Resident Feedback Analysis: Q1-Q2 2025

Report Generated: September 19, 2025

1. Executive Summary & Key Findings

This report analyzes 550 resident comments received between Jan 1 and Jun 30, 2025. The overall sentiment was 39.1% positive.

- **Highest Feedback Volume:** 'General Inquiry' was the most frequently discussed topic, indicating it is a primary area of resident interaction.

- **Primary Area of Concern:** 'General Inquiry' received the highest number of negative comments (146), suggesting a need for operational review and intervention.

- **Seasonal Trends:** Feedback volume peaked in April, driven by seasonal issues. This predictability offers an opportunity for proactive resource allocation.

2. Data-Driven Recommendations

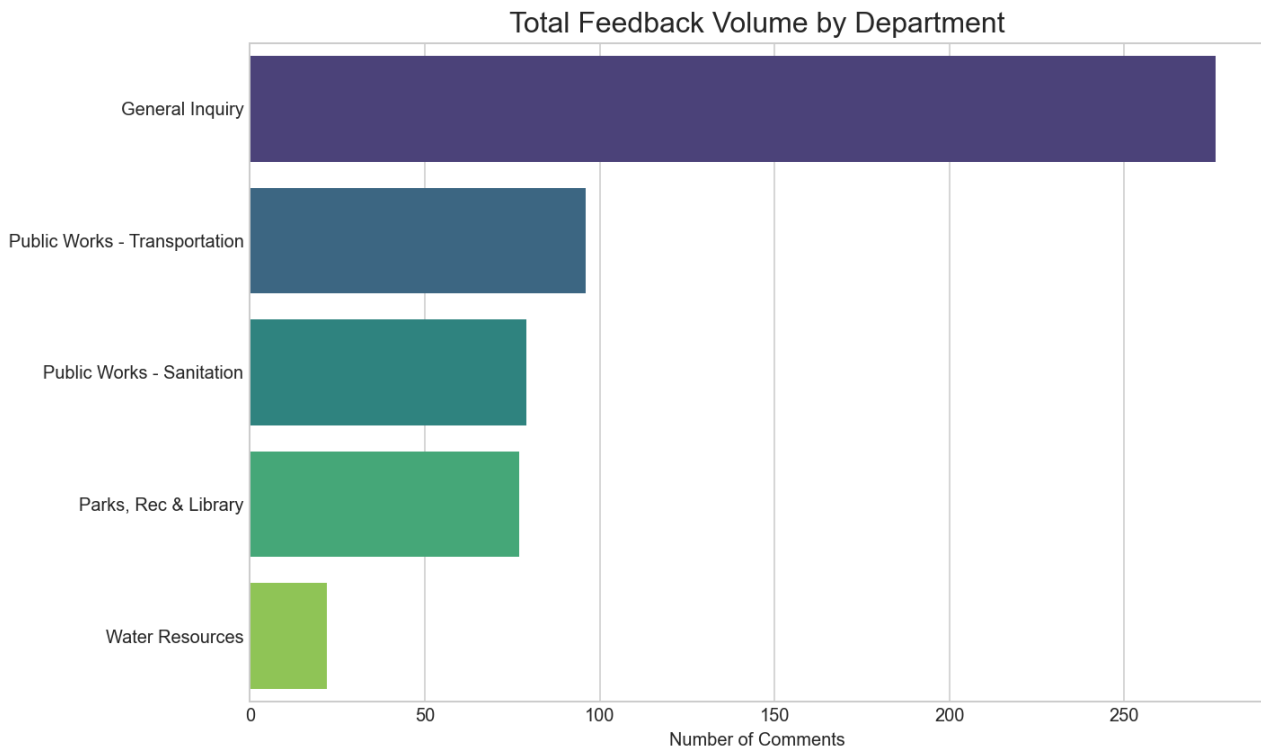Based on the analysis, the following actions are recommended:

1. **For the 'General Inquiry' Department:**
    - Conduct a root-cause analysis to understand the drivers of the 146 negative comments.
    - Develop a targeted action plan to address the most common complaints within this topic.
    - Launch a communications initiative to inform the public of planned improvements.

2. **For the 'General Inquiry' Department:**
    - Since this is a high-volume area, review communication channels and processes to ensure they are efficient and user-friendly.
    - Leverage the high interaction rate to gather more detailed feedback through targeted surveys.

3. **Proactive Seasonal Planning:**
    - Allocate additional resources to address predictable seasonal peaks, such as increased road crews for post-winter repairs or groundskeepers for parks in the spring.
    - Use historical data to anticipate needs for the next quarter and set proactive performance goals.

3. Visual Analysis

The following charts provide a visual breakdown of the feedback data.

Total Feedback Volume by Department

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Sentiment Breakdown by Department

Monthly Feedback Volume (All Topics)