311 Weekly Report

For the week of January 2 - January 8

311 Channels by Week 1

- Calls: 2,392
- Request: 540
- Chats: 83
- Text: 37

Filters (2)
Ask a Question - by request status

- COMPLETED: 9
- SUBMITTED: 6
- RECEIVED: 2
- IN_PROGRESS: 1
Trending Topics

January 2–January 8

- Broken Parking Meters
- Rental Registrations

Top 10 Requests this Week
Top 6 Requests Trends

- Broken Parking Meter
- Broken Pay Station
- Ask A Question / Send A Message
- Tree Evaluation
- Graffiti
- Dead Animal on Public Property
Top 10 - First Quarter of 2019

- Broken Parking Lot
- Broken Pay Street
- Ask A Question
- Snow/Ice/Hazard
- Trash - Missed
- Graffiti
- Trash, Recycling
- Trash - Garbage
- Trash Cart - Damage
- Water Bill Repairs

Top 10 - Second Quarter

- Broken Parking Lot
- Ask A Question
- Tree Evaluation
- Broken Pay Street
- Trash, Recycling
- Graffiti
- Trees-Fallen limb
- Dead Animal Observation
- Recycling - Missed
- Rodents - Rats
Top 10 - Third Quarter of 2019

- Tree Evaluation: 200
- Broken Parking: 200
- Ask A Question: 200
- Broken Pay Streets: 100
- Dead Animal or Dropped: 100
- Graffiti: 100
- Rodents - Rats: 100
- Trash, Recycling or Refuse: 100
- Trash - Missed: 100
- Trash - Garbage: 100

Top 10 - Fourth Quarter of 2019

- Broken Parking: 400
- Broken Pay Streets: 300
- Ask A Question: 200
- Trash, Recycling or Refuse: 100
- Tree Evaluation: 100
- Trees - Fallen limbs: 100
- Graffiti: 100
- Dead Animal or Dropped: 100
- Trash - Missed: 100
- Fire Prevention: 100