311 Weekly Report

For the week of January 9 - January 15

311 Channels by Week 1

- Calls: 2,133
- Request: 561
- Chats: 49
- Text: 49

Filters (2)
Ask a Question - by request status

- COMPLETED: 17
- SUBMITTED: 4
- RECEIVED: 4

Filters (1)
Trending Topics

January 9–January 15

- Income Tax Appointments
- Broken Parking Meters
- Broken Pat Stations

Top 10 Requests this Week

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken Parking Meters</td>
<td>50</td>
</tr>
<tr>
<td>Broken Pay Stations</td>
<td>50</td>
</tr>
<tr>
<td>Ask A Question</td>
<td>40</td>
</tr>
<tr>
<td>Trash - Missed</td>
<td>30</td>
</tr>
<tr>
<td>Trash, Recycling</td>
<td>20</td>
</tr>
<tr>
<td>Fire Prevention</td>
<td>20</td>
</tr>
<tr>
<td>Street Light</td>
<td>20</td>
</tr>
<tr>
<td>Street Signs</td>
<td>20</td>
</tr>
<tr>
<td>Trees-Fallen leaves</td>
<td>20</td>
</tr>
</tbody>
</table>
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 Meter
- Broken Pay Street
- Ask A Question
- Snow/Ice/Hazard
- Trash - Missed Pickup
- Graffiti
- Trash, Recycling
- Trash - Garbage
- Trash Cart - Delivery
- Water Bill Report

Top 10 - Second Quarter

- Broken Parking Meter
- Ask A Question
- Tree Evaluation
- Broken Pay Street
- Trash, Recycling
- Graffiti
- Dead Animal
- Recycling - Missed Pickup
- Trees-Fallen limbs
- Rodents - Rats

Filters (1):
Top 10 - Third Quarter of 2019

- Tree Evaluation
- Broken Parking
- Ask A Question
- Broken Pay Stubs
- Dead Animal
- Graffiti
- Rodents - Rats
- Trash, Recycling
- Trash Missed
- Trash Garbage

Top 10 - Fourth Quarter of 2019

- Broken Parking
- Broken Pay Stubs
- Ask A Question
- Trash, Recycling
- Tree Evaluation
- Trees-Fallen
- Graffiti
- Dead Animal
- Trash Missed
- Fire Prevention
Sanitation Trends

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