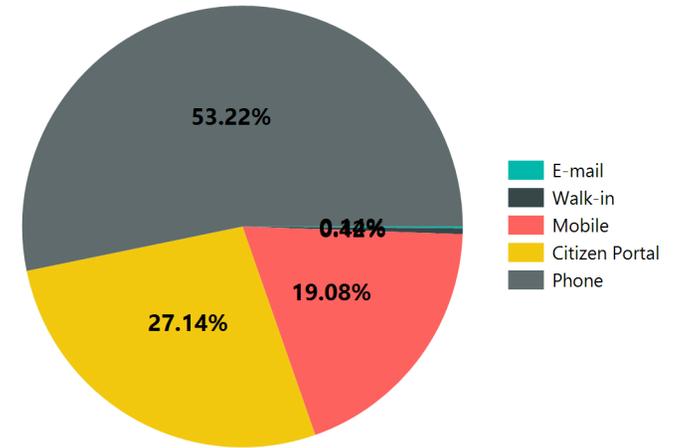
### Most Active Day of the Week Based on Request Submissions



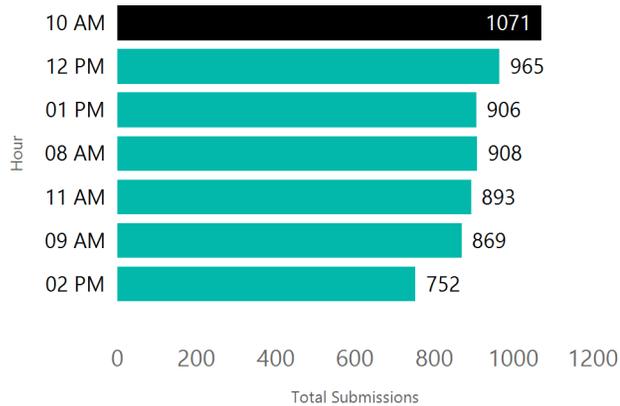
### Tuesday

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

### Submissions by Source Type



### Most Active Hour Based on Request Submissions



### 10:00am

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

### 5 out of 10

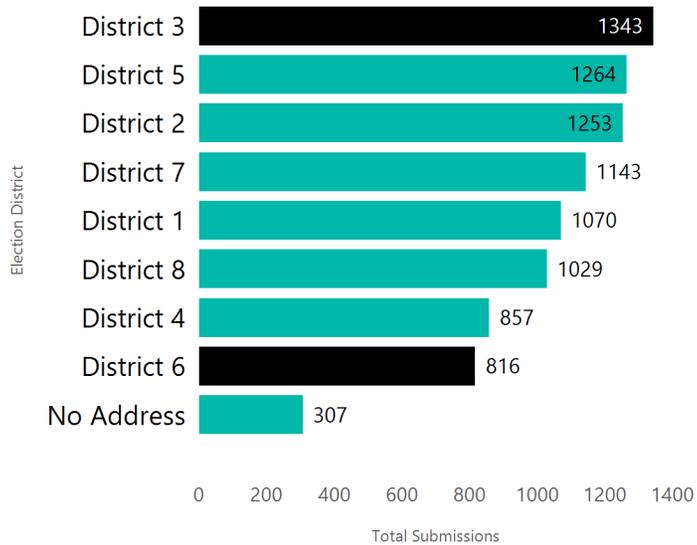
requests citywide were submitted **via phone**.



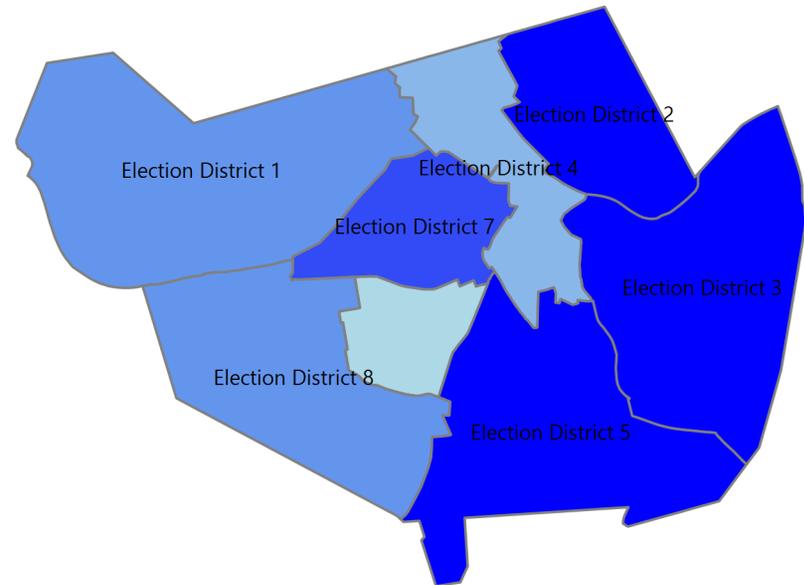
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Where requests came from:  
Top submissions by Election District

Total Request Submissions by Election District



Total Submissions by Election District



**District 3**  
 ↑ generated most of the service requests, totaling **1343 submissions**.

**District 6**  
 ↓ generated the least amount of service requests with **816 submissions**.

**43%**  
 of all citywide request submissions originated from **Districts 2, 3, and 5**



# 060 - City Wide Request Activity

**Purpose of this report:** To provide an overview of the City's 311 service request activity for the year 2025. The goal is to inform residents about the types of issues they contacted us about, when and how those requests were made, and the Election Districts from which the requests originated.

**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.