311 Weekly Report

For the week of January 30 - February 5

311 Channels by Week 1

- Calls: 1,998
- Request: 500
- Chats: 2

Filters (2)
Ask a Question - by request status

- COMPLETED: 21
- SUBMITTED: 3
- RECEIVED: 0
- IN_PROGRESS: 1

Filters (1)
Trending Topics

January 30–February 5

- Income Tax Appointments
- Property Tax Questions
- Broken Parking Meters
- Broken Pay Stations

**The 311 Center was open on Saturday, February 1st for Summer Camp Registration Day**

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>38</td>
</tr>
<tr>
<td>Broken Pay Stations</td>
<td>21</td>
</tr>
<tr>
<td>Ask A Question</td>
<td>17</td>
</tr>
<tr>
<td>Graffiti</td>
<td>15</td>
</tr>
<tr>
<td>Trash, Recycling</td>
<td>12</td>
</tr>
<tr>
<td>Dead Animal</td>
<td>11</td>
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<tr>
<td>Traffic Signal/...</td>
<td>10</td>
</tr>
<tr>
<td>Tree Evaluation</td>
<td>9</td>
</tr>
<tr>
<td>Street Signs</td>
<td>9</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 Lot
- Broken Pay Stubs
- Ask A Question
- Snow/Ice/Hazard
- Trash - Missed
- Graffiti
- Trash, Recycling
- Trash Cart - Dumped
- Water Bill Report
- Filters (1)

Top 10 - Second Quarter of 2019

- Broken Parking Lot
- Ask A Question
- Tree Evaluation
- Broken Pay Stubs
- Trash, Recycling
- Graffiti
- Trees-Fallen Limbs
- Dead Animal on Street
- Recycling - Missed
- Rodents - Rats

Top 10 - Third Quarter of 2019

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

Top 10 - Fourth Quarter of 2019

- Broken Parking Lot
- Broken Pay Stubs
- Ask A Question
- Trash, Recycling
- Graffiti
- Trees-Fallen Limbs
- Dead Animal on Street
- Recycling - Missed
- Trash - Missed
- Fire Prevention