



Riverwalk Request Activity Report

Start Date: 3/10/2025

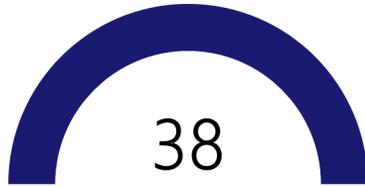
End Date: 12/31/2025

**Year End Report
2025**

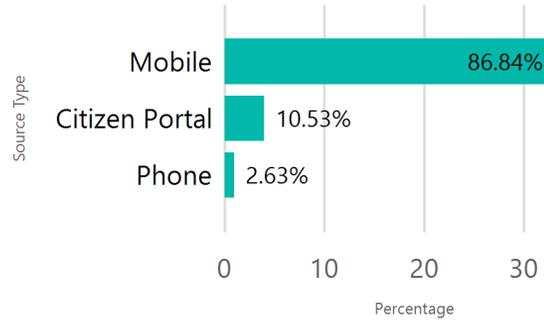
What residents contacted us about

Breakdown of Submissions by Source Type, Average Resolution Time, Most Frequently Reported Issues, and Request Status.

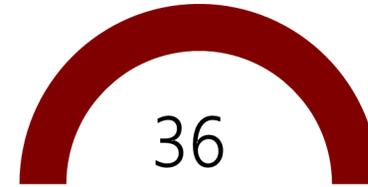
Total Submissions



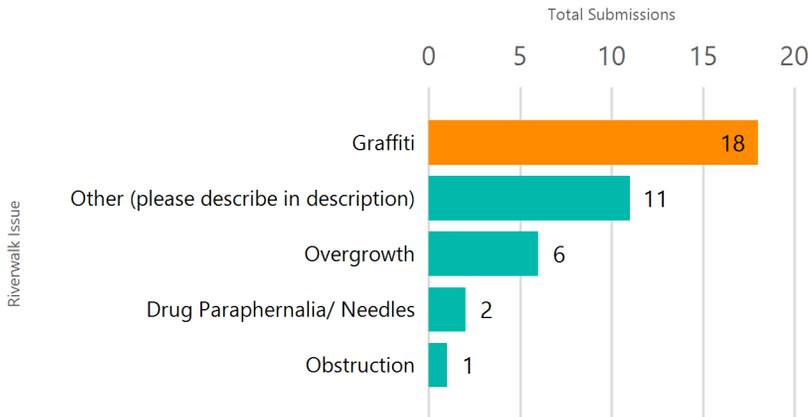
Submissions by Source Type



Average Resolution Time (Days)

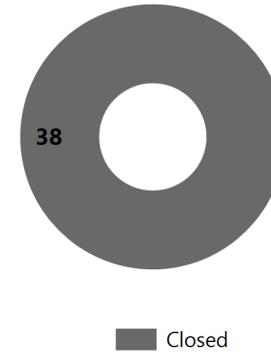


Submissions by Issue Type



Graffiti ranked as the leading reported issue in 2025.

Request Status





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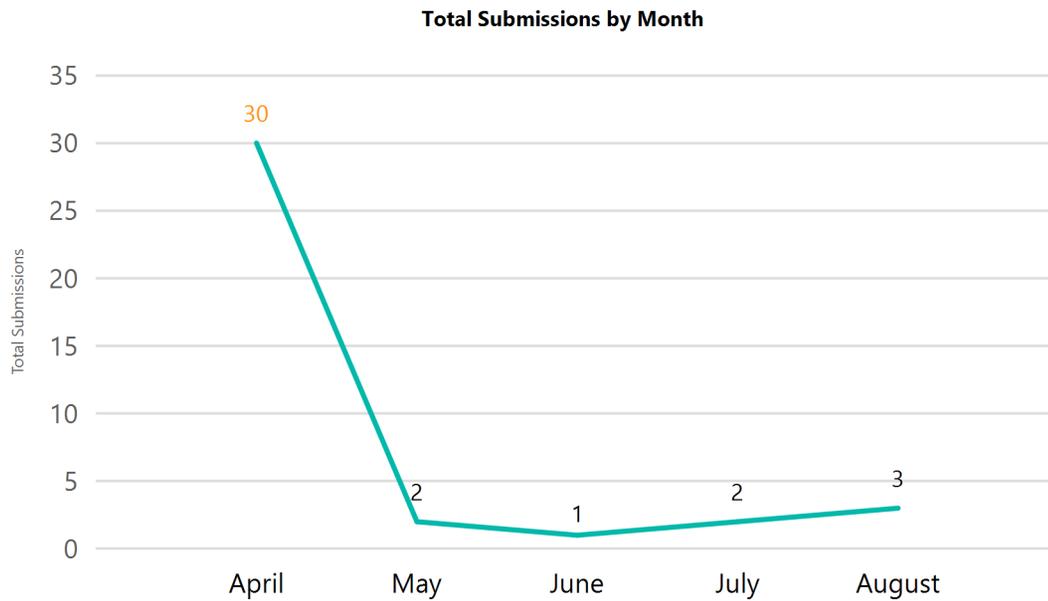
**Year End Report
2025**

Yearly Overview:

Summary of Riverwalk Request Submissions by Month, Quarter, and Year.

April

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

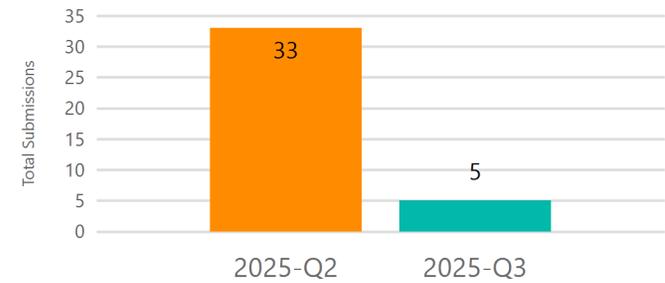


* The 311 system was launched on March 11th, 2025; therefore, data for January and February is not available for reporting

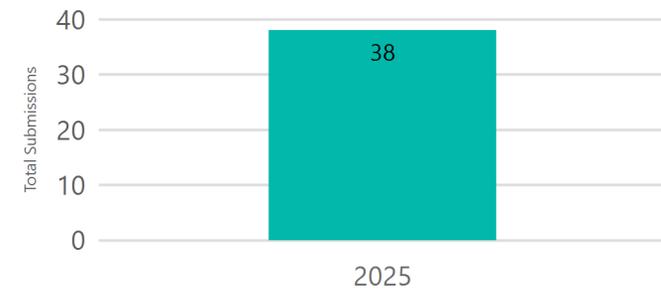
Q2

recorded the highest volume of submissions whereas, Q4 had no activity at all.

Submissions by Quarter



Total Submissions by Year





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RIVERWALK REQUEST ACTIVITY

Request Number	Request Type	Issue Reported	Request Status	Create Date	Resolved Date	Days Open	Latitude	Longitude
6237	Riverwalk	Other (please describe in description)	Closed	08/26/2025	09/05/2025	10	42.6505	(71.3110)
6190	Riverwalk	Other (please describe in description)	Closed	08/25/2025	09/05/2025	11	42.6505	(71.3110)
5915	Riverwalk	Other (please describe in description)	Closed	08/13/2025	09/09/2025	27	42.6466	(71.3029)
5537	Street/ Road Improvement	Other (please describe in description)	Closed	07/31/2025	08/06/2025	6	42.6500	(71.3113)
5338	Sidewalk Hazard	Other (please describe in description)	Closed	07/23/2025	08/06/2025	14	42.6500	(71.3101)
3574	Riverwalk	Other (please describe in description)	Closed	06/03/2025	06/16/2025	13	42.6485	(71.3078)
2816	Riverwalk	Obstruction	Closed	05/14/2025	05/14/2025	0	42.6463	(71.3142)
2782	Riverwalk	Drug Paraphernalia/ Needles	Closed	05/14/2025	05/14/2025	0	42.6463	(71.3142)
1340	Riverwalk	Graffiti	Closed	04/05/2025	05/08/2025	33	42.6454	(71.3074)
1339	Riverwalk	Overgrowth	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1338	Riverwalk	Graffiti	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1337	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1337	Graffiti on Public Property	Drug Paraphernalia/ Needles	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1336	Riverwalk	Overgrowth	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1335	Riverwalk	Overgrowth	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1334	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1333	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1332	Riverwalk	Overgrowth	Closed	04/05/2025	04/28/2025	23	42.6454	(71.3074)



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1331	Riverwalk	Overgrowth	Closed	04/05/2025	04/28/2025	23	42.6454	(71.3074)
1330	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1329	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1328	Riverwalk	Other (please describe in description)	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1327	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1326	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1325	Graffiti on Public Property	Other (please describe in description)	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1324	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1323	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1322	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1321	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1320	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1319	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1318	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1317	Graffiti on Public Property	Other (please describe in description)	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1316	Riverwalk	Overgrowth	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1315	Graffiti on Public Property	Graffiti	Closed	04/05/2025	05/01/2025	26	42.6454	(71.3074)
1314	Graffiti on Public Property	Graffiti	Closed	04/05/2025	04/29/2025	24	42.6454	(71.3074)
1313	Riverwalk	Other (please describe in description)	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)
1312	Riverwalk	Other (please describe in description)	Closed	04/05/2025	07/09/2025	95	42.6454	(71.3074)



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Purpose of this report: To provide an overview of the City's 311 Riverwalk request activity for 2025, highlighting the types of issues reported and the timing of these submissions. The goal is to keep residents informed about the concerns raised and when they occurred

Key Terms:

- **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.)

Report Notes:

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