

Requests for Service, City of Syracuse 2017/2018

Manuel Sande
Wednesday, May 9th 2018

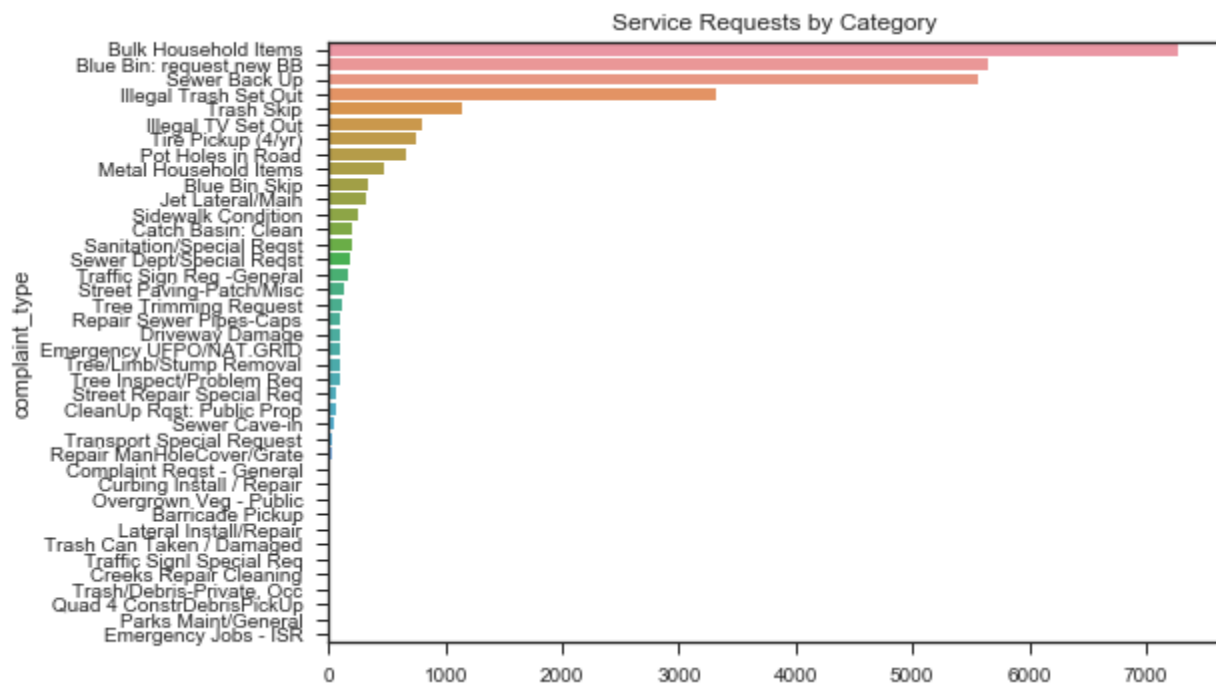
Introduction

This is a precursory report on the service requests made to the City of Syracuse between January 2017 and May 2018. 28,411 service requests were submitted during this period. 2017-1-1 is the earliest date on record that a service request was submitted, the latest date being 2018-4-8. The date range is 462 days (1 year, 3 months and 8 days).

Information presented here was retrieved from Syracuse's open data portal, DataCuse - <http://data.syr.gov.net/datasets/cityline-calls-for-service>, and what follows below is a breakdown on the nature of the requests made, the method of submittal and affiliated departments.

Analysis

Service requests categorized by their nature:



Top 5 Requests by percentage:

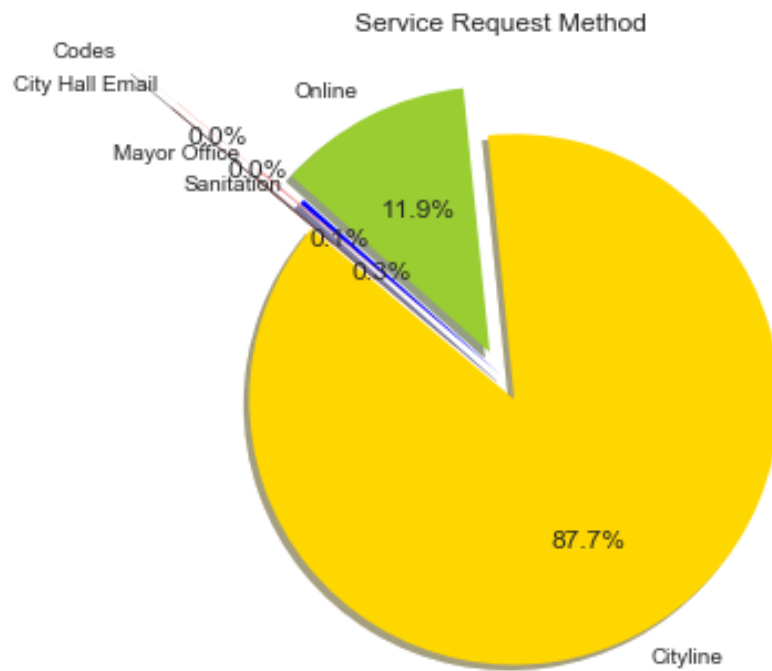
- i. Bulk household items - 25.6%
- ii. New blue bin - 19.8%
- iii. Sewer backup - 19.5%
- iv. Illegal trash set out - 11.6%
- v. Trash skip - 4.0%

A detailed count of the above requests:

Bulk Household Items	7283
Blue Bin: request new BB	5653
Sewer Back Up	5565
Illegal Trash Set Out	3323
Trash Skip	1141
Illegal TV Set Out	801
Tire Pickup (4/yr)	753
Pot Holes in Road	658
Metal Household Items	477
Blue Bin Skip	338
Jet Lateral/Main	318
Sidewalk Condition	245
Catch Basin: Clean	204
Sanitation/Special Reqst	201
Sewer Dept/Special Reqst	190
Traffic Sign Req -General	166
Street Paving-Patch/Misc	133
Tree Trimming Request	117
Repair Sewer Pipes-Caps	105
Driveway Damage	102
Emergency UFPO/NAT.GRID	95
Tree/Limb/Stump Removal	95
Tree Inspect/Problem Req	92
Street Repair Special Req	66
CleanUp Rqst: Public Prop	58
Sewer Cave-in	37
Repair ManHoleCover/Grate	29

Transport Special Request	29
Complaint Reqst - General	15
Curbing Install / Repair	14
Overgrown Veg - Public	13
Barricade Pickup	11
Lateral Install/Repair	9
Trash Can Taken / Damaged	7
Traffic Signl Special Req	6
Creeks Repair Cleaning	4
Trash/Debris-Private, Occ	3
Quad 4 ConstrDebrisPickUp	2
Emergency Jobs - ISR	1
Parks Maint/General	1

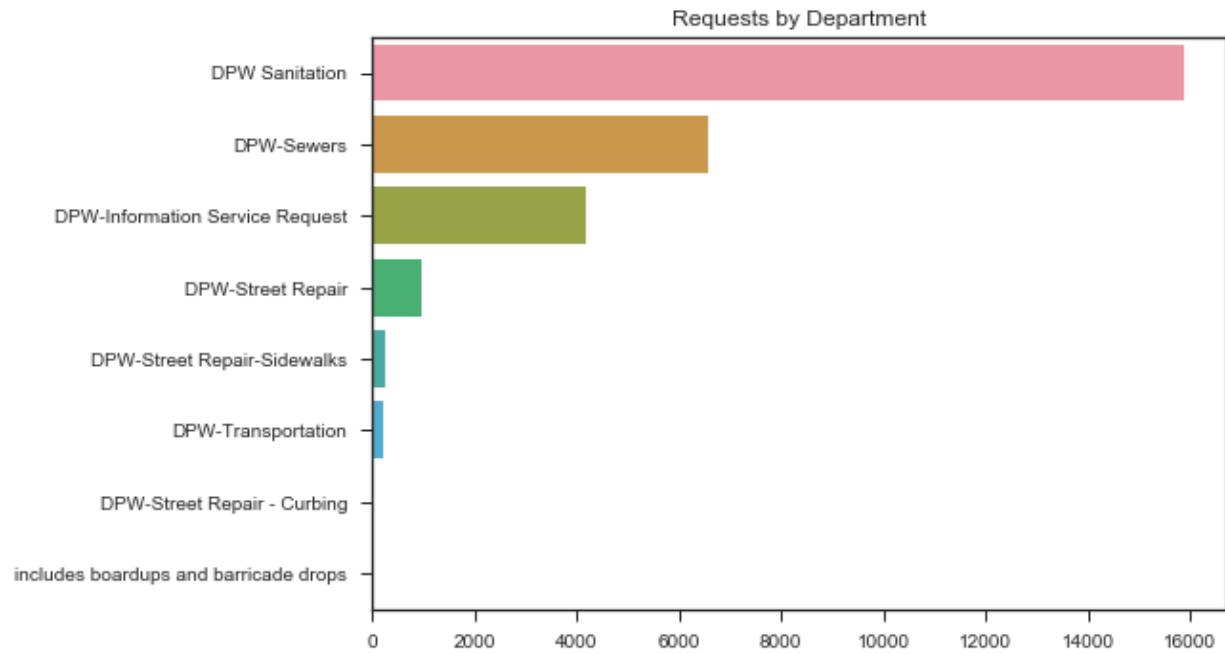
Service requests categorized by method submitted:



A detailed count on methods used:

Cityline	24919	87.7%
Online	3367	11.9%
Sanitation	92	0.3%
Mayor's Office	28	0.1%
City Hall Email	4	0.0%
Codes	1	0.0%

Service requests grouped by departments:



Detailed request counts:

DPW Sanitation	15896
DPW-Sewers	6585
DPW-Information Service Request	4195
DPW-Street Repair	957
DPW-Street Repair-Sidewalks	238
DPW-Transportation	201
DPW-Street Repair - Curbing	19
includes boardups and barricade drops	12
*Uncategorized	308

*308 service requests uncategorized by departmental categories.

Summary

- Anomaly found on dates 2 tickets were closed:
 - i. ticket open date 2017-06-01 but closed 2002-06-02
 - ii. ticket open date 2017-01-26 but closed 2016-01-26
- Sanitation department received 55.9% of all service requests made.
- 87.7% of requests made through city phone-line, with 11.9% of requests made via city website.
- Bulk household item collection was the leading service request at 25.6%.
- 1.0% of service calls fell outside DPW's defined departmental areas.