311 Weekly Report

For the week of November 14-November 20

311 Channels by Week

- Calls: 2,460
- Service Requests: 656
- Chats: 11
- Texts: 7

Ask a Question - by request status

- COMPLETED: 11
- RECEIVED: 7
- SUBMITTED: 5
- IN_PROGRESS: 1

Trending Topics

- Holiday Basket Info
- Street Cleaning
- Water Bills
- Last Yard Waste Pick Up Dates
- Leaves on Parkway
- Wheel Tax
Top 10 Requests this Week

1. Broken Parking
2. Broken Pay St...
3. Ask A Questio...
4. Fire Preventio...
5. Yard Waste - ...
6. Tree Evaluation
7. Trash - Garba...
8. Dead Animal o...
9. Snow/Ice/Haz...
10. Other
Top 6 Requests Trends

- Broken Parking Meter
- Ask A Question / Send A Message
- Broken Pay Station
- Tree Evaluation
- Graffiti
- Dead Animal on Public Property
Sanitation Trends

- Recycling - Missed Pickup
- Rodents - Rats
- Trash - Missed Garbage Pickup
- Yard Waste - Missed Pickup