311 Weekly Report

For the week of December 26 - January 1

311 Channels by Week 1

- Phone Calls: 2,289
- Service Requests: 341
- Chats: 107

Filters (2)
Trending Topics

December 26-January 1

This report includes 1 City Holiday with 311 having reduced hours.

- Wheel Tax
Top 10 Requests this Week

Request Type

Broken Parking
Broken Pay Street
Ask a Question
Trash - Missed
Trash, Recycling
Graffiti
Recycling - Missed
Water Bill Request
Fire Prevention

Filters (1)
Top 6 Requests Trends

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

Filters (2)
Top 10 - First Quarter of 2019

- Broken Parking... (500)
- Broken Pay St... (100)
- Ask A Question... (75)
- Snow/Ice/Haz... (50)
- Trash - Missed... (40)
- Graffiti (30)
- Trash, Recycling... (30)
- Trash - Garbage... (30)
- Trash Cart - D... (30)
- Water Bill Rep... (30)

Top 10 - Second Quarter

- Broken Parking... (500)
- Ask A Question... (200)
- Tree Evaluation (150)
- Broken Pay St... (100)
- Trash, Recycling... (75)
- Graffiti (50)
- Trees-Fallen li... (40)
- Dead Animal o... (40)
- Recycling - Mis... (35)
- Rodents- Rats (30)

Top 10 - Third Quarter of 2019

- Tree Evaluation (200)
- Broken Parking... (150)
- Ask A Question... (100)
- Broken Pay St... (75)
- Dead Animal o... (70)
- Graffiti (60)
- Rodents- Rats (60)
- Trash, Recycling... (60)
- Trash - Missed... (60)
- Trash - Garbage... (60)

Top 10 - Fourth Quarter of 2019

- Broken Parking... (400)
- Broken Pay St... (300)
- Ask A Question... (200)
- Trash, Recycling... (150)
- Tree Evaluation (150)
- Trees-Fallen li... (100)
- Dead Animal o... (100)
- Recycling - Mis... (100)
- Rodents- Rats (100)
- Fire Prevention... (100)
Sanitation Trends

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