LowellSTAT Report

January 2014

Subject: Community Engagement

LOWELLSTAT

Citizen Service Requests – "See Something; Say Something"

City Manager Bernie Lynch recently launched an initiative to encourage greater citizen participation in keeping Lowell safe and clean and properties up to code. The '*See Something, Say Something*' campaign includes newspaper ads, fliers, social media posts and community outreach (see more here: **http://bit.ly/1g1NAzn**). The effort also includes an internal recruitment effort to engage City employees to keep an eye out and report any concerns they might spot. The campaign focuses on three areas—**public safety, code enforcement and infrastructure**. Citizens are asked to report issues like speeding cars, suspicious activity, graffiti, broken benches and streetlight outages using traditional and new technology to submit reports. The **SeeClickFix** website can be accessed here: **http://bit.ly/13Kt4eg**

It is important to note that the city is closely monitoring its own performance and efficiency in responding to these requests through the LowellSTAT program. As we move forward with this campaign, we will be looking to improve our responsiveness and making adjustments to our internal processes, in order to better serve the residents of Lowell. Below is data relative to the service requests received by the city utilizing our **E-Gov** and **SeeClickFix** systems. The graph below details the amount of requests that have been received in each of the previous two fiscal years (**July 1st – June 30th**) and the current fiscal year (**FY14**), to date.

Issues by Source

- web - 99
- iphone - 45
- android - 16
- city initiated - 13
- mobile web - 10
- widgets - 1
- facebook - 0

Between Jul 01, 2013 and Dec 31, 2013

184 issues were opened

137 issues were acknowledged

255 issues were closed

The average time to acknowledge was 12.6 days.

E-Gov Requests (July 1 - December 31)

	DPW - Pothole Report	DPW - Missed Pickup	DPW - Street Light Outage	DDS - 'Sanitary Code' Violation	LWWU - Street Flooding, Complaint, etc	DDS - 'Minimum Standards' Violation	DPW - Tree Issues	DDS - Illegal Dumping	LWWU - Catch Basin Cleaning	DPW - Graffiti
FY14	821	519	504	302	255	155	144	83	76	66
FY13	742	491	359	296	272	165	190	77	99	143
FY12	1,280	333	0	274	179	200	214	234	179	209