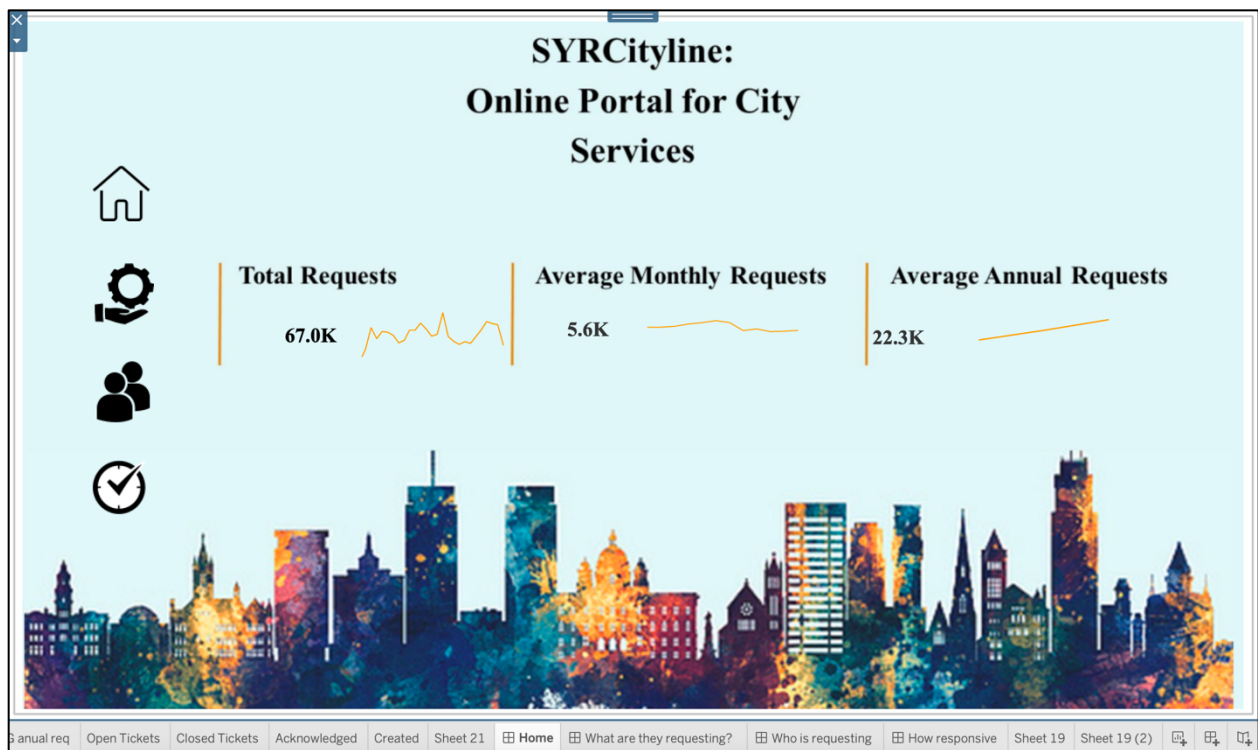# SYR Cityline:
Online Portal For City Services

Purpose: To introduce and provide an overview of the SYRCityline system.
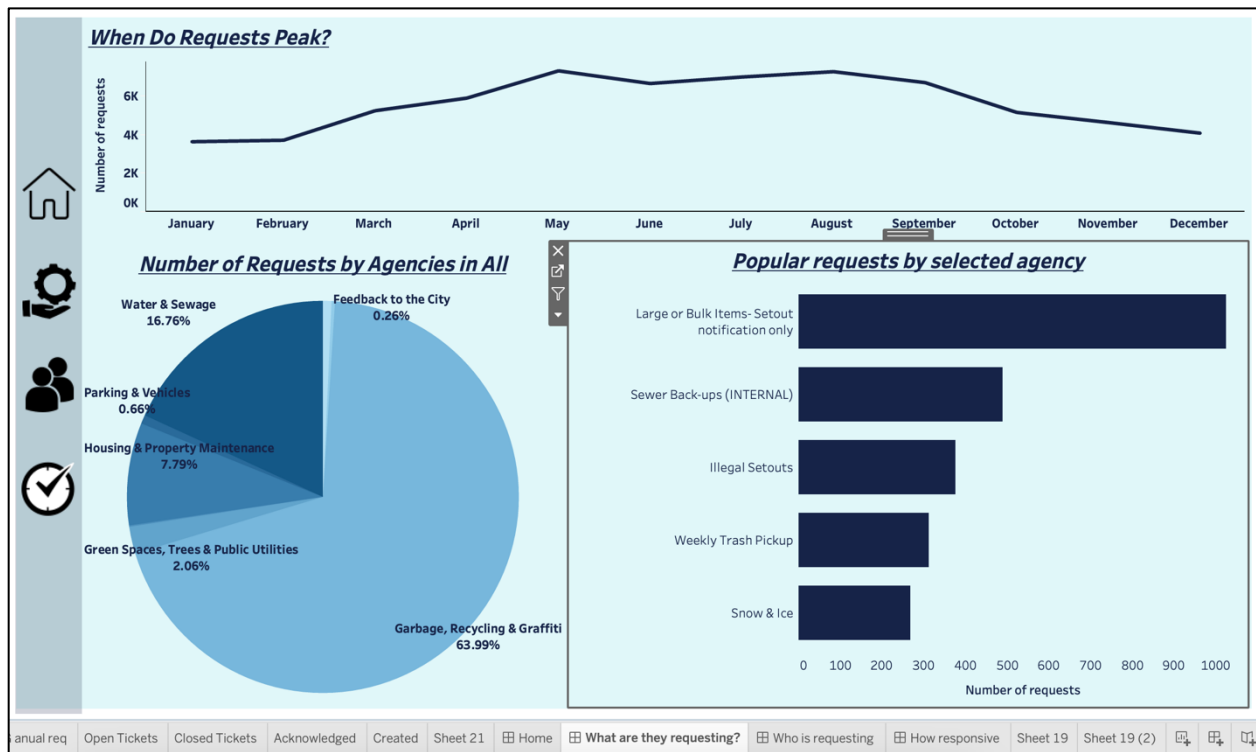
1. **What is SYRCityline?**

SYRCityline is a resource available to constituents via a mobile app, an online web portal and phone to report nonemergency service requests to the City of Syracuse. For issues impacting residents' quality of life such as potholes, damaged street signs, illegal dumping, and other neighborhood concerns. SYRCityline is the best way to have requests reach staff from city departments in order to be addressed.
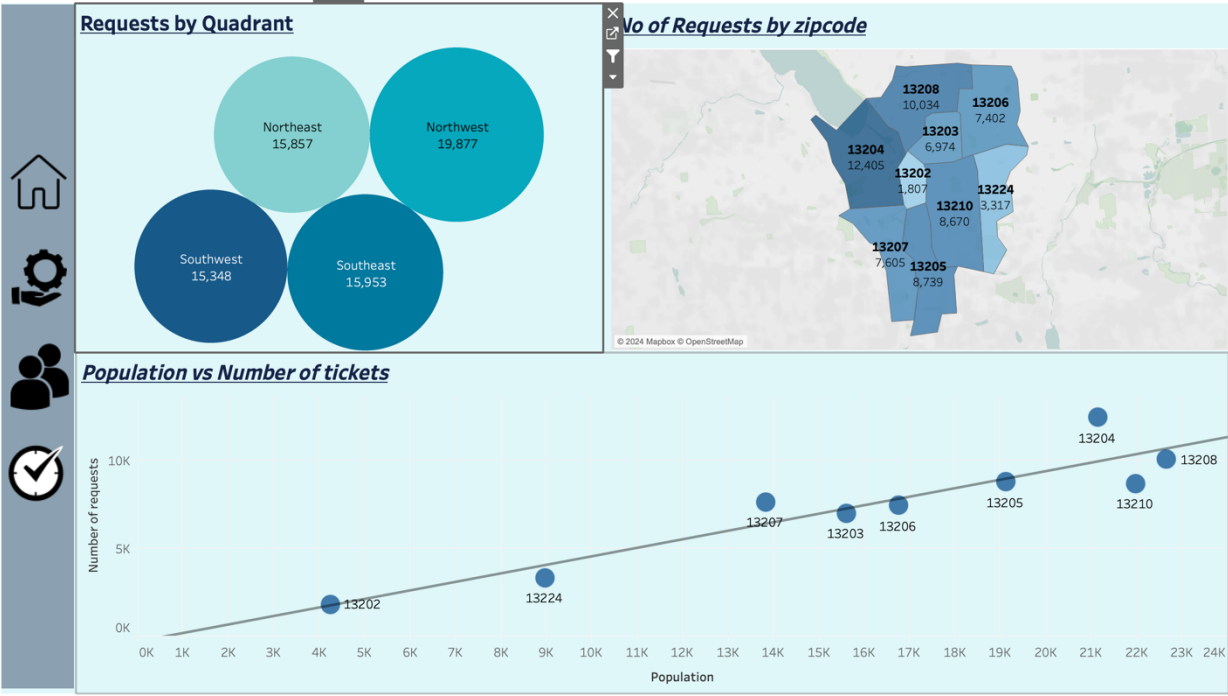
2. Who is Requesting?

Purpose: To analyze who is making the requests (this assumes access to demographic or location-based data).
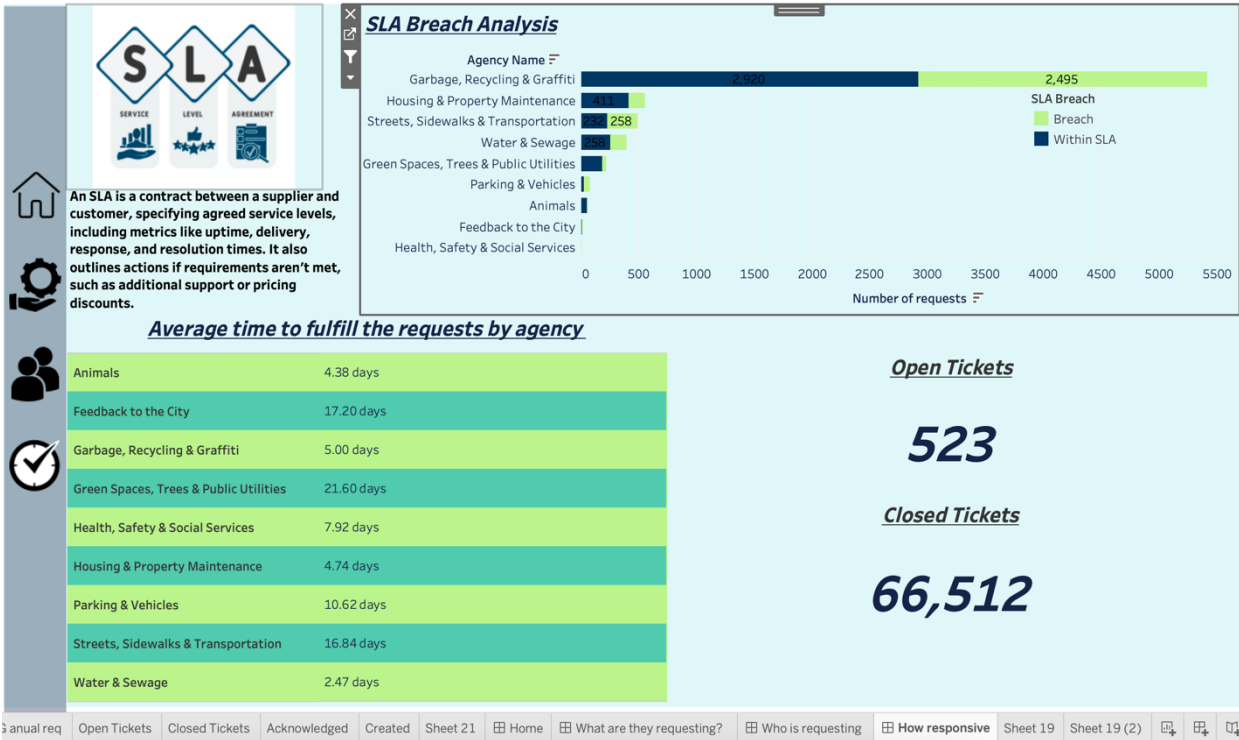

3. What are They Requesting?

Purpose: To dive into the specifics of the requests made.

Requests by Quadrant

Northeast
15,857

Northwest
19,877

Southwest
15,348

Southeast
15,953

No of Requests by zipcode

13208
10,034

13206
7,402

13203
6,974

13204
12,405

13202
1,807

13224
3,317

13210
8,670

13207
7,605

13205
8,739

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Population vs Number of tickets

Number of requests

10K

5K

0K

0K 1K 2K 3K 4K 5K 6K 7K 8K 9K 10K 11K 12K 13K 14K 15K 16K 17K 18K 19K 20K 21K 22K 23K 24K

Population

13204
13208
13205
13210
13207
13203
13206
13224
13202

4. How Responsive is the Government?

Purpose: To evaluate the government's response to the requests.

SLA

SERVICE LEVEL AGREEMENT

An SLA is a contract between a supplier and customer, specifying agreed service levels, including metrics like uptime, delivery, response, and resolution times. It also outlines actions if requirements aren't met, such as additional support or pricing discounts.

SLA Breach Analysis

Agency Name

Garbage, Recycling & Graffiti — 2,920 — 2,495
Housing & Property Maintenance — 411
Streets, Sidewalks & Transportation — 232 258
Water & Sewage — 258
Green Spaces, Trees & Public Utilities
Parking & Vehicles
Animals
Feedback to the City
Health, Safety & Social Services

0 500 1000 1500 2000 2500 3000 3500 4000 4500 5000 5500

Number of requests

SLA Breach
■ Breach
■ Within SLA

Average time to fulfill the requests by agency

Agency	Time
Animals	4.38 days
Feedback to the City	17.20 days
Garbage, Recycling & Graffiti	5.00 days
Green Spaces, Trees & Public Utilities	21.60 days
Health, Safety & Social Services	7.92 days
Housing & Property Maintenance	4.74 days
Parking & Vehicles	10.62 days
Streets, Sidewalks & Transportation	16.84 days
Water & Sewage	2.47 days

Open Tickets

523

Closed Tickets

66,512

List of the data sources used:

1. The SYRCityline requests is a very large dataset. This includes requests for city services which have been made by residents through SYRCityline, which utilizes SeeClickFix software. Service requests can be made at: https://seeclickfix.com/syracuseData Dictionary Created. Link: https://data.syr.gov/
2. Link: https://localistica.com/usa/ny/syracuse/zipcodes/most-populated-zipcodes/