311 Weekly Report

For the week of January 16 - January 22

311 Channels by Week 1

- Calls: 2,070
- Request: 539
- Chats: 48
- Text: -

Filters (2)
Trending Topics

January 16-January 22

- Ice/Snow Sidewalks
- Snow Removal Concerns
- Broken Parking Meters

Top 10 Requests this Week

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snow/Ice/Hazard</td>
<td>50</td>
</tr>
<tr>
<td>Broken Parking Meters</td>
<td>40</td>
</tr>
<tr>
<td>Snow Removal</td>
<td>30</td>
</tr>
<tr>
<td>Broken Pay Stubs</td>
<td>20</td>
</tr>
<tr>
<td>Ask A Question</td>
<td>10</td>
</tr>
<tr>
<td>Trash, Recycling</td>
<td>8</td>
</tr>
<tr>
<td>Water Bill Reports</td>
<td>6</td>
</tr>
<tr>
<td>Trash - Missed</td>
<td>4</td>
</tr>
<tr>
<td>Recycling - Missed</td>
<td>2</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

Filters (2)
Top 10 - First Quarter of 2019

- Broken Parking Meters
- Broken Pay Stubs
- Ask A Question
- Snow/Ice/Hazards
- Trash - Missed Collection
- Graffiti
- Trash, Recycling
- Trash - Garbage
- Trash Cart - Delayed Collection
- Water Bill Report

Top 10 - Second Quarter

- Broken Parking Meters
- Ask A Question
- Tree Evaluation
- Broken Pay Stubs
- Trash, Recycling
- Graffiti
- Trees-Fallen limbs
- Dead Animal on Street
- Recycling - Missed Collection
- Rodents - Rats
### Top 10 - Third Quarter of 2019

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

### Top 10 - Fourth Quarter of 2019

- **Broken Parking**
- **Broken Pay St**
- **Ask A Question**
- **Trash, Recycling**
- **Tree Evaluation**
- **Trees - Fallen limbs**
- **Graffiti**
- **Dead Animal**
- **Trash - Missed**
- **Fire Prevention**
Missed Pickups - Garbage

Missed Pickups - Recycling